



EMPLOYEE HANDBOOK

Sports Connection
Ballantyne - 11611 Ardrey Kell Road, Charlotte, NC 28277
Granite - 10930 Granite Street, Charlotte, NC 28273
Northlake – 8626 Hankins Road, Charlotte, NC 28269

704-583-1444
www.SportsConnectionNC.com
SCOffice@SportsConnectionNC.com

****All new hires must read the Handbook and complete the documents on ADP Workforce Now before your first day of work****

**** Updated April 2023****

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EMPLOYMENT AT-WILL POLICY

Employment with the company is "at-will." This means that you may terminate your employment at any time with or without notice or cause. It also means that Sports Connection can terminate your employment at any time with or without notice or cause. While Sports Connection generally adheres to progressive discipline, it is not bound or obligated to do so. Again, it is Sports Connection's sole discretion as to whether or not you may be terminated at any time with or without notice or cause. In addition, Sports Connection may need to alter your employment status, employment hours, schedule or demote you at its own discretion with or without notice or cause.

As an At-Will employee, you are not guaranteed, in any manner, that you will be employed for any set period of time. No one in the company, except the Owner, in a written and signed contract, may make any representation or promise to you that you are other than an at-will employee. Any employee, manager or supervisor who makes such a representation or promise to you is not authorized to do so.

EMPLOYEE UNIFORMS

The dress code applies to all employees, including Managers, Part Time Staff, attraction Staff, Hosts, Office/Admin, Counter, Coaches, etc. Employee uniforms are paid for by the employee. Payroll deduction may be an option. Fill out the Uniform Request Form and submit it to your manager. Be sure to sign the bottom if you are requesting payroll deduction.

Ballantyne - All Sports Connection Managers and Staff working at the Ballantyne location should wear an approved Red polo shirt (or black or other special color for employees that have been approved to wear a different color shirt other than Red). Employees should also have a nametag, with normal jeans or chino-style long slacks/shorts (no cargo shorts). Slacks/shorts can be khaki/beige/black/gray or navy blue. Shorts should be Mid-Thigh or longer. Slacks can be full length or Capri length, and we prefer that jeans and slacks not be rolled up at the bottom. Jeans should be presentable and should not contain holes, frays, fading, etc. Men's shirts should be tucked in, women's shirts are ok to wear out, provide they are not too baggy and long. If you are going to be wearing a jacket over your polo, it should be solid black, with no hood or draw strings. Your nametag must be on the outside of your jacket and covering any brand logos. If a logo is too large to cover with your nametag, then do not wear that jacket. We have a number of black jackets available to borrow for the day if cold. Please make sure you are signing them in and out each time you use them. Employees must wear close-toed shoes; no flip flops. Food service employees need to have approved non-skid shoes.

Granite Street & Northlake - All Sports Connection Managers and Staff working at the Granite Street or Northlake locations should wear an approved Sports Connection polo or any CJV or Carolina Beach logo shirt and nametag. Employees must wear close-toed shoes; no flip flops.

Employees must be in complete uniform for his/her department & ready to work at least 5 minutes before shift. Wearing the proper uniform is part of your job. If an employee is not wearing the appropriate uniform, one will be provided, if available, at the expense of the employee or may be sent home.

APPEARANCE

General:

- All employees should have a clean and neat and approved shirt. Shirts should be tucked in if possible, but can be worn out (for women only) **IF** neat and presentable (not too long or baggy).
- If an employee is wearing any undergarments (ie: tank tops, undershirts, etc) we prefer them to be neat and orderly and to match the uniform (black, red, white, grey or navy blue). No outlandish colors and no writing or designs should be showing.
- Shirts should be buttoned except for the top button.
- Chewing gum is not allowed while working with customers.
- All employees are expected to be neat and clean in appearance. Practice good personal hygiene (i.e. face and hair must be clean...not greasy or dirty.)
- We have no specific rules on Jewelry, Piercings, other Accessories or hair color, but we ask that you conform to the “norm” of the look of other staff members whenever possible versus standing out.
- Any grooming style (or lack thereof) that detracts from SC’s professional image is unacceptable and will be grounds for disciplinary action, possibly including termination of employment.
- Facial hair must be neatly trimmed and conservative.
- Those working in food service need to adhere to clean shaven face policy due to health codes.
- Nail polish and makeup must be worn in good taste and must be conservative.

