



CONNECTICUT

TEAM MEMBER HANDBOOK



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WELCOME TO THE TEAM!

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

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

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

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

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

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

#RunAsOne

MISSION & VISION

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

REVISIONS TO HANDBOOK

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

WORK ENVIRONMENT

PARKING

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

BULLETIN BOARDS

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

BREAKROOMS/LOCKERS

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

RESTRICTED AREAS

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

EMERGENCY CLOSING

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

LOST AND FOUND

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

TEAM MEMBER INFORMATION

TEAMWORK

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

WORK SCHEDULES

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

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

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

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

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

TIME CLOCK

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

HOLIDAY SCHEDULE

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

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

MEALS/BREAKS

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

The venue will provide at least one 30-minute unpaid meal break to team members who work 7.5 or more consecutive hours.

DRESS CODE

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

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

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

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

DISCOUNT PROGRAM

Team members may be eligible for discounts on food, beverages, merchandise, and facility

programs, which may change at any time. All discounts are intended for the team members' use only. Please consult with your General Manager or supervisor about the most current details.

TIME AND LABOR LAWS

CHILD LABOR/WORK PERMIT

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

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

Connecticut child labor laws restrict work hours for minors aged 14–17 to prioritize education.

14–15 years old: during school days:

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

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

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

16–17 years old: during school days:

- Six (6) hours a day, max 32 hours per week
- Only between 5 a.m. and 10 p.m.

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

- Eight (8) hours a day, max 40 hours per week
- Only between 5 a.m. and 12:00 a.m.

FINAL PAY

If you voluntarily terminate your employment, you will receive your final pay by the next scheduled pay day.

If you are terminated involuntarily (i.e. fired or laid off), you will receive your final paycheck by the next business day.

Team members will receive payment for all accrued PTO upon separation from employment on their final paycheck for voluntary and involuntary discharge, if the venue policy guarantees it.

STATE LAWS

LEAVE FOR VICTIMS OF DOMESTIC VIOLENCE, SEXUAL ASSAULT, OR TRAFFICKING

The venue will provide reasonable unpaid leave to team members who are the victim of domestic violence, sexual assault, or trafficking in persons or who have a child who is the victim of domestic violence, sexual assault, or trafficking in persons.

You may use the leave of absence to:

- Seek attention for injuries to you or your child caused by domestic violence, sexual assault, or trafficking in persons, provided you did not commit any act of domestic violence, sexual assault, or trafficking in persons against the child
- Obtain services, including safety planning, from a domestic violence agency or rape crisis center
- Obtain psychological counseling for yourself or your child, provided you did not commit any act of domestic violence, sexual assault, or trafficking in persons against the child
- Take other actions to increase safety from future incidents, including temporary or permanent relocation
- Obtain legal services, assist in the offense’s prosecution, or otherwise participate in related legal proceedings

Advance notice is not required for taking leave under this policy. If advance notice is feasible, however, provide reasonable notice of your intent to take leave for the above reasons. Certification may be requested and must be provided within a reasonable time after the absence, as outlined below.

Upon return from your leave of absence, you may be asked to provide certification supporting your need for leave.

Certification must be one of the following:

- A police report indicating that you or your child was a victim of domestic violence, sexual assault, or trafficking in persons
- A court order protecting or separating you or your child from the perpetrator
- Other evidence from the court or prosecutor that you appeared in court
- Documentation from a medical professional, domestic violence counselor, or other healthcare provider that you or your child was receiving services, counseling, or treatment for physical or mental injuries or abuse caused by domestic violence, sexual assault, or trafficking in persons

If you have a physical or mental disability due to an incident or series of incidents of domestic violence, sexual assault, or trafficking in persons, you will be treated in the same manner as an employee with any other disability.

The venue will, to the extent allowed by law, maintain the confidentiality of any information about your status as a victim of domestic violence, sexual assault, or trafficking in persons.

The venue will not retaliate against team members for their status as a victim of domestic violence, sexual assault, or trafficking in persons or for requesting or taking a leave of absence in accordance with this policy.

CONNECTICUT FAMILY AND MEDICAL LEAVE (CTFMLA)

The venue will provide eligible team members for up to 12 weeks of unpaid job-protected leave in any 12-month period for certain specified reasons.

To be eligible for CTFMLA leave, you must have been employed by the venue for three (3) months immediately preceding your request for leave.

CTFMLA leave may be taken for any of the following reasons:

- Your own serious health condition.
- The birth of your child.
- The placement of a child for adoption or foster care.
- To care for a family member with serious health condition.
- To serve as an organ or bone marrow donor.
- Because of any qualifying exigency arising out of the fact that your spouse, son, daughter, or parent is on active duty, or has been notified of an impending call or order to active duty, in the armed forces.

Family member means your spouse, child, parent, sibling, grandparent, grandchild, or any individual related to you by blood or affinity whose close association with you is equivalent to a family relationship.

You may take up to 12 weeks of job-protected leave within a 12-month period.

