



**SOUTH**

**CAROLINA**

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**TEAM MEMBER  
HANDBOOK**



## TABLE OF CONTENTS

### WELCOME

---

Welcome Letter	3
Mission & Vision	4
Revisions to Handbook	4

### WORK ENVIRONMENT

---

Parking	5
Bulletin Boards	5
Breakrooms/Lockers	5
Restricted Areas	5
Emergency Closing	5
Lost and Found	5

### TEAM MEMBER INFORMATION

---

Teamwork	6
Work Schedules	6
Time Clock	6
Holiday Schedule	6
Meals/Breaks	7
Dress Code	7
Discount Program	7

### TIME & LABOR LAWS

---

Child Labor/Work Permit	8
Final Pay	8
State Laws	8

### TEAM MEMBER RESPONSIBILITIES

---

Guest Service	11
---------------	----

### WORKPLACE SAFETY

---

Safety Procedures	12
CPR/AED	12

## WELCOME TO THE TEAM!

Congratulations! You are now part of the largest youth sports and recreation network in the nation. We are a first-class sports facility designed to serve as an integral part of the surrounding community by providing opportunities for sports, meetings, and special events. Whether our guest is here for an amazing tournament experience or participating in play every week, we are committed to providing the best experience in the industry every time they walk through our gates.

No matter what your role today, if you apply your leadership with a focus on getting better every day, we know great things will happen within our team, and for you personally. We invite you to bring your best self to work, hold a high standard for your teammates, and join us in the effort to create world-class facilities that improve the lives of the guests we serve.

Expect challenges, there will be many, employ a solution driven mindset and challenges become small bumps in the road that are fun to solve. Understanding that every single person and position is valuable, everyone deserves to be recognized and appreciated as a member of our team. No matter where your career journey might be, just starting out, a seasonal position between school years, an experienced professional or restarting your career, you will learn and grow personally and professionally.

The foundation of our culture is to inspire our members, guests, and each other. We will consistently demonstrate respect, treat others with dignity, embrace diversity, strive for excellence, and be accountable to those who have entrusted us with the honor of operating this great venue. As you'll see, we believe in our people and strive to have each team member's time filled with growth and development. Your work here will open you to new experiences.

As part of our team, your influence will be made by one person at a time by building dynamic relationships with guests and fellow team members. You will learn quickly that we hold high expectations for our team members and create long-term advancement opportunities for leaders who commit themselves to achieving results that support the mission. You have our trust. We now look forward to utilizing your unique skills, experience, and developing your capabilities further to contribute to our culture. Please take the time needed to fully review this handbook and learn more about our services, brand, and policies.

You have joined an exciting team! Best of luck in your new position.

## #RunAsOne

## **MISSION & VISION**

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

## **REVISIONS TO HANDBOOK**

This handbook is our attempt to keep you informed of the terms and conditions of your employment, including policies and procedures. The handbook is not a contract. The venue reserves the right to revise, add, or delete from this handbook as we determine it to be in our best interest, except the policy concerning at-will employment. When changes are made to the policies and guidelines contained herein, we will endeavor to communicate them in a timely fashion, typically in a written supplement to the handbook or in posting on venue bulletin boards.

## **WORK ENVIRONMENT**

### **PARKING**

Team members are required to park in the spaces furthest from the venue doors, such as the outer edges or rear sections of the parking lot, so that the closest and most convenient spaces remain available for our guests and individuals with accessibility needs.

### **BULLETIN BOARDS**

The purpose of the bulletin board is to provide a specific place where notices may be posted, including state and federal mandatory notices, and important communications from management. Information placed on the bulletin board is important. Team members may not post any information on these bulletin boards without the express permission of a Human Resources Representative or General Manager. The labor posters and bulletin boards are in the main office. You are expected to check it regularly.

### **BREAKROOMS/LOCKERS**

We request that you leave all personal belongings locked in your car or at home. The venue assumes no liability or responsibility for your personal property, including personal injury, damage, theft, or other loss.