CELL PHONES

The Cell Phone rule for Part Time STAFF is simple. NO CELL PHONES! If you have an emergency, have people call 704- 583-1444. Leave your phones in your mailboxes, backpacks, purses or do not bring them to work. We DO NOT want to see any cell phones (including smart watches and personal Ipads) anywhere in the facility other than the approved areas at the approved times. STAFF can check and use their cell phones ONLY in the APPROVED ROOMS, and ONLY on an Approved Phone Break. Meal Breaks are not a time to sit and play catch up on your phone.

Managers and Directors can have their cell phone with them, BUT must keep them out of site, and on vibrate, or silent and should only be used in the staff or admin offices and when on a personal BREAK. A personal break does not mean every 10 minutes. Our cell phone use by managers and directors has become too common and each person needs to please monitor their OWN cell phone use, and report any habitual violators to Allan.

COMPENSATION

- Pay periods end on the 15th and the last day of every month; Checks will be issued on the 10th and the 25th of every month. Direct Deposit is required. Pay stubs, as well as W-2’s, can be viewed online via <https://www.workforcenow.adp.com>. Management will issue instructions on how to set up this account when hired.
- Truist offers a free checking account to all employees. You must have a Direct Deposit of \$500+ per month or be a student under the age of 25 to waive the \$12 checking account fee.
- Sports Connection employees are also eligible for a free checking account at Founders Federal Credit Union.
- For those employees that do not want a checking account, Truist offers a free “MoneyAccount” Bank Card that your payroll funds will automatically be loaded to each pay period. This bank card can be used like a Debit/Prepaid Card, or can be withdrawn for cash anytime at Truist with no fees. This card can also

be reloaded with your funds and reissued if ever lose. To obtain this card, simply go to a Truist branch and ask for a Truist MoneyAccount.

- ADP offers a Wisely debit card. More information can be found on the ADP Workforce Now site.
- Part-time employees start at a competitive wage. Employees with college degrees or professional work experience may have a slightly higher rate of pay. Each employee is considered for a pay increase at least once a year. If you have not had an employee evaluation meeting and/or pay increase in the last year and would like one, please contact your manager.
- Raises are given based on Merit, Attitude and Effort, not length of service.

FOOD SERVICE SANITATION

Anyone working in the kitchen needs to adhere to both Sports Connection and the North Carolina Food Safety guidelines.

MEALS AND BREAKS

- Employees working over 6 hours may be given a paid break if job responsibilities permit. You must consult a manager first to get approval for a break. If you must leave the facility, you must clock-out when leaving and clock back in when you return.
- If you go over your allotted time for a break, the time will be deducted from total hours.
- On busy days such as weekends, employees should be prepared to get food from the Sports Connection Café, bring his/her own lunch, or place a delivery order. You may not leave to get food unless approved by a manager. Employees are encouraged to take advantage of his/her employee discount in the Café.
- Employees may be given a discount on meals in the Café when not at work. Consult with your manager. No discounts will be given on Alcohol or Bottled Drinks.
- Employees may bring his/her own lunch; we have a microwave and refrigerator. However, overnight refrigeration is not permitted. Food left in the refrigerator overnight will be thrown away. Any items put in refrigeration must be labeled with your name and date.
- Food is to be eaten in the designated areas, not in the view of customers! No eating is allowed in the birthday rooms (except Room 1), the front desk or activity areas.
- Smoking or the use of tobacco products and/or alcohol on SC premises is strictly prohibited.
- You must check with a manager before ordering food, picking up food or taking a break to ensure that there is ample coverage for all activities.

