

ISC MISSION STATEMENT

**OUR MISSION IS TO
INSPIRE OUR
COMMUNITY WITH ICE
SPORTS, AND TO SERVE
WITH EXCELLENCE.**

The Ice Sport Center (ISC) is committed to creating a safe, comfortable and enjoyable experience for all of our patrons, families and friends.

Patrons will remain respectful and comply with all rules, policies, and emergency response procedures approved by the ISC Board of Control. This includes cooperation with all directions and communications from ISC personnel and coaching staff.

* The following document represents all policies previously listed under the 'Policies' tab of the Ice Sports Center website and is a work in progress, to suggest corrections or amendments please reach out to the ISC front desk team at happytohelp@icesportscenter.com

POLICY NAME GENERAL ICE RENTAL CHARGES POLICY NUMBER 1.1.1 CATEGORIES DATE PROPOSED:
9/8/2020 DATE OF VOTE: 9/16/2020 ACCEPT (Y/N): Y

Ice rental rates are set annually by the Ice Sports Center Board of Control. Prime-time ice rental charges are to be \$300 per hour for facility usage. Prime-time rental charges apply for General Ice Renters during the following times: Monday – Friday 5:00pm – close Saturday – Sunday open – close Off-peak ice rental charges are to be \$180 per hour. Off-peak ice rental charges apply to the following times: Monday – Friday open – 5:00 pm Off-peak rates are not in effect during holidays and school breaks. General Ice Renters will be required to enter into a contract substantially similar to the “General Ice User Rental Contract” attached hereto as “Exhibit 1” to this policy. COMMENTS Supercedes Policy #19 Prices Revised 8/16/20

POLICY NAME RECURRING BLOCK USER ICE RENTAL CHARGES POLICY NUMBER 1.1.2 CATEGORIES 1
DATE PROPOSED: 9/8/2020 DATE OF VOTE: 9/16/2020 ACCEPT (Y/N): Y

Ice rental rates are set annually by the Ice Sports Center Board of Control. Recurring Block Rental Groups (as defined in policy 1.1.6) are entitled to certain discounted rental rates not available to General Ice Renters, who do not meet those qualifications Prime-time ice rental charges are to be \$300 per hour for facility usage. Recurring Block users who rent 24 or more hours in each season (as defined by the Block Ice Rental Schedule, Policy 1.1.7) shall be charged \$280 per hour if this block time is paid in full on the first day of each month for that month's ice time. If not paid in full, ice charges revert to \$300 per hour. Prime-time rental charges apply during the following times: Monday – Friday 5:00 pm - close Saturday – Sunday open - close Off-peak ice rental charges are to be \$180 per hour. Off-peak ice rental charges apply Monday – Friday from open – 5:00 pm. Off-peak rates are not in effect during holidays and school breaks. In summary: Prime-time rental \$300/\$280 per hour Off-peak rental \$180 per hour Recurring Block User Groups will be required to enter into a contract substantially similar to the "Recurring Block User Ice Rental Contract" attached hereto as "Exhibit 1" to this policy. COMMENTS Supercedes Policy #47 Prices updated 9/16/2020

POLICY NAME BULK PURCHASE ICE RENTAL CHARGES POLICY NUMBER 1.1.3 CATEGORIES 1 DATE
PROPOSED: 9/20/2017 DATE OF VOTE: 9/20/2017 ACCEPT (Y/N): Y

Any user who wishes to book a large, continuous amount of ice time for a competition, tournament or other event will be offered a bulk price for their rental. Bulk rental pricing will be offered - for the rental of 10 or more hours in a single day or - for the rental of 16 or more hours in a two day period or - for the rental of 24 or more hours in a 3 day period. The bulk price will be at the discretion of the SFM based on the following criteria: - The total number of hours to be rented - Cost of additional staffing required to care for patrons and maintain safe ice conditions for desired activity - Day and time of desired rental (during normal business hours or not) - Any other special consideration deemed worthy by the SFM A deposit equal to 20% of the entire rental price must be paid at the time of reservation. The remainder must be paid no later than 30 days prior to the first day of the event unless other terms are agreed to in writing in advance by the Senior Facility Manager (SFM). In the case of a tournament or competition where bulk ice was rented, the user must give 60 days notice in order to receive a full refund. If the user may cancel up to 20% of the booked ice no later than 14 days prior to the first day of tournament, competition or test . The SFM may, at his discretion, incorporate a discounted rate into a tournament or competition bid in order to make such bid more competitive and attract additional business to the facility. In exchange for this discounted rate, the SFM may, at his discretion, make an agreement to share a percentage of the profit from the tournament or competition. Any such arrangement will require a signed agreement between all parties.

POLICY NAME BLOCK ICE SPECIAL PREFERRED RATE POLICY NUMBER 1.1.5 CATEGORIES 1 DATE
PROPOSED: 9/20/2017 DATE OF VOTE: 9/20/2017 ACCEPT (Y/N): Y

The Board of Control may, at its discretion on a case-by-case basis, authorize the Senior Facility Manager (SFM) to rent block ice time at a special preferred rate. Such special consideration may only be offered if the requesting organization meets the following criteria: 1. The requesting organization must be either: A. A public service non-profit Corporation that has qualified for a Federal income tax exemption under the IRS Code 501(c)(3) or Code 501(c)(4) or, B. A properly recognized and certified City of Huntsville public or private school or a local college or university accredited by the State of Alabama. 2. The requested block ice must be being used for an event that will result in positive publicity for the Ice Sports Center (ISC) and the City of Huntsville. 3. The requested block ice usage must be compatible with the overall function and service intent of the ISC. 4. The SFM shall be able to negotiate a percentage of any profit derived from the event. COMMENTS Supercedes Policy #37

POLICY NAME BLOCK ICE RECURRING RENTAL GROUPS POLICY NUMBER 1.1.6 CATEGORIES 1 DATE PROPOSED: 11/15/2017 DATE OF VOTE: 11/15/2017 ACCEPT (Y/N):

The intent of this policy is to define the various types of Recurring User Groups within the facility and detail the process by which the Senior Facility Manager (SFM) will prioritize the allocation of ice time. It is the goal of facility management to both protect those programs with consistent usage over the previous 12 months, be sensitive to the needs of youth skaters, and allow for the development of new programs wherever possible. Those users who regularly rent ice for themselves or their organizations may be entitled to the certain scheduling and pricing advantages if they meet the classification requirements for these categories of renters. These categories include: Preferred Block Ice Renters (PBIRs) are those organizations that have used 120 or more hours of ice time in the previous 12 month period October 1 – September 30 to provide class or league opportunities to large groups of patrons. The 120 hours must include a minimum of 2 hours per week during 24 of the 26 weeks of the Spring/Summer season. This group includes the following users: - North Alabama Hockey Association - Total Package Hockey - Huntsville Havoc - Fight Club Hockey Association During the introductory year of this policy (October 1, 2017 – September 30, 2018) the annual rental requirements will be reduced from 120 or more hours to 90 or more hours of ice time in order to achieve Preferred Block Ice Renter status. This temporary reduction will automatically expire on October 1, 2018. Huntsville Skating School and Training Academy is a facility owned and operated program. This organization will be treated as a PBIR for the purpose of scheduling priority. Repetitive Block Ice Renters (RBIRs) are those users that rent ice time regularly and have used between 48 and 120 hours of ice time in the previous 12 month period October 1 – September 30. This group includes, but is not limited to, the following: - UAH Chargers - The Skating Club of Huntsville - Any other organization, group or individual that meets the RBIR requirements above The SFM will schedule block ice semi-annually according to the Block Ice Rental Schedule (Policy 1.1.7). Repetitive and Preferred Block Ice renters must submit requests by the appropriate deadline. Submitted requests must include as a minimum: - Specific daily ice time requested and corresponding program schedule, including time slots - Any exceptions to the normal weekly schedule (as for holidays or away games, etc.) - Any tournaments, competitions, shows or other events to be held during the upcoming season that require special facility usage If no request is received from a PBIR it will be assumed that the organization has no need for block ice during the next season. The SFM will consider all PBIR requests received by the deadline together. Once the needs of the PBIRs are met, the SFM will consider all RBIR requests received by the deadline together. The schedules will be created based on the following guidelines: - Provide the specific ice requested where possible - Be sensitive to the special needs of youth skaters as the first priority - Rotate non-prime time usage as possible, so that no single PBIR or RBIR is continually scheduled into nonprime time usage. Once the schedule is finalized, any schedule modifications must be approved by the SFM and will not be modified unless all of the affected Recurring Rental Groups agree to the proposed modification. The using organizations are encouraged to work with each other in resolving any conflicts that arise. COMMENTS Adding temporary reduction in Preferred Rental Group qualification requirements in order to allow groups to transition smoothly into the terms of the new policy.

POLICY NAME BLOCK ICE RENTAL SCHEDULE POLICY NUMBER 1.1.7 CATEGORIES DATE PROPOSED:
9/20/2017 DATE OF VOTE: 9/20/2017 ACCEPT (Y/N): Y

Block times of ice will be rented to various user groups according to the following schedule: Season
Spring/Summer Fall/Winter Timing April 1- Sept 30 Oct 1 – Mar 31 Preferred Block Ice Rental Requests
due Dec 1 June 1 Preferred Block Ice Rental Schedule published Jan 1 July 1 Repetitive Block Ice Rental
Requests accepted Jan 1 July 1 Advance Ice Rental Schedule Published Feb 1 Aug 1 Block Ice Rental
available online Feb 1 Aug 1 Off-Peak Short Notice Rental Availability Communicated to Recurring Users
30 days in advance 30 days in advance Once the needs of Repetitive Block Ice Renters and Preferred
Block Ice Renters have been met, any remaining ice time will be available online to rent to General Users
on a first-come, first-served basis through the MaxGalaxy system which is accessed through the facility
website. These General Users will be required to pay a deposit and sign an online rental agreement in
order to secure their reservation. Any off-peak ice remaining will be offered to Recurring Users as a
short notice rental 30 days in advance (Policy 1.1.4). COMMENTS Supercedes Policy #1

POLICY NAME RECURRING BLOCK ICE RENTAL DEPOSITS AND PAYMENTS POLICY NUMBER 1.1.8
CATEGORIES DATE PROPOSED: 9/20/2017 DATE OF VOTE: 9/20/2017 ACCEPT (Y/N): Y

All Repetitive Block Ice Renters (RBIR) and Preferred Block Ice Renters (PBIR) who rent ice on a semi-annual basis will pay for ice monthly with payments due on the first of the month for that month's ice time. Invoices will be sent 2 weeks prior to the payment due date. For any RBIR or PBIR who has not paid in full on the first of the month, the rental rate will revert to full price and they will be invoiced for an additional payment equal to the difference between the regular rate and the discounted rate (see Policy 1.1.2 – Recurring Block User Rental Charges). All General Ice Renters will be required to pay a deposit of \$75 per hour for each rental. Deposit is due at time of rental. Remaining balance is due prior to the commencement of ice activity. Any renter with a history of poor payment may be required to pay in full for all rental time at time of reservation. All invoices are due upon receipt, net 15 days. Outstanding balances beyond thirty days will be subject to interest and other penalties as outlined in the Delinquent Accounts Policy (1.1.9). COMMENTS

POLICY NAME DELINQUENT ACCOUNTS POLICY NUMBER 1.1.9 CATEGORIES DATE PROPOSED:
9/20/2017 DATE OF VOTE: 9/20/2017 ACCEPT (Y/N): Y

Any renter having an outstanding balance of unpaid ice rental fees shall not be permitted to book ice in the next season (as defined in Policy 1.1.7) until the balance is paid in full or other payment arrangements are authorized by the Senior Facility Manager (SFM). Any renter who has balances more than 30 days past due shall be charged interest on the past due balance and have their future ice time cancelled. Any payments already made toward the future ice will be applied toward the outstanding amount. In the case of a General Ice Renter, another ice rental deposit will be required before ice time can be rebooked. COMMENTS

POLICY NAME ICE RENTAL CANCELLATION POLICY POLICY NUMBER 1.1.10 CATEGORIES DATE
PROPOSED: 9/20/2017 DATE OF VOTE: 8/22/18 ACCEPT (Y/N): Y

Recurring Block Ice Renters (RBIRs) may cancel up to 2% of the total rental hours of advance scheduled ice during each 6 month contract period with 30 days notice. Cancellations in excess of the 2% limit will require 60 days notice to avoid being charged. In no case can an RBIR cancel more than 10% of their total ice time reservation during a contract period. Cancellations outside of these allowances will be charged full price unless the ice is rebooked. All General Ice Renters must give notice of cancellation no less than 14 days before the scheduled ice time they wish to cancel or deposit will be forfeited. Where minimum notice is not given or a Renter is a "no-show," the applicable ice rental fees will be charged unless the Senior Facility Manager (SFM) is able to rebook the ice time with another user. If, due to mechanical failures, power outages, acts of God or other events for which the Ice Sports Center (ISC) has no direct control, the MIC is unable to honor this agreement, the SFM, will make a reasonable effort to reschedule the value of the organization's unusable time ice time at a mutually agreeable time. If the SFM cancels a Renter's ice time due to reasons other than non-compliance of the rental agreement, no ice rental fee will be charged. COMMENTS: Amended 8/22/18 to update number of hours allowed to cancel for RBIRs and deposit forfeiture for General Renters.

POLICY NAME BLOCK PRACTICE ICE DONATION POLICY NUMBER 1.1.11 CATEGORIES DATE PROPOSED:
9/20/2017 DATE OF VOTE: 9/20/2017 ACCEPT (Y/N): Y

The Ice Sports Center (ISC) Board of Control may, at its discretion on a case-by-case basis, authorize the Senior Facility Manager (SFM) to donate block practice ice to specific individual skaters or skating teams in recognition of their special skating achievement(s) associated with qualifying for competitive events. Such a request must be officially made by the skater's or team's sponsoring organization. Such special consideration may only be offered if the skaters/teams and their sponsoring organization meet the following criteria: 1. The requesting organization must be either: A. A public service non-profit Corporation that has qualified for a Federal Income Tax exemption under IRS Code 501(c)(3) or Code 501(c)(4) or, B. A properly recognized and certified City of Huntsville public or private school or a local college or university accredited by the State of Alabama. 2. The donated block practice ice must be being used to prepare for an upcoming ADVANCED LEVEL COMPETITIVE EVENT that will result in positive publicity for the sponsoring organization, the MIC and the City of Huntsville. 3. ADVANCED LEVEL COMPETITIVE EVENTS are specifically defined as follows for the listed organization: A. North Alabama Hockey Association (NAHA): competitions above the DISTRICT level. B. The Skating Club of Huntsville (SCHSV): competitions at or above the National or International levels. This would include any qualifying competitions or tryouts for any World or Olympic competition. C. University of Alabama in Huntsville (UAH): competition at or above the NCAA national championship level. 4. The requested block ice usage must be for a specific limited time period agreeable to the SFM and must be on a non-interference basis with other paid facility activities. 5. The requested block ice usage must be compatible with the overall function and service intent of the ISC. COMMENTS Supercedes Policy #36

POLICY NAME ZAMBONI POLICY NUMBER 1.1.12 CATEGORIES DATE PROPOSED: 10/18/2017 DATE OF VOTE: 10/18/2017 ACCEPT (Y/N): Y

No skaters or pucks are allowed on the ice surface until the Zamboni leaves the ice surface and the Zamboni doors are closed. At the completion of an ice session where the Zamboni is to resurface the ice, the Zamboni may not come onto the ice, but must wait until all skaters, with the exception of coaches or referees helping to move goals, have cleared the ice. The driver may honk the horn, but may not drive onto the ice until the ice surface is clear. COMMENTS: Revised 9/16 to allow coaches and referees on ice to help move goals Supercedes Policy #12, no change except for policy number

POLICY NAME BLOCK PRACTICE ICE DONATION POLICY NUMBER 1.1.11 CATEGORIES DATE PROPOSED:
9/20/2017 DATE OF VOTE: 9/20/2017 ACCEPT (Y/N): Y

The Ice Sports Center (ISC) Board of Control may, at its discretion on a case-by-case basis, authorize the Senior Facility Manager (SFM) to donate block practice ice to specific individual skaters or skating teams in recognition of their special skating achievement(s) associated with qualifying for competitive events. Such a request must be officially made by the skater's or team's sponsoring organization. Such special consideration may only be offered if the skaters/teams and their sponsoring organization meet the following criteria: 1. The requesting organization must be either: A. A public service non-profit Corporation that has qualified for a Federal Income Tax exemption under IRS Code 501(c)(3) or Code 501(c)(4) or, B. A properly recognized and certified City of Huntsville public or private school or a local college or university accredited by the State of Alabama. 2. The donated block practice ice must be being used to prepare for an upcoming ADVANCED LEVEL COMPETITIVE EVENT that will result in positive publicity for the sponsoring organization, the MIC and the City of Huntsville. 3. ADVANCED LEVEL COMPETITIVE EVENTS are specifically defined as follows for the listed organization: A. North Alabama Hockey Association (NAHA): competitions above the DISTRICT level. B. The Skating Club of Huntsville (SCHSV): competitions at or above the National or International levels. This would include any qualifying competitions or tryouts for any World or Olympic competition. C. University of Alabama in Huntsville (UAH): competition at or above the NCAA national championship level. 4. The requested block ice usage must be for a specific limited time period agreeable to the SFM and must be on a non-interference basis with other paid facility activities. 5. The requested block ice usage must be compatible with the overall function and service intent of the ISC. COMMENTS Supercedes Policy #36

POLICY NAME BLOCK PRACTICE ICE DONATION POLICY NUMBER 1.1.11 CATEGORIES DATE PROPOSED:
9/20/2017 DATE OF VOTE: 9/20/2017 ACCEPT (Y/N): Y

The Ice Sports Center (ISC) Board of Control may, at its discretion on a case-by-case basis, authorize the Senior Facility Manager (SFM) to donate block practice ice to specific individual skaters or skating teams in recognition of their special skating achievement(s) associated with qualifying for competitive events. Such a request must be officially made by the skater's or team's sponsoring organization. Such special consideration may only be offered if the skaters/teams and their sponsoring organization meet the following criteria: 1. The requesting organization must be either: A. A public service non-profit Corporation that has qualified for a Federal Income Tax exemption under IRS Code 501(c)(3) or Code 501(c)(4) or, B. A properly recognized and certified City of Huntsville public or private school or a local college or university accredited by the State of Alabama. 2. The donated block practice ice must be being used to prepare for an upcoming ADVANCED LEVEL COMPETITIVE EVENT that will result in positive publicity for the sponsoring organization, the MIC and the City of Huntsville. 3. ADVANCED LEVEL COMPETITIVE EVENTS are specifically defined as follows for the listed organization: A. North Alabama Hockey Association (NAHA): competitions above the DISTRICT level. B. The Skating Club of Huntsville (SCHSV): competitions at or above the National or International levels. This would include any qualifying competitions or tryouts for any World or Olympic competition. C. University of Alabama in Huntsville (UAH): competition at or above the NCAA national championship level. 4. The requested block ice usage must be for a specific limited time period agreeable to the SFM and must be on a non-interference basis with other paid facility activities. 5. The requested block ice usage must be compatible with the overall function and service intent of the ISC. COMMENTS Supercedes Policy #36

POLICY NAME AIR QUALITY MONITORING POLICY NUMBER 1.1.14 CATEGORIES DATE PROPOSED:
1/8/2018 DATE OF VOTE: 1/24/2018 ACCEPT (Y/N): Y

All designated Managers on Duty will check air quality levels with an air quality monitoring device a minimum of once per week. Readings will be taken at center ice on each rink on Monday mornings 20 minutes after a resurface operation has been completed according to the attached procedures. The Senior Facility Manager (SFM) must be contacted immediately if the monitor reads above 20 parts per million (ppm) for carbon monoxide (CO) or .25 ppm for nitrogen dioxide (NO₂). Corrective measures including increased ventilation and repeated air quality testing must be initiated if levels exceed 20 ppm CO or .25 ppm NO₂. Immediate evacuation of all rink occupants is required if a single air sample exceeds 85 ppm for CO and/or 2 ppm for NO₂. In this case, the fire department should be called to assist and assess the hazard. The SFM is responsible for outlining the procedures to be followed. Failure to follow this policy or attached procedures could lead to termination. COMMENTS: Supersedes Policy #70; updated to reflect current industry standards, additional procedure page will include details relevant to specific air quality monitoring equipment in use.

POLICY NAME BID LAW COMPLIANCE POLICY NUMBER 1.1.15 CATEGORIES DATE PROPOSED:
10/18/2017 DATE OF VOTE: 10/18/2017 ACCEPT (Y/N): Y

All purchases by the Ice Sports Center (ISC) shall comply with the City of Huntsville/Alabama bid laws.
COMMENTS: Supercedes Policy #32, no change except for policy number

POLICY NAME PRESENTATION OF MOTIONS POLICY NUMBER 1.1.16 CATEGORIES DATE PROPOSED:
1/8/2018 DATE OF VOTE: 1/24/2018 ACCEPT (Y/N): Y

For a new motion to be considered at a Board of Control meeting, it must be submitted to the Senior Facility Manager (SFM) in writing (including email) no later than 5:00 pm on the Monday prior to the scheduled meeting. Motions will then be emailed to each Board member no later than 5:00 pm on the Tuesday immediately preceding the Board meeting where it is to be considered. Any motion deemed of an emergency nature by a unanimous Board vote may be acted upon immediately. Only Board members or the SFM may submit items for the meeting agenda. Relevant administrative items may be submitted by the appropriate department through the SFM. COMMENTS: Supercedes Policy #56; modified so that the timing aligns more closely with City of Huntsville procedures.

POLICY NAME PUBLIC COMMENT POLICY POLICY NUMBER 1.1.17 CATEGORIES DATE PROPOSED:
1/8/2018 DATE OF VOTE: 1/24/2018 ACCEPT (Y/N): Y

The MIC Board of Control shall adopt for its meeting the Public Comment Guidelines utilized by the Huntsville City Council. This shall include, but not be limited to, the following: • All individuals wishing to speak during the period allocated to public comments sign up prior to the start of the meeting. • Speakers will be called on when it is their turn to address the board. • Speakers will be limited to 3 minutes and may be granted one additional minute by a majority vote of the board if they are not finished during the initial 3 minute period. • A timekeeper will monitor the time of each speaker.

COMMENTS: Supercedes Policy #57; amended to include more detail of City Public Comment Guidelines

POLICY NAME REIMBURSEMENT OF EXPENSES POLICY NUMBER 1.2.1 CATEGORIES DATE PROPOSED:
10/18/2017 DATE OF VOTE: 10/18/2017 ACCEPT (Y/N): Y

No unscheduled employee expenses will be reimbursed by the Municipal Ice Complex (MIC) unless such expenses have been approved, in advance, in writing, by the Senior Facility Manager (SFM) or his designee. Employees seeking reimbursement for work related expenses must fill out a Request for Reimbursement form and submit the completed form, along with the applicable receipt, to the SFM's Senior Administrative Assistant. Reimbursement checks will be provided within seven (7) business days. In some cases, and at the sole discretion of the Senior Administrative Assistant, cash reimbursement may be made from the petty cash fund. COMMENTS: Supersedes Policy #45. Added 2nd paragraph.