### **RESTRICTED AREAS**

Certain areas are off limits to unauthorized team members. Failure to observe “off-limits” rules may result in disciplinary action, up to and including, termination.

### **EMERGENCY CLOSING**

At times, emergencies such as severe weather, fires, power failures or earthquakes can disrupt operations. In extreme cases, these circumstances may require the closing of our facility. When operations are officially closed due to emergency conditions, the time off from scheduled work will be unpaid. However, with manager approval, team members may use available paid time off, if applicable. Team members will be notified of the facility closing by the General Manager.

### **LOST AND FOUND**

Lost and Found items can be put in the main office. Team members should have the General Manager or Manager on Duty help guests claim any lost property.

## TEAM MEMBER INFORMATION

### TEAMWORK

Teamwork is the single key to our success. All of us are team members working towards a common goal. There is no better feeling than being in an environment where the whole team is working hard together and producing something very special. The whole is greater than the sum of its parts. Part of your responsibility for teamwork is doing whatever is asked of you and assisting your fellow team members in any way possible, so that everyone's work flows more efficiently and smoothly. If a manager requests that you perform duties outside of your normal job description, it is essential that you cooperate to achieve common goals. If we all remain flexible in our approach to our work and "pitch-in" where needed, the outcome will be reflected in the growing and successful operation of the venue and more enjoyable work experience for everyone.

### WORK SCHEDULES

You are responsible for the shifts you are scheduled to work. Work schedules are designed to be as flexible as possible to fit your needs. The corresponding department manager must be notified of and approve all schedule changes.

When necessary, managers will advise team members of the times their schedules will normally begin and end. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week. The scheduling of breaks is the responsibility of the department supervisors and/or managers.

Changing shifts with other team members is generally permitted if you trade shifts with another qualified team member from your department. All shift changes must be requested through Paylocity and approved by your direct department supervisor and/or General Manager. If this procedure is not followed properly, you will still be considered responsible for the shift and you will be deemed a No Call, No Show (NCNS), even if you asked someone else to take it for you.

To request time off, you should make sure you update your availability in Paylocity with when you can and cannot work. Shifts are entered into Paylocity on an as-needed basis depending on the requirements of the event. If shifts are not picked up, then manual scheduling will occur. We will try to work around any requested time off but do not assume that you automatically have the requested time off. Be sure to check the Paylocity daily. As mentioned above, you are solely responsible for your scheduled shifts.

You must work at least one (1) shift per month to remain active. If you fail to fulfill this requirement without advanced notification in writing, your access will be disabled, and the situation deemed "job abandonment".

### TIME CLOCK

All hourly team members are to clock in and out via Paylocity. Time punch locations are geofenced so team members must be in a designated area to punch in or out.

### HOLIDAY SCHEDULE

Full-time team members are eligible for eight (8) hours of holiday pay for the designated holidays. If an hourly, full-time team member works on a designated holiday, they will be paid time and a

half at their regular rate of pay. When a salaried, full-time team member works on a designated holiday, they earn a floating holiday which must be used within 30 days of the actual observed holiday.

## **MEALS/BREAKS**

Management will assign breaks as needed during shifts. All hourly team members are to clock out for breaks longer than 20 minutes.

## **DRESS CODE**

Team members are responsible for the upkeep of their uniforms and for the return of all uniforms upon separation of employment. Dress, grooming, and personal hygiene standards contribute to the morale of all team members and affect the business image. When representing the venue (on and off-site; anytime in uniform), team members are expected to present a clean, neat, and tasteful appearance. Team members should dress and groom themselves according to the requirements of their position.

