

THE SPORTS FACILITIES
COMPANIES

TEAM MEMBER HANDBOOK



WELCOME TO THE TEAM!

Congratulations on joining a team with a mission to **Improve the Health and Economic Vitality of the Communities We Serve**. We are building a championship caliber team, and we expect you to play a vital role in fulfilling this mission. Regardless of your role or job title, the actions and words you choose will assist in accomplishing this mission.

We are deeply committed to making a difference in the communities we serve. Youth and amateur sport, community recreation, wellness and special events make a huge impact to our communities, improve the health of our citizens, and develop critical life skills like:

- Accountability
- Collaborative teamwork
- Excellence in leadership
- Service to others

We also believe you personally foster these values (A.C.E.S.) and as a part of the team, you will be working with your teammates in **Planning, Developing and Managing the Highest Performing Facilities** in the country.

No matter what your role today, if you apply your leadership to these values 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.


Since 2003, The Sports Facilities Companies has served a portfolio totaling more than \$5 Billion in planned and operational centers. We have served well over 2000 communities and improved the performance of facilities, hosting more than 150 million visits! Every day, across the country and around the world, our Team Members are working hard to:

- Bring innovative, wholesome, and healthy activities to kids, families, and seniors
- Exceed our client and facility owners' expectations
- Provide a world-class guest experience
- Have fun and develop professionally

As part of our team, you will contribute to the impact. Your influence will be made 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 mission, vision, values, services, brand, and policies. We welcome you with great anticipation – the best is yet to come!

Sincerely,



Jason Clement
Chief Executive Officer

TABLE OF CONTENTS

WELCOME

Introduction and Handbook Overview	5
We are a Team	6
About This Team Member Handbook	6
Open Door Communication	6
Mission and Values	7

EMPLOYMENT

Equal Opportunity Employment	8
Americans With Disabilities Act (ADA) and Reasonable Accommodations	8
Religious Accommodations	8
Pregnant Worker’s Fairness Act (PWFA) And Reasonable Accommodations	8
PUMP Act and Reasonable Accommodations	8
“At-Will” Employment	9
Pre-Employment Verification	9
Proof of Right to Work	9
Work permits for Minors	9
Team Member Classifications	10

STANDARDS OF BEHAVIOR

Harassment	11
Code of Conduct	12
Personal Relationships	14

BENEFITS

Medical, Dental and Vision Insurance	15
COBRA	15
Group Life Insurance	16
Short Term Disability	16
Long Term Disability	16
Life Assistance Program	16
Retirement Plan	16

TIME OFF AND LEAVE OF ABSENCE POLICIES

Paid Time Off (PTO)	17
Holidays	19
Leaves of Absence	19
FMLA (Family Medical Leave)	20
Non-FMLA (Medical Leave)	21
Maternity/Paternity/Adoption	21

Military Leave	21
Personal Leave	21
Workers' Compensation Leave	22
Bereavement Leave	22
Jury Duty	22

WORKPLACE SAFETY

Safety	24
Insurability	24
No Smoking	24
Substance Abuse and Drug Testing Policy	24
Security	26
Inspections and Searches	26
Video Surveillance	27
Right to Monitor	27
Threats, Violence, and Weapons	27
Emergency Closing	27

WORKPLACE GUIDELINES

Paycheck/Payroll	28
Attendance and Punctuality	28
Work Hours and Overtime	29
Time Keeping Policy	29
Break and Lunch Periods	30
Personal Property	30
Internal Applicant Policy	30
Records Inquiry/Privacy Issues	30
Personal Appearance	31
Gifts and Business Courtesies	31
Performance Management	31
Resignation/Separation	32
Confidentiality	32
Media Contacts	34
No Solicitation and Distribution	34
Acceptable Use of Electronic Information and Internet	35
-Internet Use	
-Personal Use	
-Prohibited Use	
-Email Use	
-Laptop or Desktop Use	
-Telecommunications Use	
-Smart Glasses and Wearable Recording Devices	
Use of Social Networking Sites	40

INTRODUCTION AND HANDBOOK OVERVIEW

ABOUT THE SPORTS FACILITIES COMPANIES

The organization known today as The Sports Facilities Companies (“SFC” and the “Company”), was founded in 2003. Over the years, SFC has strategically grown, expanded and become an industry leader in the planning, development and management of sports facilities. SFC currently operates under several brands and organization names including Sports Facilities Advisory (SFA), Sports Facilities Development (SFD), and Sports Facilities Management (SFM).

SFA was the original company and business line of SFC. SFA provides institutional grade planning services that include market research, financial forecasting, finance strategy, and partnership development. SFA is an incubator for millions of dollars of projects that move through the product/service cycle annually.

SFD was added to the SFC portfolio of companies in 2018. SFD provides venue planning and owners’ representation services that produce functional on-time and on/under budget project results for clients. Through the construction and development cycle, SFD provides value through subject matter expertise, industry relationships, economies of scale, and accountability for projects.

SFM operates the largest network of sports tourism venues in North America, known as the “SFM Network”. In 2007, the United States National Park Service (“NPS”) retained SFA to provide implementation services of an optimization plan for Aviator Sports and Events. This established SFC’s first management support services for operational venues. During the economic slowdown of “The Great Recession” (circa 2008/2009), SFA responded to the market need for more efficient and effective operational solutions. As the demand for outsourced sports facility management grew, SFM was formally launched in 2015 and quickly achieved a leadership position in the market.

WE ARE A TEAM

Our success depends upon teamwork. Whether you work in a facility or in our Support Center, we know that teamwork and collaboration are the foundations to our success. To signify our commitment to our team, we refer to each other as “Team Members” instead of “employees.”

“Team Member” means that we depend on each other to work together to achieve our mission. Teamwork is essential to providing exceptional service to others and improving the communities we serve. Throughout this Handbook you will notice the term Team Member, meaning you are part of a larger team striving to reach the same mission. As a Team Member, you are a valued part of the Company.

ABOUT THIS TEAM MEMBER HANDBOOK

This Handbook is intended for all Team Members and provides you with important information about our policies and benefits, as well as information regarding your own privileges and responsibilities. It is each Team Member’s responsibility to read, understand, become familiar with, and to adhere to the policies and information contained in this Handbook. This Handbook supersedes all prior Company or SFC related entity handbooks.

The facility or location at which you primarily work may have additional location-specific policies and information that supplement those stated in this Handbook. Location Handbook Supplements are created because each facility is unique and there may be additional information regarding processes, policies, state regulations and procedures to be addressed at each facility. Please contact your supervisor or General Manager of your facility, or confidential@sportsfacilities.com for any questions you may have regarding location specific policies and procedures.

OPEN DOOR COMMUNICATION

A complaint, misunderstanding, or question may arise which involves your employment. This may involve your duties, a matter concerning another Team Member, or a matter concerning a member of the public, guest, client, or prospective client. We try our best to understand our Team Members’ concerns, and to improve things when possible. If you have a concern or suggestion relating to your employment, speak to your Supervisor, General Manager, Human Resources Department, and/or any member of the management team. Your Supervisor and General Manager have interest in your growth, development, and success, but they need to know about issues before they can help.

If at any time you do not feel a concern is being heard after notifying your General Manager or your Supervisor, you can contact the Support Center Human Resources Department by calling the Support Center or e-mailing confidential@sportsfacilities.com.

MISSION AND VALUES

Our mission and values are foundational to our organization. They are more than words; they reflect who we are and how we act. We expect Team Members to live them personally and professionally. Know, live, share, and model these values.

OUR MISSION

To improve the health and economic vitality of the communities we serve.

OUR VALUES – A.C.E.S.

ACCOUNTABILITY

We have a willingness to accept responsibility for our actions and the actions of our team. We respectfully hold high standards for ourselves, our department, and our Company's Team Members.

COLLABORATION

We work cohesively in all our efforts to produce and create something greater than ourselves. We are a better Company and community when supporting, collaborating and learning from one another.

EXCELLENCE

We value and expect excellence in all we do. We celebrate success and support each other when we stumble, but we never lose sight that our standard is excellence.

SERVICE TO OTHERS

We treat everyone with courtesy and respect. Helping others is not just our job, it is our pleasure. We see every communication and contact, particularly with a guest, client or fellow Team Member, as an opportunity to strengthen or establish a relationship.

All these values are equally important. No priorities, no rank. As a Team Member of the Company, these values are foundational to the impact we get to make with one another, our guests, our vendors and our communities in dramatically improving the health and economic vitality of the communities we serve.

EMPLOYMENT

EQUAL EMPLOYMENT OPPORTUNITY (EEO)

The Company is an equal opportunity employer. We hire individuals based on their experience, talent, and qualifications. Unlawful discrimination or harassment based on race, color, religion, sex, gender identity, pregnancy, national origin, ancestry, citizenship, age, marital status, physical disability, mental disability, medical condition, sexual orientation, genetic information, or any other characteristic protected by state or federal law is strictly prohibited. We are committed to making decisions based on valid job requirements.

In addition, the Company complies with all applicable state and local laws governing nondiscrimination in employment in every location in which we have facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfers, leave of absence, compensation, and training.

AMERICANS WITH DISABILITY ACT (ADA) AND REASONABLE ACCOMMODATIONS

To ensure equal employment opportunities for qualified individuals with a disability, we will make reasonable accommodation for the known disability of a qualified individual, unless it creates an undue hardship for the Company.

Team Members who may require a reasonable accommodation should contact their General Manager or Human Resources Department.

RELIGIOUS ACCOMMODATIONS

The Company will make reasonable effort to accommodate Team Members sincerely held religious beliefs or practices unless the accommodation would impose an undue hardship on the Company.

PREGNANT WORKERS FAIRNESS ACT (PWFA) AND REASONABLE ACCOMMODATIONS

In accordance with Pregnant Workers Fairness Act (PWFA), the Company will make an appropriate effort to provide a reasonable accommodation for a qualified Team Member for known limitations related to, affected by, or arising out of pregnancy, childbirth, or related medical conditions, unless the accommodation will cause the Company an “undue hardship.”