POLICY NAME DAILY RINK DEPOSITS POLICY NUMBER 1.2.2 CATEGORIES DATE PROPOSED: 10/18/2017
DATE OF VOTE: 10/18/2017 ACCEPT (Y/N): Y

The daily receipts of the Facility shall be recorded separately and deposited in the Facility checking account. The daily receipts shall be deposited intact; this means that no checks shall be cashed from the Facility's funds prior to deposit. COMMENTS: Supersedes Policy #28. Added definition of "intact".

POLICY NAME ICE TIME BILLING POLICY NUMBER 1.2.3 CATEGORIES DATE PROPOSED: 10/18/2017 DATE OF VOTE: 10/18/2017 ACCEPT (Y/N): Y

All ice time used shall have a receipt for billing and payment. This shall be done even if the ice time is donated to an individual or group. COMMENTS: Supersedes Policy #27. No change other than policy number.

POLICY NAME INVOICE REQUIRED FOR BILL PAYMENT POLICY NUMBER 1.2.5 CATEGORIES DATE
PROPOSED: 10/18/2017 DATE OF VOTE: 10/18/2017 ACCEPT (Y/N): Y

Payment of bills shall not be made from account statements. An itemized invoice shall be required before the bill will be paid. COMMENTS: Supersedes Policy #29. No change except for policy number.

POLICY NAME TIME SHEETS/IN-HOUSE DOCUMENT HANDLING POLICY NUMBER 1.2.6 CATEGORIES 8
DATE PROPOSED: 10/18/2017 DATE OF VOTE: 10/18/2017 ACCEPT (Y/N): Y

All accounting documents generated in house, such as time sheets and other documents that support disbursements, shall be reviewed by the Senior Facility Manager (SFM). Upon approval of such document, the SFM shall sign each document and submit if necessary, as in the case of payroll. Documents governed by this policy include, but are not limited to, time sheets, check requests and petty cash receipts. These documents shall be kept and given to the auditor yearly. COMMENTS: Supersedes Policy #31. Added identification of specific documents.

POLICY NAME COMPUTER BACKUPS POLICY NUMBER 1.2.7 CATEGORIES DATE PROPOSED: 1/8/2018
DATE OF VOTE: 1/24/2018 ACCEPT (Y/N): Y

Point of sale and accounting systems are cloud based and therefore automatically backup online. Current policy and schedule information is located on the website as a form of online backup. Other computer systems deemed critical to business operations may be backed up individually to external hard drives at the discretion and direction of the Senior Facility Manager (SFM). COMMENTS: Supersedes Policy #23; completely reworked to reflect current technology.

POLICY NAME USE OF CORPORATE CREDIT CARDS POLICY NUMBER 1.2.8 CATEGORIES DATE PROPOSED:
10/18/2017 DATE OF VOTE: 10/18/2017 ACCEPT (Y/N): Y

The Municipal Ice Complex (MIC) does not issue credit cards to individual employees to use for corporate purchases. The MIC does, however, maintain credit accounts with various frequently patronized retailers as well as bank issued debit cards for various accounts. These accounts are registered in the name of the Huntsville Ice Complex or the Senior Facility Manager (SFM). Specific employees may be designated to have purchasing rights with these MIC credit cards at certain times. No employee should use MIC credit or debit cards to make MIC purchases without the approval of the SFM or whose name is on the card or his/her designated representative. No employee should use MIC accounts to make personal purchases at any time, for any reason. All receipts or invoices for any purchases made with an MIC account must be submitted to the SFM's Senior Administrative Assistant within one week for accounting documentation. COMMENTS: Supersedes Policy #67. Rewritten entirely to reflect current terminology.

POLICY NAME CONCESSION OPERATIONS POLICY NUMBER 1.3.1 CATEGORIES DATE PROPOSED:
1/8/2018 DATE OF VOTE: 1/24/2018 ACCEPT (Y/N): Y

The following rules for the concession area are meant to provide safe and sanitary conditions for both employees and patrons and ensure compliance with Alabama Department of Public Health regulations.

1. Employees must use proper hand washing technique - washing with hot, soapy water for a minimum of 20 seconds and drying with a paper towel.
2. Employees must wash hands before starting work, after smoking, after using the restroom, after using a tissue and between different food preparation chores.
3. Before exiting the restroom, the sink in the restroom should be used for hand washing. For all other hand washing, the hand washing station in the concession area should be used. The main dish washing sink should NOT be used for hand washing.
4. The hand washing station should not be used for any purpose other than hand washing, including drinking water, washing dishes or other clean up tasks.
5. All cuts must be covered with waterproof bandages.
6. Waterproof disposable gloves must be worn for all food preparation activities.
7. Concession employees must wear closed toe shoes with non-skid soles.
8. Hair must be secured away from the face at all times. Those with long hair must wear a ponytail or hair restraints provided by the facility. This includes the use of both hair and beard nets as necessary.
9. All employees should be clean and well-groomed. See dress code policy for additional clarification.
10. No eating or drinking is permitted in the kitchen area. This should be done in the break room.
11. Employees should use the break room microwave to warm food from home for personal consumption. Kitchen equipment may not be used for personal food.
12. Personal belongings, including food, must be stored in designated spaces (i.e. lockers), outside of the concession area.
13. Any facility employee entering the kitchen area must comply with all footwear and hand washing rules.

COMMENTS: New Policy, reflects current practices in use.

POLICY NAME RENTAL SKATE REPLACEMENT POLICY NUMBER 1.3.3 CATEGORIES DATE PROPOSED:
1/8/2018 DATE OF VOTE: 1/24/2018 ACCEPT (Y/N): Y

The Facility shall endeavor to insure all rental skates are in good condition by having a rental skate replacement plan to replace 20% of the oldest existing hockey and freestyle public rental skates every year. This will insure that the corresponding newly purchased hockey and freestyle skates shall replace the oldest skates in each category. This will result in ALL rental skates being phased out and new ones phased in every 5 years. Huntsville Skating School and Training Academy (HSSTA) rental skates will be replaced as needed at the discretion of the Director of Skating, not to exceed 10% of the total inventory each year. COMMENTS: Supersedes Policy #59; public rental skate policy is unchanged, added provision for replacement of HSSTA rental skates

POLICY NAME DISPLAY OF BANNERS/FLAGS POLICY NUMBER 1.3.4 CATEGORIES DATE PROPOSED:
1/8/2018 DATE OF VOTE: 1/24/2018 ACCEPT (Y/N): Y

Regular users of the Municipal Ice Complex (MIC) may request to permanently display appropriate skating related flags or banners. All such requests shall be made in writing to the Senior Facility Manager (SFM) prior to displaying the desired items. The SFM shall be the sole individual responsible for deciding on the appropriateness and location of the banners or flags. All labor charges associated with the displaying of said banners or flags are to be paid by the requesting organization. COMMENTS:
Supersedes Policy #39; no change except policy number

POLICY NAME SKATE GUARDS POLICY NUMBER 1.3.5 CATEGORIES DATE PROPOSED: 1/8/2018 DATE OF VOTE: 1/24/2018 ACCEPT (Y/N): Y

The Municipal Ice Complex (MIC) will provide skate guard(s) during public sessions when the Senior Facility Manager (SFM) determines that ice population or skater conduct warrants it. Skate Guards will wear brightly colored jackets that identify him/her, in writing, as a Skate Guard. In the event that a Skate Guard is not assigned for a particular public session, the SFM or his designee will prominently display a sign at the ice entrance indicating that no Skate Guard is on duty and skating is at one's own risk.

COMMENTS: Supersedes Policy #18; no substantive revisions, changed Executive Director title to Senior Facility Manager.

POLICY NAME HOCKEY LOCKER RENTAL RECORDS POLICY NUMBER 1.3.6 CATEGORIES DATE PROPOSED:
1/8/2018 DATE OF VOTE: 1/24/2018 ACCEPT (Y/N): Y

A hockey locker binder will be maintained in the front office. A copy of the current Locker Rental Agreement, completed and signed by lessee, must be filed in the binder for each locker rental. The rental agreement will include lessee's name and contact information, length of lease and date of expiration, and lessee's acknowledgement and agreement to abide by the facility's locker rental policies. A copy of the cash register receipt from the locker payment transaction must be attached to the rental agreement showing date, amount, and method of payment and identifying the employee taking the payment. COMMENTS: Supersedes Policy #30; added provision for Locker Rental Agreement to be signed by lessee which reflects Patron Locker Rental Policy (Policy #3.2.10).

POLICY NAME EMPLOYEES MUST COMPLY WITH ALABAMA LAWS POLICY NUMBER 1.3.7 CATEGORIES
DATE PROPOSED: 11/19/2018 DATE OF VOTE: 1/16/2019 ACCEPT (Y/N): Y

Municipal Ice Complex (MIC) policy is for all employees to follow and obey all Alabama Beverage Control (ABC) Board rules and regulations and state laws. Employees who violate MIC policy or State of Alabama law can be subject to disciplinary action up to and including termination. COMMENTS: Based on VBC policy

POLICY NAME ALCOHOL SALES TO MINORS PROHIBITED POLICY NUMBER 1.3.8 CATEGORIES DATE
PROPOSED: 11/19/2018 DATE OF VOTE: 1/16/19 ACCEPT (Y/N): Y

Municipal Ice Complex (MIC) policy is for any employee who observes a minor attempting to purchase alcohol or have a third party purchase alcohol on their behalf, refuse the sale or service of alcohol and notify the supervisor on duty immediately. The supervisor will back any MIC employee's decision to refuse the sale or service of alcohol. Employees that violate MIC policy or State of Alabama law can be subject to disciplinary action up to and including termination. COMMENTS: Based on VBC policy

POLICY NAME ALCOHOL SALES TO INTOXICATED CUSTOMERS PROHIBITED POLICY NUMBER 1.3.9
CATEGORIES DATE PROPOSED: 11/19/2018 DATE OF VOTE: 1/16/19 ACCEPT (Y/N): Y

Municipal Ice Complex (MIC) policy is for any employee who observes a potentially intoxicated customer attempting to purchase alcohol or have a third party purchase alcohol on their behalf, refuse the sale or service of alcohol and notify the supervisor on duty immediately. The supervisor will back any MIC employee's decision to refuse the sale or service of alcohol. Employees that violate MIC policy or State of Alabama law can be subject to disciplinary action up to and including termination. COMMENTS: Based on VBC policy

POLICY NAME IDENTIFICATION FOR ALCOHOL SALES POLICY NUMBER 1.3.10 CATEGORIES DATE
PROPOSED: 11/19/2018 DATE OF VOTE: 1/16/19 ACCEPT (Y/N): Y

Municipal Ice Complex (MIC) policy is to check the ID of any customer attempting to purchase alcohol who appears to be under the age of 30. Always request that the customer remove the ID from wallet and place ID in your hand. Never handle customer's personal property (wallet). If the ID is determined to be expired or not acceptable (invalid) immediately return the ID to the customer and refuse the sale. If customer has a problem with the refusal, notify the supervisor on duty immediately. The supervisor will back any MIC employee's decision to refuse the sale or service of alcohol. Employees that violate MIC policy or State of Alabama law can be subject to disciplinary action up to and including termination.

COMMENTS: Based on VBC policy

POLICY NAME ALCOHOL RESTRICTIONS POLICY NUMBER 1.3.11 CATEGORIES DATE PROPOSED: 1/14/19
DATE OF VOTE: 1/16/19 ACCEPT (Y/N): Y

Alabama law prohibits bringing any outside alcoholic beverages into the Municipal Ice Complex (MIC). All alcohol consumed on MIC premises must be purchased from MIC concession operations. Any and all alcohol purchased inside the MIC must be consumed inside the facility. No alcoholic beverages purchased within the MIC facility may be taken outside of the building regardless of whether the container is open or not. This also applies in the case of a facility sponsored event being held outside on the grounds or parking lot. Alcoholic beverages to be consumed outdoors on facility premises must be purchased outdoors. In the case of a special event where alcoholic beverages are sold outside on the facility grounds or parking lot, patrons may not bring any alcohol purchased outdoors into the building. Employees may not consume alcoholic beverages while on the clock or on a break period even if they have clocked out for the break. Alcoholic beverages are exempted from the employee discount program. COMMENTS:

POLICY NAME ANTI-DISCRIMINATION POLICY POLICY NUMBER 2.1.1 CATEGORIES DATE PROPOSED:
8/10/18 DATE OF VOTE: 8/22/18 ACCEPT (Y/N): Y

The Ice Sports Center (ISC) is an equal opportunity employer. The ISC will take all necessary action to eliminate equal opportunity barriers and to prohibit employment discrimination and/or preferred treatment on the bases of race, creed, color, national origin, sex, sexual orientation, gender identity, political or religious affiliation, or any other protected class (except where age or physical requirements constitute a bona fide occupational qualification necessary for proper and efficient functioning in the job). Equal employment opportunity, free of discriminatory practices, shall be enforced in all facets of employment including, but not limited to advertisements for employment, recruitment, compensation, termination, promotions, or any other conditions of employment. This anti-discrimination policy extends to ISC patrons as well so that all users are protected from any discrimination based on any of the above listed characteristics. Furthermore, it is the policy of the ISC to comply with the Americans with Disabilities Act (ADA) and the Americans with Disabilities Act Amendments Act (ADAAA). The facility will not discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment. (See also Policy #2.1.3 - ADA/ADAAA Compliance.) In the case of transgender employees and/or patrons specifically, the following policies apply: 1. The ISC will change employee/patron records to reflect a change in name or gender upon request from the individual involved. Certain types of records, such as payroll, may require a legal name change before MIC records can be changed, however 2. All employees/patrons shall have access to the restroom corresponding to the gender identity noted in their personnel record or patron account. 3. All employees/patrons shall have the right to use the locker room that corresponds to their gender identity noted in their personnel record or patron account.

POLICY NAME ANTI-HARASSMENT POLICY POLICY NUMBER 2.1.2 CATEGORIES DATE PROPOSED: 8/10/18
DATE OF VOTE: 8/10/18 ACCEPT (Y/N): Y

It is the policy of the Ice Sports Center (ISC) to provide a work environment free from all forms of harassment. The MIC does not tolerate harassment of employees and others based on, or related to, race, creed, color, national origin, sex, sexual orientation, gender identity, political or religious affiliation, or any other protected class. This policy applies to the actions of all supervisors, co-workers, independent contractors, and any other individual who comes into contact with an employee while an employee is performing his/her job duties. Any employee who violates this policy is subject to severe discipline, including termination of employment. Retaliation against individuals who report harassment is strictly forbidden. Any employee who is found to have taken any adverse action against an individual because of the individual's good-faith report or complaint of harassment is subject to severe discipline, including termination of employment. This may apply even if it is determined that the harassment report or complaint is not valid. Harassment is defined as a course of conduct directed at a specific person or a specific group of people that causes substantial emotional distress in such person or group of people and serves no legitimate purposes. Sexual Harassment may take the form of an unwelcome act of a sexual nature by individuals of the same sex or opposite sex. Specifically, sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, or verbal or physical conduct of a sexual nature when any of the following occurs: • Submission to such conduct is made a term or condition of an individual's continued employment, promotion, or other condition of employment. This may occur by clearly-stated acts or words, or implied acts or words; • Submission to or rejection of such conduct is used as a basis for employment decisions affecting an employee or job applicant; or, • Such conduct is intended to interfere or results in interference with an employee's work performance, or creates an intimidating, hostile, or offensive work environment. Sexual harassment may take the form of an unwelcome act of a sexual nature by individuals of the same sex or opposite sex. These acts may include, but are not limited to the following: (1) visual (leering and ogling) (2) verbal (derogatory remarks, innuendo and/or jokes) (3) sexual suggestions, propositions (4) physical (touching, pinching, brushing against another person's body, fondling and/or rape) (5) writings, notes, pictures, or graffiti of a graphic sexual nature. Additionally, subtle pressure for sexual favors is considered harassment. No supervisor shall threaten or insinuate, either by explicit or implied action(s), that an employee's refusal to submit to sexual advances will adversely affect the employee's employment, evaluation, assigned duties, or any other condition of employment or career development. Race, color, religion, national origin, age, and disability harassment is defined as unwelcome statements, name-calling, or other verbal or physical conduct based upon an employee's race, color, religion, national origin, age, or disability when any of the following occurs: • Submission to such conduct is made a term or condition of an individual's continued employment, promotion, or other condition of employment; • Submission to or rejection of such conduct is used as a basis for employment decisions affecting an employee or job applicant; or, • Such conduct is intended to interfere or results in interference with an employee's work performance, or creates an intimidating, hostile, or offensive work environment. Prohibited actions include, but are not limited to: (1) use of derogatory terms or descriptions of an individual or group of individuals based on race, color, religion, national origin, age, or disability (2) stating stereotypical classifications concerning the race, color, religion, national origin, age, or disability, of any employee or group of employees (3) display of signs, pictures, cartoons, written statements or other material that denigrates or discriminates against any employee(s) based on one's race, color, religion, national origin,

age, or disability (4) general harassment, pushing, shoving, or other intentional acts perpetrated in whole, or in part, because of the employee's race, color, religion, national origin, age, or disability Harassing conduct in the workplace, whether committed by supervisors or non-supervisory personnel is prohibited. Employees, while on duty, are specifically prohibited from engaging in harassing behavior, as defined in this policy, towards other employees, officials, or private citizens. Any employee or other person, who believes he/she has been a victim of harassment, as defined herein, should bring the alleged act to the attention of the immediate supervisor, the Senior Administrator or the Senior Facility Manager (SFM) in a timely manner. In addition, any employee or other person who observes acts of harassment by another ISC employee should bring the alleged act to the attention of the immediate supervisor, the Human Resources Administrator or the SFM. A supervisor to whom an alleged act of harassment is reported shall immediately contact the SFM. COMMENTS: Supersedes Policy # 55

POLICY NAME ADA/ADAAA COMPLIANCE POLICY NUMBER 2.1.3 CATEGORIES DATE PROPOSED: 8/10/18
DATE OF VOTE: 8/22/18 ACCEPT (Y/N): Y

It is the policy of the Ice Sports Center (ISC) to comply with the Americans with Disabilities Act (ADA) and the Americans with Disabilities Act Amendments Act (ADAAA). The facility will not discriminate against qualified individuals with disabilities, including pregnancy, in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment (see also Policy #2.1.1 - Anti-Discrimination). When an individual with a disability requests accommodation and can be reasonably accommodated without creating an undue hardship or causing a direct threat to workplace safety, he or she will be given the same consideration for employment as any other applicant. Applicants who pose a direct threat to the health, safety and well-being of themselves or others in the workplace when the threat cannot be eliminated by reasonable accommodation will not be hired. The ISC will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation or if the accommodation creates an undue hardship to the ISC. Contact the Senior Facility Manager (SFM) with any questions or requests for accommodation. All employees are required to comply with the ISC's safety standards. Current employees who pose a direct threat to the health or safety to themselves or other individuals in the workplace will be placed on leave until an organizational decision has been made in regard to the employee's immediate employment situation. Individuals who are currently using illegal drugs are excluded from coverage under the ISC's ADA policy. The SFM is responsible for implementing this policy, including the resolution of reasonable accommodation, safety/direct threat and undue hardship issues.

POLICY NAME HIRING AGE REQUIREMENTS POLICY NUMBER 2.1.4 CATEGORIES DATE PROPOSED:
8/10/18 DATE OF VOTE: 8/22/18 ACCEPT (Y/N): Y

The minimum age for employment at the Ice Sports Center (ISC) is 16 years old. In addition, the MIC will comply with all Federal and Alabama statutes regarding child labor and hiring age, including the following: 1. Minors 16-17-18 years old who are enrolled in public or private school may not work between the hours of 10pm and 5am on any night preceding a school day when school is in session. 2. The MIC will maintain Alabama Department of Labor Employee Information Forms, proof of age, and time records showing the number of hours worked each day, starting and ending times and break times for each employee 18 years of age and younger. 3. The ISC will display current official Alabama Child Labor Law poster in a location visible to all employees. 4. The ISC will maintain a current Alabama Class II Child Labor Certificate, allowing for the employment of minors 16-17 years old, and display such certificate in a conspicuous place. COMMENTS: Supersedes Policy # 68

POLICY NAME NEPOTISM POLICY NUMBER 2.1.5 CATEGORIES DATE PROPOSED: 8/10/18 DATE OF VOTE: 8/22/18 ACCEPT (Y/N): Y

No two (2) or more relatives shall be permitted to work in any same department of the Ice Sports Center (ISC) if those individuals would be in any positions within 2 levels of supervision and being supervised by one another. A) Definition: "Relative," whether plural or singular shall include the following degrees of kinship: 1. Parent, step-parent or parent-in-law; 2. Spouse; 3. Child or step-child; daughter-in-law, son-in-law; 4. Brother, brother-in-law; step brother; 5. Sister, sister-in-law; step-sister; 6. Grandparent, grandparent-in-law; step-grandparent; 7. Grandchild, grandchild-in-law; step-grandchild; 8. Aunt or uncle; 9. Niece or nephew. Any person falling within the category of "relative" by reason of adoption or any other court-ordered guardianship shall be treated the same as if such relationship occurred naturally. B) In the event that any 2 employees of the ISC elect to be married and to thereby come within the definition of "relative", then to avoid any resultant conflict with the provisions of this policy, one or both employees may transfer to any non-conflicting vacant position which is advertised to be filled if such employee is considered the best qualified applicant for such vacant position. If such transfer is not approved, then one of the employees so desiring to marry must forfeit his or her employment with the ISC. C) Those employed with the ISC prior to 7/12/95 are exempted from application of this policy as long as they remain continuously in their employment. COMMENTS: Supersedes Policy # 46

POLICY NAME NURSING MOTHERS POLICY NUMBER 2.1.6 CATEGORIES DATE PROPOSED: 8/10/18 DATE OF VOTE: 8/22/18 ACCEPT (Y/N): Y

The Ice Sports Center (ISC) complies with all federal and state laws and regulations concerning breast-feeding and nursing mothers and provides assistance for nursing mothers who want to express and store breast milk at the facility during business hours. Employees who are nursing mothers may take reasonable break periods during the workday to express breast milk for their children. Such nursing mothers can take breaks each time they need to express milk beginning from the date of the nursing child's birth and for up to one year. Employees who are nursing mothers can use their meal and paid break times for lactation purposes. Break times that are used for lactation purposes beyond employer provided break times are unpaid. Employees who are nursing mothers should discuss their need for extra break periods to express breast milk or any other concerns with Human Resources. COMMENTS:

POLICY NAME MANAGER ON DUTY POLICY NUMBER 2.1.8 CATEGORIES DATE PROPOSED: 8/10/18 DATE OF VOTE: 8/22/18 ACCEPT (Y/N): Y

For each shift that the Ice Sports Center (ISC) is open, there shall be a clearly defined and posted Manager on Duty (MOD). This manager shall be on-site and on-duty at all times during his shift. Should an emergency arise requiring the Manager on Duty to be absent from the rink, the Manager on Duty shall appoint a temporary Manager on Duty whose name shall be clearly posted for public notification.