CUSTOMER SERVICE

- Front desk staff should welcome EVERY customer that walks through the door.
- At least one staff member must be behind the front desk at all times.
- Employees must be present to greet parents/children as they are dropped off /picked up.
- During your shift, you are not permitted to work on non-Sports Connection material such as the reading of books/magazines, personal bills, homework, planners, etc. There is ALWAYS something that can be done; if you cannot occupy yourself with SC-related duties, management will certainly help you.
- The use of cell phones is strictly prohibited while working. Please leave your cell phone in your mailbox. You can check your messages while on break. An exception is made for managers who are typically reached by other managers and staff by cell phone.
- Complaints – If you can solve a customer's complaint, do so immediately. Otherwise, find a manager to handle the complaint immediately. ALWAYS treat EVERY customer with the courtesy and respect you would appreciate and expect for yourself.

- Refunds: Only a manager or authorized staff member is to give refunds! If a customer requests a refund, find a manager or authorized staff member to complete it. If a manager or authorized staff member is not available, fill out a refund report and give it to a manager or put in his/her mailbox.

EMPLOYEE BENEFITS

Paid Time Off (PTO):

Paid Time Off is granted to employees averaging 30+ hours per week on a consistent basis.

After 1 year, employees are entitled to 4-10 days of Paid Time Off .

After 2 years, employees are entitled to 4-10 days of Paid Time Off .

After 3 years, employees are entitled to 8-15 days of Paid Time Off per year.

*No employee will receive more than 5 paid days in any one week without approval from Management.

*No more than 15 PTO days can be carried over.

*All unused days will be forfeited upon termination.

Medical Insurance:

At this time, Sports Connection does not offer Health Insurance to employees. Many employees qualify for a subsidy through the Marketplace. Visit Healthcare.gov for more information.

Dental Insurance:

The Employee Dental Insurance Plan is available to Full-Time employees that have satisfied a 30 day probationary period and who have averaged 30+ hours per week. Sports Connection does not pay any portion of the employee's monthly premium. Premiums will be deducted pre-taxed from your paychecks (with 50% of the premium deducted from each check). Insurance will cease at the end of the month of termination unless otherwise advised. See the Human Resources Manager for more information.

Supplemental Insurance:

The Employee Supplemental Insurance Plan is available to all employees that have satisfied a 6 month probationary period and who have averaged 30+ hours per week. Sports Connection does not pay any portion of the employee's monthly premium. Premiums will be deducted pre-taxed from your paychecks (with 50% of the premium deducted from each check). See the Human Resources Manager for more information.

IRA:

Sports Connection offers a Simple IRA to all employees who meet the following criteria:

- (1) Have earned at least \$5,000 in compensation during each of any prior 2 years
- (2) Are expected to earn at least \$5,000 in compensation for the current year

Sports Connection matches dollar-for-dollar up to 3% of the employee's annual compensation. Your IRA contribution will be deducted pre-taxed from your paychecks. See the Human Resources Manager for more information.

ATHLETIC PARTICIPATION

I expressly acknowledge and agree that participating in a sport associated or managed by Sports Connection, Carolina Juniors Volleyball, Pickleball Charlotte or Carolina Beach Volleyball Academy is NOT a function or duty of my job and is NOT approved by the Sports Connection, LLC as part of my job performance.

I understand that if I voluntarily choose to participate in a sport at Sports Connection, LLC, or associated offsite fields or locations, it is not work time, and wages for the time I voluntarily engage in such sport will not be paid. And if I choose to participate in an athletic activity (other than coaching a scheduled instructional program) while at Sports Connection, LLC, or associated offsite fields or locations, I do so by my own choice and understand that

any injury sustained while so engaged will not be compensable under the North Carolina Workers' Compensation Law.