PUMP ACT AND REASONABLE ACCOMMODATIONS

In compliance with PUMP for Nursing Mothers Act (PUMP Act) the Company will provide reasonable accommodations for a team member to express breast milk for their nursing child for one year after the child's birth each time such employee has need to express milk. Team Members are entitled to a place to pump at work, other than a bathroom, that is shielded from view and free from intrusion from coworkers and the public.

AT-WILL EMPLOYMENT

Employment with the Company is “At-Will”. At-Will Employment means that the Employer-Team Member relationship may be terminated with or without cause and without warning by the Team Member or the Company. In addition, the terms and conditions of employment with the Company may be modified at its sole discretion, with or without cause and/or advance notice. Except for the Company’s CEO, no one has the authority to make any agreement for employment with Team Members other than for At-Will Employment or to make any agreement limiting the Company’s discretion to modify terms and conditions of employment of its Team Members without a written document signed by him/her or his/her specifically selected designee and the Team Member. No implied contract concerning any employment-related decision or term, or condition of employment can be established by any other statement, conduct, policy, or practice.

PRE-EMPLOYMENT VERIFICATION

On behalf of the Company, our valued guests and dedicated Team Members, all candidates recommended for hire may be subject to a pre-placement verification. This process helps ensure that we hire the most qualified individuals to perform the duties of the position most effectively and who are best able to serve the Company. Pre-employment verification may include, but is not necessarily limited to, confirmation of the candidate’s identity; employment references; Department of Motor Vehicle report; drug screening; review of criminal history, if any; or verification of any license, certification or degree required for the position. The Company also participates in E-Verify and is a Drug Free Workplace.

PROOF OF RIGHT TO WORK

The Company complies with all federal immigration laws. In addition, we participate in E-Verify. Under federal law, all new hires must produce original documentation establishing their identity and right to work in the United States and complete a Form I-9. Appropriate documentation must be produced on or before the first day of any employment, but in no event later than the third business day or 72 hours after the Team Member’s first day worked. Failure to provide timely work authorization documents will result in immediate termination, as required by federal law. The Company reserves the right to use third party resources to verify and authenticate information and documents provided by Team Members.

If employment authorization expires, team members are not authorized to work in the US. For employment to continue, reverification of employment authorization must be completed before the expiration date. The team member must provide an unexpired List A or List C document of their choice. Expired List B identity documents do not require reverification.

WORK PERMITS FOR MINORS

Where required by state or local law, a valid work permit or other required age/employment documentation must be received before the minor begins work. If no permit is required, the venue must still maintain proof of age and comply with all restrictions and child labor laws on hours and job duties. If a permit or certificate has an expiration date, an expired permit should be treated as invalid, and the minor should not work until an updated permit, or other required documentation is received and verified.

TEAM MEMBER CLASSIFICATIONS

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 Support Center.

Exempt Employment

Exempt Team Members are paid on a salary basis regardless of hours worked in a pay period and are not eligible for overtime.

Non-Exempt Employment

Non-Exempt Team Members are generally paid an hourly wage for all hours worked and are eligible to receive overtime compensation. Overtime compensation will be paid for all hours worked that meet the state or local guidelines for it.

Regular Full-Time Employment

Full-time Team Members are not in a seasonal or temporary status. They are expected to work an average of at least thirty (30) hours per week throughout the year. Generally, they are eligible for full-time benefits, which are subject to the terms, conditions, and limitations of each benefit program.

Regular Part-Time Employment

Part-time Team Members are not in a seasonal or temporary status. A part-time Team Member who works on average thirty (30) hours or more per week for an entire calendar year may become eligible in the subsequent calendar year for certain full-time benefits in accordance with the eligibility of those benefit plans.

Seasonal or Temporary

Seasonal or Temporary Team Members are hired to fill seasonal positions or temporary positions. They are expected to work less than six (6) months per year and average less than forty (40) hours per week. Seasonal or Temporary Team Members maintain that designation unless otherwise specifically told in writing by management that they have been converted to regular full-time or regular part-time status. Seasonal or Temporary Team Members who are placed on LOA or inactive status must return to active duty within **one (1) year** of their last paycheck to maintain employment eligibility. If a seasonal team member does not return to work within one year from the date of their last paycheck, their employment status will be considered voluntarily terminated. Rehire eligibility will be determined based on prior performance, attendance, and business needs.

Rehires

Rehired Team Members who return to the Company in ninety (90) days or less after their termination date will receive service credit for their prior employment. Team Members who transfer their employment within the Company will not receive a break in service. Any team member seeking reemployment post 90 days will be required to complete the entire hiring process to include pre-employment background check and drug screening.

STANDARDS OF BEHAVIOR

HARASSMENT

The Company strives to provide all Team Members with a workplace free of unlawful discrimination and harassment, to provide for the prompt and thorough investigation of harassment complaints and to provide a process for eliminating any such abuse. Unlawful harassment of Team Members in any form is unacceptable conduct and will not be tolerated.

Team Members, applicants, guests, vendors, and all other people related to our business must comply and take appropriate measures to ensure such unlawful discriminatory and harassing conduct does not occur. This policy includes harassment based on race, color, national origin and ancestry, religion, age, sex (sexual harassment, gender harassment, and harassment due to pregnancy, childbirth or related medical conditions), gender identity, genetic information, sexual orientation, marital status, medical condition, disability, veteran status and any other basis protected by law.

Harassment may take many forms. It includes, by way of example:

- Verbal conduct such as derogatory jokes or comments, slurs, unwanted advances, unwelcome invitations/comments, bullying, or (nick)name calling.
- Visual conduct such as derogatory and/or sexually oriented posters, photography, videos, images, cartoons, drawings, or gestures.
- Physical conduct such as hazing, assault, unwanted touching, blocking normal movement or interfering with work because of sex, race, or any other protected basis.
- Third party harassment such as comments about someone else that is sexual, harassing, threatening or inappropriate in nature.
- Retaliation for having reported or threatened to report harassment.

Sexual Harassment

Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other offensive verbal or physical conduct that is either sexual in nature or directed at someone because of his or her gender. Sexual harassment undermines the employment relationship by creating an intimidating, hostile, or offensive work environment and will not be tolerated.

Sexual harassment may take different forms such as demands to submit to sexual requests as a condition of continued employment or to avoid some other loss and offers of employment benefits in return for sexual favors.

Other forms of harassment include, but are not limited to:

- Verbal - sexual innuendos, suggestive comments, jokes of a sexual nature, sexual propositions, repeatedly asking someone for dates, comments about one's anatomy, unwelcome flirtation, use of demeaning terms (e.g., "babe" or "honey"), threats, making comments about someone else that are sexual in nature.
- Non-Verbal - sexually suggestive objects or pictures (e.g., scantily clad models, cartoons, etc.), suggestive or insulting sounds, leering, whistling, obscene gestures.
- Physical - unwanted physical contact, including touching, pinching, brushing the body, pushing, or blocking movement.

Unlawful harassment is insulting and demeaning to the recipient and will not be tolerated in the workplace. Violations of this policy may result in disciplinary action up to and including termination.

Reporting Discrimination and Harassment

If you believe you are being harassed or are a victim of discrimination, we encourage you to come forward and report such incidents to your General Manager, Supervisor, or Human Resources Department. If you believe you have been subjected to harassment, you are encouraged to make it clear to the offender that such behavior is offensive and unwelcoming. You should report the situation in the manner described below.

The report should be made immediately after the incident and include as much detail as possible; date, time, and location of the incident, names of the individuals involved, names of any witnesses, etc. Under no circumstances are you required to report harassment to the offender. If you do not feel comfortable notifying your General Manager or your Supervisor, you can contact the Support Center Human Resources Department by calling The Sports Facilities Companies Support Center or e-mail confidential@sportsfacilities.com

We will promptly and thoroughly investigate any complaint as it arises and take appropriate action based on the results of that investigation. We will not allow any form of retaliation against any Team Member for making a complaint of unlawful harassment or for participating in an investigation. Retaliation is viewed as gross misconduct of our harassment policy.

We, to the maximum extent possible, will maintain the confidentiality of all parties involved and share on a need-to-know basis only. However, investigation of such complaints may require disclosure to the accused party and other witnesses to gather pertinent facts and conduct a thorough investigation. Any Team Member determined by us to be responsible for harassment in violation of this policy will be subject to appropriate disciplinary action, up to and including termination. Where appropriate, action(s) taken against the harasser will be made known to the Team Member lodging the complaint. You will not be retaliated against for filing a complaint and we will not tolerate or permit retaliation of any kind.

We encourage you to report any incidents of harassment or retaliation immediately so complaints can be quickly and fairly resolved.

CODE OF CONDUCT

The Company requires adherence to certain behavioral standards to succeed and to promote efficiency, productivity and cooperation among team members. This policy contains examples of the types of conduct and performance that are impermissible and that may lead to disciplinary action, up to and including immediate termination.

While the following is not an exhaustive list, the following are some examples:

- Misappropriation of company “perks,” i.e., the unauthorized sale, re-sale or other distribution of merchandise or promotional items provided to team members as a benefit of employment for personal gain or benefit
- Insubordination, including improper conduct toward any supervisor or manager, or refusal to perform tasks assigned
- Possession, distribution, sale, use or being under the influence of illegal drugs while on duty, or being under the influence of alcohol or illegal drugs while operating a vehicle or potentially dangerous equipment leased, managed or owned by the Company.