COMMENTS: Supersedes Policy # 52

POLICY NAME LAYOFF POLICY NUMBER 2.1.9 CATEGORIES DATE PROPOSED: 8/10/18 DATE OF VOTE:
8/22/18 ACCEPT (Y/N): Y

In the event that a reduction in the work force is warranted because of lack of work, event activity, reorganization, or other considerations, personnel layoffs may occur. Layoffs may be implemented on an Ice Sports Center (ISC) wide basis or in one or more areas, work groups, or job classifications. Within each of the classifications, employees will be selected for layoff based on a number of factors including, but not limited to, past performance, qualifications, length of service, attitude, attendance, and punctuality, with performance being the primary factor. Variations from the normal order of layoffs may occur when the ISC deems such variations appropriate under the circumstances. No layoff to a full-time employee shall occur without at least two (2) weeks prior notice to the employee involved. Any employee laid off pursuant to these guidelines shall be given preferential consideration for any future vacancy in any similar position for one year following the layoff. COMMENTS:

POLICY NAME RESIGNATION POLICY NUMBER 2.1.10 CATEGORIES DATE PROPOSED: 8/10/18 DATE OF VOTE: 8/22/18 ACCEPT (Y/N): Y

Every non-supervisory employee is expected to give his/her supervisor at least two weeks written notice of intent to resign their position. Employees occupying management and administrative positions are expected to provide at least three weeks written notice. If an employee is absent for three (3) or more days without notifying their supervisor, it will be assumed that they have voluntarily resigned their position at the Ice Sports Center and written notification of such will be sent to the employee after the third consecutive unexplained absence. COMMENTS:

POLICY NAME BACKGROUND CHECKS POLICY NUMBER 2.1.11 CATEGORIES DATE PROPOSED: 8/19/2019
DATE OF VOTE: 8/21/2019 ACCEPT (Y/N): Y

The Ice Sports Center (ISC) is committed to the protection of all persons who are associated with the facility including staff, volunteers, participants and patrons, as well as protecting its finances, property and other assets. Therefore, the ISC will conduct criminal background checks of all current and prospective employees and volunteers. There is no grandfather clause to exclude current employees from the background check requirement. Background checks will be conducted prior to employment or volunteer service and will be renewed every twelve (12) months. The ISC will carry out this requirement in a fair, consistent and non-discriminatory manner, complying with all applicable state and federal laws and guidelines, including the Fair Credit Reporting Act and the Equal Employment Opportunities Commission. The background checks referenced in this policy will be conducted by a background check vendor. Prior to conducting the background check, a signed written consent will be obtained from the applicant. Refusal to authorize the background check will make the applicant ineligible for employment. The ISC may utilize name-based or fingerprint-based systems to obtain data for individual background checks, but at a minimum each individual background check shall include: 1. verification of the individual's identity and legal aliases; 2. a national search of sex offender registries; 3. a national search of criminal records. Other data may also be obtained, based on individual employee or volunteer duties or responsibilities. Background check findings shall be reviewed in a fair, impartial and confidential manner. Because the ISC's priority is the safety of its staff, volunteers, participants and patrons, certain actions and convictions for certain crimes serve to automatically disqualify applicants for employment or volunteer service at the MIC in any position that involves working with children. A person will be ineligible for employment or volunteer service if the person: 1. refuses to consent to a criminal background check; 2. makes a false statement in connection with such criminal background check; 3. is registered, or required to be registered on any sex offender registry; 4. has been convicted of a felony; 5. or has been convicted within the past 5 years of a misdemeanor involving: a. physical assault or battery, b. drugs or controlled substances, or c. cruelty to animals. With respect to crimes not listed above, any applicant with such a conviction shall be evaluated on an individual basis to determine whether they should be excluded from consideration based on the conviction. In so doing, the ISC shall consider the following factors: 1. the nature and gravity of the offense; 2. the time that has passed since the offense or completion of the sentence; 3. the nature of the job sought or held; 4. the facts and circumstances surrounding the offense or conduct; 5. the number of offenses for which the individual was convicted; 6. the age of the individual at the time of conviction or release; 7. evidence that the individual performed the same type of work, post-conviction, with the same or a different employer with no known incidents of criminal conduct; 8. the length and consistency of employment history before and after the offense or conduct; 9. rehabilitation efforts, e.g. education and/or training; 10. employment or character references and any other information regarding fitness for the particular position; 11. whether the individual is bonded under a federal, state, or local bonding program. The ISC will alert an applicant to the possibility of his or her exclusion due to past criminal conduct and provide them an opportunity to submit an explanation. All personal data, background check data and adverse action letters shall be treated as confidential and maintained in a secure location, separate from the employee personnel files. COMMENTS:

POLICY NAME PERFORMANCE EVALUATIONS POLICY NUMBER 2.2.1 CATEGORIES DATE PROPOSED:
11/8/18 DATE OF VOTE: 1/16/19 ACCEPT (Y/N): Y

The Ice Sports Center (ISC) recognizes the need for a performance evaluation system to improve productivity, help employees make constructive changes, open lines of communication, and pursue organizational excellence through employee development. Performance evaluations provide an objective, consistent, and fair way to measure each employee's on-the-job effectiveness. The evaluation process is designed to inform employees of their standing at the ISC and communicate expected standards of performance. The performance evaluation system should:

- Assess an employee's strengths, weaknesses, and potential for growth
- Encourage and guide the employee's development of his/her special skills and work interests
- Assure the granting of pay increases and consideration for more complex work based on merit
- Provide a method of improving operational programs through employee input
- Identify training needs

The Senior Facility Manager (SFM) shall be responsible for the establishment of the employee performance evaluation program. The Personnel Administrator shall be responsible for the implementation of the employee performance evaluation program. All formal performance evaluations shall be made in writing on forms provided by or approved by the Personnel Administrator.

EVALUATION SCHEDULE All employees will be reviewed 90 days from their date of hire. Annual formal written evaluations of all employees performance will be conducted at the beginning of each fiscal year, unless another evaluation has been conducted within the previous 60 days. Additionally, informal ongoing employee evaluation is a continuing day-to-day responsibility of the employee's immediate supervisor. In addition to regularly scheduled performance reviews, additional reviews may be initiated at any time during the appraisal period by either the supervising official or the employee. The supervising official should do so to advise the employee of performance trends, and to identify and resolve job-related problems in a timely manner. The employee, on the other hand, should request a review when needed to review progress and to alert the supervising official early on of any circumstances that may impact his/her ability to achieve the desired level of performance. The number of performance reviews conducted during the year may vary with the specific circumstances of the situation. Such reviews may range from informal evaluations of an employee by a supervisor to formal written performance evaluations.

EVALUATION PROCESS The employee's supervisor will conduct the performance evaluations. The SFM will then review the evaluation and add appropriate comments as necessary. Evaluations will then be reviewed in a private meeting between the employee and the immediate supervisor. Employees will read their evaluations, make any comments desired, and sign the forms. The completed evaluation is reviewed by the SFM and placed in the employee's personnel file. The annual formal performance evaluation is a summary of the supervisor's observations of the employee during the past year, as well as a summary of the performance in terms of a variety of job-related factors. The evaluation will also include a plan to identify and develop strengths, identify and improve weaknesses, and record observations of work performance. Proper use of the performance evaluation serves as a means for identifying work requirements and keeping employees and supervisors informed of them, identifying training needs, improving individual performance, recognizing outstanding accomplishments or unsatisfactory performances, helping to strengthen employee-supervisor relationships, and emphasizing the employee's contribution to departmental functions. The supervisor and employee will discuss specific job-related behaviors evidenced by the employee during the rating period. The supervisor and employee should also discuss the employee's career development plans, special work interests, projects or assignments of interest, and particular training interests or needs. The employee's general observations of the department's programs and especially suggestions for improving

assignments, functions, and work procedures should be particularly encouraged. The employee should have the opportunity to discuss any other points and may attach comments to the supervisor's evaluation. The employee should then certify that he/she has reviewed the evaluation and that it has been discussed with him/her. The evaluation will then be forwarded to the Personnel Administrator to become part of the employee's personnel record. UNACCEPTABLE EVALUATION An employee receiving an overall rating of less than "Satisfactory" shall be re-evaluated again within three (3) months. Such employee shall be re-evaluated for a third time within six (6) months. If, on the third review and evaluation, the employee again receives less than a "Satisfactory" evaluation, such employee shall be subject to termination. COMMENTS:

POLICY NAME ORIENTATION AND TRAINING POLICY NUMBER 2.2.2 CATEGORIES DATE PROPOSED:
11/8/18 DATE OF VOTE: 1/16/19 ACCEPT (Y/N): Y

All new Ice Sports Center (ISC) employees will be required to complete the new-hire paperwork packet when they start work. Additionally, all employees are required to review and have general knowledge of applicable policies and procedures as described in the Employee Handbook as an introduction to the ISC, its operations, its personnel policies, and a review of employee benefits. Finally, all new hires must study the New Hire Training Manual and successfully complete the Point of Sale Exercises. On-the-job instruction is given to all employees. Employees will also receive additional orientation about general MIC procedures. Managers and/or supervisors are experienced persons who will provide opportunities to learn the safest and best way of completing work assignments. Employees are encouraged to take advantage of any applicable specialized training opportunities. A manager and/or supervisor can help determine the specific training needed in the job and assist in the appropriate planning of such training.

COMMENTS:

POLICY NAME DRESS CODE POLICY NUMBER 2.2.4 CATEGORIES DATE PROPOSED: 11/8/18 DATE OF VOTE: 1/16/19 ACCEPT (Y/N): Y

Neatness and cleanliness are absolutely necessary for all employees at all times. The Ice Sports Center's (ISC's) professional image is maintained in part by the image that employees present to customers and vendors. Clothing should always be neat and clean. Employees should dress conservatively, in good taste, and according to the specific requirements of their position. ISC staff shirts will be given to and required of employees in certain areas as part of their daily attire. These facility shirts must be returned or the cost reimbursed by the employee if employment is terminated less than 6 months after receiving said apparel. Once the facility is reimbursed the apparel remains the property of the ex-employee. Although it is impossible and undesirable to establish an absolute dress and appearance code, the ISC will apply a reasonable workplace standard to individuals on a case-by-case basis. An employee unsure of what is appropriate should check with his or her manager or supervisor. If a Manager or the employee's supervisor decides that an employee's dress or appearance is not appropriate as outlined in this policy, he or she may take corrective action and require the employee to leave the work area and make the necessary changes to comply with the policy.

Appropriate Inappropriate • Jeans Must be free of rips, tears, fraying Not excessively tight or revealing • Khakis or corduroys • Sweatpants (athletic pants in good condition may be worn for on-ice activities) • Leggings • Shorts Some additional guidelines for personal appearance: • A basic requirement for appropriate and acceptable attire requires that clothing is in neat and clean condition. • Appropriate workplace appearance does not include excessively tight or revealing clothing or any extreme style or fashion in dress, footwear, accessories, fragrances or hair. • Workplace attire should not include buttons, hats, t-shirts, or other paraphernalia espousing any religious, political or other such personal opinions. • Minimal visible tattoos are permissible so long as they are not extreme, explicit or profane. Nudity and profanity are prohibited in all cases. • Those working in the concession area or doing janitorial work are required to wear closed toe shoes with rubber soles. • More specific dress code guidelines are determined for each work area.

Administrative • Business casual apparel Front Office/Concession • Closed toe shoes with rubber sole • No shorts, skirts or capris or knit pants/leggings; legs must be completely covered

Maintenance/Janitorial • Closed toe shoes with rubber sole • No shorts, skirts or capris; legs must be completely covered Coaches/Skate Guards • Legs must be completely covered. Athletic pants and warm-up apparel in good condition are permissible. COMMENTS: Supersedes Policy # 62 Amended 1/16/18 to include "Workplace attire should not include buttons, hats, t-shirts, or other paraphernalia espousing any religious, political or other such personal opinions."

POLICY NAME EMPLOYEE LOCKERS POLICY NUMBER 2.2.5 CATEGORIES DATE PROPOSED: 8/10/18 DATE OF VOTE: 8/22/18 ACCEPT (Y/N): Y

The Ice Sports Center (ISC) will provide a locker for each hourly employee, at no cost to the employee, for the safekeeping of his/her personal effects during working hours. Lockers will be assigned during orientation and the facility will provide the employee with a combination lock. The Senior Facility Manager (SFM) will have a pass key to all lockers. The facility retains ownership of all employee locks and lockers and therefore employees should have no expectation of privacy. The facility reserves the right to inspect employee lockers at any time with or without permission of the employee. The facility has the right to remove from lockers any facility property or any other item(s) that are illegal or are stored in violation of our policies. Lockers must be maintained in a clean and sanitary manner and kept free from accumulation of food and trash. Lockers must be kept locked when not in use and may not be used to store facility property or other items in violation of facility policies. The facility does not assume responsibility for the loss or theft of personal property from employee lockers. COMMENTS: Updated 3/7/19 to reflect use of combination locks rather than key locks.

POLICY NAME WORKPLACE SEARCHES POLICY NUMBER 2.2.6 CATEGORIES DATE PROPOSED: 8/10/18
DATE OF VOTE: 8/22/18 ACCEPT (Y/N): Y

As a condition of employment, Ice Sports Center (ISC) employees grant to management and supervisory personnel the right and authority to conduct unannounced searches or inspections of employee offices, desks, lockers, file cabinets, computers and other items, equipment, vehicles, and spaces furnished by the City to the employee (and the contents of any of the foregoing), whether unlocked or locked with an ISC provided or employee-provided lock. These searches or inspections may occur for work-related purposes, including, without limitation, prompt, efficient and orderly performance of ISC business and services; health and safety in the workplace; compliance with all federal, state and local laws, ordinances, rules, regulations, policies and procedures; and, in addition, for the purpose of investigating work-related misconduct. Employees should leave at home personal possessions they do not wish to be seen. Employees should not have any expectation of privacy with regard to their possessions brought into and stored in the workplace. Employees who choose to keep personal possessions in the workplace do so with an understanding that these items are subject to search and inspection, as provided in this section, and that the risk of any loss will be the employee's responsibility. The provisions of this section shall also apply to inspection of articles or packages entering or leaving ISC property, as deemed necessary by management. Workplace searches that clearly include an employee's personal property and are not part of the typical routine review or inspection of the workplace shall include at least two supervisory personnel for the search or shall be approved in advance in writing by the Senior Facility Manager (SFM) or the SFM's designee. Disciplinary action in accordance with facility policies and procedures may result from searches and inspections or from failure to comply with this policy.

COMMENTS:

POLICY NAME CONTINUING EDUCATION AND TRAVEL REIMBURSEMENT POLICY NUMBER 2.2.7
CATEGORIES DATE PROPOSED: 8/10/18 DATE OF VOTE: 8/22/18 ACCEPT (Y/N): Y

All travel, including that to continuing education seminars, conferences, etc. and other continuing education expenses must be pre-approved by the Senior Facility Manager (SFM). Travel by the SFM for continuing education purposes must be pre-approved by the Board of Control (BOC). A Travel Authorization form must be submitted for both pre-approval and reimbursement requests. The costs of special training or certification that is provided to facility employees or skating professionals and is paid for by the facility must be repaid in full if the employee or skating professional terminates his relationship within 6 months of said training or certification. Continuing education requests by Huntsville Skating School and Training Academy (HSSTA) skating professionals must be accompanied by a brief explanation, written by the employee/coach, describing what the employee hopes to personally gain and what the facility should expect to gain. Up to 50% of documented expenses will be reimbursed for continuing education, but only if the employee passes the professional tests. Failure to pass the test(s) is cause for disallowing reimbursement. Failure to obtain approval of a travel authorization request before expenses are incurred is cause for disallowing reimbursement. Within five (5) working days after returning from a trip, the expense report must be completed on the Travel Authorization form, signed by the employee and the employee's immediate supervisor and submitted to the SFM.

Transportation: The best interest of the Facility is the primary consideration when selecting the method of travel. The employee is expected to arrange comfortable and convenient transportation commensurate with the length of travel.

- a) Air: Coach fare by the route best suited for the interest of the facility is allowed.
- b) Private vehicle: Reimbursement is based upon the IRS mileage rate. In no way should this rate exceed the cost of round-trip coach airfare.
- c) Taxi, Shuttle, Airport Limo, etc.: For each non-driving trip, receipts are required for taxi shuttle, airport limo, etc.

Lodging: a) Reimbursement is authorized for lodging on the basis of receipts for single occupancy or occupancy shared with another Facility employee when practical. No reimbursement will be made for lodging when travel is to a city which is less than 30 miles from the Ice Sports Center (ISC). Meals and Tips: a) Actual expenses for all meals and tips will be reimbursed with receipts. Daily meal expenses may not exceed \$51 for each full day and \$38.25 for each partial day (or the amount specified in the current Huntsville City budget). Alcoholic beverages are not reimbursable. If a conference registration fee was paid that included payment for one or more meals, this should be indicated on the expense report and no reimbursement claim made for those meals.

Miscellaneous Expenses: a) Personal expense for items not essential for the performance of Facility business are not allowed. Those items include but are not limited to alcoholic beverages, entertainment, activities, newspapers and souvenirs. b) Registration fees for seminars or conferences are reimbursable with receipts. Text books or other conference materials for which a fee is paid become the property of the Facility.

COMMENTS This policy amends and supersedes Policy #69

POLICY NAME EMPLOYEE CLASSIFICATION POLICY NUMBER 2.3.1 CATEGORIES DATE PROPOSED:
8/10/18 DATE OF VOTE: 8/10/18 ACCEPT (Y/N): Y

All employees will be designated as either “Exempt” or “Non-exempt” according to the provisions of the U.S. Fair Labor Standards Act (FLSA). Exempt employees are full-time and are paid on an annual salary basis, rather than an hourly rate. Non-exempt employees are paid an hourly rate for the total hours they work during each pay period. Additionally, non-exempt employees will also be classified as either “full-time hourly” or “part-time hourly” employees. An employee is considered to be “full-time hourly” when the employee works an average of 35 or more hours per week or more over any rolling 12 week period. Once an employee is designated as “full-time hourly”, they will relinquish that status if they fail to work an average of 35 hours per week during any rolling 12 week period. Note that any paid time off approved by the Senior Facility Manager (SFM), or his designee, counts as employee hours worked for the purpose of determining status.

POLICY NAME OVERTIME AND COMPENSATORY TIME POLICY NUMBER 2.3.2 CATEGORIES DATE
PROPOSED: 8/10/18 DATE OF VOTE: 8/10/18 ACCEPT (Y/N): Y

It is the intent of the Ice Sports Center (ISC) Board that the ISC be adequately staffed so that continued excessive overtime is not required by exempt or non-exempt, full time or part time employees. Work hours in excess of the standard work period shall be authorized by the Senior Facility Manager (SFM) only when essential to the effective operation of ISC. When overtime is deemed necessary, any employee scheduled and directed to work additional hours shall be required to do so. All non-exempt employees shall be compensated at the rate of one and one-half (1 1/2) times the employee's regular hourly rate of pay for all authorized and approved hours worked in excess of the standard forty (40) hour work period, inclusive of compensable leave. Inclusive of compensable leave shall mean the established work period consisting of all regular hours actually worked and all compensable leave hours taken by the employee. Exclusive of compensable leave shall mean the established work period consisting only of the regular hours actually worked by the employee. Exempt employees are not to be paid for overtime and will instead be awarded compensatory time with advance approval the SFM. The SFM may, however, ask exempt employees to work reasonable additional non-compensated overtime hours at his discretion. Exempt employees receive no compensatory time off for meetings, conferences, workshops, etc., which extend beyond the normal workday or workweek. It is a Board requirement that the SFM provide a monthly overtime report for all employees at the regular monthly Board meeting and be prepared to justify the need for this overtime. COMMENTS: Supersedes Policy # 17

POLICY NAME WORKING OFF THE CLOCK POLICY NUMBER 2.3.3 CATEGORIES DATE PROPOSED: 8/10/18
DATE OF VOTE: 8/10/18 ACCEPT (Y/N): Y

The Ice Sports Center (ISC) does not allow any non-exempt, hourly workers to work “off-the-clock” without pay at any time or for any reason. Doing so will result in disciplinary action up to, and including, termination. An employee may not do any work before clocking in, and, if he or she does, management must be contacted to override the start time so that he or she will be paid for all time worked. An employee may not do any work after clocking out, and, if he or she does, management must be contacted to override the stop time so that he or she will be paid for all time worked. If an employee clocks out for a meal or break period, they may not do any work until they are clocked back in, and, if he or she does, management must be contacted to override the break time so that he or she will be paid for all time worked. Supervisors are responsible for monitoring employees to ensure that all are paid for any time worked. Failure to do so could result in disciplinary action up to, and including, termination. If any employee observes, or has reason to believe, another employee has done any off-the-clock work, he or she should report their concern to their supervisor, the Manager on Duty, or the Senior Facility Manager.

POLICY NAME EMPLOYEE PAY PRACTICES POLICY NUMBER 2.3.4 CATEGORIES DATE PROPOSED: 8/10/18
DATE OF VOTE: 8/22/18 ACCEPT (Y/N): Y

Pay Periods Employees are paid every 14 days on a Friday. Each pay period covers work performed through the completion of the previous pay period. The Ice Sports Center (ISC) pay schedule is aligned with the City of Huntsville pay schedule. **Deductions from Wages** Certain deductions required by law will be made from each employee's wages. These include state and federal income taxes and social security, and appropriate optional deductions. Amounts withheld vary according to money earned, marital status, and number of exemptions. **Garnishment of Wages** Employees are responsible for their own debts. Garnishments cause considerable paper work and expense for the ISC. Although we understand that a wage garnishment can happen to anyone, we strongly encourage you to work out a financial problem before this situation occurs. **Pay Advances** The ISC does not provide payroll advances to employees. **Payroll Tax Withholding and Exemption Certificates** Each employee must complete a withholding exemption certificate for federal and state withholding at the time of hire. This information determines the amount of income taxes withheld. Any change, such as marriage, that increases or decreases exemptions must be reported. A statement of earnings and taxes withheld is supplied to employee each year. **COMMENTS:**

POLICY NAME ON-CALL SCHEDULING POLICY NUMBER 2.3.5 CATEGORIES DATE PROPOSED: 8/10/18
DATE OF VOTE: 8/10/18 ACCEPT (Y/N): Y

In some circumstances, MIC employees may be scheduled as “on-call” when unpredictable facility activity may require additional staffing in order to maintain smooth and efficient operations. An employee who is scheduled to be “on-call,” should be available to answer a telephone call or text from a Shift Supervisor or Manager and be able to arrive at the Facility, ready and able to work, within 60 minutes of such a call. Employees are not paid for being “on-call” unless they are actually called to work. Employees who are called in to work from “on-call” status will be paid for a minimum of three (3) hours of work.