INTERNET USAGE POLICY

Do not visit any websites that are not work-related. Never download ANY information without approval from management. Non-approved websites include Weather Channels, game programs, eBay, and most any other websites except DASH, DASH Online, SportsConnectionNC.com, and CarolinaJuniors.com. Those of you who have been given permission by a manager to check your personal email while at work may continue to use the internet to check your email, but under NO circumstances should you ever download ANYTHING. If you are not sure whether you have permission to check personal email while at work and what computer(s) you should be using, see a manager. We have spent thousands of dollars cleaning up Viruses and Spyware because employees have clearly NOT been following our rules. Employees found visiting unapproved websites or downloading any information, will not only possibly be terminated, but will be held financially liable for damages and repairs to Sports Connection computers and data.

YOU ARE PAID TO WORK, NOT PLAY ON THE INTERNET.

LOST AND FOUND POLICY

Any item found, including clothing, jewelry, electronics, keys, etc. should be immediately turned into a manager. The manager will notate the details of the lost item and put it in the appropriate place. Taking a Lost and Found item, or not turning a found one in, is considered stealing.

CONFIDENTIALITY DISCLOSURE

This disclosure is to ensure that conversations between managers of staff members and managers remain confidential. Under no circumstances are the contents of these conversations to be discussed with other Sports Connection employees, customers or vendors unless specifically directed by management. Breach of this disclosure will bear consequences which are at the discretion of Sports Connection Managing Partners and General Managers. Examples of confidential material include, but are not limited to:

- Pay Rates
- Disciplinary Actions of Employees
- Hire/Termination Plans or Details
- Financial Information
- Company plans/business

BONUS & TIP POLICY

All employees are *eligible* to earn a potential bonus. Bonuses will show on your paycheck as a line item "Bonus-Staff" or "Bonus-Manager". More details can be discussed with your manager at your review or with Allan or any senior SC manager at anytime.

All tips must be reported and turned in at the front counter. Failure to report and turn in tips (cash, checks and credit cards), will result in immediate termination. Sports Connection pools all tips and other forms of payments to be used as one of the deciding factors in calculating bonuses to distribute to all eligible employees. Tips collected from Birthday Parties and Group Outings are the result of many employees working together starting weeks before the actual party date and continuing all the way through the day of the party. Many employees from Event Planners, Party Greeters to Party Room Managers and Party Hosts, Café and Maintenance Staff and all Managers and Staff all contribute to helping the Parties and

Groups be happy and successful. Regardless of your job on a specific day, everyone is working together as a team, not as an individual. Therefore, all tips will be pooled.

DISCIPLINARY STAGES

1. Verbal Warning
2. Written Warning
3. Suspension/Termination

*Some actions may be cause for immediate termination without previous warning.

**All warnings will be documented and signed by both the employee and manager and placed in your employee file.

GROUND FOR DISMISSAL

Including but not limited to:

Cash Theft:

- Taking money from the register
- Failure to ring up a sale or part of a sale
- Purposely giving too much change
- Inappropriately voiding a sale
- Too many irregular key strokes
- Any mishandling of company funds
- Unauthorized refunds or discounts
- Transferring remaining card balances (including cash, tickets, bonus value) from Connection Cards you might find that do not belong to you

Facility Theft:

- Giving away Redemption or Concession items
- Giving away food items
- Taking Redemption or Concession items for yourself without paying (candy, socks, tape, toys, clothing, etc.)
- Taking uniform items for yourself or someone else without paying
- Taking anything from SC that doesn't belong to you including office supplies, balls, equipment, lost and found items, etc.
- Abusing the Employee Food Discount

Time Theft:

- Clocking-in before your scheduled shift (earlier than 5 minutes) without the authorization of a manager
- Being Clocked-in for more time than you actually worked
- Clocking another employee in or out
- Being on the clock when you are changing clothes, gathering belongings or visiting with other employees at a shift change
- Visiting with friends while working
- Handling personal business on company time (i.e. phone calls, bills, homework, etc.)