- Responsibly taking part in drinking alcoholic beverages at a company sponsored and authorized event, i.e., holiday parties, company celebrations or functions, business development meetings or events, authorized department parties, etc., is not deemed to be a violation of this policy
- Sexual harassment or other unlawful harassment, whether verbal, physical or visual
- Knowingly providing false information or refusing to participate in an internal workplace investigation
- Failing to promptly report, known violations of Company policy, unethical conduct, or loss of Company property or assets to the appropriate internal channels or to government agencies
- Violating safety and/or health rules or practices or engaging in conduct that creates a safety or health hazard
- Actual or threatening physical violence towards other team members, guests, visitors or on-site vendors
- Disclosing confidential information or trade secrets about the Company or its Team Members or guests
- Theft or unauthorized removal or possession of property from the Company, fellow team members, guests or anyone on company property
- Misusing or negligently destroying or damaging property, records or other materials of the Company”, fellow team members or guests
- Altering without appropriate authorization or falsifying any time-keeping record, intentionally entering another team member’s time record, allowing someone else to enter your time record, removing any time-keeping record from the designated area without proper authorization or destroying such a record
- Excessive absenteeism, tardiness or job abandonment
- Falsifying or making a material omission on an employment application, expense report or any other Company record or to a supervisor, General Manager or any other Company leader
- Engaging in outside employment or other activities that materially interfere with job performance, use Company confidential information, or directly compete with the Company’s or its client’s business, without disclosing the situation and obtaining prior written approval, where required by applicable law
- Bringing dangerous, unauthorized, or unlawful materials such as explosives, firearms, weapons or chemicals on Company or client’s property
- Intentionally making false statements about the Company, clients, team members or guests, or engaging in harassing, discriminatory, or threatening communications, whether in person or electronic
- Engaging in bullying or repeated behavior that a reasonable person would find intimidating, hostile, or abusive toward team members or guests
- Conduct that violates law or Company policy, that interferes with a team member’s ability to perform their job, disrupts operations, or significantly harms the Company’
- Unsatisfactory job performance
- Improper use of computer systems, including accessing improper websites or other digital media, etc.
- Engaging in any illegal activity on Company or client’s premises or systems/equipment in an illegal manner or for illegal purposes
- Sleeping/napping on the job

This policy does not prohibit or interfere with employees’ rights under Section 7 of the National Labor Relations Act, including the right to discuss wages, hours, or other terms and conditions of employment, or to engage in other protected concerted activity.

PERSONAL RELATIONSHIPS

Romantic or sexual relationships between a Supervisor and a Team Member who reports to him or her are not permitted. These kinds of relationships can jeopardize a supervisor's effectiveness, be seen as unfair by other Team Members, and generally complicate working relationships. The Company requires Supervisor's engaging in a romantic relationship with a direct report or with someone where there is a potential financial impact, to disclose the relationship to the General Manager of their work location or to the Company's Support Center Human Resources Department. Should a relationship negatively impact job performance or the business environment, the Company reserves the right to require a transfer, resignation, termination, or other appropriate action, at its sole and absolute discretion.

The Company is concerned that some personal non-business relationships between Team Members can have a negative impact on its business and Team Member morale.

Candidates being considered for employment and Team Members who are related to another Team Member by blood, marriage, law, or who are domestic partners/cohabitants, where the relationship creates an actual or perceived conflict of interest may not be permitted to work if one has direct or indirect supervision over the other. In these circumstances, it is the responsibility of the more senior level Team Member to promptly inform the General Manager of your work location or the Company's Support Center Human Resources Department.

TEAM MEMBER BENEFITS

The Company offers Team Members several benefit opportunities. There are varying eligibility requirements for the Team Member benefit plans. Some of the Team Member benefit plans may require a Team Member contribution and have a waiting period for eligibility. This section of the Handbook is designed to give Team Members a general overview of the benefits available to eligible Team Members. Details of the benefits conferred by plans governed by the Employee Retirement Income Security Act of 1974 (“ERISA”) are set forth in plan descriptions which are available for review through the Human Resources Department. Descriptions of the current Team Member benefit plans available to eligible Team Members are contained in materials provided to each Team Member upon their eligibility, on the company’s intranet (“The Dugout”). Those plan documents govern eligibility for participation in those plans. If there is any real or apparent conflict between the brief summaries provided here and the terms, conditions, exclusions or limitations of the official plan documents, the provisions of the plan documents will prevail.

Team Member benefits are subject to change at any time at the sole discretion of the Company.

MEDICAL, DENTAL AND VISION INSURANCE

All newly hired full-time Team Members are eligible for benefits on the 1st of the month following 30 days of employment. They will have a 30-day window to make their elections. Team members who have a status change to full-time may immediately enroll for benefits to become effective the first day of the month after their date of hire or status change. If hired on the first day of the month, then any insurance is effective the first day of the following month. Note- The Affordable Care Act requires a monthly standard “lookback period” and an annual stability “lookback period”. Team Members working at least 30 hours per week during the “lookback periods” can elect benefits. The monthly standard “lookback period” measures the previous 12 months of hours worked. The stability “lookback period” for the Company measures a period from November 1st through October 31st of the previous year. This is used to determine eligibility for Team Members who work variable hours.

Team Members experiencing a qualifying event may also enroll in certain benefits. Some common qualifying events are termination of employment; death of a Team Member; a reduction in a Team Member’s hours; marriage, divorce or legal separation; birth or adoption of a child, and a dependent child no longer meeting eligibility requirements.

COBRA BENEFITS

The Federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives Team Members and their qualified beneficiaries the opportunity to continue health insurance coverage under the Company’s health plan when a “qualifying event” would normally result in the loss of eligibility.

Under COBRA, the Team Member or beneficiary pays the full cost of coverage after a qualifying event at the Company’s group rates, plus an administration fee for continuation coverage. The health insurance carrier provides each eligible Team Member with a written notice describing rights granted under COBRA when a qualifying event occurs. The notice contains important information about the rights and obligations of the Team Member and/or beneficiary(s). Failure to comply with the notice in a timely manner may result in a loss of insurance coverage. It is imperative that each Team Member keep the Company apprised of the status of his/her family life and age of dependents.

GROUP LIFE INSURANCE

The Company provides some group term life insurance for full-time Team Members. Team Members are eligible for this benefit on the first of the month following 30 days from the date of hire. The cost of this coverage is paid for in full by the Company. Team Members must identify a beneficiary(s) during the enrollment process.

SHORT TERM DISABILITY

Short term disability is offered to all full-time Team Members at their expense. Team Members can purchase this benefit under the terms and conditions of the provider effectively on the first day of the month following 30 days from date of hire. Should you not select this benefit at time of hire, you will be subject to an Evidence of Insurability as directed by provider. Team Members may reference the plan for details of this benefit.

LONG TERM DISABILITY

Long term disability is offered to all full-time Team Members at their expense. Team Members can purchase this benefit under the terms and conditions of the provider effectively on the first day of the month following 30 days from date of hire. Should you not select this benefit at time of hire, you will be subject to an Evidence of Insurability as directed by provider. Team Members may reference the plan for details of this benefit.

LIFE ASSISTANCE PROGRAM

The Company offers a Life Assistance & Work/Life Support Program for all Team Members. The program can help you and your family find solutions and restore your peace of mind at no extra cost to the Team Member. A program advocate can help Team Members access and find resources for personal and family needs, care giving, pet care, and to develop solutions to work/life challenges.

RETIREMENT PLAN

The Company provides an opportunity for eligible Team Members to participate in a Company sponsored retirement plan. The Company reserves the right to make changes or terminate the plan at any time.

Eligibility

A Team Member is eligible to contribute to the plan on the first of the month following 60 days of employment. All Team Members become eligible for the company match after one year of active employment. Enrollment is self-service and completed via the retirement plan administrator's website.

Contributions

Subject to statutory limits on tax deductibility, the retirement plan allows Team Members to elect how much of their pay they want to contribute to the plan and to direct the investment of their funds. A Team Member is fully vested in his or her own contributions and entitled to those contributions upon termination of employment regardless of the length of their employment. For each payroll cycle, the Company may contribute a matching contribution based on the guidelines of the selected plan up to the plan limits for the calendar year.

TIME OFF AND LEAVE OF ABSENCE POLICIES

The success of the Company’s time off policies depends on effective cooperation between a Supervisor and the Team Member. Its success also depends on the Team Member’s good judgment. These policies do not in any way change, modify or negate the Company’s Employment “At-Will” relationship with its Team Members. Also, the Company may choose not to follow these guidelines in certain situations and may revise or change the guidelines at any time.

PAID TIME OFF (PTO)

The Company recognizes the personal and business value of time away from work. All Team Members are encouraged to fully use their earned PTO. Paid Time Off (PTO) is a bank of hours that the Company provides to eligible Team Members for the use of time away from work. For that reason and as described below, regular full-time Team Members are eligible to take PTO from work without loss of pay. All other Team Members are eligible to take time off from work on an unpaid basis, subject to written pre-approval and scheduling by their supervisor or General Manager.

Eligibility

All Exempt and Non-Exempt full-time Team Members are eligible for PTO benefits to begin accruing on their first day of employment. Team Members who have an employment status change from part-time to full-time will accrue PTO based on their full-time employment start date. However, they will not be entitled to use the PTO until thirty (30) days after date of hire. If the Team Member's employment voluntarily ends or is terminated due to misconduct or performance during the three (3) month period after their hire date, the Team Member will not be considered to have earned PTO and will not be paid for any accrued PTO up to the date of termination. PTO will not be earned during any “inactive” status period such as leave of absence.

Scheduling

Scheduling PTO is based upon department and business needs and requires sufficient notice. When PTO is being requested for vacation, the Team Member must provide the Company with at least one (1) month notice before the start date of the PTO request. PTO requests must be scheduled with, and receive prior approval from, the Team Member’s Supervisor. Every effort will be made to grant the Team Member’s PTO request. PTO may be taken as weekly periods, or as full (8 hours) or half days (4 hours).

The Supervisor should approve the PTO request within three (3) business days of the date it is submitted, indicating that the request has been approved or denied.

Accrual Amounts

Paid Time Off (PTO)

Years of Service	Accrual Amount	Accrual Limits
Hire - 3rd year	.05 hours earned per hour worked	Equals 13 days with a cap of 104 hours
4th - 7th year	.0693 hours earned per hour worked	Equals 18 days with a cap of 144 hours
8th year plus	.0885 hours earned per hour worked	Equals 23 days with a cap of 184 hours

Payment

PTO will be paid at the Team Member's base rate at the time the PTO is taken. PTO is not included in overtime calculation and does not include any special forms of compensation such as incentives, commissions, bonuses, or shift differentials. If a holiday falls during the Team Member's PTO, the day will be charged to holiday pay rather than to PTO.