POLICY NAME TIMEKEEPING POLICY NUMBER 2.3.6 CATEGORIES DATE PROPOSED: 8/10/18 DATE OF VOTE: 8/22/18 ACCEPT (Y/N): Y

Federal and State regulations require all employers to record time worked for all non-exempt employees. The Ice Sports Center (ISC) requires all employees who are not specifically exempt from using the time clock to accurately record their work time using the MaxGalaxy timekeeping system on a daily basis. This platform provides an efficient process of reporting and storing timekeeping records and integrates with the payroll system for the accurate payment of hourly wages and overtime payments. It is the responsibility of each employee to clock in and out at the beginning and end of each scheduled workday and lunch period in order to be compensated accurately for the time worked. All employees leaving for personal reasons during the day must clock out when leaving and back in upon returning. Under certain conditions, such as a training course at a different location, the employee shall be clocked in/out manually by the Personnel Relations Manager (PRM). Employees should not clock in more than five minutes before the beginning of their shift or clock out more than five minutes after the end of their shift unless their supervisor has given authorization. Regular punctuality is expected of all employees. Repeated tardiness may lead to disciplinary action (see Policy 2.3.8, Tardiness and Absenteeism). No employee is allowed to clock in for another employee. Violators are subject to immediate dismissal. If an employee forgets, or is unable to punch in or out at the appropriate time, they must notify the PRM via email or by utilizing the "edit time" button on the MaxGalaxy time clock screen. Notification should include the correct time for punch in/out and the reason for the discrepancy. Exempt employees must document their work hours on a manual time sheet. Time sheets for exempt employees must be approved in writing by the employee's immediate supervisor. Approval consists of the supervisor initialing the employee's daily entries on the time sheet prior to turning the time sheet in to the Senior Facility Manager (SFM) at the end of the pay period. All employees have the responsibility for accurate and timely entry and submission of all time worked (including overtime and paid/unpaid time off) using the appropriate means. Any falsification or misrepresentation of time and attendance information may result in disciplinary action, up to and including termination. COMMENTS:

POLICY NAME BREAK PERIODS POLICY NUMBER 2.3.7 CATEGORIES DATE PROPOSED: 8/10/18 DATE OF VOTE: 8/22/18 ACCEPT (Y/N): Y

Ice Sports Center (ISC) employees are afforded one 15-minute break period for every four hours worked. In the case of an eight hour shift (or more), an employee would have two 15-minute breaks. These may be combined into one 30-minute break with the approval of their supervisor or manager based on Facility activity. 15 minute break periods may NOT be split into smaller segments. Additional breaks for smoking or other such personal business during work hours are not permitted. Break periods are scheduled by each employee's supervisor or the Manager on Duty to ensure that the employee's position and duties will be covered during periods of rest and meals. Managers or Supervisors who do not schedule employee breaks according to policy will be subject to disciplinary action. Paid break periods are a privilege granted to employees by the ISC, and may not be added to meal periods or used to compensate for late arrival or early departure. In the event an employee does use his break periods to either arrive late or leave early from work, such action shall be grounds for dismissal, as such periods are considered forfeited if not used at the prescribed time. Employees who, for health reasons, must eat at special intervals, should notify their supervisor and must provide written physician verification. Employees must clock in and out for any break period during which they leave the facility grounds.

POLICY NAME TARDINESS AND ABSENTEEISM POLICY NUMBER 2.3.8 CATEGORIES DATE PROPOSED:
8/10/18 DATE OF VOTE: 8/22/18 ACCEPT (Y/N): Y

The Ice Sports Center (ISC) counts on each employee and expects regular attendance during work hours. When one employee is not present another employee is burdened with extra work. Therefore, employees are expected to keep regular attendance, be on time, and work as scheduled. Absence is when an employee is scheduled to work but does not report to work. Tardiness is not being ready to work at the scheduled time for any reason including, but not limited to, late arrival, improper dress or other non-work activity in the facility. Excessive absenteeism is when the number of absences exceeds 3 unexcused absences in any 6 month period. Excessive tardiness is more than three times within any 6 month period. Excessive absenteeism or tardiness may result in disciplinary action up to and including termination. (See Policy 2.6.1, Employee Disciplinary Actions.) Employees must contact the facility and speak to either the Manager on Duty (MOD) or their immediate supervisor as soon as possible if expecting to be absent or tardy for a scheduled shift. Additionally, the employee should make every effort to find another employee to cover the shift that they will be missing. An employee who has an emergency and is unable to come to their scheduled work time must notify the MOD or Senior Facility Manager (SFM) as soon as the conflict is known. The MOD or SFM will complete the Emergency Unable to Work form. Prearranged absences (requesting off) must be coordinated with the employee's supervisor and must be in compliance facility policy. (See Policy 2.3.9, Employee Availability and Working Hours.) Any employee who is absent for three or more days due to illness or injury will be required to submit a doctor's release in order to return to work. Any employee who is absent for three consecutive scheduled shifts without notifying his immediate supervisor or the SFM is considered to have voluntarily resigned without notice as of the close of business on the third day (See Policy 2.1.10, Resignation). COMMENTS:

POLICY NAME FINAL PAYCHECK POLICY NUMBER 2.3.11 CATEGORIES DATE PROPOSED: 8/10/18 DATE OF VOTE: 8/22/18 ACCEPT (Y/N): Y

In the case of resignation or termination, employees will receive their final paycheck on the next scheduled payday. However, certain personnel records must be completed and employees must return all Ice Sports Center (ISC) tools and equipment, such as keys, etc. The employee's last paycheck will not be released until all ISC property in the possession of the employee has been accounted for and/or returned. The Senior Facility Manager (SFM) will notify employees of these requirements at the time of termination. The final paycheck will include payment for time worked and any unused Paid Time Off (PTO) benefits, if eligible.

POLICY NAME TELECOMMUTING POLICY NUMBER 2.3.12 CATEGORIES DATE PROPOSED: 8/10/18 DATE OF VOTE: 8/22/18 ACCEPT (Y/N): Y

As standard practice, Ice Sports Center (ISC) policy does not allow hourly, non-exempt employees to engage in ongoing telecommuting, or working from home. However, in certain situations, some hourly employees may be permitted to work at home on specific projects with prior approval from the Senior Facility Manager (SFM). If an employee, or that employee's supervisor, believes that it is in the best interest of both the employee and the ISC for the employee to work at home, they should communicate the need to the SFM along with the reason for the exception and the approximate number of hours that will be required to complete the task in question. ADVANCE APPROVAL from the SFM is required in all cases. If a salaried, exempt employee wishes to work at home as part of their regular 40 hour workweek, they must first get approval from the SFM and provide the reason for the exception and the approximate number of hours that will be required to complete the task in question. ADVANCE APPROVAL from the SFM is required for salaried workers to work at home for any part of the 40 hour work week. All ISC policies are in effect when employees are working at home. Employees working at home should pay particular attention to the Computers and Personal Computing Device Policy (2.5.16) and the Email Policy (2.5.14).

POLICY NAME HAZARDOUS WEATHER/EMERGENCY CLOSING POLICY NUMBER 2.3.13 CATEGORIES DATE
PROPOSED: 11/8/18 DATE OF VOTE: 1/16/19 ACCEPT (Y/N): Y

In the event of hazardous weather or emergency conditions, it is the responsibility of the employee to report to work during their regularly scheduled hours unless otherwise directed by management. Information regarding facility closing will be posted on the website if such a decision is made. Allowances should be made for adequate and safe travel time to the facility. Employees who are unable to report to work should contact their Supervisor or the Manager on Duty (MOD). If unable to report to work during hazardous weather or any other emergency conditions, employees may elect to use accrued Personal Time Off (PTO) time or their floating holiday if they do not wish for the time to be unpaid (see Policy 2.4.1 and 2.4.2). If an employee elects not to use PTO time then the scheduled hours will not be paid. COMMENTS: From City of Huntsville

POLICY NAME PAID HOLIDAYS POLICY NUMBER 2.4.1 CATEGORIES DATE PROPOSED: 11/8/18 DATE OF VOTE: 1/16/19 ACCEPT (Y/N): Y

The following holidays shall be the official holidays for all full-time employees of the Ice Sports Center (ISC): New Year's Day Memorial Day Independence Day Labor Day Veteran's Day Thanksgiving Day Christmas Day In addition, one (1) other floating holiday during the calendar year may be used as desired by eligible employees. Regular time-off request policies will apply (see policy 2.3.9). As many employees as possible will be allowed off on a recognized holiday. However, due to the nature of the business we are in, we will be open on certain holidays for special events. All full-time employees required to work on a holiday, or if such holiday falls on the employee's off day, shall have such holiday deferred and shall be authorized to take said holiday off on another day equivalent to one hour for each hour worked on the recognized holiday, not to exceed the value of the holiday. Any deferred or accrued holiday time earned during a calendar year must be taken prior to the end of the last pay period in June of the following year. When any hourly non-exempt employee is required to work on a scheduled holiday, that employee will be paid one and one-half his or her regular rate of pay. Full-time employees, both exempt and non-exempt shall be paid eight (8) hours straight time for holiday closings on their scheduled work days. Full-time hourly employees required to work on holidays shall be paid time-and-one-half for hours worked. (See policy 2.3.1 regarding full-time classification.) Full-time exempt employees required to work on holidays shall be paid their regular wage. Equitable administration of the policy is the responsibility of the Personnel Relations Manager and Senior Facility Manager. COMMENTS: Supersedes Policy #43 and Policy #66

POLICY NAME FAMILY AND MEDICAL LEAVE OF ABSENCE POLICY NUMBER 2.4.3 CATEGORIES DATE
PROPOSED: 11/8/18 DATE OF VOTE: 1/16/19 ACCEPT (Y/N): Y

In accordance with the Family and Medical Leave Act (FMLA), the Ice Sports Center (ISC) will grant jobprotected, unpaid family and medical leave to eligible employees for up to 12 weeks (or 26 weeks of military caregiver leave to care for a covered service member with a serious injury or illness) per 12 month period for any one or more of the following reasons: 1. In order to care for a child following the child's birth, adoption, or placement in foster care with the employee. This leave must be taken within the 12-month period immediately following the child's birth or placement with the employee; 2. In order to care for an immediate family member (spouse, child, or parent) with a serious health condition; 3. The employee's own serious health condition that makes the employee unable to perform the functions of his/her position; or 4. The employee must attend to a qualifying exigency arising out of the fact that the employee's spouse, child, or parent is on covered active duty or has been notified of an impending call or order to covered active duty in the Armed Forces. To be eligible for FMLA, an employee must have worked for the ISC for at least one year and have completed 1,250 hours over the 12 months prior to the commencement of the leave. The 12 month period during which an eligible employee may take up to 12 weeks of unpaid leave will be calculated using the eligible employee's service anniversary date. The following guidelines govern the administration of the FMLA program: 1. All employees requesting FMLA leave must provide verbal or written notice of the need for the leave to the HRD. When the need for the leave is foreseeable, the employee must provide the ISC with at least 30 days' notice. When an employee becomes aware of a need for FMLA leave less than 30 days in advance, the employee must provide notice of the need or the leave either the same day or the next business day. When the need for FMLA leave is not foreseeable, the employee must comply with the ISC's usual notice and procedural requirements for requesting leave, absent unusual circumstances. 2. When scheduling medical treatment, the employee must make a reasonable effort to schedule the leave so as not to unduly disrupt the ISC's operations. 3. Within five business days after the employee has provided notice of a need for FMLA, the Personnel Relations Manager (PRM) will complete and provide the employee with the Department of Labor Notice of Eligibility and Rights. Also within five days, the ISC will provide written notice stating whether the employee is eligible for FMLA leave, and if not eligible, at least one reason why not. 4. FMLA may be taken in increments as small as one hour. FMLA may also be taken intermittently (a few days or a few hours at a time) or on a reduced leave schedule. In all cases, the leave may not exceed a total of 12 workweeks (or 26 workweeks to care for an injured or ill servicemember) over a 12 month period. The employee may be required to transfer temporarily to a position with equivalent pay and benefits that better accommodates recurring periods of leave. An employee may not take intermittent leave following the birth or placement of a child except at the discretion of the PRM. 5. Employees will be required to use accrued paid leave (including PTO, compensatory time and workers' compensation) before taking an additional period of unpaid leave so that the total paid and unpaid leave provided equals 12 weeks (or 26 weeks if combined with Servicemember Family Leave time). 6. Employees will not accrue additional paid time off while on FMLA. 7. An employee granted leave under this policy who is covered by the ISC's group health insurance plan will continue to be covered with the same conditions as if the employee had been continuously employed during the leave period. Employee contributions will be required as usual throughout the leave period. The employee will be advised in writing at the beginning of the leave period as to the amount and method of payment. Employee contribution amounts are subject to any change in rates that occurs while the employee is on leave. If the employee fails to return from FMLA for reasons other

than (1) the continuation of a serious health condition of the employee or a covered family member or (2) circumstances beyond the employee's control (certification required within 30 days of failure for either reason), the ISC will require reimbursement from the employee for the portion of the premiums paid by the MIC on behalf of that employee (employer contribution) during the period of leave. 8. The ISC may require a second or third opinion (at its own expense), periodic reports on status and intent to return to work, and, for those taking FMLA for a personal illness, a medical certification of fitness for duty. Failure to provide a medical certificate of fitness for duty may result in a denial of job reinstatement until medical certificate of release is provided. 9. FMLA fraud will incur consequences up to and including termination. FMLA fraud occurs when an employee takes FMLA leave for purposes other than those permitted under the FMLA. Examples of FMLA fraud include an employee taking FMLA leave and working for another employer, performing same or similar duties that the employee's FMLA medical certification form says he or she is not able to perform; or engaging in off-duty activity, while on FMLA leave for one's own serious health condition, that is inconsistent with the limitations the serious health condition imposes. 10. The employee's restoration rights are the same as they would have been had the employee not been on leave. If the position would have been eliminated or the employee would have been terminated but for leave, the employee does not have the right to reinstatement upon return from leave. 11. If the employee fails to return to work by the previously agreed upon date, in absence of further communication, he/she will be considered to have abandoned the job. Please see the PRM for more detailed information regarding military status, qualifying exigencies, various medical requirements, required documentation, clarification of definitions, or other specific questions. The function of this policy is to provide employees with a general description of their FMLA rights. In the event of any conflict between this policy and the applicable law, employees will be afforded all rights required by law.

POLICY NAME MILITARY LEAVE POLICY NUMBER 2.4.4 CATEGORIES DATE PROPOSED: 11/8/18 DATE OF VOTE: 1/16/19 ACCEPT (Y/N): Y

Ice Sports Center (ISC) employees who are also military personnel in the Reserve or National Guard are entitled to paid military leave according to the following guidelines: 1. Employees are eligible for up to 168 hours of leave annually. 2. Military leave pays the difference between an employee's regular hourly salary and their military pay, so that their total pay remains the same during periods of military service. 3. Military leave will be prorated for permanent part-time employees based on the number of hours in the employee's regularly scheduled pay period. 4. Military leave is separate, and in addition to, any Paid Time Off (PTO) earned by the employee. 5. Employees may choose to use regular PTO instead of military leave in order to retain both ISC pay and military pay.

POLICY NAME PERSONAL LEAVE OF ABSENCE POLICY NUMBER 2.4.5 CATEGORIES DATE PROPOSED:
11/8/18 DATE OF VOTE: 1/16/19 ACCEPT (Y/N): Y

An employee may be granted leave of absence without pay for a period not to exceed six (6) months for sickness, disability, or other reasonable and justifiable purposes. Such leave shall require the prior approval of the employee's immediate supervisor and the Senior Facility Manager (SFM). Such leave may only be extended by the SFM under extenuating circumstances. Where the employee qualifies for leave pursuant to the Family and Medical Leave (see Policy 2.4.3) the leave of absence, up to the first twelve weeks, shall be considered to be family and medical leave pursuant to Policy 2.4.3 and shall run concurrent with any leave of absence granted under this section. In no event shall the combined family and medical leave pursuant to Policy 2.4.3 and any approved leave of absence pursuant to this section exceed six (6) months. Employees who have applied for and received approval for a leave of absence shall not be entitled to any accrued benefits during the period of absence. Employees will be required to pay all premiums for group insurance during the period of absence to maintain eligibility for such benefits. Failure to return to work from a leave of absence at the prescribed time may be considered as a resignation without notice (see Policy 2.1.10). COMMENTS: Copied from City of Huntsville

POLICY NAME EMPLOYEE DISCOUNT PROGRAM POLICY NUMBER 2.4.6 CATEGORIES DATE PROPOSED:
11/8/18 DATE OF VOTE: 1/16/19 ACCEPT (Y/N): Y

Municipal Ice Complex (MIC) employees may enjoy the following discounts during the period of their employment:

- 25% off concession food and beverage purchases (excluding combo meals and alcoholic beverages) during work shift. (For employee consumption only.)
- Free skate rental during public session.
- 50% off Stick & Puck and Pick-up Hockey admission
- Free public session admission for employees and immediate family members residing in the same household (spouse, children, mother, father, siblings).
- 50% off Huntsville Skating School Learn to Skate classes for employees and dependent children.
- 50% off freestyle session fees.
- Discounted parties for dependent children and minor siblings residing in the same household. Rinkside or lobby party for \$50 or party room rental for \$100. Unless specifically noted, all discounts are for employee activity only. COMMENTS:

POLICY NAME HEALTH INSURANCE POLICY NUMBER 2.4.7 CATEGORIES DATE PROPOSED: 11/8/18 DATE OF VOTE: 1/16/19 ACCEPT (Y/N): Y

After 90 days of satisfactory employment, any employee working an average of 30 hours per week or more will be entitled to health insurance benefits through the Municipal Ice Complex (MIC) group health plan. If desired, the employee may add dependent family members to his or her coverage and pay the premium amount for these dependents. Any MIC contribution to the cost of healthcare premium may be negotiated as a component of the eligible employee's overall compensation package.

POLICY NAME JURY DUTY POLICY NUMBER 2.4.8 CATEGORIES DATE PROPOSED: 11/8/18 DATE OF VOTE: 1/16/19 ACCEPT (Y/N): Y

An employee may be excused with pay for jury duty, and will be allowed to keep any expense money received from the court. Employees are responsible for providing the Human Resources Administrator with proof of jury duty and shall return to work when excused by the court, unless one (1) hour or less remains of the scheduled workday. If an employee is required by law to appear in court as a witness (other than in an official capacity as a Municipal Ice Complex employee), he/she will be allowed annual leave or leave without pay excused. COMMENTS: From City of Huntsville

POLICY NAME MEDICAL LEAVE OF ABSENCE POLICY NUMBER 2.4.9 CATEGORIES DATE PROPOSED:
8/19/19 DATE OF VOTE: 8/21/19 ACCEPT (Y/N): Y

Any full time Ice Sports Center (ISC) employee who is temporarily disabled and unable to work due to a medical condition may request a medical leave of absence from the Senior Facility Manager (SFM), provided such period would not exceed 30 days (240 hours). To be eligible for paid medical leave, an employee must have worked for the ISC for at least one year and have completed 1,900 hours over the 12 months prior to the commencement of the leave. The first 10 days (80 hours) of a medical leave of absence must be charged to the employee's Paid Time Off (PTO) bank. In the event that the employee has exhausted his/her PTO time prior to the beginning of an approved medical leave, the first 10 days (80 hours) of medical leave will be unpaid. The term "medical condition" as used encompasses all temporary medical disabilities, including but not limited to pregnancy, childbirth, and related medical conditions. A medical leave of absence must be requested for any period of disability expected to exceed 10 (80 hours) consecutive working days. A full time ISC employee who requires a leave of absence for medical reasons must notify the SFM in writing of the need for such a leave as soon as the employee learns that he is, or will become, temporarily disabled and unable to work due to a medical condition. Such notice must specify the reason for the leave, the date such leave is expected to begin, and the planned duration of the disability. An employee who requests such a leave will be required to provide initially, and from time to time, proof of disability in the form of a physician's statement. The SFM, at his/hersole discretion, may require a second opinion from a physician of its choice prior to, and at any time during, the medical leave of absence. An employee returning from a medical leave of absence may also be required to provide a physician's statement that indicated that he/she is able to return to work. Medical leaves may be extended beyond 30 days (240 hours) subject to the preceding criteria with the approval of the Board of Control. Requests for extensions of medical leaves of absence will be considered, if they are received by the SFM in writing before the expiration of the previously approved leave. Employees requesting extensions on Medical Leaves beyond 240 hours will be expected to expend remaining accumulated PTO before the Board will consider additional extensions.

POLICY NAME MEDICAL LEAVE OF ABSENCE POLICY NUMBER 2.4.9 CATEGORIES DATE PROPOSED:
8/19/19 DATE OF VOTE: 8/21/19 ACCEPT (Y/N): Y

Any full time Ice Sports Center (ISC) employee who is temporarily disabled and unable to work due to a medical condition may request a medical leave of absence from the Senior Facility Manager (SFM), provided such period would not exceed 30 days (240 hours). To be eligible for paid medical leave, an employee must have worked for the ISC for at least one year and have completed 1,900 hours over the 12 months prior to the commencement of the leave. The first 10 days (80 hours) of a medical leave of absence must be charged to the employee's Paid Time Off (PTO) bank. In the event that the employee has exhausted his/her PTO time prior to the beginning of an approved medical leave, the first 10 days (80 hours) of medical leave will be unpaid. The term "medical condition" as used encompasses all temporary medical disabilities, including but not limited to pregnancy, childbirth, and related medical conditions. A medical leave of absence must be requested for any period of disability expected to exceed 10 (80 hours) consecutive working days. A full time ISC employee who requires a leave of absence for medical reasons must notify the SFM in writing of the need for such a leave as soon as the employee learns that he is, or will become, temporarily disabled and unable to work due to a medical condition. Such notice must specify the reason for the leave, the date such leave is expected to begin, and the planned duration of the disability. An employee who requests such a leave will be required to provide initially, and from time to time, proof of disability in the form of a physician's statement. The SFM, at his/hersole discretion, may require a second opinion from a physician of its choice prior to, and at any time during, the medical leave of absence. An employee returning from a medical leave of absence may also be required to provide a physician's statement that indicated that he/she is able to return to work. Medical leaves may be extended beyond 30 days (240 hours) subject to the preceding criteria with the approval of the Board of Control. Requests for extensions of medical leaves of absence will be considered, if they are received by the SFM in writing before the expiration of the previously approved leave. Employees requesting extensions on Medical Leaves beyond 240 hours will be expected to expend remaining accumulated PTO before the Board will consider additional extensions.

POLICY NAME GIFT ACCEPTANCE POLICY NUMBER 2.5.2 CATEGORIES DATE PROPOSED: 8/10/18 DATE OF VOTE: 8/22/18 ACCEPT (Y/N): Y

No Ice Sports Center (ISC) employee can accept any gift, gratuity or any form of monetary compensation from any individual, organization or company doing business with the ISC as a supplier of services or hardware. Small gifts, not valued at more than \$25, offered to employees by patrons in appreciation of services rendered may be accepted and become the property of the employee but must first be reported to the employee's manager. COMMENTS: Supersedes Policy #42

POLICY NAME OFFICE USAGE POLICY NUMBER 2.5.3 CATEGORIES DATE PROPOSED: 8/10/18 DATE OF VOTE: 8/22/18 ACCEPT (Y/N): Y

Only Ice Sports Center (ISC) staff members currently on duty are allowed in the ISC office. The telephone, computers and radios in the office are for business purposes or emergency use only.