Miscellaneous:

- Rudeness, less than professional behavior, or disrespect to customers or fellow employees
- Dishonesty
- Coming to work (scheduled or not) under the influence of alcohol or drugs

- Insubordination
- Any behavior that may reflect unfavorably on SC
- The use of any tobacco products on SC premises
- Bringing any weapons on SC premises
- Discussion of confidential information with unauthorized individuals
- Unauthorized cell phone use
- Violation of company policies/procedures
- Excessive call outs
- Giving yourself or others unauthorized discounts

PLEASE NOTE:

It is proper to give two weeks advance written notice before termination of employment. If this is not done, all hours worked that pay period are subject to minimum wage. Please note: certain items that were given to the employee for use during employment are expected to be returned or your final check may be deducted for these.

FAMILY AND MEDICAL LEAVE POLICY

Sports Connection has a Family and Medical Leave Policy that is in compliance with The Family and Medical Leave Act of 1993 (FMLA). Eligible employees must be employed by Sports Connection at least twelve (12) months (but this period need not be consecutive) and must have worked at least 1250 hours of service during the twelve month period prior to the request. A Sports Connection location with fewer than 50 employees within a seventy-five mile radius is not covered under this leave policy or the FMLA. Forms for leave requests are available from Human Resources.

Under the Leave Policy, a total of up to twelve (12) weeks unpaid leave of absence is available to eligible employees under the following circumstances:

- The birth of a child, but only within the first twelve months of the birth. This may not be used in conjunction with the Maternity Leave policy or the Sick Leave exception policy regarding maternity.
- The placement of a child for adoption or other legal placement, within the first twelve months of the adoption or placement.
- The need to care for a dependent, spouse or parent that has a serious medical condition.
- The serious health condition of the requesting employee, who renders the employee unable to perform the functions of his/her position.

During the unpaid leave, employees retain the same medical and dental coverage and must still contribute the same amount toward medical benefits as he/she paid before the leave began. (See benefits exception below.) Upon return to Sports Connection at the end of the leave, the employee will be restored to his/her former position with the same rights, benefits, pay and other terms and conditions which existed prior to the leave, or to an equivalent position with equivalent rights, benefits, pay and other terms and conditions of employment.

Sports Connection reserves the right to deny leave reinstatement to key employees where such denial is necessary to prevent substantial and grievous economic injury to the company's operations. Key employees will be notified of the company's intention to deny reinstatement as soon as a determination is made that such injury would occur. In the event such employee decides not to return to work from unpaid leave, he/she will remain on leave for the balance of the leave period and then be terminated. Key employees are defined as the highest paid ten percent of employees employed by the company within a seventy-five mile radius of the facility where the employee is employed.

Employees will be required to use all Paid Time Off in order to be granted unpaid leave as outlined above for the birth or placement of a child, or to care for a seriously ill family member. If the employee requests the leave due to his/her own serious health condition, the employee may also be eligible for sick leave pay or short term disability payments if the condition of the leave meets the qualifications of those plans.

Employees requesting leave for their own or an eligible family member's serious health condition will be required to provide medical certification. Medical certification must be provided thirty (30) days in advance of the request for leave when possible.. Sports Connection may, at its discretion, require a second medical opinion on the health condition and periodic recertification at Sports Connection's expense.

Other exceptions/provisions:

- When both spouses work for Sports Connection, their aggregate leave in any twelve-month period may be limited to twelve weeks total, if the leave is taken for the birth or adoption of a child.
- Intermittent or reduced leave may be taken in case of a serious health condition, either an employee's own or that of a child, spouse or parent, when medically necessary. The birth or placement of a child does not qualify for intermittent or reduced leave.
- Employees out on unpaid leave will be required to contact their supervisors at least every four (4) weeks to report on their status and intention to return to work at the end of their leave.
- Benefits based on an accrual basis (e.g. vacation, sick leave, and PTO time) will not accrue during unpaid leave under this policy.
- While on unpaid leave, an employee will not accrue seniority or service time for eligibility for a performance review, salary review, adjustment or bonus.
- Employment benefits which are accrued prior to the unpaid leave will not be lost.
- As previously stated, group health insurance will continue on the same basis as prior to the leave, as long as the employee continues to pay his/her contribution as required before the unpaid leave.
- An employee on leave for his/her own serious health condition, will be required to provide certification from his/her health care provider that the employee is able to return to work and perform all of the functions of the job to which the employee is returning.