Use of Paid Time Off

PTO benefits may be used by eligible Team Members for any reason of the Team Member's choice. Team Members may only use accrued PTO up to the amount of his/her existing PTO balance. A Team Member may be able to request an advanced amount of unaccrued PTO of up to 40 hours with a Company Account Executive or Senior Leader's approval. When a Team Member uses PTO, the Team Member receives pay at his/her regular base hourly, or base daily salary rate for the number of hours of PTO used within the limits described above.

A Team Member may use or be required to use his/her PTO during an otherwise unpaid leave. However, the Team Member may not use PTO to increase the maximum or approved length of the leave after going on a leave of absence. Instead, the Team Member must seek an extension of the leave and, if the extension is granted, the Team Member may request to use PTO during the extension period (For more details, please refer to the sections herein titled "Leaves of Absence" and "Family and Medical Leave").

The PTO requests and preferences of all Team Members will be considered. However, due to staffing, needs of the business, or other circumstances such as Team Member leaves and other Team Members' already approved PTO schedules, the Company may not be able to grant PTO for the dates requested by a Team Member. The Team Member may have to adjust his/her plans and take PTO on different or later dates. If Team Members within a department request the same PTO dates, their supervisor or the General Manager at their work location will decide the PTO schedule, considering such factors as the order in which the requests were submitted for approval, the Team Members' respective length of service, performance and workloads.

Limits

The Company encourages Team Members to fully use their PTO each year. However, if work demands have been prevented and will continue to prevent the Team Member from using his/her PTO by their anniversary date, five (5) days of accrued PTO may be carried over at each work anniversary date. Any PTO accrual over the 40 hours carry over will be forfeited.

Unused Paid Time Off

Unused PTO benefits will not be paid to the Team Member during employment. Team Members who transfer employment within the Company without a break in service will receive service credit for their employment prior to the transfer. Team Members who have an employment status change from part-time to full-time will accrue PTO based on their full-time hire date.

Upon termination, unless mandated by state, local, or federal law, a maximum of forty (40) hours of accrued PTO will be paid out to any Team Member who is in good standing at the time of termination.

Good standing qualifications include:

- Two (2) week notice provided and worked in good faith.
- Resolve any outstanding debts.
- Return all equipment and company property (property to include intellectual property).
- Fulfills their job responsibilities.

HOLIDAYS

The Company will observe the following 10 paid holidays for full-time exempt Team Members. Note- If the holiday falls on a weekend day, the Company will recognize the holiday on the Friday before, unless otherwise communicated.

New Year’s Day	Thanksgiving Day
Friday Before Easter	Day After Thanksgiving
Memorial Day	Christmas Eve
Independence Day	Christmas Day
Labor Day	New Year’s Eve

Full-Time Hourly Team Members

Full-time hourly Team Members are not eligible for paid time-off holidays. However, full-time hourly Team Members are eligible for paid time and a half for hours worked on the above-mentioned 10 holidays. The Company reserves the right to schedule work on an observed holiday.

If the Team Member desires time off to observe a holiday not listed above, such time off may be taken as PTO, subject to staffing needs of their department. To use PTO, however, it must be scheduled and receive prior approval by your supervisor or the General Manager at your work location. Team Members who are on leave of absence will not be eligible for holiday pay. Holidays that occur during a Team Member’s PTO will not be counted as PTO. Holiday pay is calculated at straight-time hours and is not calculated for purposes of overtime.

Floating Holidays

The Company realizes that exempt Team Members working primarily at an active sports and recreation facility, may have to work some of the holidays listed above. Exempt Team Members who are required to work on a paid observed holiday are eligible to request a “floating” holiday which must be taken within 30 days of the actual observed holiday. Floating holidays must be scheduled in advance and approved by the General Manager at the Team Member’s work location.

Seasonal and Part-Time Team Members

Seasonal and part-time Team Members are not eligible for paid observed holidays.

LEAVES OF ABSENCE

The Company understands there may come a time when Team Member’s need to take a leave of absence.

The Company offers the following types of leave to eligible Team Members:

- Family and Medical Leave (FMLA)
- Non-Family and Medical Leave (Non- FMLA)
- Paid Leave for Maternity/Paternity/Adoption
- Military Leave
- Personal Leave
- Bereavement Leave
- Jury Duty

Additional leaves may be granted in accordance with applicable state law requirements. For any type of leave other than the Company's Family and Medical Leave Act ("FMLA") (see the following section), Team Member's should make a request in writing at least 10 days before the requested absence, except in emergency or unforeseeable situations. The Team Member must also notify their supervisor or General Manager at their work location for approval. Otherwise, if the Team Member has an unauthorized absence, they may be subject to disciplinary action, up to and including termination of employment.

While on a leave of absence, Team Members will not earn any additional fringe benefits such as PTO and paid holidays that fall during leave.

Leaves of absence may not last longer than 12 months, and all Team Members will be automatically terminated from the Company after 12 months of leave, unless otherwise provided by state or federal law, or unless a continued leave of absence is the most reasonable form of accommodation related to a disability or other medical condition for which the leave of absence was an appropriate accommodation. Some types of leave must be shorter, as noted in this Handbook.

The Company will attempt to place Team Members returning from a leave of absence in the same job they held at the beginning of the leave, or in a job comparable to that which the Team Member held before the leave. However, except as required by law, the Company makes no guarantee of any job or reinstatement. If a position is offered to a Team Member returning from a leave of absence, and the Team Member does not accept the offer, he or she will be considered as having voluntarily resigned from his or her employment with the Company.

Unless otherwise required by law, after a Team Member has taken the maximum amount of leave allowed under the applicable leave policy, the Company will not allow the Team Member to use benefits, such as PTO, for the purpose of extending the maximum period of leave, absent prior permission from the Company's Support Center Human Resources Department.

FAMILY AND MEDICAL LEAVE ACT

Subject to the conditions set forth below, eligible Team Members who need to care for family members or themselves may be granted up to 12 weeks of unpaid leave in a rolling 12- month period measured retroactively from the date the Team Member's leave commences. Federal eligibility standards must be met for FMLA approval.

Team members on Intermittent FMLA will have visibility of their scheduled shifts and are required to clock in and out for time worked in accordance with SFC's Timekeeping Policy. This is for recordkeeping and FMLA tracking purposes only and does not affect exempt status. SFC will follow Federal guidelines as it pertains to Team Members' pay during qualified FMLA events.

NON-FAMILY AND MEDICAL LEAVE ACT

Team Members who need to care for family members or themselves that do not meet the eligibility requirements for FMLA may be granted up to six (6) months of unpaid leave from the date the Team Member's leave commences. A non-FMLA leave is subject to the Human Resources Department's approval and is not a protected leave. Team Members reinstatement is limited to any position available for which the Team Member is qualified, however, return to work is not guaranteed.

PAID LEAVE FOR MATERNITY/PATERNITY/ADOPTION

Maternity/paternity/adoption leave under this policy is paid leave associated with the birth of a Team Member's own child or the placement of a child with the Team Member in connection with adoption or foster care. Regular full-time Team Members are eligible for up to four (4) weeks of paid maternity/paternity/adoption leave following 12 months of service. FMLA allows Team Members up to 12 workweeks of unpaid leave annually and will run concurrently with the maternity/paternity/adoption leave.

If both parents are Team Members of the Company only one may access the paid benefits of this policy. Both, however, continue to be entitled to FMLA, if eligible, or personal unpaid leave.

Continuation of Benefits

Health insurance benefits will continue to be provided during the paid maternity/paternity/adoption leave under this policy at the same rate as in effect before the leave was taken regardless of length of service. Paid leave benefits will continue to accrue until the maternity/paternity/adoption leave has been exhausted.

Obtaining Paid Maternity/Paternity/Adoption Leave

The Team Member must provide 30 days' notice (or as much notice as possible if the leave timing is unpredictable) to their supervisor or General Manager by completing the necessary forms and filing with the Company's Support Center Human Resources Department.

MILITARY LEAVE

Military leaves are governed by federal and state law and will be treated in accordance with applicable regulations. Generally, such leaves include National Guard and Reserve duty and will be granted in accordance with the law. If reasonably possible, Team Members must give advance notice that he or she will be taking a military leave of absence. Full-time Team Members will be paid the difference between their military base pay (not including allowances) and their normal straight time salary for up to 10 days each calendar year. Such Team Members will submit a receipt or certification of their military pay. Team Members honorably discharged from military service are entitled to reinstatement to their former position upon returning from military leave.

PERSONAL LEAVE

The Company recognizes that its Team Members may occasionally need time off for urgent personal reasons. General Managers of the work locations may grant such unpaid leaves of absence at his or her discretion. Unused accrued PTO must be used towards a personal leave prior to going on an unpaid personal leave. In no event will a personal leave last longer than three (3) months unless required by applicable federal, state or local law or approved by the Company's

Support Center Human Resources Department. Job reinstatement at the end of the leave is not guaranteed and is limited to the available positions for which the Team Member is qualified.

During leave, Team Members are required to pay both the Team Member portion and the Company portion of benefits premiums. If you fail to pay your premiums, the coverage will cease, and you must wait until the next annual open enrollment period to re-enroll.

WORKERS' COMPENSATION LEAVE

If you are injured on the job, you are required to notify your supervisor or the General Manager at your work location immediately.

Team Members are given Workers' Compensation leave according to state law requirements. If a Team Member's injury is also a serious health condition under the FMLA, the Workers' Compensation leave will be counted as, and run concurrent with FMLA. The Company's Human Resources must be notified to process the FMLA portion of the leave.

Team Members on Workers' Compensation leave will ordinarily be able to return to the same job/position they held before the leave was taken, when the leave is six (6) months or less. If the leave is between six (6) and 12 months, reinstatement is usually limited to any position available for which the Team Member is qualified. Any other state law or legal requirements always take precedence.