Without unduly restricting individual tastes, the following personal appearance guidelines shall be followed:

- Shoes must provide safe, secure footing, and offer protection against hazards. Shoes are required to be worn, always. Sandals and flip-flops are not allowed
- Clothing deemed revealing, suggestive, or distasteful by facility management is prohibited (holes or ripped clothing are not permitted)
- Shorts, where permitted, must be modest in length (mid-thigh or longer), in good condition, and appropriate for movement (e.g., bending, lifting, or demonstrating activities). Extremely short, tight, frayed, or otherwise revealing shorts are not permitted
- Mustaches and beards must be clean, well-trimmed and neat
- Hairstyles are expected to be in good taste; unnaturally colored hair and extreme hairstyles do not present an appropriate professional appearance
- Excessive makeup is not permitted
- Offensive body odor and poor personal hygiene are not professionally acceptable
- Perfume, cologne, and aftershave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrance
- Jewelry should not be functionally restrictive, dangerous to job performance, or excessive
- Facial jewelry, such as eyebrow rings, nose rings, lip rings, and tongue studs, must not be worn during business hours
- Torso body piercing with visible jewelry, or jewelry that can be seen through or under clothing, must not be worn during business hours
- Excessive or offensive tattoos should be covered during work hours

Team members should consult with their direct manager, General Manager or Human Resources Representative if they have questions as to what constitutes appropriate attire.

## **DISCOUNT PROGRAM**

Team members may be eligible for discounts on food, beverages, merchandise, and facility programs, which may change at any time. All discounts are intended for the team members' use only. Please consult with your General Manager or supervisor about the most current details.

## TIME & LABOR LAWS

### CHILD LABOR/ WORK PERMIT

Candidates must be a minimum of 16 years of age to be considered for employment unless approved by a Company Account Executive or a Senior Leader in the Company’s Home Office. In certain situations where an exception is made, all state and local child labor laws including work permits will be adhered to.

South Carolina does not require state-issued work permits or employment certificates for minors.

South Carolina child labor laws restrict work hours for minors aged 14 to 17 to prioritize education.

**14–15 years old:** during school days:

- Three (3) hours per day, max 18 hours per week
- Only between 7 a.m. and 7 p.m.

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

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

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

- No restrictions

### FINAL PAY

Upon voluntary or involuntary separation from employment, all wages earned through your last day will be issued within 48 hours of separation or by the next regularly scheduled payday, whichever occurs first. For unused accrued PTO or vacation time, if the venue’s written policy or employment agreement provides for payout of such accrued time upon separation, the payout will be made in accordance with that policy.

### STATE LAWS

#### BONE MARROW DONATION LEAVE

The venue will provide up to 40 hours of paid time off to eligible team members who wish to donate bone marrow.

To be eligible for donation leave, you must work an average of 20 or more hours per week.

To obtain leave under this policy, you must provide documentation from a physician verifying the purpose and duration of the requested leave. If there is a medical determination that you do not qualify as a bone marrow donor, you will not lose the paid time off.

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

## **CRIME VICTIM AND WITNESS LEAVE**

If you are subpoenaed as a victim of or a witness to a crime, the venue will provide you with unpaid time off to attend court proceedings related to the crime.

Victim means any individual who suffers direct or threatened physical, psychological, or financial harm as the result of the commission or attempted commission of a criminal offense. The term includes the spouse, parent, child, or lawful representative of a victim who is deceased, a minor, incompetent, or physically or psychologically incapacitated.

The term does not include:

- Any individual who is the subject of an investigation for, who is charged with, or who has been convicted of or pled guilty or *nolo contendere* to the offense in question
- Any individual (including a spouse, parent, child, or lawful representative) who is acting on behalf of the suspect, juvenile offender, or defendant, unless such actions are required by law
- Any individual who was imprisoned or engaged in an illegal act at the time of the offense at issue in the proceedings

Upon receipt of a valid subpoena, notify your supervisor as soon as possible to make scheduling arrangements.

The venue will not retaliate against, suspend, or reduce the wages or benefits of team members who request or take leave in accordance with this policy.

## **EMERGENCY SERVICE WORKERS LEAVE**

The Volunteer Firefighter and Emergency Medical Services Personnel Job Protection Act prohibits the firing of a team member who is a volunteer firefighter or a volunteer emergency medical services personnel (volunteer) and who, when acting as a volunteer, is part of the firefighter mobilization plan established by the state and is responding to an emergency where the U.S. president has declared a state of emergency or where the governor has declared a state of emergency in the state.