COMMENTS: Supersedes Policy #10

POLICY NAME FACILITY ACCESS POLICY NUMBER 2.5.4 CATEGORIES DATE PROPOSED: 4/15/2019 DATE OF VOTE: 4/17/2019 ACCEPT (Y/N): Y

Employees shall restrict their use of the Ice Sports Center (ISC) to the hours that the building is open, unless otherwise permitted by the Senior Facility Manager (SFM) or his/her designee. If access to the ISC is needed outside of regular hours, written permission must be obtained from the SFM or his designee. Employees under the age of 21 are not to be in, or have access to, the facility before or after normal facility operating hours unless a facility supervisor or manager over the age of 21 is also present. The SFM distributes keys and no duplicates can be made except under his/her direction. If a key is lost, it must be reported to the SFM immediately. The SFM shall keep a formal record of all ISC keys and the individuals to whom they have been given.

POLICY NAME PERSONAL INFORMATION CONFIDENTIALITY - EMPLOYEES POLICY NUMBER 2.5.5
CATEGORIES DATE PROPOSED: 4/15/2019 DATE OF VOTE: 4/17/2019 ACCEPT (Y/N): Y

Ice Sports Center (ISC) policy is to safeguard personal employee information to ensure confidentiality. Additionally, the MIC will only collect personal information that is required to pursue its business operations and to comply with government reporting and disclosure requirements. Personal information collected by the MIC includes employee names, addresses, telephone numbers, e-mail addresses, emergency contact information, Equal Employment Opportunity (EEO) data, social security numbers, date of birth, employment eligibility data, benefits plan enrollment information, which may include dependent personal information, and school/college or certification credentials. All pre-employment inquiry information and reference checking records conducted on employees and former employee files are maintained in locked secure areas and are not used by the ISC in the course of its business operations. Personal employee information will be considered confidential and as such will be shared internally only as required and with those who have a legitimate need to have access to such information. Personal employee information will not be disclosed to patrons or others outside of the facility without a release form signed by the employee whose information is being shared. All hard copy records will be maintained in locked, secure areas with access limited to those who have a legitimate need for such access. If an employee becomes aware of a material breach in maintaining the confidentiality of his or her personal information, the employee should report the incident to the Human Resources Administrator and/or the Senior Facility Manager (SFM). The SFM will have responsibility to investigate the incident and take corrective action if necessary. Please be aware that a standard of reasonableness will apply in these circumstances. Examples of the release of personal employee information that will not be considered a breach include the following: 1. Personal telephone numbers or email addresses may be distributed to managers in order to facilitate MIC communications or business operations. 2. Instructor email addresses will be made available to patrons for the purpose of requesting private instruction. 3. Release of partial employee birth dates (day and month) is not considered confidential and may be shared with managers who elect to recognize employees on such dates.

POLICY NAME PERSONAL INFORMATION CONFIDENTIALITY - PATRONS POLICY NUMBER 2.5.6
CATEGORIES DATE PROPOSED: 4/15/2019 DATE OF VOTE: 4/17/2019 ACCEPT (Y/N): Y

Ice Sports Center (ISC) policy is to safeguard its patrons' personal information to ensure confidentiality. Additionally, the ISC will only collect personal information that is required to pursue its business operations. Personal information collected by the ISC may include patron names, addresses, telephone numbers, e-mail addresses, emergency contact information and date of birth and credit card information. Citizenship information may also be collected in order to verify eligibility for membership in certain sport related organizations. Patron personal information is considered confidential and as such will not be shared with any outside individuals or entities or with any unauthorized facility employees. Employees may not use patron personal information for anything other than business related purposes. If any employee or patron becomes aware of any breach in maintaining the confidentiality of patron personal information, they must immediately report the incident to the Senior Facility Manager (SFM). The SFM will have responsibility to investigate the incident and take any corrective action necessary.

POLICY NAME OUTSIDE EMPLOYMENT (INCLUDING SELF-EMPLOYMENT) POLICY NUMBER 2.5.7
CATEGORIES 2 DATE PROPOSED: 8/10/18 DATE OF VOTE: 8/22/18 ACCEPT (Y/N): Y

Any full time Ice Sports Center (ISC) employee wishing to take on a second job while still employed at the ISC must submit a written request to do so to the Senior Facility Manager (SFM) PRIOR to accepting the new position. The SFM has the right to deny any such request if the SFM believes that the new employment will interfere with the employee's ability to properly and completely perform his or her duties at the ISC. An employee whose request has been denied has the right to appeal the SFM's decision to the Board. This appeal must be made in writing within 30 days of the denial. ISC employees, both full time and part time, may hold employment elsewhere providing that the employee obtains the SFM's written approval in advance of accepting outside employment. In evaluating an employee's request, the SFM shall take the following into consideration: 1. Impact of the additional employment on the employee's ability to perform responsibilities at the ISC. 2. Potential conflict of interest. 3. Appropriateness of the employment vis-à-vis ISC community involvement. Disciplinary measures for violation of the policy are the responsibility of the SFM. COMMENTS: Supersedes Policy #41

POLICY NAME CONDUCTING PERSONAL BUSINESS WHILE AT WORK POLICY NUMBER 2.5.8 CATEGORIES
2, 9 DATE PROPOSED: 8/10/18 DATE OF VOTE: 8/22/18 ACCEPT (Y/N): Y

An employee shall not conduct personal business or communications on facility time except in the case of emergencies. Such communications shall include, but not be limited to, personal conversations within the facility with friends or family members and conversations and/or texts of a personal nature on facility phones or personal cell phones.

POLICY NAME EMPLOYEES NOT OUTSIDE AGENTS POLICY NUMBER 2.5.9 CATEGORIES DATE PROPOSED:
8/10/18 DATE OF VOTE: 8/22/18 ACCEPT (Y/N): Y

Ice Sports Center (ISC) employees, including professionals, are not allowed to act as agents for outside businesses without prior approval of the Senior Facility Manager (SFM) or, in his absence, his designee.

COMMENTS: Supersedes Policy #3

POLICY NAME EMPLOYMENT ASSIGNMENTS POLICY NUMBER 2.5.10 CATEGORIES DATE PROPOSED:
8/10/18 DATE OF VOTE: 8/22/18 ACCEPT (Y/N): Y

An employee or manager of the Ice Sports Center (ISC), while on the Facility clock, shall not work an outside job or directly support, with his or her time, an outside organization without the prior written approval of the Senior Facility Manager (SFM). COMMENTS: Supersedes Policy #53

POLICY NAME USE OF PRIVATE VEHICLES POLICY NUMBER 2.5.11 CATEGORIES DATE PROPOSED:
8/10/18 DATE OF VOTE: 8/22/18 ACCEPT (Y/N): Y

In the event an employee uses his (her) personal vehicle for official Ice Sports Center (ISC) business, the employee shall be entitled to receive reimbursement of the cost as specified by the current Internal Revenue Service rules as mileage charges for business expenses. It is up to the employee to understand that the employee must have a valid driver's license and appropriate insurance coverage. Except for emergencies, the use of personal vehicles for ISC business must be pre-approved by the Senior Facility Manager (SFM) or his designee. Reimbursement must be pre-approved by the SFM and filed using a Facility Travel Authorization Form (see Policy #2.2.7). COMMENTS: Supersedes Policy #58

POLICY NAME FACILITY INTERNET SERVICE POLICY NUMBER 2.5.12 CATEGORIES DATE PROPOSED:
8/10/18 DATE OF VOTE: 8/22/18 ACCEPT (Y/N): Y

The Ice Sports Center (ISC) maintains password protected internet service for business purposes. These protected networks should not be utilized for personal reasons. Employees who are authorized to use one or more of the Facility's protected networks should not share passwords with other employees who may not be authorized or with the public. Unauthorized use of ISC protected networks, including, but not limited to, personal use, non-employee use and visiting adult sites is prohibited and may result in disciplinary action up to, and including, termination of employment. Use of any of the ISC's communication resources serves as consent to monitoring and such resources should be used with the understanding that such use in general is not secure, not anonymous, and should not indicate any expectation of privacy for the employee. The ISC cannot guarantee the privacy or confidentiality of any e-mail message, Internet usage, facsimile usage, or any telephone usage. No electronic communication should contain confidential information. The ISC, however, seeks to protect any privacy rights a user may have and seeks to protect the confidentiality of ISC records stored on its computer systems from unauthorized access. It is a violation for any user (with no substantial business purpose for obtaining access to the files or communications of others), including the system administrator, security administrator, and supervisors, to access any e-mail system for purposes of satisfying idle curiosity about the affairs of others. Anyone found to have engaged in illegal, unauthorized, or unethical practices or deliberate attempts to degrade or disrupt systems performance will be subject to disciplinary action which could result in termination of system access, termination of employment, or other disciplinary action, and/or criminal prosecution, as appropriate. The ISC maintains public internet access for the use of our patrons in the lobby area. Employees who wish to conduct personal business while at the facility should use the public internet service. Employees may not use facility internet service for personal business during work hours except during a break or meal period. COMMENTS: Supersedes Policy #54

POLICY NAME PERSONAL CELLULAR AND WIRELESS DEVICES POLICY NUMBER 2.5.13 CATEGORIES DATE PROPOSED: 8/10/18 DATE OF VOTE: 8/22/18 ACCEPT (Y/N): Y

It is the policy of the Ice Sports Center (ISC) that use of personal cellular/wireless devices shall be limited during the workday. Any call(s) should be limited to business purposes only.

- Use of personal cellular/wireless devices during the workday is prohibited except for official business and with the pre-approval of the Senior Facility Manager (SFM).
- All front office and concession employees, with the exception of the Manager on Duty (MOD) are required to keep their personal cell phones secured in their lockers while working. Make sure that friends and family members are aware of ISC policy. In the event of an emergency, family members should call the facility in order to contact you.
- Employees may make personal calls during their break or meal periods.
- Headphones are prohibited, both wired and wireless.
- In the case of an emergency, communicate your immediate need with your supervisor, MOD, Personnel Relations Manager (PRM) or SFM.
- Employees whose job responsibilities include on-ice activity may use the cell phone for emergencies such as evacuations or medical situations only.
- The ISC may issue cell phones to employees whose jobs require them to make calls while away from work or require them to be accessible for work-related matters. Those employees must comply with company requests to make those phones available for any reason, including upgrades, replacement or inspection. Employees who leave ISC employment for any reason must return their ISC issued cell phone.
- In order to ensure a productive workday, the following use of personal cellular/wireless devices is prohibited during working hours except break and meal periods. 1. Accessing the internet for any non-work related purposes, including social media. 2. Playing games, listening to music. 3. Watching TV, movies, sports, etc. 4. Any activity that violates ISC policy, including, but not limited to accessing and/or distributing harassing materials. 5. For safety reasons, do not walk while talking or texting on your phone.

POLICY NAME EMAIL AND ELECTRONIC COMMUNICATION POLICY NUMBER 2.5.14 CATEGORIES DATE PROPOSED: 8/10/18 DATE OF VOTE: 8/22/18 ACCEPT (Y/N): Y

Email, texting and other forms of electronic messaging are important communication tools. The Ice Sports Center (ISC) maintains email accounts for designated employees to facilitate efficient business communication. Employees may also use text messaging, direct messaging and other forms of electronic communication to stay in contact with co-workers, clients and other business contacts and the same policies will apply as to email. Although these forms of communication may seem less formal than other written communication, the same laws and policies apply. Use of any of the ISC's communication resources serves as consent to monitoring and such resources should be used with the understanding that such use in general is not secure, not anonymous, and should not indicate any expectation of privacy for the employee. The ISC cannot guarantee the privacy or confidentiality of any e-mail message, Internet usage, facsimile usage, or any telephone usage. No electronic communication should contain confidential information. Any email generated by an ISC employee using facility systems or equipment is the property of the ISC. Employees should have no expectation of privacy in anything they create, store, send or receive using ISC systems or equipment. ISC employees are responsible for all activity on their facility email accounts. Facility emails may be monitored without prior notification; however the facility is not obligated to monitor emails. It is prohibited to: 1. Use facility email service to conduct personal business. 2. Use facility email service for any illegal, unethical or unprofessional purpose or any activity that is prohibited by ISC Policy. 3. Send or forward emails containing libelous, defamatory, offensive, racist or obscene remarks, images or links to such material. Supervisors should be notified immediately if any email of this nature is received. 4. Send an email message from another employee's email account. 5. Share individual email information and/or passwords with others. 6. Send or forward messages with sensitive information without first acquiring permission from the original sender. Employees should be mindful that once an email is sent, it cannot be undone. Recipients may choose to forward, copy, post, or otherwise publicize the content even if such a decision is not what the sender intended or anticipated. Therefore, employees should use caution and good judgment in all email communications, particularly those with recipients outside of the facility. Employees should not forward or open emails or download attachments from unknown, untrustworthy or suspicious sources as such emails or attachments may include harmful viruses or malware that could damage the computer. Employees should adhere to the following "best practices" in all email communication: 1. Use proper grammar. 2. Enable spell-checking. 3. Do not type in all capital letters. 4. Before sending, re-read all emails to proofread for errors. While email is an effective tool for communicating with established patrons and for generating new business, MIC employees should adhere to the following guidelines when emailing those outside the facility: 1. When emailing to a group of patrons, the sender should use the "blind copy" function so as not to disclose the individual email addresses to the entire group. 2. Any request from a recipient to discontinue further email communication should be immediately honored. 3. Whenever possible, limit the amount of email sent so as not to be considered a nuisance.

POLICY NAME SOCIAL MEDIA POLICY POLICY NUMBER 2.5.15 CATEGORIES DATE PROPOSED: 8/10/18
DATE OF VOTE: 8/22/18 ACCEPT (Y/N): Y

This policy provides guidance for employee use of social media, which should be broadly understood to include social networking sites, blogs, wikis, message boards, chat rooms, online forums, and any other similar sites or services. While individuals have a right to express themselves as they wish, they should understand that they can be held personally responsible for the things they publish online. Guidelines for functioning in an electronic world are the same as the values, ethics and confidentiality policies employees are expected to follow every day. The principles defined here apply to employee participation on accounts operated on behalf of the Ice Sports Center (ISC), as well as employee's personal accounts and postings. Employees should be aware that ISC staff may observe content and information made available by employees through social media. All rules and guidelines included in the ISC's Employee Handbook apply when using social media in reference to the ISC. Employees should be aware of the effect their actions may have on their images, as well that of the ISC. Any information that employees post or publish may be public information for a very long time. It is therefore important to use good judgment in posting material that is neither inappropriate nor harmful to the ISC, its employees, or its patrons. Although not an exclusive list, some specific examples of prohibited social media conduct include posting commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libelous, or that can create a hostile work environment. If employees post commentary related to any aspect of the ISC's business, they must clearly identify themselves as an ISC employee in the posting and include a disclaimer stating that their posting represents their personal views only and does not necessarily reflect the views of the ISC. Employees should never claim nor imply that they are speaking on the ISC's behalf. Employees are not to publish, post or release any information that is considered confidential or not public. If there are questions about what is considered confidential, employees should check with their supervisor, the Personnel Relations Manager (PRM) or the Senior Facility Manager (SFM). Employees should get appropriate permission before referring to or posting images of current or former employees, members, vendors or suppliers. Patron and employee personal information should not be shared on social media under any circumstances. If employees find or encounter a situation while using social media that threatens to become antagonistic, they should politely disengage from the dialogue and seek the advice of their supervisor, the PRM or the SFM.

POLICY NAME FACILITY OWNED COMPUTER AND PORTABLE COMPUTING DEVICE POLICY POLICY
NUMBER 2.5.16 CATEGORIES DATE PROPOSED: 8/10/18 DATE OF VOTE: 8/22/18 ACCEPT (Y/N): Y

The Ice Sports Center (ISC) may, at its discretion, provide computers, laptop computers or other portable computer devices to certain employees for the express purpose of enhancing the productivity and operational efficiency of those employees. This policy establishes guidelines for the usage of such devices. All employee computer equipment shall be used for the sole and express purpose of conducting official business and maintaining the operations of the facility. Employees are prohibited from using facility computing devices for personal business. Employees may not use facility computing devices for any illegal or unethical purposes or any other activity prohibited by ISC Policy. Doing so may result in termination. Although issued to an individual employee, all computing devices are considered the property of the MIC and shall be returned upon termination of employment. Employees shall not install any unapproved software or applications on facility owned computing devices. Approval must be obtained from the Senior Facility Manager (SFM) prior to any new software installation. All facility computers should have an active virus protection program installed and operating at all times. Employees should use caution when downloading files that could contain viruses and malware. If an employee's computing device appears to have a virus or other similar problem, or needs any other repair, the employee should contact the SFM to arrange for repair, rather than seeking repair service on their own. Employees are expected to take all appropriate measures and precautions to prevent the loss, theft, damage and/or unauthorized use of facility equipment, including, but not limited to: 1. Keep the computing device in a locked and secured environment when not in use. Do not leave the computing device unattended at any time in an unsecured location, such as an unlocked empty office. Keep the computing device in sight at all times while in public places such as airports, restaurants, etc. 2. Do not leave the computing device in a vehicle for an extended period of time, particularly during periods of extreme heat or cold. 3. Keep food and drinks away from all computing devices and work areas. Should an employee's computing device be lost or stolen or damaged, the employee must immediately report the incident to his/her supervisor and obtain a police report documenting the theft (if applicable). The ISC is under no legal, financial or other obligation to provide a replacement device for any employee whose device is lost, damaged or stolen. The ISC may add security and other tracking technology to any and all computing devices issued by it. Any and all usage of ISC computer devices is subject to management review, monitoring and auditing by the facility.

POLICY NAME MEDIA RELATIONS POLICY NUMBER 2.5.17 CATEGORIES DATE PROPOSED: 8/10/18 DATE OF VOTE: 8/22/18 ACCEPT (Y/N): Y

From the Employee Manual: Section 9.15, Media Relations In a business like this, which is entirely dependent on public trust, support and interest, positive relations with the press, broadcasting and social media are vital. To insure consistency and accuracy, the Senior Facility Manager or his designated representative are the only individuals authorized to give out information of any kind to any media representative concerning the Ice Sports Center, its work, or its staff. The Ice Sports Center (ISC) has a reputation for providing excellent recreational opportunities to the community and we enjoy strong relationships with our customers as their primary destination for ice related activities. As a function of our role in the community and as a city owned facility, the ISC sometimes must interact with the local media regarding public events, happenings or incidents. This media relations policy exists to assure that any information disclosed by the ISC is timely, accurate, comprehensive, authoritative and relevant to all aspects of the ISC. In the event that an employee is approached by, or receives a call from, local media sources, they should refer any inquiries to the Senior Facility Manager (SFM) or in his absence, the Business Relations Manager. Employees should NOT say that they are not allowed to speak to reporters or that they have to get permission to do so. Instead, tell the reporter(s): "Ice Sports Center policy is to refer all media inquiries to the Senior Facility Manager. You can reach him at _____." Whenever speaking with the media, the same courtesy and professionalism in which we approach customers should be displayed toward the reporters or crew members. Please act quickly when approached by the media to ensure that the reporter's deadline is met. This is important because the way this call is handled may be the reporter's first impression of the ISC and that first impression may end up in the story that is published or the news segment that is broadcast. A similar process as described above will be used when someone from the media is requesting permission to take photographs or to film inside our facility. Refer the caller to the SFM. If a reporter or camera crew shows up unannounced, the media cannot enter the facility to photograph or film without permission from the SFM. Photos of minors require the express written consent of the minor's legal guardian prior to release. The media does not need permission however, to photograph or film the exterior of the facility or the common areas outside which we do not operate. Employees should be courteous and friendly in all dealings with the media and always remember that no matter how congenial or affirming the reporter, photographer or camera crew are, everything you say and do may be observed and reported by the media representative who is trying to make the facility come alive for his/her audience.

POLICY NAME EMPLOYEE TOBACCO AND SMOKING POLICY NUMBER 2.5.18 CATEGORIES DATE
PROPOSED: 1/14/2019 DATE OF VOTE: 1/16/2019 ACCEPT (Y/N): Y

Smoking, vaping or chewing tobacco is PROHIBITED in the Ice Sports Center (ISC) as well as within 50 ft of the building exterior. Any ISC employee who wishes partake in these activities must do so in their car during their assigned break times. No employees are to smoke outside the front of the building at any time. Employees under the legal age are not allowed to smoke on the facility property. This policy extends to both smokeless (chewing) tobacco and all forms of electronic cigarettes. COMMENTS: Supersedes Policy #71 Amended 1/16 to extend smoking ban to within 50 ft of building exterior

POLICY NAME ELECTRONIC COMMUNICATION WITH MINORS POLICY NUMBER 2.5.19 CATEGORIES DATE PROPOSED: 8/10/18 DATE OF VOTE: 8/22/18 ACCEPT (Y/N): Y

Coaches and other adults who interact with minors in any capacity on behalf of the Ice Sports Center (ISC), or related to any business conducted at the ISC, have the following additional responsibility when using social media, email, text, or any other form of electronic communication with minors:

1. All communications must be non-personal and for professional reasons only.
2. Parents should be informed and give permission for the various ways coaches and staff plan to communicate with minor children.
3. Emails, texts and social media communications between adults and minors should also copy or include a parent.
4. Adult employees and coaches are prohibited from having minor patrons and students join their personal Facebook, Instagram, Snapchat or Twitter accounts or any similar social media platform.
5. No contact information for any minor shall in any case be placed on any social media site.
6. Following receipt of a written request by the parent/guardian of a minor that their child not be contacted by any form of digital communication by adults, the local club, program or team administrators shall immediately comply with such request without any repercussions for such request.
7. Social media and other means of digital communication can be used to commit misconduct (e.g., emotional, sexual, "sexting," bullying, harassment and hazing). Such communications by an employee, coach, or individual operating under the umbrella of the MIC will not be tolerated and will be cause for disciplinary action up to, and including, termination and referral to appropriate law enforcement authorities.
8. Any infractions of this policy must be immediately reported to the Senior Facility Manager, or in his absence, the Personnel Relations Manager.

POLICY NAME NON-SOLICITATION POLICY POLICY NUMBER 2.5.20 CATEGORIES DATE PROPOSED:
11/8/18 DATE OF VOTE: 1/16/19 ACCEPT (Y/N): Y

The Ice Sports Center (ISC) Solicitation Policy outlines restrictions for distributing materials and soliciting funds, donations, business opportunities and signatures in activities or groups. This policy applies to all employees as well as external visitors, partners and patrons that may be on ISC premises during working hours. This policy does not refer to any kind of work-related matters, including:

- Employees can discuss and request assistance or participation in work-related projects.
- Third party contractors who are Huntsville Skating School and Training Academy (HSSTA) sanctioned coaches are permitted to solicit business from ISC patrons in accordance with Professional Skaters' Association (PSA) and United States Figure Skating (USFS) guidelines (see Policy 4.2.3).
- Discussions that fall under the purview of laws protecting unionizing are also excluded from this policy.

Workplace refers to any area on premises where employees work. This definition excludes the employee break room and other places where employees don't usually carry out their job duties. Working hours are any times during which an employee is expected to carry out their job duties. This definition excludes meal or rest breaks. Solicitation is any form of requesting money, support or participation for products, groups, organizations or causes which are unrelated to our company. These include but are not limited to:

- Seeking funds or donations for a non-profit organization
- Asking for signatures for a petition
- Selling merchandise or services
- Requesting support for a political candidate
- Engaging in religious proselytism Distribution refers to disseminating literature or material for commercial or political purposes.