HARASSMENT POLICY

Our company is committed to a workplace that is free of discrimination and harassment based on race, color, religion, age, sex, national origin, sexual orientation, disability, or any other basis protected by Federal, State, or Local laws. In an effort to prevent such illegal harassment or discrimination from occurring, we will communicate this policy to every employee. No employee of this company is exempt from this policy. There is a Diversity Program in place that can be found on the company staff page and is required to be read by all employees. Acknowledgement of this handbook on New Hire Paperwork indicates that you have read this program.

Examples of Misconduct

Discrimination or harassment based on race, color, religion, age, sex, national origin, disability, or any other legally protected status is considered a form of employee misconduct. Examples of such misconduct may include, but are not limited to:

- A request or demand for sexual favors accompanied by a threat concerning an individual's employment status or a promise of preferential treatment.
- Unnecessary and unwelcome touching of an individual; for example, patting, pinching, hugging, or repeatedly brushing against an individual's body.
- Verbal or physical tormenting; or
- Offensive jokes, comments, slurs, email, memos, faxes, posters, cartoons, or gestures.

Disciplinary action, up to and including termination, may be taken against any employee engaging in this type of behavior. Disciplinary action may also be taken against any employee who in bad faith makes a false or dishonest claim of harassment or discrimination. Any supervisor or manager who has knowledge of such behavior yet fails to take appropriate action is also subject to discipline.

Reporting Complaints

Any employee who believes he or she is being discriminated against or harassed based on any of the grounds stated above must report it immediately to his or her direct supervisor or to the Human Resources Department if he or she does not feel comfortable reporting to his/her direct supervisor. The company will investigate the complaint, make a written determination of its conclusion, and when appropriate, prepare a plan of action to correct the problem and prevent reoccurrence. The company shall inform the complaining employee of its determination.

Non-Retaliation

Under no circumstances will an employee be penalized for reporting what the employee believes in good faith to be harassment under this policy. If you believe that you are being retaliated against for bringing a complaint of harassment or discrimination, you should report such conduct immediately to your direct supervisor or to the Human Resources Department. Any supervisor or manager who retaliated against an employee for making a complaint shall be subject to disciplinary action up to and including termination.

VIOLENCE PREVENTION

Violence Prevention

Sports Connection has a ZERO-TOLARENCE policy when it comes to violence in the workplace. This includes customer to customer violence, customer to employee violence, or employee to employee violence. Employees shall NEVER escalate a violent or potential violent situation. This includes, but is not limited to, fighting and verbal confrontation. All Employees are required to seek a manager, or director at the first site of any potential situation. It is VERY important to de-escalate any altercation and if an unruly customer, or employee will not calm down, law enforcement is to be called IMMEDIATELY.

WORKPLACE SAFETY

Attraction Safety

- Jump N Play – in the event of a power outage, IMMEDIATELY proceed to the JNP to ensure all kids are safely out of the bouncers.
- Rock Wall and Ropes Course – Employees shall not operate either of these attractions unless they have been FULLY trained and approved to do so. Harnessing is a CRITICAL step 1 and cannot be skipped over. This goes for customers and employees using the attraction alike.
- Bumper Cars – a safety check must be performed upon opening this attraction. Check that all riders are secured with the safety belts before you begin operating the attraction. ONE RIDER PER CAR. Adults may not ride with their children. If child cannot safely operate bumper car, then they may not ride!
- Laser Tag – There is NO running in laser tag by employees or customers. Running in laser tag can cause collisions and injuries.