BEREAVEMENT LEAVE

The Company provides regular full-time Team Members paid leave for a death in the immediate family. "Immediate family" includes spouse, domestic partner, children, siblings, parents, grandparents, grandchildren, sons-in-law, daughters-in-law, stepparents, stepchildren, legal guardians, parents-in-law, brothers-in-law, sisters-in-law, grandparents-in-law or other family member as determined at the discretion of the General Manager at your work location and the Company's Support Center Human Resources Department.

Paid bereavement leave may be up to three (3) days in length, depending on the distance to be traveled and other circumstances, subject to the General Manager at your work location or the Company's Human Resource Department approval. Bereavement leave pay is calculated based on the Team Member's base pay rate at the time of absence and does not include any special forms of compensation, such as incentives, commissions, bonuses or shift differentials. Team Members may, with their supervisor or General Manager's approval, use any available paid time off for additional absences. Bereavement leave hours will not be counted as time worked in the calculation of overtime.

JURY DUTY

If you receive jury summons, you should notify your supervisor or the General Manager at your work location immediately. Team Members required to serve jury duty will be excused from work with no loss of seniority or job status.

Full-time Team Members will be paid for eight (8) hours at their regular rate of pay if summoned for jury duty or are selected to serve on jury duty. Team Members are expected to report to work whenever the court schedule permits and must contact their supervisor daily to discuss work issues. If you wish to volunteer for jury duty, you must ask the General Manager for an unpaid leave of absence.

If you complete your jury duty (or are excused) before the end of your scheduled hours of work for the day, you must immediately notify your supervisor, the General Manager, at your work location to find out if you need to come to work. All Team Members who take jury duty leave must provide evidence of attendance at jury duty to their supervisor or Human Resources Department after performing service. Advance notice of service must be presented 15 days prior to jury duty or as soon as possible if notice is not received in a timely manner by the governing jurisdiction. State law requirements may supersede or supplement these provisions. Jury duty service will not be counted as time worked in the calculation of overtime.

WORKPLACE SAFETY

SAFETY

The Company takes safety very seriously and works hard to provide a safe workplace for Team Members.

To help keep this safe environment, it is very important that you:

- Immediately report unsafe conditions or safety concerns to your supervisor
- Remove yourself from the unsafe condition until the situation is addressed. If it isn't, you must notify the General Manager at your work location or confidential@sportsfacilities.com immediately.
- Always keep a lookout for potential hazards, unsafe conditions, and unsafe practices. Report any of those concerns as soon as you can to your supervisor or General Manager at your work location.
- Obey safety regulations, policies and procedures always.
- You should also report all injuries to the Manager on Duty immediately and complete any appropriate incident report.

INSURABILITY

All Team Members whose duties require driving must be always insurable at standard automobile rates. This means Team Members must maintain a good personal driving record to protect their job and drive safely always, both on and off the job.

The Company prohibits the use of cell phones, unless they are hands-free, while driving on company business. Failure to abide by this policy could result in un-insurability of the individual Team Member and disciplinary action, up to and including termination of employment.

If your job duties require driving, keeping your job depends on insurability at standard rates. For certain positions, Team Members may be required to register their vehicle or asked to maintain special insurance on the personal vehicle and under the Team Member's personal insurance coverage.

NO SMOKING

The Company provides a smoke-free workplace for our Team Members and guests at its managed facilities. This means Team Members are not permitted to use tobacco products, including smokeless tobacco or electronic smoking devices in the work areas, including any parking structures and common areas around that building in accordance with applicable state laws. Exceptions to this policy may be made on a facility-by-facility basis. Even if an exception is made locally and a designated smoking area is provided at the Company's managed facility, Team Members should never smoke or use any tobacco products in view of guests.

SUBSTANCE ABUSE AND DRUG TESTING POLICY

The Company is committed to providing a safe environment for our guests and Team Members by fostering an environment of health and well-being. Our commitment is jeopardized when any Team Member uses illegal drugs or alcohol on the job, comes to work with these substances present in their body, or possesses, distributes, or sells drugs in the workplace.

The Company maintains a Drug Free Workplace and a drug free policy that all Team Members must follow.

All Team Members must provide a negative result on a pre-employment drug screening. The Company refers to all positive results to an independent third party for verification. A secondary test will then be conducted. Should the secondary test also reflect a positive result, a Medical Resource Officer (MRO), be assigned to the case to validate the results and collect any additional required information.

Fit for Duty

The Company expects Team Members to report to work ready and “fit for duty”. According to OSHA, “fit for duty” means that an individual is in a physical, mental, and emotional state which enables the Team Member to perform the essential tasks of his or her work assignment in a manner which does NOT threaten the safety or health of oneself, co-workers, property, or the public at large.

EEOC states that existing Team Members may be required to participate in fit for duty testing if:

- There is reliable objective evidence of a Team Member having difficulty performing the essential functions of their job.
- There is reasonable suspicion the Team Member has a medical condition that limits their ability to safely perform their essential job functions.
- The Team Member is returning to work after a leave of absence.
- The Team Member requests an accommodation.

Required Conduct

A Team Member may be asked to attend a business event where alcohol is served. The Company neither requires nor expects any Team Member to consume alcohol at these events. If a Team Member does consume alcohol while on company business, they are expected to act responsibly and professionally.

Under no circumstances should a Team Member ever compromise their own safety, or that of others after consuming alcoholic beverages. Team Members should always be certain of, or make satisfactory arrangements for, safe transportation to and from events. The Company will reimburse the Team Member’s taxi or similar transportation fare from an event to the Company’s premises, the Team Member’s usual work location or to the Team Member’s home under these circumstances. Team Members should never, under any circumstances, put themselves or others in danger.

It is a violation of the Company’s policies for any Team Member to possess, sell, trade drugs or engage in the illegal use of drugs. Responsibly drinking alcoholic beverages at a company sponsored and authorized event as described above and further in this handbook is not considered to be a violation of this policy. Illegal drug use and alcohol abuse are incompatible with employment with the Company and its business. Should the Company’s management become aware of such conduct even during off work hours, it will be considered a violation of this policy. The Team Member could be subject to disciplinary action up to and including termination. Team Members who are taking prescribed medication which could affect their job performance, jeopardize their safety or that of others, should report this to their supervisor before starting work. Violations of this policy are subject to disciplinary action, up to and including termination.

SECURITY

Workplace security requires everyone’s attention and cooperation. At a minimum, Team Members all should abide by the following security measures.

Visitors (Guests, Members, or Vendors)

All visitors to an office or facility managed by the Company, when the workplace is not open to the public for activities or events, should be directed to the reception area until escorted to another area by a company representative. At no time should visitors become a distraction for a Team Member in the performance of their work duties. Guests, members, and vendors of managed facilities are expected to abide by local facility security policies.

Offices and Related Facilities

Team Members should never tamper with any safety related equipment, such as doors or fire exits, locks, alarms, security lights, fire extinguishers, or similar devices or equipment.

The Company expects Team Member’s cooperation in the event of any security or emergency event. If a Team Member is issued a building key or a building access pass, they are not to loan it to anyone else, even another Team Member, and not copy or duplicate it. Any Team Member that violates this policy, could be subject to disciplinary action, up to and including termination.

INSPECTIONS AND SEARCHES

The Company provides office space, desks and other access to company equipment and materials for the convenience and use of its Team Members at the Company’s expense. It is believed that maintaining a workplace that is safe and secure for Team Members and guests is vital to the success of the business. As a result, the Company prohibits firearms or other weapons, explosives, hazardous materials or articles, illegal drugs, or the unauthorized possession of company property or proprietary and confidential information.

The Company reserves the right to conduct a routine inspection or search of Company or the Company’s client’s property and equipment, and any personal item carried onto the Company’s workplace premises at any time. Routine searches or inspections may include a Team Member’s office desk, file cabinet, closet, computer files, voice mail, electronic mail or similar places. Inspections or searches for prohibited materials also may include a Team Member’s locker, pockets, purse, briefcase, lunch box, or other item of personal property that is being worn or carried while on company premises. A routine search of company property might result in the discovery of a Team Member’s personal possessions. Team Members should understand that they have no expectation of privacy regarding any items brought onto company premises. In addition, the Company reserves the right to conduct inspections and searches based on reasonable suspicion. The Company’s Human Resource Department or General Manager at the work location will lead to the execution of any inspection or search. The inspections described in this paragraph may occur at any time, with or without advance notice and may be conducted before, during or after working hours by the Company’s Human Resource Department, General Manager or Manager on Duty at the work location, or outsourced security personnel designated by the Company to conduct such a search.

Team Members, who are found to be in possession of prohibited materials in violation of this policy, will be subject to disciplinary action, up to and including termination.

VIDEO SURVEILLANCE

The Company, to further promote the safety and security of Team Members and guests, may conduct video surveillance of any portion of the premises at any time. Video cameras will be positioned in appropriate places within and around the workplace. Cameras will never be in personal privacy areas such as restrooms, showers, or dressing rooms.

RIGHT TO MONITOR

Telephone and computer systems permit Team Members to receive, send and transfer voicemail and electronic mail messages. Although Team Members can use codes to restrict access to voice and electronic mail messages, the Company's and Company's client's phone systems are intended for business use only. The Company maintains the ability to monitor any phone calls made on these work-related telephone systems. The Company also maintains the ability to access any messages left on or transmitted over the phone or computer mail systems. Team Members should not assume that electronic or phone messages are confidential or that access by the Company or its designated representative will not occur.

THREATS, VIOLENCE, AND WEAPONS

The Company is committed to providing a safe and productive work environment. The potential for workplace violence today is an unfortunate reality in all workplaces. The Company prohibits violence or threats of violence of any sort, including, but not limited to, verbal or written abuse, stalking, harassment, horseplay, physical attacks, fist fighting and unwelcome physical touching, sexual or otherwise.

If you are aware or have been made aware of threats or of a potentially violent situation against Team Members, vendors, visitors, guests or any other persons who are on the Company's or the Company's client's premises, notify your Supervisor, General Manager at your work location, or the Company's Support Center Human Resources Department immediately.