## **ISOLATION AND QUARANTINE LEAVE**

Although venues in South Carolina are not required to provide sick leave to team members, they are required to grant leave to a team member who has been ordered to isolate or quarantine by the Department of Health and Environmental Control during a public health emergency. Venues will not discriminate or retaliate against a team member for taking this leave, but if a team member has available annual or sick leave, the venue will require that they use it during their quarantine leave.

A public health emergency means the occurrence or imminent risk of the following:

- A natural disaster
- An illness or health condition that may be caused by terrorism, an epidemic or pandemic disease, or a novel infectious agent or biological or chemical agent that poses a substantial risk of a significant number of human fatalities, widespread illness, or serious economic impact to the agricultural sector, including the food supply

## **OVERTIME**

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

## TEAM MEMBER RESPONSIBILITIES

### GUEST SERVICE

This venue is a service business, and our success depends upon providing our guests with the best experience around. Every team member is a big part of that experience. You represent this venue in your actions and should always conduct yourself in a courteous and professional manner.

We want to be considered the “friendliest place in town.” To achieve that position, we have instituted the “Hospitality Zone”. You will be amazed at the reaction you receive from guests when you engage them using the following steps:

- Within 10 feet you should acknowledge a guest by making eye contact, smiling, nodding, etc.
- Within five (5) feet you should initiate conversation. (i.e. “Welcome! How are you?”)
- You should always have the first and last word in a conversation. As a guest approaches, you should be the one to initiate conversation
- Engage guests to help direct them, rather than waiting for them to come to you
- As a guest leaves, you should always have a friendly word for them (i.e. “Have a great night! See you again soon!”)

Working in direct contact with the public can be enjoyable and rewarding, but it can also be challenging. Handling those challenges with care can make all the difference in our guests’ experience. Always consider yourself as being “on stage.” No matter what bothers you inwardly, a smile, eye contact, and sincerity will always be your most valuable assets.

Remember that the guests are never an interruption to our work. Their happiness and enjoyment are our job. Make sure that you greet our guests with a friendly smile, eye contact, and make them feel welcome. If they ask a question that you can’t answer, say, “I’m not sure, but I’ll find out for you,” – then do so.

Never argue with a guest. If there is a problem that you cannot handle, that you feel is getting out of control, or is upsetting you and causing a confrontation with a guest, excuse yourself from the situation and seek a manager for assistance.

Remember the following guidelines when dealing with a difficult situation:

- Let the guest speak; do not interrupt
- Apologize for any inconvenience
- Try to satisfy the immediate needs
- Inform a manager immediately

## WORKPLACE SAFETY

### SAFETY PROCEDURES

Safety is very important. All team members are expected to be safety-conscious, follow safety rules, and to immediately alert management to any conditions in the workplace that are believed to be unsafe or unhealthy. Accident prevention is important to the well-being of our team members and guests. As you go through training for your position, additional safety procedures will be explained in depth. The following basic safety rules have been developed to protect team members and others from injury while on the job. Accidents can happen, but remember, safety is everyone's responsibility.

Team members should:

1. Learn about their job and how to be safe in the workplace
2. Know the location of fire alarm boxes and extinguishers, in case of a fire
3. Promptly report all unsafe or potentially hazardous conditions, such as:
  - Dangerous conditions related to playing surface/sports equipment
  - Wet or slippery floors
  - Cluttered or unsafe areas
  - Equipment left in aisles, walkways, or blocking exits
  - Exposed or unsafe electrical wiring
  - Careless handling of equipment
  - Defective or unguarded equipment
4. Follow all manufacturers' recommendations when operating equipment
5. Handle hazardous chemicals with care and proper Personal Protection Equipment (PPE)
6. Use proper lifting procedures and get help when needed
7. Wear safety glasses and protective clothing when necessary
8. Immediately report all accidents to the Manager on Duty

### CPR/AED

Team members who work in certain areas of the facility are required to hold a current CPR, AED and/or First Aid certification. If a team member's position requires certification, they are expected to maintain that certification while employed. Failure to do so will result in disciplinary action, up to and including, termination.