If you and your spouse are both employed by the venue, your combined CTFMLA leave may not exceed 12 weeks during a 12-month period if leave is taken for:

- The birth or adoption of your child;
- The placement of a foster child; or
- The care of a family member with serious health condition.

The venue also provides team members up to 26 weeks of CTFMLA leave within a 12-month period if they have a spouse, child, parent, or next of kin who is a member of the armed forces and is undergoing medical treatment, recuperation, or therapy, or is on the temporary disability retired list for a serious injury or illness that occurred in the line of duty.

If you and your spouse are both employed by the venue, your combined CTFMLA leave may not exceed 26 weeks during a 12-month period if leave is taken to care for a member of the armed forces.

Military family leave is calculated from the first day you take leave.

If determined to be medically necessary, you may take CTFMLA leave for your own serious health condition, or the serious health condition of your parent, child, or spouse, on an intermittent or reduced schedule basis.

If you require the use of CTFMLA leave on an intermittent or reduced schedule basis, you may be required to temporarily transfer to another position that you are qualified to perform, if that position is deemed by the venue to be more conducive to business operations.

CTFMLA leave is unpaid. However, you may be required, or you may choose to substitute any accrued paid vacation, personal, or sick time you have in excess of two (2) weeks toward your CTFMLA leave.

You may be eligible for partial wage replacement benefits for CTFMLA leave taken under the Connecticut Paid Leave Program. For more information, see the Connecticut Paid Leave Program Policy.

When possible, you must provide at least 30 days' advance notice of the need for leave where leave is foreseeable (such as the birth of a child or planned medical treatment). If the need for leave is not foreseeable, provide notice as soon as possible. Notice should include the anticipated timing and duration of the leave.

Failure to comply with these notice rules is grounds for, and may result in, delay of the leave until you comply with this notice requirement.

You will be required to provide medical certification of the need for leave for leave taken for:

- Your own, or your family member's, serious medical condition
- Military family leave

The certification must include:

- The date on which the serious health condition occurred
- The probable duration of the condition
- The appropriate medical facts about the condition within the healthcare provider's knowledge

For leave taken to care of a family member with serious medical condition:

- A statement that you need to care for the family member
- An estimate of the amount of time you will need to care for the family member
- For leave taken because of your own serious medical condition, a statement that you are unable to perform the functions of your position

Additional requirements apply to certain certifications for intermittent leave or leave on a reduced leave schedule.

If the venue has reason to doubt the validity of the certification, the team member may require, at its own expense, to obtain the opinion of a second health care provider designated or approved by the venue. If the second opinion differs from the original certification opinion, the venue may require, at its own expense, that you obtain the opinion of a third health care provider designated or approved jointly by you and the venue. The third opinion will be considered final and binding.

You may be required to provide subsequent recertifications, at the venue's expense, on a reasonable basis.

If you are requesting personal medical leave, you will also be required to provide a fitness-for-duty certification from your health care provider before returning to work.

When returning to work at the end of leave, you will be placed in your original job or an equivalent job with equivalent pay and benefits. You will not lose any benefits that were accrued before leave was taken. You may not, however, be entitled to discretionary raises, promotions, bonus payments, or other benefits that become available during the leave.

CONNECTICUT PAID LEAVE PROGRAM (CTPL)

The Connecticut Paid Leave (CTPL) program provides eligible team members with up to 12 weeks of partial wage replacement benefits during any 12-month period for certain life events covered under the federal Family and Medical Leave Act (FMLA), the Connecticut Family and Medical Leave Act (CTFMLA), and the Connecticut Family Violence Leave Act. The program also provides two additional weeks of compensation for a serious health condition resulting in incapacitation that occurs during a pregnancy. The CTPL program is funded by employee payroll deductions and administered by the CT Paid Leave Authority.

CRIME VICTIM AND WITNESS LEAVE

The venue understands that team members may occasionally be victims of crime or otherwise legally compelled to attend a judicial proceeding as a witness.

You will be provided with unpaid leave if you are:

- A victim of a crime and need to attend or participate in legal proceedings related to that crime
- Legally compelled to attend a judicial proceeding as a witness

An immediate family member or guardian of:

- A person who suffered direct or threatened physical, emotional, or financial harm because of a crime and is a minor, physically disabled, or incompetent
- A homicide victim

If your need for leave is foreseeable, provide reasonable advance notice to your supervisor. If advance notice is not feasible, provide notice as soon as practicable. The venue reserves the right to request verification of your participation in legal proceedings, such as a copy of the summons or subpoena.

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

EMPLOYMENT PROTECTIONS FOR CIVIL AIR PATROL MEMBERS

If you are a member of the Civil Air Patrol, the venue will not discriminate against, discipline, or discharge you because of your membership or because you are absent from work due to serving in your role as a Civil Air Patrol member for the purpose of:

- Responding to an emergency declared by the governor, or by the President of the United States
- Responding to a request for assistance in an emergency, natural disaster, or life-threatening event at the request of the U.S. Air Force or Coast Guard, the Department of Emergency Services and Public Protection, the Division of Emergency Management and Homeland Security within the Department of Emergency Services and Public Protection, the state police, or a local police department
- Participating in required emergency services training programs and exercises

If you are a member of the Civil Air Patrol and are qualified to provide emergency services, you must notify the venue upon hiring or by the date that you join the Civil Air Patrol, whichever is later.