If you are feeling threatened, harassed or know someone who is, use the *Open-Door Communication Policy* (described above in the Handbook) and share your concerns with your supervisor or the General Manager at your work location. You may also contact the Support Center Human Resources Department to talk through any issues and for referrals to professional help via confidential@sportsfacilities.com.

EMERGENCY CLOSINGS

The Company will always make every attempt to be open for business during hours advertised as open to the public. Individual work locations may close from time to time, however, during these hours to address safety concerns or to comply with governmental directives.

WORKPLACE GUIDELINES

PAYCHECK/PAYROLL

The Company pay cycle for all Team Members begins on Sunday and ends on Saturday on a bi-weekly basis. Team Members are paid on the Friday following the previous pay cycle worked. If that pay day falls on a federal holiday, Team Members will be paid on the preceding workday. All payroll is deposited directly into a Team Member’s checking and/or savings account. Should a Team Member not have a banking account on file, a re-loadable pay card will be issued to the Team Member.

ATTENDANCE AND PUNCTUALITY

Team Members must be conscientious about their attendance and punctuality to work. The Company depends on all contributions to the team, starting with consistent and reliable attendance as an essential part of each job position with the Company.

Unauthorized Absence

An unauthorized absence is defined as any time a Team Member fails to report for their shift or fails to work the full scheduled shift without approval. This does not include approved PTO, holiday, bereavement, jury duty, leaves of absence (LOA), company-initiated time off, or other excused absences as required by applicable federal and state law.

If you are late or absent, you personally must contact your supervisor or the General Manager or Manager on Duty at your work location. There may be additional late/absent reporting rules at each work location. See Management concerning late/absent policies in your department or facility. If you are required to work away from your regular workplace, you may be asked to account for your time. If it is necessary for you to miss more than three (3) days of work for medical reasons, you may be asked to provide a written statement from your doctor supporting your absence until you are able to return to work. In addition, we may ask that you provide a note from your doctor saying that you are medically able to return to work, including any restrictions.

Policy Violations

- Team Members who are consistently absent or late will be subject to disciplinary action, up to and including termination.
- If your PTO has been denied and you fail to work on the day you requested off, you may be subject to disciplinary action, up to and including termination.
- If you fail to report an absence to your Supervisor, Manager on Duty, or General Manager within two (2) hours of the beginning of your shift, this is considered a No Call, No Show (NCNS). A NCNS for two (2) consecutive days, or shifts, based on your work schedule is considered job abandonment. If you have been employed by the Company for less than 90 days, one (1) NCNS will be considered job abandonment and grounds for immediate termination. Job abandonment is an immediate voluntary resignation.

WORK HOURS AND OVERTIME

Our business often involves challenging and demanding work that requires scheduling flexibility. You may be asked to carry out vital assignments with little notice or to assist with a project or assignment in a different department.

Non-exempt Team Members must record all regular hours worked (tardiness, overtime, absences, and PTO). An accurate record is each Team Member's responsibility. Management is responsible for reviewing and approving Team Members recorded time for each payroll period, ensuring accuracy and that proper meal breaks and rest periods are taken as required by the Company's policy and applicable law. Failure to do so may result in disciplinary action, up to and including termination.

FALSIFYING TIME RECORDS IS STRICTLY FORBIDDEN. TAMPERING WITH, ALTERING, FAILING TO RECORD TIME WORKED OR MAKING ENTRIES ON ANOTHER TEAM MEMBER'S TIME RECORD IS GROUNDS FOR IMMEDIATE TERMINATION.

Non-exempt Team Members may be asked to work overtime. Unless stipulated by state or local law, overtime consists of hours worked, more than forty (40) hours in a workweek. This is generally paid at one and one-half times the Team Member's regular rate of pay. If you have any questions about the applicable overtime pay rates in your state, speak with the General Manager at your work location or the Company's Support Center Human Resources Department. If a situation arises that requires you to work overtime, you must alert your supervisor immediately for approval. Hours paid but not worked (such as holidays, PTO, jury duty, and bereavement) do not count toward the calculation of overtime.

It is the Company's policy to comply with the salary basis requirements of the Fair Labor Standards Act and equivalent state laws. It is prohibited for managers to make any improper deductions from the salaries of Team Members. Team Members should be aware of this policy, and the Company does not allow deductions that violate the law. If you believe that an improper deduction has been made to your salary, you should immediately report this information to the General Manager at your work location or the Company's Support Center Human Resources Department. Reports of improper deductions will be promptly investigated.

TIMEKEEPING POLICY

Timekeeping Systems & Physical Timesheets

Team Members are responsible for accurately recording their time worked each pay cycle and certifying the accuracy of all time recorded. Team Members must immediately report any problems with their hours to their immediate Supervisor.

Team Members must only record time worked for themselves personally. Using another Team Member's information or recording time for another Team Member could result in disciplinary action up to and including termination of employment of both Team Members.

Time worked includes all time that a Team Member is required to be performing duties for the Company. Time worked is also used to determine overtime pay required for non-exempt/hourly Team Members.

The following are considered time worked:

- Work performed away from premises approved by the General Manager or Manager on Duty or Supervisor at a Team Member's work location.
- Break time such as rest periods of 15 minutes or less are counted as time worked (refer to the state rest period laws in the location where you primarily work).

BREAKS AND LUNCH PERIODS

Break and meal periods are intended to provide you with an opportunity for rest and relaxation. Accordingly, you should enjoy being away from your work area.

Meal and rest period guidelines may vary from state to state; please contact your supervisor or General Manager at your work location should you have any questions about meal or rest period requirements. Non-exempt Team Members are required to record the beginning and end of their lunch periods on their timekeeping system. Breaks may not be combined or added to a Team Member's lunch period or to start work late or end the workday earlier.

PERSONAL PROPERTY

The Company assumes no liability or responsibility for your personal property, including personal injury, damage, theft, or other loss. Team Members should exercise good judgment as to what personal belongings to bring into their workplace and take their own appropriate steps to secure them.

INTERNAL APPLICANT POLICY

The Company encourages career growth and development for all Team Members. Location or department transfers may be available to Team Members depending on the needs of the organization. Transfers are based on availability, qualifications, past performance, and potential.

To be considered for an open position within the Company, Team Members should express their interest directly with their supervisor and/or the General Manager at their work location. The Supervisor and/or General Manager will help Team Member's evaluate their potential for the positions sought and if appropriate, then guide them in the application process.

RECORDS INQUIRY/PRIVACY ISSUES

Team Member files are company property. Access to the information contained in Team Member files is restricted. Generally, only the Company's officers and representatives who have a legitimate reason to review information in a file will be permitted. Team Members should be aware that their work files and information on their work-related equipment and devices may need to be produced by the Company when a legal request is made.

You may request a review of your personnel file by contacting the Company's Support Center Human Resources Department. All requests for employment verifications and Team Member references should be directed to the Support Center Human Resources Department. Team Members in other departments should not provide any such information. A written disclosure authorization and release from the Team Member may be required before this information is furnished.

PERSONAL APPEARANCE

Your personal appearance makes a significant impression on our clients, guests and the local community. It is important that you wear appropriate attire and be neat, clean, and well groomed. We expect you to use good taste and judgment in your appearance. Check with the General Manager at your facility or your supervisor if you have questions about our dress code. If there is a problem with your appearance, your Supervisor, General Manager, or Manager on Duty will advise you.

(For location-specific “Dress Code” policies, refer to your State Team Member Handbook).

GIFTS AND BUSINESS COURTESIES

Team Members are expected to always maintain the highest ethical standards in the conduct of company business.

Team Members may accept unsolicited gifts that conform to the reasonable ethical practices of the marketplace, including:

- Cash tips, if reported immediately to their Supervisor or the General Manager at their facility upon receipt. Cash tips are considered income and are subject to Federal income tax, social security tax and Medicare taxes, unless the tips received by the Team Member total less than \$20 in a calendar month.
- Flowers, fruit baskets, and other presents that may commemorate a special occasion.
- Gifts of nominal value, such as calendars, pens, mugs, caps, and t-shirts (or other novelty, advertising or promotional items).

Business courtesies are sometimes offered to Team Members in the course of employment. You should not feel any entitlement to accept and keep a business courtesy. Although you may not use your position with the Company to obtain business courtesies, and you must never ask for them, you may accept unsolicited business courtesies that promote successful working relationships and goodwill with organizations with which the Company maintains or may establish a business relationship.

Team Members who engage contractors or who can influence the allocation of business on behalf of the Company and/or its clients, who create specifications that result in the placement of business, or who participate in negotiation of such contracts must be particularly careful to avoid actions that create the appearance of favoritism or that may adversely affect the Company’s reputation for impartiality and fair dealing. The prudent course is to refuse a courtesy from a supplier when the Company is involved in choosing or reconfirming a supplier or under circumstances that would create an impression that offering courtesy is the way to obtain business. Team Members with questions about accepting gifts or business courtesies should talk to the General Manager at their work location or the Company’s Support Center Human Resources Department.

PERFORMANCE MANAGEMENT

As a Team Member, you are expected to:

- Render prompt, courteous and efficient service to our guests and vendors.
- Conduct yourself according to established policies and procedures.
- Comply strictly with all laws, rules and regulations applicable to your job-related activities.

- Perform all your duties in an acceptable manner.

When performance expectations are not met, actions may be taken. “Performance Management” refers to all actions taken to help Team Members correct substandard job performance and/or unacceptable behaviors. These actions may vary from informal coaching and/or counseling, verbal warnings, written warnings, and final written warnings to suspension pending investigation of circumstances and suspension to immediate termination of employment.

The actions taken by the Company in less egregious cases will depend on the facts and circumstances surrounding the situation. In general, the approach of coaching, counseling, written warnings and escalating to termination of employment when problems are severe, or recurring will be followed. However, under certain circumstances, and at the Company’s sole discretion, termination can occur without prior notice or corrective action. In addition, intermediate corrective actions may vary or be skipped altogether based on the severity of the offense and/or the circumstances of a particular situation.