Non-employees are strictly prohibited from engaging in any of these forms of solicitation and distribution on company premises, unless previously authorized by the Senior Facility Manager (SFM). Former employees are prohibited from soliciting customers or other employees for business purposes and to their benefit in and outside of company premises. Employees may solicit from colleagues only in these instances:

- To ask for help in organizing events for another employee (e.g. adoption/birth of a child, promotion, retiring.)
 - To seek support for a cause, charity or fundraising event sponsored, funded, organized or authorized by the ISC.
 - To invite colleagues to employee activities for an authorized non-business purpose (e.g. recreation, volunteering.)
 - To ask colleagues to participate in employment-related activities or groups protected by law (e.g. trade unions.) In all cases, employees may not disturb or distract colleagues from their work. These forms of offensive solicitation or solicitation for personal profit are also prohibited:
- Selling goods for personal profit.
 - Requesting support or funding for political campaigns.
 - Unauthorized posting of non-work related material on ISC bulletin boards.

- Solicitation or distribution of non-business literature towards customers, partners and vendors.
- Proselytizing others to groups or initiatives that violate non-discrimination and equal opportunity policies. Employees have the legal right to refuse assistance or participation to any kind of activities or organizations and therefore should not be forced or harassed to support fundraising events, collections, purchasing of merchandise or other activities. Employees may refer any questions or concerns to their supervisor or the Personnel Relations Manager. COMMENTS:

POLICY NAME INCIDENT REPORTING PROCESS POLICY NUMBER 2.5.21 CATEGORIES DATE PROPOSED:
11/8/18 DATE OF VOTE: 1/16/19 ACCEPT (Y/N): Y

If an accident occurs, the Manager on Duty (MOD) or Shift Supervisor on duty must be informed immediately. If he or she is not available, the next most senior member of the management chain must be immediately notified. The MOD or Shift Supervisor must complete an Incident Report and turn in to the Senior Facility Manager (SFM) by the end of the shift during which the incident occurred. If injured while working, employees must report it immediately to the supervisor and the SFM, regardless of how minor the injury may seem. Failure to do so may result in denial of benefits and disciplinary action. Questions regarding worker's compensation insurance should be directed to the Personnel Relations Manager or SFM.

POLICY NAME DISCIPLINARY ACTIONS - EMPLOYEES POLICY NUMBER 2.6.1 CATEGORIES DATE
PROPOSED: 8/10/18 DATE OF VOTE: 8/22/18 ACCEPT (Y/N): Y

The Ice Sports Center (ISC) Board of Control (BOC) and Management maintain a progressive discipline procedure to ensure a consistent and fair method of disciplining employees. The progressive discipline system is intended to give employees advance notice, whenever possible, of problems with their conduct or performance in order to provide them an opportunity to correct any problems. Progressive discipline can involve verbal counseling, written warnings, probation and/or suspension before an employee is terminated. All progressive disciplinary actions will be documented by the Manager on Duty (MOD), supervisor or manager who administers the warning. Employees shall be given specific, factual information regarding their unsatisfactory behavior and informed of the consequences if the behavior continues. These records will be maintained in the employees personnel file. Employees will have the opportunity to respond in writing to any corrective action and all responses will also be kept in the file. Some examples of behaviors that may fall under the progressive discipline policy include, but are not limited to, excessive absenteeism or tardiness, failure to comply with facility rules and operating procedures, insubordination, harassment, discrimination, excessive gossiping and failure to complete assigned tasks in a timely manner. Exceptions or deviations from the normal procedure may occur whenever the Board or management deem that circumstances warrant that one or more steps in the process be skipped. Accordingly, circumstances may sometimes warrant immediate termination. Behavior that is illegal is not subject to progressive discipline and such behavior may be reported to local law enforcement authorities. Time clock violations, theft, substance abuse, intoxication, inappropriate behavior with minors, possession of a firearm, fighting and other acts of violence at work are also not subject to progressive discipline and may be grounds for immediate termination. Any termination decisions will be made by the Senior Facility Manager (SFM) in consultation with the BOC as appropriate. In the event of termination, the employee may request review by the Board provided a request for a review is made in writing by the employee and received by the SFM within 10 days of the date of termination. While the ISC will generally take disciplinary action in a progressive manner, it reserves the right, at its sole discretion, to decide whether and what disciplinary action will be taken in any given situation. Nothing in this policy provides any contractual rights regarding employee discipline or counseling, nor should anything in this policy be read or construed as modifying or altering the employment-at-will relationship between the ISC and its employees.

POLICY NAME CAUSES FOR DISCIPLINARY ACTION POLICY NUMBER 2.6.2 CATEGORIES DATE PROPOSED: 11/8/18 DATE OF VOTE: 11/8/18 ACCEPT (Y/N): Y

The following are examples of causes for disciplinary action, but are in no way restrictive as to the reasons which may form a valid basis for disciplinary action:

- Indictment for, conviction of, or the commission of, an act which would constitute, (1) a felony or (2) a crime involving moral turpitude; conviction of, or the commission of an act which would constitute, a misdemeanor which reflects unfavorably upon the employee's character or his/her effectiveness in the job;
- Conduct unbecoming an employee, while on or off duty, which tends to bring discredit upon the Ice Sports Center (ISC) and its employees; which adversely affects the morale or efficiency of, or public respect for, the MIC; or which otherwise threatens order, safety, or health;
- Incompetence, malfeasance, or misfeasance in the performance of duties;
- Neglect or inefficiency in the performance of duties;
- Violation of ISC rules or policies;
- Acts of insubordination, including, but not limited to, refusal to obey legitimate orders, delay or failure to carry out assigned work, disrespect, insolence, and like behavior;
- Tardiness;
- Unauthorized absences;
- Unauthorized use, misappropriation, destruction, theft, or conversion of ISC property or private property on ISC grounds;
- Neglect or carelessness resulting in damage to public property, or injury to another human being, and/or failure to report accidents or personal injury;
- Disregard of safety rules and regulations;
- Falsification, misrepresentation, or suppression of any information including, but not limited to, employment application, employee reports, records, or time cards;
- Refusal to fully and truthfully answer questions of a supervisor or other designated individual during an inquiry, interrogation, hearing, or court proceeding;
- Threatening, intimidating, coercing, or otherwise interfering with other employees in the execution of their duties;
- Possessing, drinking, using, or being under the influence of alcoholic beverages or drugs while on duty or otherwise violating the ISC Drug and Alcohol Policy (Policy #2.6.6);
- Unauthorized access to, disclosure of, or inappropriate use of protected health information or other privileged or confidential information;
- Defamation;
- Harassment, as defined by Policy 2.1.2, of another ISC employee or of a patron while on duty;
- Submission of fraudulent claims;
- Unauthorized possession, storage, or concealment of firearms, other weapons, explosives, or other dangerous materials on an employee's person or in MIC desks, file cabinets, lockers, vehicles, or in any other MIC property or equipment;
- Sleeping during duty/work hours;
- Failure to obtain or maintain a license or certificate required as a condition of employment;
- Gambling or gambling related conduct during work hours or on MIC property, including, but not

limited to, inviting or soliciting a gambling wager and attempting to collect or collecting on a gambling debt;

- Violations of Policy and Procedures relating to MIC-owned information technology equipment as provided in Policy 2.5.16;
- Habitual or repetitive acts of misconduct, violations of policy, and/or infractions of rules and regulations. COMMENTS:

POLICY NAME OPEN DOOR POLICY POLICY NUMBER 2.6.3 CATEGORIES DATE PROPOSED: 4/15/2019
DATE OF VOTE: 4/17/2019 ACCEPT (Y/N): Y

Ice Sports Center (ISC) Management believes in an open door policy. Employees are encouraged to see the Personnel Relations Manager or any member of management with work-related questions, problems or feelings of well-being. A meeting may be requested with any senior management representative at any time. Any matter of concern can be discussed directly with any management representative without regard to his/her position in the ISC. ISC management realizes that in order to have open communication, there must be mutual trust. Therefore, this procedure may be used without fear of reprisal.

POLICY NAME PROBLEM SOLVING PROCESS POLICY NUMBER 2.6.4 CATEGORIES DATE PROPOSED:
4/15/2019 DATE OF VOTE: 4/17/2019 ACCEPT (Y/N): Y

A problem solving process is available to employees who believe that they have not been treated fairly in accordance with Ice Sports Center (ISC) policies. ISC Management wants to be aware of any condition that may be causing problems on the job. Such conditions cannot be corrected if Management is not told. If an employee is bothered by something it should be brought up and discussed frankly with a Supervisor, Manager on Duty (MOD), the Personnel Relations Manager (PRM) or the Senior Facility Manager (SFM) so that a process for resolution can begin. ISC Management will make efforts to solve problems promptly and in a fair manner. The supervisor involved in the process will treat all employees fairly and properly. Here are the steps of problem solving in the order they should be done: 1. Talk with your immediate supervisor or the MOD as soon as possible after there is awareness of a problem. These key employees are the people responsible for what goes on in your immediate work area. He or she will review the problem, keep track of the progress, and normally give a reply within 10 days. If additional time is needed, you will be informed. 2. If you feel the problem is not solved to your satisfaction with your supervisor or the MOD, a written statement can be filed concerning the problem with PRM or the SFM. You will normally be given a written reply within ten (10) days after the statement is received. If additional time is needed, you will be informed. 3. If you feel the problem is not solved to your satisfaction with PRM or the SFM, you can file a written statement regarding the problem with the ISC Board. A written reply will normally be given within 10 days after the statement is received. If additional time is needed, you will be informed.

POLICY NAME DRUG AND ALCOHOL POLICY POLICY NUMBER 2.6.5 CATEGORIES DATE PROPOSED:
8/19/2019 DATE OF VOTE: 8/21/2019 ACCEPT (Y/N): Y

Recognizing the potential negative effects of alcohol and drugs on the organization, in particular the hazards that those individuals who abuse alcohol and/or drugs pose to themselves, their co-workers, and the general public, the Ice Sports Center (ISC) has implemented this drug and alcohol policy. Drug and alcohol abuse is not acceptable in the workplace. The ISC acknowledges its obligation to take all reasonable steps to ensure the health and safety of its workers and patrons. This policy provides for the testing of employees for drug/alcohol abuse, assisting employees who voluntarily seek help for problems relating to alcohol and/or drugs, and disciplinary action for employees who violate this policy. This Drug and Alcohol policy applies to all ISC employees and may also be extended to subcontractors. For the purposes of this policy, the following are prohibited: 1. The distribution, sale, purchase, use, or possession of alcohol, marijuana, cocaine, opiates, amphetamines, phencyclidine, non-prescribed controlled substances (including but not limited to anabolic steroids), or any unlawful substances while on duty or while on ISC premises; 2. Being impaired by alcohol/drugs while at work; 3. The presence in the body of illicit drugs (or their metabolites) while at work; 4. Refusal to submit to drug/alcohol testing, failure to report to a ISC-designated facility for a drug/alcohol test, or tampering or attempting to tamper with a test sample. Employees are not to report to work or be at work if they are impaired by alcohol or drugs. An employee who is taking legal medication (whether or not prescribed by a physician) which may affect or impair judgment, coordination or perception so as to adversely affect his/her ability to perform work in a safe and productive manner, must notify the Senior Facility Manager (SFM) or the Personnel Relations Manager (PRM) prior to commencing work. The manager will determine whether the employee will be permitted to work or whether work restrictions will be applied. Employees who are not capable of competently and safely performing their job duties will not be permitted to work and will be required to leave the facility. When an employee, considered to be in an unfit condition, is requested to leave the ISC, transportation to his/her residence will be arranged by his/her supervisor. Any employee who is convicted of any violation of a criminal drug or alcohol statute must notify the SFM, Director of Skating (in the case of Huntsville Skating School Coaches) or PRM Manager in writing within five (5) days after such conviction. The MIC reserves the right to temporarily remove, reassign or suspend an employee pending a determination of the employee's fitness for work, assessment of a drug/alcohol problem, or completion of an investigation into a possible violation of this policy. Drug and Alcohol Testing If there is reasonable cause to believe that an employee is in violation of this policy, ISC management may require an employee to submit to alcohol/drug testing and/or physical testing of motor skills and reactions. Reasonable cause shall mean observation of impaired motor skill proficiency, impaired judgment, or unusual conduct, or any reliable information provided to a manager or supervisor of drug/alcohol consumption at work or during an inappropriately short time prior to reporting to work. The determination that reasonable suspicion exists must be based on specific, contemporaneous, articulable observations concerning the appearance, behavior, speech, or body odors of the employee including, but not limited to, the following: 1. The presence of recognizable physical symptoms of drug or alcohol use, e.g., slurred speech, bloodshot eyes, alcohol on breath, inability to stand or to walk a straight line; 2. Indications of the chronic and withdrawal effects of controlled substances; 3. Direct knowledge or observation of drug or alcohol use or possession, or possession of drug paraphernalia; or, 4. Aberrant conduct or behavior that is so unusual that it warrants summoning a supervisor or other assistance. Employees to be tested for reasonable suspicion with regard to alcohol misuse shall be escorted to the testing site by a supervisor, or the supervisor's designee, as soon as possible so that the

test may be administered within two (2) hours of the determination to test. The supervisor who made the determination that reasonable suspicion exists shall not administer the breath alcohol test. If the alcohol test is not administered within two (2) hours following the determination of reasonable suspicion the supervisor or the supervisor's designee shall prepare and maintain on file a record stating the reason the alcohol test was not promptly administered. If the alcohol test is not administered within eight (8) hours of the determination to test, the efforts to administer the test shall cease, and the PRM shall maintain a record on file stating the reasons for failing to administer the test. Pursuant to ISC policy, the determination that reasonable suspicion exists must be set out in writing based on the observations as indicated above. All ISC employees, including management and office personnel, are subject to drug and alcohol testing. All drug testing will be performed at a medical or law enforcement facilities designated by the ISC. The ISC will not accept test results from any facility other than those designated by the ISC. For the purpose of this policy and for disciplinary purposes, refusal to take, consent to, or complete a drug or alcohol test shall be treated as though it were a positive drug or alcohol test result. This includes failure to provide an adequate urine sample for a drug test or an adequate breath sample for an alcohol test without a valid medical explanation or engaging in any other conduct that obstructs or avoids the testing process.

Positive Test Results Any result of 0.02 or greater of alcohol concentration per 100 ml of blood is considered a positive test. In the absence of legislated thresholds, the drug levels that will be reported as a positive result will be based on industry norms as recommended by the consultant engaged by the ISC. An employee who tests positive for drugs/alcohol will be advised of the positive result and will be suspended immediately without pay pending a determination by ISC management of the disciplinary action to be taken. Such individual will also be encouraged to meet with his/her physician for assessment. If the employee is not terminated, he/she will be required to undergo a drug/alcohol test at a time determined by the Company prior to being permitted to return to work. Should the result of such test be positive, disciplinary action will be enforced. An employee who returns to work following a suspension resulting from a positive drug test will be subject to random drug testing by the ISC for a period not to exceed 24 months following his/her return. During such period, any positive test for drugs/alcohol will result in disciplinary action. In the event of a positive test result, an employee has the right to request a re-test of the original specimen within 30 days of his/her being originally notified of the positive result. The costs incurred for a positive re-test will be borne by the employee.

Disciplinary Action Employees who violate the provisions of this policy are subject to disciplinary action up to and including suspension or termination of employment. The factors to be considered in determining the appropriate disciplinary response include, but are not limited to, the circumstances giving rise to the drug or alcohol test as required herein, the employee's work history, length of employment, current job performance, and the existence of past official disciplinary actions. An employee who is in violation of this Drug and Alcohol Policy a second time shall be terminated. An employee who, prior to receiving notice of the requirement to be tested, voluntarily identifies himself or herself as a substance abuser, obtains counseling and rehabilitation through a qualified substance abuse treatment facility, and thereafter refrains from violating this Policy (2.6.6) is not subject to disciplinary action under this policy. However, this provision does not preclude the employee from disciplinary action related to misconduct otherwise in violation of the ISC's Personnel Policies and Procedures.

Assistance Available Employees who have drug or alcohol problems are encouraged to seek assistance before performance problems (whether or not in violation of this policy) lead to disciplinary action. On being approached by an employee for help in overcoming a drug/alcohol problem, ISC management will put the employee in contact with a medical practitioner who, if

necessary, will make a referral to the appropriate agency (eg., AADAC). Employees who enter a treatment program will be required to sign a form authorizing the administrators of such program to release to the ISC information regarding the employee's progress and degree of commitment to the program. The ISC will exercise reasonable care and caution to maintain confidentiality relating to an employee's participation in a treatment program.

POLICY NAME CHILD SUPERVISION POLICY NUMBER 3.1.1 CATEGORIES DATE PROPOSED: 1/14/19 DATE OF VOTE: 1/16/19 ACCEPT (Y/N): Y

Children of a user must stay in the areas of the facility that are in use by that user or in the main lobby and are not allowed to stray into other areas of the facility. Children must be supervised at all times. They may not roam the facility unattended or engage in horseplay or destructive behavior. Playing on steps, railings and bleachers is strictly prohibited (see also Policy 3.1.2). A user who is engaging in on-ice activity is not capable of adequately supervising a child off-ice. Therefore another responsible adult must be present to supervise any children of on-ice users. COMMENTS: Supersedes Policy #14

POLICY NAME NO HORSEPLAY IN LOBBY POLICY NUMBER 3.1.2 CATEGORIES DATE PROPOSED: 1/14/19
DATE OF VOTE: 1/16/19 ACCEPT (Y/N): Y

No running/playing on the stairs or sliding/swinging on the stair railings is allowed. No running is permitted in the lobby with the exception of athletes warming up or cooling down immediately before or after their ice time sessions. COMMENTS: Supersedes Policy #15

POLICY NAME NO HOCKEY PUCKS/TAPEBALLS POLICY NUMBER 3.1.3 CATEGORIES DATE PROPOSED:
1/14/19 DATE OF VOTE: 1/16/19 ACCEPT (Y/N): Y

Hockey pucks are allowed to be shot on the ice surface only. Pucks, tape balls or any foreign objects may not be shot or thrown anywhere else in the facility. Additionally, pucks, tape balls or any foreign objects may not be thrown or shot at the outside of the facility. COMMENTS: Supersedes Policy #9

POLICY NAME TOBACCO AND SMOKE-FREE FACILITY POLICY NUMBER 3.1.4 CATEGORIES 5 DATE
PROPOSED: 1/14/19 DATE OF VOTE: 1/16/19 ACCEPT (Y/N): Y

The Ice Sports Center (ISC) is a tobacco and smoke-free facility. No chewing or smoking of tobacco is allowed in the building or within 50 feet of the exterior of the building. Electronic cigarettes are likewise prohibited. COMMENTS: Supersedes Policy #8

POLICY NAME NON-RELATED ACTIVITIES, NON-COMPETE CLAUSE POLICY NUMBER 3.1.5 CATEGORIES
DATE PROPOSED: 1/14/19 DATE OF VOTE: 1/16/19 ACCEPT (Y/N): Y

Any organization or individual utilizing the facility may not conduct any activities on facility premises that compete directly with those sponsored by the Ice Sports Center or the Skate World Pro Shop; or are not related to the skating school instructor agreement, without prior written approval of the Skate World owner or the Senior Facility Manager depending on the nature of the activity. COMMENTS:
Supersedes Policy #65

POLICY NAME DISCIPLINARY ACTIONS - PATRONS POLICY NUMBER 3.1.6 CATEGORIES DATE PROPOSED:
11/4/2020 DATE OF VOTE: 11/18/2020 ACCEPT (Y/N): Y

Infractions that may warrant facility disciplinary action include, but are not limited to:

1. Abusive or obscene language;
2. Fighting;*
3. Theft;*
4. Violation of alcoholic beverage policies;*
5. Any action that endangers the safety of other patrons;*
6. Vandalism;
7. Loud and unruly behavior continued after a warning from the Manager On Duty;
8. Repetitive disregard of facility rules and regulations;
9. Repetitive disregard of management directions;
10. Use of a weapon*
11. Use of tobacco or electronic cigarette
12. Failure to follow Safesport Guidelines

* The first occurrence of this infraction will result in second offense consequences and requires notification of the police.) When a situation requiring disciplinary action occurs in the facility or on the grounds, the Manager on Duty involved will report the incident to the Senior Facility Manager (SFM) on the next regular business day, unless the situation is so extreme as to require immediate attention. Examples of issues requiring immediate notification of the SFM include, but are not limited to, use of a weapon, any activity resulting in serious injury to a patron, any activity resulting in significant damage to the facility or any situation that requires law enforcement involvement. If a disciplinary infraction occurs during a period of third-party usage, in most cases the user group will be given the opportunity to correct the offender's behavior internally through verbal counseling or any other method they deem appropriate. The user group must notify facility staff of the actions they have taken to prevent a recurrence of the problem. If the behavior in question reoccurs after the user group has had the opportunity for correction, then facility management will become involved. Infractions noted above with an asterisk will not be referred for internal user group correction, instead the facility SFM will immediately become involved. If ISC management must become involved in a disciplinary action related to a third-party user group, the Senior Facility Manager will consult with the user group lead to make a judgement about consequences to be imposed on the offender. If the SFM and user group lead are unable to reach a conclusion together, the Board of Control will be consulted to make a final determination. After management decision that abuse or disregard of Ice Sports Center (ISC) rules or policies requires facility intervention, the disciplinary actions for users of the facility are:

1. First offense – written warning letter
2. Second offense – suspend ISC privileges for six (6) weeks.
3. Third offense – suspend ISC privileges for six (6) months.
4. Fourth offense – suspend ISC privileges for one (1) year. If the person involved is a spectator, the disciplinary action shall include ejection from the facility. At the discretion of the Senior Facility Manager (SFM), the infractions marked with an asterisk (*) may result in escalated consequences upon the first occurrence. These offenses may warrant consequences equivalent to second or third offenses depending on the severity of the incident. A patron who is suspended as part of a disciplinary action may request review by the Board of Control provided the request for a review is made in writing by the

patron (or the legal guardian of a minor patron) and received by the SFM within 10 days of the date of the suspension. See also Policy 3.1.13, Spectator Conduct. COMMENTS:

POLICY NAME ANIMALS NOT ALLOWED POLICY NUMBER 3.1.7 CATEGORIES DATE PROPOSED: 1/14/19
DATE OF VOTE: 1/16/19 ACCEPT (Y/N): Y

The only animals permitted to enter the Ice Sports Center shall be assistance animals that accompany a handicapped individual. All service animals must be properly tagged and identified. COMMENTS:
Supersedes Policy #48

POLICY NAME LOST ITEMS – NON-RESPONSIBILITY POLICY NUMBER 3.1.8 CATEGORIES DATE PROPOSED:
1/14/19 DATE OF VOTE: 1/16/19 ACCEPT (Y/N): Y

The Municipal Ice Complex will not be liable for any item left at the facility unless an authorized receipt, signed by the Senior Facility Manager or his designee, has been received for that item. This includes items such as skates, skating attire, shoes, clothing and other personal possessions left unattended during any skating sessions as well as items brought and left for another person. COMMENTS:
Supersedes Policy #2

POLICY NAME ANTI-HARRASMENT - PATRONS POLICY NUMBER 3.1.9 CATEGORIES DATE PROPOSED:
4/15/2019 DATE OF VOTE: 4/17/2019 ACCEPT (Y/N): Y