Additionally, you must provide as much notice as possible of the dates you will be absent from work due to your service as a Civil Air Patrol member. Time missed from work while performing the duties above will be treated as unpaid time off. You must provide the venue with written verification from the Civil Air Patrol for the purpose of your absence.

LEAVE FOR VICTIMS OF FAMILY VIOLENCE OR SEXUAL ASSAULT

If you are a victim of family violence or sexual assault, the venue will provide you with up to 12 days of leave during any calendar year for the following reasons:

- To seek medical care or counseling for physical or psychological injury or disability
- To obtain services from a victim services organization
- To relocate due to the family violence or sexual assault
- To participate in any civil or criminal proceeding related to or resulting from such family violence or sexual assault as defined by applicable Connecticut law

Family violence includes incidents between family or household members that result in physical harm, bodily injury, or assault; acts of threatened violence that result in a fear of imminent physical harm, bodily injury, or assault, including, but not limited to, stalking or a pattern of threatening; or verbal abuse accompanied by a present danger and likelihood that physical violence will result.

Leave under this policy is unpaid; however, you may substitute any applicable paid leave for all or a portion of your unpaid leave.

If the need for leave is foreseeable, you must provide at least seven days' advance notice. If the need for leave is not foreseeable, provide notice as soon as practical.

You may be required to submit a signed written statement certifying that the leave is due to family violence or sexual assault, as well as other types of verifying documentation, such as:

- Police or court records
- A signed statement from an employee or agent of a victim services organization, an attorney, an employee of the Office of Victim Services within the Judicial Branch or the Office of the Victim Advocate, or a licensed medical professional or other licensed professional from whom you sought assistance

Documentation provided to the venue will be maintained as confidential and will not be disclosed except as required by federal or state law or as necessary to protect your safety.

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

LEAVE OF ABSENCE FOR PUBLIC OFFICIALS

The venue will provide team members who leave employment to accept a full-time elective municipal or state office with an unpaid personal leave of absence for up to two consecutive terms of such office.

You must provide written notice to the venue that you are a candidate for a full-time municipal or state office within 30 days of being nominated.

At the expiration of your term of office, and upon reapplication for your original position, you will be reinstated to your original position or to a similar position with equivalent pay and accumulated seniority, retirement, fringe benefits, and other service credits unless the venue's circumstances have so changed as to make it impossible or unreasonable to do so.

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

PAID SICK LEAVE

The venue provides eligible employees with paid sick leave in accordance with Connecticut's paid sick leave law.

All team members who work in Connecticut are eligible for sick leave except for seasonal employees who work 120 or fewer days in any year and certain construction tradespeople as defined by law.

Sick leave may be used for:

- Your own illness, injury, or health condition; medical diagnosis, care, or treatment of a mental or physical illness, injury, or health condition; preventive medical care for your mental or physical health; or a mental health wellness day
- A family member's illness, injury, or health condition; medical diagnosis, care, or treatment of a mental or physical illness, injury, or health condition; or preventive medical care for their mental or physical health
- The closure of your place of business, or the closure of a family member's school or place of care, by order of a public official
- A determination by a health authority, the venue, an employer of a family member, or healthcare provider that you or a family member poses a risk to the health of others due to you or your family member's exposure to a communicable disease, whether you or the family member contracted the communicable disease

Additionally, if you or a family member are a victim of family violence or sexual assault, (provided you are not the alleged perpetrator), you may use sick leave:

- For medical care or psychological or other counseling for physical or psychological injury or disability
- To obtain services from a victim services organization
- To relocate due to family violence or sexual assault
- To participate in any civil or criminal proceedings related to or resulting from family violence or sexual assault

Accrual and Usage

Eligible team members accrue sick leave at a rate of one hour for every 30 hours worked, up to a maximum accrual of 40 hours per leave year. For purposes of this policy, the leave year is any consecutive 12-month period from employee work anniversary date. If you are exempt from overtime under the Fair Labor Standards Act, you will be presumed to work 40 hours each workweek for purposes of accrual, unless your normal workweek is less than 40 hours (in which case accrual will be based on your normal workweek).

Hours worked refers to actual hours worked and does not include sick, vacation, or other leave time.

Sick leave may be used on and after your 120th calendar day of employment. You may use a maximum of 40 hours of sick leave in any leave year. Sick leave may be used in increments of one hour or more. You may carry over up to 40 unused accrued hours of sick leave from one leave year to the next; however, you may only use up to 40 hours of sick leave in any one leave year.

Paid sick leave will be compensated at your normal hourly wage or the applicable minimum wage, whichever is greater.

Provide notice of your need for leave as soon as practical.

If you are transferred to another division, entity, or worksite, you will retain and may use all accrued paid sick leave.

You will not be paid for any unused sick leave when your employment ends.

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

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.