It should be remembered that employment is for an unspecified term and is at the mutual consent of the Team Member and the Company. Consequently, the relationship is “At-Will” and either the Team Member or the Company may terminate the employment relationship at any time with or without cause and with or without notice.

RESIGNATION/SEPARATION

Team members may voluntarily end their employment with the Company at any time, and for any reason, by notifying their supervisor or General Manager of their work location with a verbal or written notice. The Company requires at least two (2) weeks’ written notice of your intention to resign. If a Team Member provides less than two (2) weeks’ notice, the Company may deem the individual to be ineligible for rehire and the Team Member will forfeit any unused PTO unless otherwise prohibited by applicable state law.

Team Members are required to return all equipment and other company property that has been issued to them. Items should be returned to the Team Member’s Supervisor or the General Manager at their work location on their last scheduled workday or earlier if requested. Items and/or equipment that are not returned by at least the last day of the Team Member’s employment will result in replacement costs being deducted from the Team Member’s last paycheck up to the amount otherwise limited by applicable law.

Team Members are expected to resolve any outstanding indebtedness at the time of resignation. Team Members will become immediately responsible to repay the Company for items such as repayment of any unaccrued PTO balance obligations, outstanding contributions required for participation in benefit programs and relocation allowances if applicable.

Team Members who resign in good standing; provide proper notice, return all Company assigned equipment, repay all outstanding debt and whose documented performance meets requirements may be eligible for rehire consideration.

CONFIDENTIALITY

The Company expects each Team Member to exercise discretion in the access and use of Company information and information systems.

In the course of your work, you may have access to valuable confidential information, including but not limited to:

- Business promotion strategies and plans (these may be in writing, communicated orally, or exist as a matter of practice or custom).
- Proposals to clients or potential clients, including information compiled or prepared to assist with proposals to clients or potential clients.
- Client/customer or prospective (e.g., “target”) clients and/or customers lists and contact information.
- Client requests (whether presented orally or in writing) for information, proposals, promotional assistance, or other information which relates to the Company or to the Company’s clients.
- Event or potential event information, including dates, locations or costs, ticket prices, on-sale information, and ticket price determination formulas, methods, strategies, or variations.
- Information regarding other Team Members and their employment with the Company.
- Information regarding the talents, skills, abilities, and work experience of other Team Members.
- Company records regarding Team Members, such as personnel files, social security numbers, mother’s maiden name, personal addresses, driver license numbers, computer pin and passwords, benefits and medical information or other confidential Team Member information maintained by the Company.
- Computer hardware, software, or computer-related information, whether purchased or created by or on behalf of the Company, used or applied to the Company’s and/or the Company’s client’s business.
- Information, which pertains, directly or indirectly, contemplates our actual business relationships between the Company and businesses that engage in activities related to the Company’s business.
- Information, which pertains, directly or indirectly, to contemplate or actual business relationships between the Company client’s and businesses that engage in activities related to the Company’s client’s business.
- The identity of consultants, vendors, or other third parties that provide or seek to provide services to the Company, together with the nature of any such services.
- Personal information regarding non-Team Members, which is obtained through the Company’s business, the Company’s client’s business and promotional activities (such as information regarding Internet website visitors, facility membership, guest information, e-mail newsletter subscribers, etc.).

It is your responsibility to keep this confidential and proprietary information confidential. Unauthorized disclosure of any such information is strictly prohibited and is grounds for immediate termination of employment. Unauthorized disclosure could include leaving such information in areas that are not restricted or locked. It is your responsibility to ensure you maintain such records in locked offices or file drawers and limit access to those areas to only those who have a business need to do so. You must also not use any of this confidential information except as directly necessary. This policy does not include information that is routinely made open to the public. If you have any questions about what to do, do not disclose the information.

- If you have a question about whether information is confidential, ask your Supervisor, the General Manager at your work location, or contact confidential@sportsfacilities.com.

- You may not make or keep copies of records of any type which contain trade secrets or proprietary or confidential information, unless you are required to make the copies as part of your job for business reasons.
- Electronic copies of records that contain trade secrets, proprietary or confidential information should not be saved to personal computing equipment (such as a home personal computer) or portable media (such as a disk or CD or memory stick).
- The Company may also require you to sign a proprietary information and/or similar agreement as consideration for your employment or continued employment. Any such agreement will only supplement this policy, but to the extent that any provision of those separate agreements conflicts with the policies included in this Handbook. The provisions of those separate agreements will supersede the terms of this Handbook.
- If you have confidential information from a previous employer, if you are subject to an agreement regarding your previous employer's trade secrets or confidential information, or if your previous employer required you to sign a non-disclosure agreement, you must immediately let your supervisor or the General Manager at your work location know or contact confidential@sportsfacilities.com. Under no circumstances may you reveal, use, or rely on a previous employer's trade secrets or confidential information in your work for the Company. If you disclose or use in connection with your activities as a Team Member of the Company", or induce the Company to use any confidential information or trade secrets, or any other materials that are the subject of proprietary rights, with respect to which you have any right, title or interest, you grant, and agree to grant, to the Company, without any limitations or any additional remuneration, the worldwide, non-exclusive, perpetual, irrevocable, transferable, freely sub licensable, right and license under all such right, title and interest with respect thereto, including all rights to use.
- Violation of this policy will not be tolerated, and we will take appropriate disciplinary action. The Company may also take legal action and terminate your employment.

The Company's online intranet site for news and information is a proprietary website. This site allows our Team Members to gather and share information with each other. It is a powerful way for us to share ideas, solve problems, and discover new opportunities. However, you are not allowed to share the site, materials, or information with people outside of the Company. Violations of this policy will not be tolerated, and we will take appropriate disciplinary action. The Company may also take legal action and could terminate your employment.

MEDIA CONTACTS

Unless your work specifically authorizes you to speak to the media on behalf of the Company, you may never respond to an inquiry or request for a comment or statement from a member of the media (e.g., a news reporter, television or radio reporter, entertainment reporter, or columnist). Communicate all such requests to your supervisor or the General Manager at your work location. Failure to follow this policy may result in disciplinary action, up to and including termination.

NO SOLICITATION AND DISTRIBUTION

The distribution of pamphlets, literature, or any other solicitation or promotional material by Team Members or non-Team Members on the Company's or Company's client's premises is prohibited.

Posting or displaying any solicitation leaflets, notices, literature, decals, stickers or similar material on Company or the Company's client's property, including company vehicles, bulletin boards, e-mails, or work premises is prohibited. At no time may a Team Member obtain facility guest information for any purpose other than business directly related to the Company or the Company's client(s).

ACCEPTABLE USE OF ELECTRONIC INFORMATION AND INTERNET

To minimize the risks associated with the connectivity and array of services available via modern communications infrastructure (such as the Internet), Team Members must use IT resources to execute authorized business activities in conjunction with meeting or supporting the Company's business objectives. The Company may access, monitor, control, manage and review information stored on or transmitted through its network and systems at any time and for any reason. Team Members found to be in violation of this policy may be subject to discipline, up to and including termination. Team Members should expect no privacy when using the Company's and the Company's client's IT resources.

Internet Use

The Company does not wish to impose undue restrictions that contradict its culture of openness, trust, and integrity. However, unguarded access to the Internet can potentially disrupt business operations, negatively impact confidentiality, integrity, and availability and expose the Company and the Company's clients to legal, financial, regulatory, competitive, and other risks. The Company must also safeguard and proactively manage facility guest information as a top priority, as well as the Company's and the Company's client's image and market position.

The Company extends access privileges to the internet to allow Team Members to execute assigned duties and responsibilities and help fulfill business strategies and objectives. In general, incidental personal use of the Internet is permitted so long as it does not interfere with the execution of assigned duties and responsibilities, business operations or in contradiction to Company values and Code of Conduct.

Users granted internet access privileges are never authorized to:

- Inappropriately transmit any of the following:
 - Business trade information.
 - Material, sensitive information.
 - Guest credit card information.
 - Personal Identifiable Information (PII).
 - Intellectual property in violation of the Company Team Member Handbook.
 - Use alternate or unauthorized means to connect to the Internet while simultaneously connected to the Company's Support Center network.
 - Formally represent the Company unless expressly authorized by Company management
 - Engage or participate in activities pertaining to defamation, patent, copyright or trademark infringement, misappropriation of trade secrets, misappropriation or unauthorized communication of confidential company information, discrimination, harassment or related actions.
 - Reveal or share account logins/passwords information.

Additionally, any content composed, transmitted, accessed, or solicited via the internet must not violate other company policies including that which may be discriminatory, slanderous, offensive, obscene, threatening, harassing or intimidating in nature.

Personal Use

The Company grants access privileges to IT resources for use by Team Members to facilitate the execution of authorized job-related activities. Company authorized users may use the Company's

IT resources to conduct activities of a personal nature on a limited basis.

Personal use must not:

- Interfere with the Team Member’s professional work performance or expectations
- Interfere with any other Team Member’s work performance.
- Convey the appearance that personal use is carried out in any official capacity.
- Be used with the intent of commercial gain or in support of other “for profit” activities such as outside employment or to operate a personal business.
- Be used with the objective of raising funds for any political or social campaign, to conduct activities of a non-profit nature (lobbying, political, religious, etc.), or to endorse any commercial or private product, venture or process.
- Interfere with the functionality and performance of any company policies, technical protocols or rules that compromise company information, confidentiality, integrity or availability.
- Violate any provision of this or any other company policies or applicable local, state, federal or international jurisdiction laws.

Prohibited Use

Team Members are prohibited from using the Company’s IT resources for non-work-related activities that could adversely impact the Company, the Company’s clients or IT performance. Under no circumstances is a Team Member authorized to engage in any activity that is illegal under local, state, federal or international law while utilizing company-owned or client-owned equipment or resources.