Ladder Safety

- No employee shall scale a ladder while alone in a facility.
- Metal ladders – Never use a metal or aluminum ladder when working with electricity.
- Only one person is allowed on a ladder at any time
- Do not place a ladder on boxes, barrels, or other unstable bases to obtain additional height
- Do not use the top step of ordinary stepladders as a step.

Kitchen Safety

- All workers should receive detailed training that is task specific regardless of previous work experience. The training should share the knowledge and competence needed to perform the task using resources that are specific to the task including personal protective equipment.
- Wet Floor Safety
 - Wear non-skid, kitchen-approved shoes in kitchen
 - Use caution on wet floors when mopping
 - Clean up spills as soon as possible to avoid slipping hazard
 - Sop up grease and clean with correct chemical to eliminate slip risk
- Hot Oil Safety
 - Never put hot oil into any open top pan for temporary holding
 - Use closed containers to transfer the oil from one location to another to help prevent spills
 - Evaluate the path taken when transferring oils and minimize hazards along that path.
 - NEVER filter hot oil. Fryers are to be filtered first thing in the morning
 - Ensure that nipple is attached to fryer hull and vessel is in place to collect oil before opening valve to drain oil
 - Filtering – use Pitco (filter paper, diatomaceous earth)

- Purging – only use Shortening Shuttle
 - Dispose in approved container for bio-recycling
- Gas lines
 - In case of emergency, shut off gas valves
 - Do not light equipment if you smell gas – investigate FIRST!
 - Wait to light once gas has dissipated
- Boiling Water & Steam
 - Extremely dangerous – do not expose face, hands or extremities to steam or boiling water
- Knife Safety
 - Always perform cutting procedures on approved surfaces with well-sharpened knives, using slip mat under cutting board
 - Keep knives in good repair (to include well-sharpened to avoid dull edges). Dull knives are historically more dangerous than sharp ones and can do more damage to appendages
 - Never cut items other than food items with kitchen knives
 - Dispose of damaged knives by thoroughly wrapping damaged blades before placing in trash
 - Damaged blades should not be sharpened or run on a steel (small teeth on blades can chip off and become physical hazards).
- Deck Oven Safety (500 degrees)
 - Always use caution when having to re-light pilots on equipment
 - Never touch hot equipment
 - Never remove food or pans from oven without utensil or oven mitts
- Flat Top (425-574 degrees)
 - Do not pour hot liquid on hot flat top surface (water and oil must be used with extreme caution but do not mix)
 - Never turn or remove hot food without utensil (ex., tongs)
- Induction Burner
 - Pots and induction burner will be hot during and after use
 - Utilize pot holders
- Cooking Equipment Operation Safety
 - Always use caution when having to re-light pilots on gas equipment
 - Never touch hot equipment
 - Never remove food with bare hands from cooking equipment
 - Never use electric equipment near a water source
 - Never touch electric equipment cords with wet hands

Motor Vehicle Safety

- All drivers should have a valid driver license, be on the drivers list, and an MVR check should be performed before being allowed to operate a vehicle in service of the company
- Safe Vehicle operations and awareness is required at all times. No employee shall operate a company vehicle impaired in any way.

EMERGENCY PROCEDURES

IN CASE OF AN EMERGENCY, DIAL 911

BALLANTYNE: 11611 Ardrey Kell Road, Charlotte, NC 28277

GRANITE: 10930 Granite Street, Charlotte, NC 28273

NORTHLAKE: 8626 Hankins Road, Charlotte, NC 28269

OWNERS/DIRECTORS: Allan Haseley 980-722-6511, Jon Brady 980-254-8970, Michael Driggers 704-904-2292,

How to deal with an injury:

- Severe injury:
 - Do not move injured participant
 - Call 911 immediately with information regarding type of injury
 - Is the person unconscious or breathing?
 - How was the person injured and what is the type of injury?
- Minor injury:
 - Supply injured participant with ice, band-aids, etc. from the first aid kit, but do not administer first aid directly.
- Always complete an incident report regardless of severity. Put in Manager's mailbox when complete.