It is the goal of the Ice Sports Center (ISC) to provide a pleasant environment for athletic training and recreation free from all forms of harassment. The ISC does not tolerate harassment of patrons or others based on, or related to, race, creed, color, national origin, sex, sexual orientation, gender identity, political or religious affiliation, or any other protected class. This policy applies to the actions of all participants, officials, coaches, spectators, volunteers, employees and independent contractors, as well as any other individuals on facility grounds. Harassment includes any pattern of physical and/or non-physical behaviors that are intended to:

- cause fear, humiliation or annoyance;
- offend or degrade;
- create a hostile environment; and/or
- reflect discriminatory bias in an attempt to establish dominance, superiority, or power over an individual participant or group based on gender race, ethnicity, culture, religion, sexual orientation, gender expression, or mental or physical disability. Examples of harassment prohibited by this policy include such non-physical offenses as:
 - use of derogatory terms or descriptions of an individual or group of individuals based on race, color, religion, national origin, age, or disability;
 - stating stereotypical classifications concerning the race, color, religion, national origin, age, or disability, of any individual or group of individuals;
 - display of signs, pictures, cartoons, written statements or other material that denigrates or discriminates against any person based on one's race, color, religion, national origin, age, or disability;
 - withholding or reducing practice or playing time to a participant based on his/her sexual orientation, gender expression (not to include prohibitions on participation when eligibility is based on gender), disability, race, religion, skin color, ethnic traits or any other legally protected grounds; and/or
 - general harassment, pushing, shoving, or other intentional acts perpetrated in whole, or in part, because of an individual's race, color, religion, national origin, age, or disability Any ISC patron, participant, coach, volunteer, parent or spectator who engages in any act of harassing behavior will be subject to appropriate disciplinary action, including, but not limited to, suspension, permanent suspension and/or referral to law enforcement authorities. The severity and pattern, if any, of the harassing behavior and/or result will be taken into consideration when disciplinary decisions are made. (See also Policy 3.1.6 – Patron Disciplinary Actions). COMMENTS:

POLICY NAME ABUSE AND MISCONDUCT - PATRONS POLICY NUMBER 3.1.10 CATEGORIES DATE
PROPOSED: 4/15/2019 DATE OF VOTE: 4/17/2019 ACCEPT (Y/N): Y

The goal of the Ice Sports Center (ISC) is to create a safe and positive physical, emotional and social environment for all patrons. The ISC is committed to protecting all users from physical abuse, sexual abuse, sexual violence, emotional abuse and other types of misconduct or harmful behavior, including, but not limited to, bullying, threats, hazing and harassment. To this end, the ISC follows all guidelines of the U.S. Center for SafeSport and supports all SafeSport abuse prevention techniques, policies and programs for both hockey and figure skating. All users, including participants, coaches, parents, administrators, volunteers and others are expected and required to abide by this policy. All programs, clubs and organizations with operations at, or under the auspices of, the MIC are required to be familiar with and abide by all SafeSport policies. Any adults who interact with youth in any capacity are required to complete the SafeSport Education and Awareness Training Program to familiarize themselves with proper identification and reporting protocols. This includes, but is not limited to, coaches, officials, directors and volunteers. Additionally, all ISC employees are required to complete SafeSport training. The SafeSport handbooks specific to USA Hockey and US Figure Skating are included as an addendum to the ISC Policies and Procedures Manual. Adherence to the SafeSport policies and procedures contained in these manuals is a condition of operating at the ISC for all clubs and programs. Physical abuse includes a striking, forcible restraining, manhandling, assault, or any similar act that involves physical contact with and poses a danger to the safety or health of another person. Some examples of prohibited behavior include, but are not limited to, physical abuse or assault, battery, murder and any other conduct that threatens the health or safety of any person. Sexual abuse or misconduct includes intentional or reckless acts that cause or reasonably could cause physical or mental harm to any person are prohibited including non-consensual sexual conduct or contact. Some examples of prohibited behavior include sexual harassment, voyeurism (including the surreptitious use of video recording devices), stalking and indecent exposure. Sexual violence includes physical sexual acts perpetrated against a person's will or where a person is incapable of giving consent due to the victim's impairment by drugs or alcohol. An individual may also be unable to give consent due to an intellectual or other disability or legal incapacity. Some examples of prohibited behavior include, but are not limited to, rape, sexual battery, sexual abuse, domestic violence, dating violence and sexual coercion. Emotional abuse involves a pattern of deliberate, non-contact behavior that has the potential to cause emotional or psychological harm to a participant. These behaviors may include verbal acts, physical acts or acts that deny attention or support. Bullying is the use of coercion to obtain control over another person or to be habitually cruel to another person. Bullying involves an intentional, persistent or repeated pattern of committing or willfully tolerating physical and non-physical behaviors that are intended to cause fear, humiliation or physical harm in an attempt to socially exclude, diminish or isolate another person emotionally, physically or sexually. Bullying can occur through written, verbal or digitally transmitted expression (including social media) or by means of a physical act or gesture. A threat shall be understood to mean any act, gesture, or words directed toward another person and reasonably evidencing, under all the circumstances, an intention to commit physical abuse or violence. The fact that a threat is expressed conditionally shall not alter its character as misconduct. Hazing is defined as an act which endangers the mental or physical health or safety of a participant or team member, or which destroys or removes public or private property, for the purpose of initiation, admission into, affiliation with, or as a condition for continued membership in, a team, group or organization. The express or implied consent of the victim will not be a defense. Apathy or acquiescence in the presence of hazing

are not neutral acts; they are violations of this rule. Prohibited behaviors include, but are not limited to, creation of fatigue, physical shocks (such as extreme heat or cold), degrading or humiliating games, paddling, acts of servitude, physical harassment and public stunts. Other prohibited harmful behaviors include verbal abuse, coercion, stalking and harassment (see Policy 3.1.9), including telephone harassment and computer related harassment via social networks, email, or text messages. Any person who believes that he or she has been a victim of inappropriate behavior at the ISC or that he or she knows of abuse, misconduct or harassment that has occurred at the ISC involving another individual should bring the situation to the attention of a supervisor, coach, administrator or other trusted adult. Additionally, any coach, official, director, employee, parent or volunteer who knows of misconduct, must take action to intervene on behalf of the athlete(s), participants(s), staff member, volunteer or patron at risk by eliminating their contact with the alleged perpetrator. Any coach, official, director, employee, parent or volunteer who knows of or suspects misconduct must immediately report their observations and/or reasons for suspicion to the Senior Facility Manager (SFM), Program Administrator, Human Resources Administrator, or Director of Skating, who will then take any necessary action including reporting to the SafeSport Center and/or notifying appropriate law enforcement officials. The ISC, as well as all clubs or programs operating within the ISC, are required to investigate any suspicions or allegations of child physical or sexual abuse. Any attempt to evaluate the credibility or validity of such allegation as a condition of reporting suspicions or allegations to the appropriate law enforcement authorities is forbidden. See also Policies 2.1.1, 2.1.12, 3.1.9. COMMENTS:

POLICY NAME INCLEMENT WEATHER/EMERGENCY SITUATIONS POLICY NUMBER 3.1.12 CATEGORIES
DATE PROPOSED: 9/8/2020 DATE OF VOTE: 9/16/2020 ACCEPT (Y/N): Y

The Senior Facility Manager (SFM), or his designee, shall, at their discretion and based on the Huntsville weather and traffic reports and/or direction from the Huntsville Office of Emergency Management, determine whether to officially close the Ice Sports Center (ISC). No person or group shall be eligible for an adjustment of payments for block ice rental, party rooms, school sessions, or public sessions unless the facility is officially closed by the SFM or his designee. If the ISC is closed, the following payment adjustments shall be applied to scheduled users: (1) Huntsville Skating School & Training Academy customers- the price of the cancelled session(s) shall be (a) applied to the next billing period, or (b) given in the equivalent monetary amount of public session passes to be used at future public sessions; (2) Party room/party ice rental – given a choice of (a) rescheduling the party during another public session based on availability of the party room, or (b) the equivalent monetary amount of public session passes to be used at future public sessions; (3) Repetitive Block Ice Users – the price of the canceled session(s) shall be applied to the next rental of ice. Cancellations for weather or emergency situations will not be included in calculations for cancellation limits as detailed in Policy 1.1.10. COMMENTS: Supersedes Policy #51

POLICY NAME PRIVATE ICE RENTAL AND RENTAL OVERRUN POLICY NUMBER 3.2.1 CATEGORIES DATE
PROPOSED: 11/04/2020 DATE OF VOTE: 11/18/2020 ACCEPT (Y/N): Y

An hour ice rental is 50 minutes of skating time and a ten minute resurface at the end of the 50-minute skating session. An ice resurface is always required and must be the last utilization of time rented by the current customer in order to prepare the ice for the next client. The last resurface in the session cannot be waived under any circumstances. The minimum ice rental period is 45 minutes and includes 35 minutes of skating and an ice resurface at the end of the skating time. Ice time must be scheduled in 15-minute increments only. The cost of a 45-minute session is 3/4 the cost of a standard one-hour rental session. If the rented time is not exact multiples of consecutive one (1) hour segments, the price of the total session will be calculated as the SUM of the following: (a) The hourly rate of one-hour rental times the number of hours rented (b) The number of additional minutes of actual skating time required rounded to the NEXT 10 minutes. The cost of the additional time is calculated as the number of additional 10-minute segments requested times the equivalent percentage of the standard hourly rate (c) The cost of the additional 10 minutes to provide the resurface for the next client of the facility

Example: If the client requires 122 minutes of actual skating time, and the standard ice time rental rate is \$300 per hour, the charge will be \$800.00. 2 full hours - \$600.00 (100 minutes of skating) 30 minutes - \$150.00 (to cover the additional 22 minutes of skating) Resurfacing - \$50.00 (to prepare the ice for the next client) \$800.00

If the client is a sophisticated and knowledgeable ice user, the Senior Facility Manager (SFM) may, at his/her sole discretion, waive the requirement for internal segment ice resurfacing. Such a waiver can only be granted if a client representative, an authorized officer of the client organization, signs a Waiver Form declaring that his/her organization has formally requested the waiver against the advice of the facility, and fully understands that the client organization is, and will be, totally responsible for any liability issues that are caused by potentially unsafe ice conditions that result from skipping normal facility recommended ice resurfacing. However, the final ice resurface required to prepare the ice for the next client can never be waived at the client's request.

PRIVATE ICE RENTAL OVERRUN CHARGES If a client overruns his rented time by more than one (1) minute past his/her scheduled session ending time, the client will be billed at the sole discretion of the SFM for extra time at the rate of half of the standard hourly rate for each partial quarter hour used past his/her scheduled end time plus the cost of a resurface (one-quarter the hourly rate) to prepare the ice for the next client. Under no circumstances will the client be allowed to overrun more than 30 minutes. If it looks like the client may be planning to overrun more than 30 minutes, the SFM, or his/her designee, will announce over the PA system the session is officially over and will begin to turn off the lights if the client members do not immediately leave the ice surface. It should be noted that time for possible overruns should be scheduled when initially renting the ice.

COMMENTS:

POLICY NAME CONFERENCE ROOM RENTAL POLICY NUMBER 3.2.3 CATEGORIES DATE PROPOSED:
1/8/2018 DATE OF VOTE: 1/24/2018 ACCEPT (Y/N): Y

Regular rate for conference room rental \$65 per hour for the first three hours. Thereafter, the rate decreases to \$25 per hour for any additional hours in the same day. Use of audio/visual equipment and wireless internet are included at no additional charge. Other terms may be negotiated with a signed rental agreement for ongoing scheduled usage. The conference room may be used free of charge for monthly meetings by the following groups: North Alabama Hockey Association (NAHA) Skating Club of Huntsville (SCHSV) SCHSV Junior Club Friends of Recreational Ice Activities (FRIA) COMMENTS: New policy

POLICY NAME BALLET ROOM RENTAL POLICY NUMBER 3.2.4 CATEGORIES DATE PROPOSED: 2/21/2018
DATE OF VOTE: 3/21 ACCEPT (Y/N): Y

Regular rate for ballet room rental is \$40 per hour. Other terms may be negotiated with a signed rental agreement for ongoing scheduled usage. Huntsville Skating School and Training Academy (HSSTA) sanctioned coaches will be charged \$16 per hour when using the room for private instruction. HSSTA sanctioned coaches may use the room free of charge for their personal training purposes, subject to availability. HSSTA will have priority for figure skating training activities. All Safesport rules and guidelines are applicable and will be enforced. Appropriate dance or training footwear is required. No shoes that have been worn outside are permitted. No food or drink is permitted with the exception of water, which must be contained in a bottle with a lid. COMMENTS: Amended to include reduced rate for coach use and additional rules for general use.

POLICY NAME LOCKER ROOM USAGE POLICY NUMBER 3.2.7 CATEGORIES DATE PROPOSED: 11/04/2020
DATE OF VOTE: 11/18/2020 ACCEPT (Y/N): Y

The Ice Sports Center (ISC) Board of Control (BOC) and the Senior Facility Manager (SFM) establish policies regarding locker room rules and penalties. The following guidelines shall apply to all patrons using a facility locker room, including any third-party user group programming and public stick and puck or pickup hockey sessions: Guidelines shall include, but in no way be limited to, the following:

- No phones or electronic devices may be used in the locker room except in the case of a coach using it for play review;
 - Food and drink (except water and sports drinks in bottles with lids) is prohibited in the locker rooms;
 - No pucks, tape balls or any foreign objects shall be shot or thrown at the walls or ceilings;
 - No abuse from hockey sticks will be tolerated;
 - Participants must clean locker rooms after each use of tape, gum, beverage containers, spit, etc.;
 - No tobacco products, alcoholic beverages; electronic cigarettes; or illegal substances of any kind will be tolerated;
 - Absolutely no weapons of any kind;
 - Foreign objects of any kind found in the toilets, urinals, sinks or showers including excess amounts of toilet paper and paper towel will be considered malicious destruction of property.
 - All locker rooms will be designated as either male or female use exclusively. No members of the opposite sex are permitted in locker rooms with the exception of pregame and post-game talks when coaches are present or in the case of emergency medical personnel tending to an emergency medical situation. Parents are not permitted in the locker rooms with the exception of one same-sex parent helping with a child under the age of 11.
- THIRD PARTY USE OF LOCKER ROOMS** The use of locker rooms will be limited to users authorized by facility management. The locker rooms shall be kept locked at all times except when in use by sanctioned facility users. The person in charge of the group using the locker room ("responsible adult") shall sign into the locker room registry and surrender his/her car keys to the front office or pay a security deposit of \$500 prior to utilizing the facility. Upon entering the locker room, the responsible adult shall inspect the locker rooms and notify rink staff of any previous damage. At the end of the usage, and prior to returning the patron's car keys or deposit, a rink representative shall again inspect the locker rooms. Any additional damage or excessive trash shall be assessed and documented, and a listing of the damage must be signed by both the rink representative and responsible adult. The user group will be billed for the cost of any cleanup or repair necessary beyond the scope of normal usage. These charges must be paid in full before additional locker room usage will be permitted by said user group. If the responsible adult who signed in for the locker room usage wishes to leave before the end of the usage period, he/she must come to the front office with another responsible adult who will be assuming responsibility for the locker room. The new person will be required to sign the locker room registry in person and surrender keys or deposit before the original keys will be returned to the first user. Repeated instances of excessive damage or failure to pay for excessive damage may result in cancellation of future rental times and/or loss of future rental privileges. If the responsible adult or renter does not notify rink staff of any existing locker room damage, prior to occupation, THEN THE RESPONSIBLE ADULT ASSUMES FULL RESPONSIBILITY FOR ANY DAMAGE IDENTIFIED BY THE REPRESENTATIVE AFTER THE RENTER'S UTILIZATION OF THE SPACE.
- LOCKER ROOM MONITORING** During any youth activity conducted by a third-party program within the facility, USA Hockey Safesport Program, US Figure Skating Safesport Program, or USA Curling Safesport Program requirements for the activity taking place shall be followed. Locker room monitors will not be provided

during public stick and puck or pickup sessions. Patrons use the locker rooms at their own risk during periods of public usage. Opposite sex parents are not permitted in the locker rooms during public usage. Young children who cannot dress independently should come to the rink dressed from the waist down so parents can finish their preparation rink side. POLICY VIOLATIONS Failure to abide by this policy will result in the following consequences: First infraction – written warning; Second infraction – one-week suspension from locker room usage for any user/team(s) in violation; Third infraction – one-month suspension from locker room usage for the entire organization. Implementation: A copy of the guideline shall be posted outside each locker room. A copy of this policy will be forwarded to North Alabama Hockey Association, Total Package Hockey and the Skating Club of Huntsville for dissemination to all coaches. All other incoming organizations will be given a copy of this policy prior to utilization of the facility. COMMENTS: Locker room policies combined into a single document

POLICY NAME LOCKER ROOM MONITORING POLICY NUMBER 3.2.8 CATEGORIES DATE PROPOSED:
3/15/2018 DATE OF VOTE: 3/21/2018 ACCEPT (Y/N): Y

Adult monitors must be assigned for every locker room with any athlete under the age of 18. Locker room monitors must either be inside the locker room or if directly outside the locker room, monitors must be within arm's length of the open door so that the monitor can sufficiently hear inside the locker room, regularly and frequently entering the locker room to monitor activity inside so that all athletes understand that they are being monitored. No phones or electronic devices may be used in the locker room except in the case of an adult hockey coach who is using it for play review with multiple team members. If phones or other mobile devices must be used, they should be taken outside the locker room. All locker rooms will be designated as either male or female use exclusively. No members of the opposite sex are permitted in locker rooms except in the case of emergency medical personnel tending to an emergency medical situation. Parents are not permitted in the locker rooms with the exception of one same-sex parent helping with a child under the age of 11. Any participant, coach, parent or volunteer who fails to abide by this policy will be prohibited from using the locker rooms. COMMENTS: New policy reflecting recommended SafeSport procedures, generalized to include both hockey and figure skating user groups.

POLICY NAME EQUIPMENT BORROWING POLICY NUMBER 3.2.9 CATEGORIES 6 DATE PROPOSED: DATE
OF VOTE: ACCEPT (Y/N): Y

Any equipment borrowed from the facility must be signed out by the person who will be responsible for its use. This person must oversee its usage and must return the equipment in the same condition that it was when borrowed. If there is any damage or loss, the person responsible for its use will be responsible for its repair and/or replacement. Such equipment includes, but is not limited to score clocks and timing devices, headsets, sound equipment and video equipment. COMMENTS: Supersedes Policy #11

POLICY NAME HUNTSVILLE SKATING SCHOOL AND TRAINING ACADEMY OPERATION POLICY NUMBER
4.1.1 CATEGORIES DATE PROPOSED: 9/20/2017 DATE OF VOTE: 9/20/2017 ACCEPT (Y/N): Y

The Huntsville Skating School and Training Academy (HSSTA) is an Ice Sports Center (ISC) owned and operated organization providing year round figure skating programs within the facility. The ISC will supply the ice time required for HSSTA programs, pay HSSTA staff and collect HSSTA revenues. Because the ISC operates this business and directly receives all income generated from patron payments, the facility will not collect additional ice rental fees from the HSSTA. HSSTA programs include, but are not limited to, figure skating classes, camps, competitions, shows and freestyle training ice. For the purpose of ice rental priority, the HSSTA shall be included with the Preferred Block Ice Renter user group. The Senior Facility Manager (SFM) will have sole discretion to make decisions regarding all HSSTA scheduling, operations, personnel and other business matters. In doing so, the SFM will consider HSSTA needs unique to the figure skating business along with facility needs and policies. The SFM will appoint a Director of Skating to manage HSSTA daily operations and advise him on best practices regarding the figure skating industry. COMMENTS:

POLICY NAME DIRECTOR OF SKATING POLICY NUMBER 4.1.2 CATEGORIES DATE PROPOSED: 9/17/2018
DATE OF VOTE: 9/19/2018 ACCEPT (Y/N): Y

The Director of Skating (DoS) is appointed by the Senior Facility Manager (SFM) to manage the daily operations of the Huntsville Skating School and Training Academy (HSSTA). The DoS is responsible for ensuring that the School's policies and procedures are understood, adhered to and enforced by HSSTA professional instructors (Pros), interns, teachers' assistants, administrative staff and patrons. The DoS reports to the SFM and the Ice Sports Center Board of Control.

POLICY NAME HSSTA OFFICE POLICY POLICY NUMBER 4.1.3 CATEGORIES DATE PROPOSED: 3/14/2018
DATE OF VOTE: 3/21/2018 ACCEPT (Y/N): Y

The HSSTA school office is a business place and is off limits to all individuals who are not paid employees working on the clock or those who are volunteering to help with school activities. This includes employees who are off duty, as well as coaches, skaters and parents who are not conducting official school business. From time to time HSSTA has a need for extra help with school office activities. These needs can often be filled by skaters, parents or coaches to the benefit of all parties. However, all individuals in the school office are representing the school in the eyes of our patrons, so it is important that they conduct themselves professionally at all times. Office volunteers must adhere to the same office guidelines required of all employees whenever they are present in the office or representing the school anywhere in the facility: HSSTA OFFICE GUIDELINES 1. Customer service is always the highest priority. If a patron approaches a volunteer for help, the volunteer should explain that they are a volunteer and they will find an employee to help them. 2. Professional behavior is expected at all times. Unprofessional behavior including, but not limited to gossiping, horseplay, and leaning on the counter will not be tolerated. 3. All HSSTA employees and volunteers must follow the facility dress code. If skating activity occurs directly before or after office activity, skating attire may be worn in the office, however a jacket must be worn over sleeveless shirts or tank tops. 4. Cell phones may not be used to conduct personal business in the school office. 5. No chewing gum. 6. No eating. Skaters may eat in the lobby. Coaches may eat in the coaches' room. Employees may eat in the employee break room. 7. Office volunteers must be at least 15 years of age with the exception of Teachers' Assistants (TA's).

COMMENTS: New Policy

POLICY NAME SKATING SCHOOL ACCOUNTING POLICY NUMBER 4.1.4 CATEGORIES DATE PROPOSED:
9/17/2018 DATE OF VOTE: 9/19/2018 ACCEPT (Y/N): Y

The Skating School shall provide a daily and monthly summary of school revenues to the SFM. At closing each day, the employee on duty should print a Daily Closeout Report and submit to the SFM's Senior Administrative Assistant. All cash and checks collected during the course of the day's business should be properly noted on a bank deposit slip, including the number and amount for each check, and all should be deposited into the front office safe at close of business each day. The final cumulative monthly sales should be included in the Activity Report which is to be compiled and submitted to the SFM within the first week of the following month.