While not fully inclusive, the following activities are explicitly prohibited:

- The copying, sharing, transferring, distribution, sale, trading or use in any manner of software that is purchased, licensed, deployed and registered for use by or at the Company for any reason, unless permitted by the software’s license agreement.
- The download or installation of personally licensed software, freeware, malware or shareware without explicit approval from management.
- Tampering with or disabling technical security protocols, controls, rulesets or policies (e.g., anti-malware applications, personal firewalls, management and remediation software, password-protected screensavers, etc.), whether manually, physically or programmatically—unless such activity is defined as part of a user’s job function— without explicit management approval. Such activity includes, but is not limited to, password cracking, decryption, vulnerability scanning, bypassing or defeating copy protection.
- Unauthorized access or fraudulent/criminal conduct or other malicious activities to advance a personal or business agenda that is not company sanctioned.
- Any form of harassment via email, telephone, texting, or other social media vehicles
- Downloading music, movies or other types of media for which one does not have the rights
- Posting company information on any publicly accessible medium (e.g., web sites, discussion forums, etc.) without management approval.
- Defamation, libel, abuse, or portraying in a false context any company Team Member or any of its business partners, affiliates, subsidiaries, or guests in violation of company policies or any U.S. state, federal or international laws.
- Promoting, maintaining, or endorsing a business for personal or non-profit gain; endorsing any product or service, proselytizing for religious causes, lobbying for or participating in any political activity.

- Writing, copying, executing or attempting to introduce any unauthorized computer source code designed or intended to self-replicate, damage, or otherwise hinder or adversely affect the scheduled or expected performance of Company IT resources.
- Installing or using any type of surveillance or recording mechanisms (e.g., spyware, key-logging software, AI smart glasses); monitoring, peer-to-peer or data-sharing software application programs with the intent of tracking or logging another person's activities in violation of state and U.S. Privacy laws.
- Retaining sensitive information such as client or managed-facility guest or customer credit card information, personal identifiable information, in an electronic or hardcopy format in a manner that is not compliant with company information security policies, or the Payment Card Industry Data Security Standard (PCI DSS).
- Providing information about or lists of company Team Members to parties outside the Company.

E-mail Use

Communicating via e-mail technology presents risks and threats that can compromise information confidentiality, integrity and availability.

The Company may:

- Retain e-mail records to comply with electronic discovery regulatory requirements.
- Monitor, intercept and/or cancel any e-mail traffic it deems to present a risk to its operations.
- Conduct audit or forensic investigations to isolate threats that compromise system integrity or performance.

Please ensure your email signature contains the following information at the footer of the email signature (signatures information may vary by location):

“NOTE: The information contained in this e-mail is intended only for use of the individual or entity named above. If the reader of this message is not the intended recipient, or the Team Member or agent responsible for delivering it to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this error, please immediately notify us by telephone (727) 474-3845 and destroy the original message.”

In general, e-mail users are allowed to check company e-mail accounts using individual credentials when present at a working location or using remote access technology.

When using e-mail, you are never authorized to:

- Reveal or share account login/password information with anyone else.
- Send credit card information or personal identifiable information without the proper level of encryption.
- Send sensitive business or trade materials, or intellectual property owned by the Company.
- Open any unsolicited file attachments sent from anonymous or unrecognized sources.
- Distribute or post copyrighted materials without consent from the copyright owner.
- Create or forward “chain letters”, “Ponzi” or other “pyramid” schemes of any type.
- Unauthorized use or forging of email header information.

- Send unsolicited email messages, including the sending of “junk mail” or other advertising material to individuals who did not specifically request such material (email spam).
- Create private e-mail addresses that reference or can be construed to represent the Company in an official capacity.
- Send an e-mail message or a file attachment (or post one on behalf of the Company) using the Company’s IT systems to a bulletin board, blog or social network website that:
 - Reflects information that is confidential, privileged, material or business- sensitive or that may have contractual or other legal or business operation implications for the Company, unless it is company-sanctioned for an authorized business purpose.
 - Damages the Company’s market reputation or adversely impacts its market capitalization or relationships with its Team Members, guests and/or suppliers.
 - Reflects personal representations or expresses personal opinions purporting to be those of the Company or that are sanctioned by the Company.
 - Is illegal, defamatory, libelous, obscene, pornographic, offensive, derogatory or damaging or may be harassing or discriminatory.
 - Infringes upon intellectual property rights, such as patents, copyrights and/or trademarks including but not limited to the digitization and distribution of magazine or book photographs, copyrighted music, etc.
 - Constitutes “junk” email or is posted to multiple news groups (“spamming”)
 - Falsifies a Team Member’s identity.

Laptop or Desktop Use (computer)

The Company assigns laptop or desktop computers to certain Team Members to facilitate activities that coincide with certain business requirements. Always lock your computer when you step away from the computer even for a few moments.

Personal information or data should not be stored on company computers. Immediately report the theft or damage of any company-issued computer equipment to your supervisor or the General Manager at your work location.

If you are assigned a computer, you may:

- Use the computer to maintain proprietary company information on a temporary basis but synchronize, or “back-up” the information regularly to a company-storage location.
- Use the computer to authenticate and access the Company’s or Company’s client’s network and IT Systems to conduct your assigned duties and responsibilities.

Conversely, computers are never permitted to:

- Maintain unencrypted or unprotected sensitive business information.
- Capture, copy, store or distribute guest credit card information to anyone for any reason.
- Capture, copy, store or distribute personal identifiable information to anyone for any reason.
- Bypass company network controls.
- Install unauthorized software of any kind.
- Be unsecured against the threat of theft or damage.
- Be connected to any external or third-party network while simultaneously being connected to the Company or the Company’s client’s network.

Telecommunications Use

Landline Telephone System Use: The Company extends the privilege of access to telephone systems for the execution of business-related activities. Incidental use of these systems is permitted if it does not interfere with the assigned duties and responsibilities of others and their duties.

Cell Phone / Smart Phone Use: The use of cellular telephones to facilitate communication with business colleagues, business partners and/or third-party vendors is permitted provided users follow professional due care to help control the dissemination of company information.

Users of smart phones are required to adhere to the same controls and restrictions as computer users.

If the company provides a cell phone reimbursement to a Team Member, the user must:

- Make sure password authentication is used for accessing the screen capabilities.
- Immediately report the theft or damage of any company issued or personally owned phone equipment to your supervisor or the General Manager at your work location.

Cell phone users are never authorized to:

- Use voicemail to store business trade, material or sensitive information, guest credit card information, or personal identifiable information.
- Use the cell phone's image or video capture functions to capture business trade, material or sensitive information, guest credit card information, or personally identifiable information.
- Record any conversation for any reason in violation of any U.S. Privacy laws.
- Use the cell phone's Bluetooth features to exchange data with a PC, laptop or other information collection system.

The Company requires the safe use of cell phones and other mobile devices by Team Members. Team Members are required to obey all applicable state and local laws regarding cell phone use while driving. Team Members who use handheld cell phones or other mobile devices while on company business must refrain from making or receiving business calls, text messaging, responding to or sending e-mail while driving unless using a hands-free device. Team Members found to be in violation of this policy may be subject to disciplinary action, up to and including termination.

Smart Glasses and Wearable Recording Device Use

To protect the privacy of team members, guests, proprietary information, and the safety and security of our workplaces, the Company prohibits the use of Meta smart glasses, including any similar wearable device with recording capability to include audio, video, livestreaming, or artificial intelligence while working.

Possessing Meta smart glasses or similar wearable devices while on shift, even if the device is powered off, is prohibited unless prior written approval has been granted.

Violations of Policy

Failure to comply with this policy may result in disciplinary action, up to and including termination of employment.

USE OF SOCIAL NETWORKING SITES

The Company has established a specific policy around the personal use of social networking websites. This policy identifies standards regarding activities associated with these sites, including posting information, pictures, or other materials on these sites. Even though such sites are frequently used to express personal views, they can directly or indirectly impact the Company, other Team Members, and guests. This policy emphasizes the importance of good judgment, common sense, courtesy, and respect for clients, guests, co-workers and others with whom the Company does business.

Given the unrestricted and public nature of the Internet, there can be no expectation of privacy with respect to any information posted on social networking websites. The Company reserves the right to access or monitor the use of any publicly accessible information any Team Member posts on such sites. We expect Team Members to demonstrate respect for others when participating on social networking sites.

Additionally, it should be remembered that social networking sites may be reviewed, copied and re-disseminated by others, including our competitors. At no time should any of the Company's trademarked, confidential or proprietary information be posted on any social networking site without authorization from appropriate personnel. If a Team Member is unsure whether the information, he/she intends to post on any social networking site is confidential or proprietary, contact the General Manager at your work location or the Company's Support Center prior to posting. Disclosures that violate the privacy, trade secret, intellectual property, or other proprietary rights of any individual or organizations, including the Company, are inappropriate and against this policy.

Team Members are not authorized to speak (or purport to speak) on social networking sites on behalf of the Company, unless given specific, prior written approval from the General Manager at your work location or the Company's Support Center Marketing Team. Except for company websites, the Company's intranet or other sites that are sponsored or managed by the Company, social networking sites are not company owned. When using any Social Networking

Site, a Team Member should recognize that his/her behavior may, even unintentionally, reflect on the Company. Thus, when posting messages on these social networking sites when a Team Member's affiliation with the Company is evident in any way, the Company expects a Team Member's behavior to always reflect good judgment and professionalism (i.e., Team Members

should not post or respond to any information that is derogatory or inappropriate towards the Company, the Company's clients' colleagues or that reflects poorly on the Company or the Company's clients in any way). Communications that are associated with or linked to the Company, even indirectly or by innuendo, which disparage or exhibit disrespect for other individuals, are simply not appropriate.

Further, the Company does not permit Team Members to take pictures of guests or disseminate any images, pictures or depictions of the Company's client's guests and customers, Team Members or facilities for any purpose that is not expressly authorized by the Company or without the express consent of the photographed guests or Team Members. The Company does not prohibit a Team Member from occasionally using its technology resources to access social networking sites during working hours. Such incidental use however should be brief and should not interfere with a Team Member performing his or her duties. More than incidental use of the Company's resources to access social networking sites may result in disciplinary action, up to and including termination of employment.