Emergency Numbers:

- In case of an emergency, dial 911. Do not take the time to locate local department numbers.
- Non life threatening emergency numbers:
 - Police: Ballantyne 704-544-4835, Granite 704-336-7800, Northlake 704-593-1340
 - Fire: Ballantyne 704-544-3975, Granite 704-588-6752, Northlake 704-598-6990
 - Poison Control: 704-355-4000
 - Hospital
 - Ballantyne-Carolinas Medical Center-Pineville 704-667-1000 (Hwy 51 and Park Road)
 - Granite-Carolinas Medical Center-Pineville 704-667-1000 (Hwy 51 and Park Road)
 - Northlake-Carolinas Medical Center-University 704-548-6000 (Harris Blvd and Hwy 29)
 - Urgent Care
 - Ballantyne-Carolinas HealthCare Urgent Care 704-667-2650 (Johnston Road)
 - Granite-Concentra Urgent Care 704-588-0885 (Westinghouse Blvd)
 - Northlake-Express Medic Urgent Care 704-688-9650 (Smith Corners Blvd)

In case of Fire, Natural Disaster, etc.:

- Stop play and evacuate the facility immediately.
 - Do not panic and do not delay your exit from the building by looking for belongings or other people
- Emergency lights will turn on and/or flashlights are located at each POS/counter.
- Do not re-enter the facility until instructed to do so by supervisor or fire/rescue worker

In case of Power Outage:

- Have all employees/patrons stop working/playing/etc. and gather in the front lobby.
- The emergency lights will stay on as long as the power is off. Once the power comes back on, the lights will come back on automatically but will take a few moments to heat up.
- There should be a flashlight at each POS/counter.

- Jump and Play
 - Employees grab children out of inflatables quickly
 - Turn off all inflatables at the blower
 - Search each inflatable thoroughly and make sure all children are accounted for by a parent or guardian
- Laser Tag
 - Employees make sure all children are rounded up in briefing room
 - Thoroughly check arena
 - Once all children are accounted for, make sure they have packs off and come out of the briefing room
- Party Room
 - Keep all participants/parents in the room

In case of Lost Child:

- When a child is reported missing, a detailed description of the child must be obtained including name, age, approximate height and weight, hair and eye color, and what the child was wearing when last seen.
- All employees will be notified on walkie-talkies of a “Code Orange” and given a description of the missing child. Employees who have been assigned to the front door should immediately begin monitoring and asking customers with children who resemble the description to wait until management arrives. Management should then ask the child his/her name and if the adult is their parent. The parent or guardian of the missing child will be escorted to the front of the facility to assist in identifying the lost child. After hearing “Code Orange”, employees should begin looking for the lost child.
- If the child is not found within 10 minutes, the local police should be called. If the child is found and appears to have been lost and unharmed, the child will be reunited with the parent or guardian.
- If the child is found accompanied by someone other than the parent or guardian, efforts will be made to delay the departure of the adult accompanying the child. Do not put employees or other customers at risk to delay the departure. The police should be called, and the person accompanying the child should be identified to the police.

First-Aid Kit:

- First-Aid kit is located behind the front counter.
- Kit includes band-aids, antiseptic wipes or spray, eye wash, burn ointment, plastic bags (for ice), pain relievers, etc.

Do not administer first-aid directly.

ACKNOWLEDGEMENT

I have read the policies outlined in this handbook. I understand that while this is not an employment contract, I am bound to abide by the policies set herein. I further understand that if I violate any of these policies, I will be subject to appropriate disciplinary action up to, and including, suspension or termination.

I further understand that SPORTS CONNECTION may modify, revise, and update this manual at any time. I am also aware that this updating may include additions or deletions.

I also certify that I have had ample time to discuss this handbook and its contents with SPORTS CONNECTION management and I fully understand the contents.

With this knowledge, I accept the policies outlined herein as a condition of employment.