POLICY NAME LEARN TO SKATE USA CLASS RECORDS AND TESTING POLICY NUMBER 4.1.5 CATEGORIES
DATE PROPOSED: 9/17/2018 DATE OF VOTE: 9/19/2018 ACCEPT (Y/N): Y

The Huntsville Skating School & Training Academy (HSSTA) follows the Learn to Skate USA program for teaching fundamental figure skating skills to beginning skaters. The testing component of the Learn to Skate program is designed to instill a feeling of accomplishment in skaters while ensuring standardized skill development. Testing for all Learn to Skate USA students will be done at scheduled times which will be posted on the bulletin board and the HSSTA Calendar of Events. Learn to Skate standard testing procedures will be followed for all class testing. HSSTA office staff will maintain a master list of all Learn to Skate USA members and their test levels. Class instructors are responsible for maintaining skill proficiency and test level records for each of their students and submitting testing levels to the HSSTA office for inclusion in the master list. If a class skater is also taking private lessons, communication between the Class Instructor and Private Instructor is necessary to maintain accurate records. Any discrepancies should be directed to the DoS. Test level badges will be available for purchase once the test has been passed and approved by the School.

POLICY NAME CLASS PRICING POLICY NUMBER 4.1.6 CATEGORIES DATE PROPOSED: 9/17/2018 DATE OF VOTE: 9/19/2018 ACCEPT (Y/N): Y

Huntsville Skating School & Training Academy (HSSTA) Learn to Skate USA classes are sold in a seasonal series of classes according to the following approximate schedule:

Dates	Season	Number of Classes	Price
January – February	Winter	8	\$120
March – April	Spring	8	\$120
May – June	Summer	8	\$120
July	July Mini Series	4	\$65
August - September	Back to School	8	\$120
October – Mid November	Fall Series	7	\$105
Late November - December	Holiday Mini Series	4	\$65

HSSTA utilizes the MaxGalaxy online enrollment system for all classes and payment is due at time of registration. Registration closes after the second week of a 7 or 8 week series and after the first week of a mini-series. No makeup or credits will be given for missed classes except as allowed by the Session Cancellation/Switching Policy (Policy 4.1.13).

POLICY NAME FREESTYLE SESSION PRICING POLICY NUMBER 4.1.7 CATEGORIES DATE PROPOSED:
9/17/2018 DATE OF VOTE: 9/19/2018 ACCEPT (Y/N): Y

Huntsville Skating School and Training Academy (HSSTA) ice time rates are set by the Senior Facility Manager (SFM) in accordance with the annual budget as approved by Municipal Ice Complex (MIC) Board of Control (BOC). Various discounts may be applied based on number of sessions purchased, advance purchase (see Policy 4.1.9, Freestyle Advance Purchase Agreement) and HSSTA membership status (see Policy 4.3.1, School Membership). The current freestyle rate is \$10 per 30 minute session for non-members and \$8 per 30 minute session for HSSTA students. COMMENTS: New Policy

POLICY NAME PRIME TIME FREESTYLE SESSIONS POLICY NUMBER 4.1.8 CATEGORIES DATE PROPOSED:
9/17/2018 DATE OF VOTE: 9/19/2018 ACCEPT (Y/N): Y

The Huntsville Skating School and Training Academy (HSSTA), at the discretion of the Director of Skating (DoS), may establish certain freestyle sessions designated as “prime time”. These freestyle sessions may have different skater level requirements or lower maximum enrollment restrictions in order to provide a safe opportunity for more advanced training. Prime time session pricing may differ from regular freestyle session rates. Prime time sessions are not eligible for any discounted rates beyond the regular member price. No multi-session or advance purchase discounts will apply. The current prime time session rate is \$13 per 50 minute session. COMMENTS: New Policy

POLICY NAME FREESTYLE ADVANCE PURCHASE AGREEMENT POLICY NUMBER 4.1.9 CATEGORIES DATE PROPOSED: 9/17/2018 DATE OF VOTE: 9/19/2018 ACCEPT (Y/N): Y

The Huntsville Skating School and Training Academy (HSSTA) is one of many different organizations utilizing ice time at the Municipal Ice Complex (MIC). HSSTA must request ice time for its programs based on anticipated student demand. Therefore, students are encouraged to commit and pay in advance for ice time and the School offers various discounts to encourage this practice. Any student who is an HSSTA member (see Policy 4.3.1, School Membership) may complete a monthly contract for freestyle sessions. Those who contract for freestyle ice time prior to the first of each month are eligible for the following multi-session discounts: Session Quantity Price (per 30 minutes) 1-24 \$7.00 25-49 \$6.00 50-74 \$5.50 75-99 \$5.00 100-124 \$4.25 125-149 \$4.00 150 or more \$3.75 In order to receive the above discounts, freestyle sessions must be selected and the contract paid in full prior to the first day of the month. Any additional freestyle sessions or classes purchased on or after the first day of the month are considered "walk-ons" and will be charged at the regular rate of \$8 per freestyle session or \$20 per class, even if the contract rate for the previously purchased ice time was lower. Once the contract is completed and paid, freestyle sessions or classes may not be switched or cancelled except as allowed according to Policy 4.1.13, Ice Time Switching and Cancellation Policy. COMMENTS: New Policy

POLICY NAME WALK-ON POLICY POLICY NUMBER 4.1.10 CATEGORIES DATE PROPOSED: 9/17/2018 DATE OF VOTE: 9/19/2018 ACCEPT (Y/N): Y

When a figure skater wishes to skate on a freestyle session that was not paid in advance, it is considered a "walk-on." Walk-on sessions will be charged at full price. The current rate for a 30 minute freestyle session is currently \$8 for school members or \$10 for non-members. All walk-on requests are subject to availability and are at the discretion of HSSTA office staff. Any available slots will be given on a first-come, first served basis. Any level or discipline restrictions already in place for a session remain in place for walk-on skaters. Walk-on charges may be paid at the time of the session or added to the skater's account and paid at the beginning of the following month along with the monthly advance purchase bill. Any walk-on fees not paid by the first of the following month will be considered past due (See Delinquent Accounts Policy #4.1.15). COMMENTS: New Policy

POLICY NAME VISITING SKATERS POLICY NUMBER 4.1.11 CATEGORIES DATE PROPOSED: 9/17/2018
DATE OF VOTE: 9/19/2018 ACCEPT (Y/N): Y

Any skater who is not a member of the Huntsville Skating School and Training Academy (HSSTA) and wishes to skate on HSSTA freestyle sessions is considered a "visiting skater." Visiting skaters must be a member of another figure skating school or club and have achieved at least the United States Figure Skating (USFS) PrePreliminary level. Those who have not yet achieved this level and wish to skate at this facility may skate on a public session. The freestyle rate for visiting (non-member) skaters is \$10 per 30 minute session. All freestyle sessions for visiting skaters are treated as walk-ons and are subject to the rules and policy guidelines outlined in Policy 4.1.10 (Walk-on Policy). Visiting skaters do not have the privilege of reserving freestyle sessions in advance and they are not eligible for any multi-session or other discounts. All walk-on requests are subject to availability and are at the discretion of HSSTA office staff. Any available slots will be given on a first-come, first served basis. Any level or discipline restrictions already in place for a session remain in place for walk-on skaters. Visiting skaters must pay all ice time charges at the time of the session.

POLICY NAME FREESTYLE SESSION RESTRICTIONS POLICY NUMBER 4.1.12 CATEGORIES DATE PROPOSED:
9/17/2018 DATE OF VOTE: 9/19/2018 ACCEPT (Y/N): Y

The Huntsville Skating School and Training Academy (HSSTA) may place various restrictions on freestyle sessions as deemed necessary by the Director of Skating (DoS). Sessions may be separated by such things as discipline, skating level or age. The primary consideration for imposing these restrictions is skater safety. All sessions will have a maximum enrollment limit, which is also dependent on any applicable discipline, skating level and/or age restrictions. Certain skating disciplines require more space on the ice due to their nature. For this reason, some disciplines may be limited to specific freestyle sessions which will have a lower maximum enrollment. These disciplines include, but are not limited to, Moves in the Field, Ice Dance and Hockey. All session restrictions will be noted in the MaxGalaxy online registration system so that a skater does not inadvertently purchase a session for which they are not qualified. The DoS reserves the right to ask unqualified skaters to leave specific sessions if they are a danger to themselves or other skaters.

POLICY NAME SESSION CANCELLATION/SWITCHING POLICY POLICY NUMBER 4.1.13 CATEGORIES DATE PROPOSED: 9/17/2018 DATE OF VOTE: 9/19/2018 ACCEPT (Y/N): Y

Due to the nature of the ice scheduling process, the Huntsville Skating School and Training Academy (HSSTA) offers various discounts to encourage advance scheduling of ice time. Once ice time has been contracted for and advance scheduling discounts applied, schedules will not be adjusted except under the following circumstances: Inclement Weather: The Municipal Ice Complex (MIC) monitors and follows the direction of the Huntsville Emergency Management System. The facility also closely monitors the local school systems weather related decisions. If MIC management decides to close the facility due to inclement weather or other emergency situations, credit will be issued for any cancelled sessions that are unable to be rescheduled. Illness: HSSTA does not encourage students to skate if they are ill. If a skater must miss a session or class due to illness that does not require a doctor's attention, they may make up the session, provided that they call in advance of the absence to notify school staff and make arrangements to complete the make-up within one week of their return. In order to receive credit for a session missed due to illness, the skater must submit a written doctor's excuse within one week of their return. Coach availability: Occasionally, a coach must make adjustments to their students' lesson schedules. In order to adjust the student's freestyle schedule accordingly, the student must fill out a switch form (available at the school office) and the coach must sign the form indicating the reason for the switch. These forms will then be reviewed and approved by the Director of Skating (DoS). If any coach is found to be making excessive switches, the DoS will address the issue with the coach directly.

COMMENTS: New Policy

POLICY NAME DELINQUENT ACCOUNTS POLICY NUMBER 4.1.14 CATEGORIES DATE PROPOSED:
9/17/2018 DATE OF VOTE: 9/19/2018 ACCEPT (Y/N): Y

Any skater with a past due balance beyond 30 days will not be permitted to skate on any Huntsville Skating School and Training Academy freestyle sessions until the balance has been paid in full or other payment arrangements have been made and approved by the Director of Skating. Additionally, any skater with a past due balance beyond 30 days will not be eligible for any advance purchase discounts until their account has been paid in full. COMMENTS: New policy 9/2018 Delete first paragraph- already covered in Policy 4.1.10

POLICY NAME FIGURE SKATING LOCKER RENTAL RECORDS POLICY NUMBER 4.1.15 CATEGORIES DATE
PROPOSED: 9/17/2018 DATE OF VOTE: 9/19/2018 ACCEPT (Y/N): Y

The Ice Sports Center offers lockers for figure skaters to store their equipment while not in use. Lockers are for the storage of a single lessee's figure skating equipment only. They are not to be shared by multiple users. A figure skating locker binder will be maintained in the school office. A copy of the current Locker Rental Agreement, completed and signed by lessee (and parent if lessee is under 18 years of age) must be filed in the binder for each locker rental. The rental agreement will include lessee's name and contact information and lessee's acknowledgement and agreement to abide by the facility's locker rental policies (see Policy 4.3.9, Figure Skating Locker Room Usage). Rental payment is due on the first of each month. School administration will maintain a payment record book documenting monthly payments for each locker. If payment is more than one week late, notice will be posted on the locker. If payment is not made within one week of the posted notice, the lock will be cut and contents seized until the balance is paid. COMMENTS:

POLICY NAME UNITED STATES FIGURE SKATING SAFESPORT ADHERANCE POLICY NUMBER 4.1.16
CATEGORIES DATE PROPOSED: 9/17/2018 DATEOF VOTE: 9/19/2018 ACCEPT (Y/N): Y

The SafeSport Program was developed by the US Olympic Committee and then adopted by United States Figure Skating (USFS) to ensure a safe, healthy and positive skating environment. This program provides clear policies designed to prevent all forms of harassment, abuse and misconduct. The Huntsville Skating School and Training Academy (HSSTA), along with the Ice Sports Center, strives to provide a safe environment for all patrons and therefore will follow the USFS SafeSport program. All HSSTA policies and procedures will reflect any applicable SafeSport guidelines. The USFS SafeSport Handbook will be incorporated as addendum to the HSSTA Policy and Procedures Manual. COMMENTS:

POLICY NAME MEMBERSHIPREQUIREMENTS POLICY NUMBER 4.3.1 CATEGORIES DATE PROPOSED:
4/15/2019 DATE OF VOTE: 4/17/2019 ACCEPT (Y/N): Y

All skaters must be members of the Huntsville Skating School and Training Academy (HSSTA) in order to qualify for discounted freestyle or class rates and/or participate in any HSSTA activities (such as classes, shows, etc). The \$25 annual school registration fee is due July 1st of each year. This fee is pro-rated to \$12 from Jan 1 - May 1 and any registration fees taken May 1 – June 30 will be applied to the upcoming year. All HSSTA Snowplow Sam, Basic Skills, Bridge, and adult class skaters are required to be members of Learn to Skate USA in addition to their HSSTA school membership. All HSSTA skaters at the Pre-Preliminary level and above are required to be members of US Figure Skating (USFS) in order to test or compete. The Skating Club of Huntsville (SCHSV) is the local chapter of US Figure Skating for these skaters. COMMENTS:

POLICY NAME LIABILITY WAIVER POLICY NUMBER 4.3.2 CATEGORIES DATE PROPOSED: 9/8/2020 DATE OF VOTE: 9/16/2020 ACCEPT (Y/N): Y

All Huntsville Skating School and Training Academy (HSSTA) skaters must have a current completed and signed Liability Release Form on file. Skaters who commit for ice time online using the MaxGalaxy system complete this waiver each time they purchase ice time. Visitors or skaters who do not utilize the online system for ice purchases must complete a hard copy of the waiver annually, at the time of registration, to be kept on file at the HSSTA office. The text of the online waiver is as follows: I, {Account Name}, acknowledge and fully understand that I or my child will be engaging in activities that involve risk of serious injury or illness which might result from my or my child's actions, as well as from the action, inaction, or negligence of others; I knowingly and freely assume all such risks, both known and unknown of my participation even if arising from the negligence of the releasees or others, and assume full responsibility for my participation and further, that there may be risks not known to me or not reasonably foreseeable. I, {Account Name}, agree to assume all the foregoing risks and accept personal responsibility for my own damages following such injury. I, {Account Name}, release, discharge, waive, and covenant not to sue the Huntsville Ice Sports Center, and all their respective agents, affiliates, associates, officers, directors, owners, and employees from demands, losses, or damages on account of any injury, illness, death, or damage to property, caused or alleged to be caused in whole or in part by my or my child's actions, inaction, or otherwise; and agree to indemnify releases from any and all third party claims caused in whole or in part by my or my child's actions. I also hereby give the Huntsville Ice Sports Center, and all of their respective agents, affiliates, associates, officers, directors, owners, and employees permission to use any photographs taken during sessions for any purpose it sees fit; not limited to marketing, advertising, promotions, social media, etc. Any skater under the age of 19 must have a parent's signature on the waiver. COMMENTS:

POLICY NAME CUSTOMER ADHERANCE TO SCHOOL RULES POLICY NUMBER 4.3.3 CATEGORIES DATE
PROPOSED: 4/15/2019 DATE OF VOTE: 4/17/2019 ACCEPT (Y/N): Y

All Huntsville Skating School and Training Academy (HSSTA) members must abide by the rules and policies of HSSTA, the Ice Sports Center (ISC) and United States Figure Skating (USFS). Failure to do so may result in disciplinary action up to and including suspension or termination of HSSTA membership and/or skating privileges as well as possible suspension or ejection from the ISC. HSSTA skaters or family members who are in breach of rules will be reminded by a coach or other ISC employee, who will explain the rule in question and the violation. Those who refuse to comply even after such warning will be referred to the Director of Skating, or in her absence, the Senior Facility Manager for disciplinary review. See also Patron Disciplinary Action Policy (3.1.6). COMMENTS:

POLICY NAME MINIMUM AGE REQUIREMENT POLICY NUMBER 4.3.4 CATEGORIES DATE PROPOSED:
4/15/2019 DATE OF VOTE: 4/17/2019 ACCEPT (Y/N): Y

No students under the age of three (3) will be accepted for membership in the Huntsville Skating School and Training Academy (HSSTA). Skaters must be 4 years old to enroll in regular Learn to Skate USA classes. Special Tots classes will be held for skaters age 3-5 as needed. Certain school functions, such as camps, may have other age requirements as necessary based on the nature and duration of the activity. Age requirements will be clearly noted on enrollment materials. COMMENTS:

POLICY NAME ON-ICE ETIQUETTE POLICY NUMBER 4.3.5 CATEGORIES DATE PROPOSED: 4/15/2019 DATE OF VOTE: 4/17/2019 ACCEPT (Y/N): Y

The Huntsville Skating School and Training Academy (HSSTA) is directly affiliated with US Figure Skating (USFS) and abides by USFS rules and policies, as well as Learn to Skate USA (LTS) rules and policies. To facilitate order and safety on the ice and create a beneficial training environment for all levels, the following rules will apply to all freestyle sessions:

- Skaters may not use cell phones or other personal electronic devices while on the ice surface. If a skater wishes to record their performance or progress on ice, they may have a coach do the recording or they can ask another skater to record them from an off-ice vantage point. Coaches may use phones or iPads on the ice surface to record skaters for teaching purposes. Skaters and coaches may use phones and other devices with the music system.
- Skaters are not allowed to have snacks or refreshments on the ice with the exception of water or sports drinks in unbreakable sealed bottles.
- Skaters are responsible for all personal items they bring with them to the ice area, including tissues, water bottles and any other paraphernalia. All personal items must be cleaned up and removed when the skater departs the ice.
- Chewing gum is prohibited on the ice.
- Skaters must respect the authority of ALL coaches on the ice, not just their own coach.
- Skaters should always be gracious and supportive of the efforts of other athletes on the ice, and treat them with respect. Kind, encouraging language should be used both on and off the ice.
- Tantrums, foul language or any other disruptive or distracting behavior is not allowed. • Only skaters and coaches are allowed inside the rink area during any HSSTA class or freestyle session. Parents are to remain in the lobby at all times. Skaters are expected to know and follow the rules. Coaches are expected to guide their students and monitor all activity around them on the ice. Those who fail to abide by the rules will be subject to disciplinary action, up to and including suspension of skating privileges, at the discretion of the Director of Skating (DoS). COMMENTS:

POLICY NAME DRESS CODE POLICY NUMBER 4.3.6 CATEGORIES DATE PROPOSED: 4/15/2019 DATE OF VOTE: 4/17/2019 ACCEPT (Y/N): Y

Form-fitting clothes that stretch are preferable to tight-fitting clothes that restrict movement or loose clothing that can catch on skate blades. Shirts must cover the midriff – the bottom of the shirt should meet the waistband of the pants when standing normally. For safety reasons, no skin should be exposed. Dressing in layers is a good idea for skaters at all levels so that some clothing can be removed as activity level increases. Long hair must be secured away from the face so that vision will not be obstructed. Girls should wear leggings or skirts. If wearing a skirt, tights must be worn to cover the legs. Clothing with inappropriate, explicit or profane language or graphics is not permitted. COMMENTS:

POLICY NAME FIGURE SKATING TRAFFIC FLOW POLICY NUMBER 4.3.7 CATEGORIES DATE PROPOSED:
4/15/2019 DATE OF VOTE: 4/17/2019 ACCEPT (Y/N): Y

Figure skaters must be aware of their surroundings at all times and adhere to certain guidelines regarding traffic on the ice and right of way. The following rules are in place to ensure order and safety for all skaters:

- Congregating in groups on the ice or at the boards is not allowed.
- Sitting on the barriers is not allowed.
- Skaters must keep moving on the ice. Unless injured, a skater must get up from a fall as quickly as possible.
- Right of Way: 1st priority is a skater doing a program during a private lesson; 2nd priority is a skater doing a program individually with music; 3rd priority is any private lesson activity. However, the overriding principle is safety of all skaters- collisions should be avoided at all costs. It is important that skaters stay aware and know who is skating their program in order to give that person the right of way.
- Traffic Etiquette: certain areas are designated for different activities. For example, spins should be taught and practiced between the blue lines. A diagram of activity location is posted adjacent to the ice. Coaches are expected to monitor skaters and ensure compliance of all participants. Those who fail to abide by the rules will be subject to disciplinary action up to and including suspension of skating privileges, at the discretion of the Director of Skating (DoS).

POLICY NAME RULES FOR PLAYING MUSIC POLICY NUMBER 4.3.8 CATEGORIES DATE PROPOSED:
4/15/2019 DATE OF VOTE: 4/17/2019 ACCEPT (Y/N): Y

Program music frequency is dependent on the number of skaters on the ice. If crowded, each skater may play program music one time in 30 minutes. If no music is being played, music may be played a second time during the same 30 minutes. Typically, high demand freestyle sessions are weekdays from 4:00 – 6:00 and Saturday mornings. On other sessions, program music may be played multiple times on a first-come, first-serve basis so long as no other skaters are waiting to play their own music. Music must play all the way through, not start and stop, except for program development during a private lesson for Juvenile level and higher. In all cases, coaches will have priority during their students' lesson time and may play their students' program as soon as the current program has finished. The Director of Skating or another coach will resolve any problems concerning program music to be played during a School session. Skaters 10 years old or older may use the music system. COMMENTS:

POLICY NAME RULES FOR PLAYING MUSIC POLICY NUMBER 4.3.8 CATEGORIES DATE PROPOSED:
4/15/2019 DATE OF VOTE: 4/17/2019 ACCEPT (Y/N): Y

Program music frequency is dependent on the number of skaters on the ice. If crowded, each skater may play program music one time in 30 minutes. If no music is being played, music may be played a second time during the same 30 minutes. Typically, high demand freestyle sessions are weekdays from 4:00 – 6:00 and Saturday mornings. On other sessions, program music may be played multiple times on a first-come, first-serve basis so long as no other skaters are waiting to play their own music. Music must play all the way through, not start and stop, except for program development during a private lesson for Juvenile level and higher. In all cases, coaches will have priority during their students' lesson time and may play their students' program as soon as the current program has finished. The Director of Skating or another coach will resolve any problems concerning program music to be played during a School session. Skaters 10 years old or older may use the music system. COMMENTS:

POLICY NAME FIGURE SKATING LOCKER (ROOM) USAGE POLICY NUMBER 4.3.9 CATEGORIES DATE
PROPOSED: 4/15/2019 DATE OF VOTE: 4/17/2019 ACCEPT (Y/N): Y

The Ice Sports Center (ISC) offers lockers for figure skaters to store their equipment while not in use. Use of lockers is at the skaters' own risk. The MIC is not responsible for any items stored in facility lockers and assumes no liability for such items. Lockers should be locked anytime the skater is not in the locker room. Lockers are for the storage of a single lessee's figure skating equipment only. They are not to be shared by other patrons. Lessees will be held responsible for any damage caused outside of normal wear and tear. No stickers or other decoration are permitted. Non-lessees are not permitted in the locker room area. Locker room area is not to be used for changing clothes. Skaters should utilize the restroom for changing clothes. No food or drink is allowed in the locker room with the exception of water or sports drinks in unbreakable, resealable containers. Items not secured inside lockers may be confiscated. The MIC is not responsible for any items lost or stolen from the locker room. All locker fees must be paid at the beginning of each month. A written warning will be posted on the locker of any skater with a past due balance. If the fee has not been paid within one week of the posted notice, the ISC may cut the lock and seize all contents until the balance is paid (see also Policy 4.1.5). The ISC reserves the right to access lockers at its sole discretion if there is a suspected security risk or there is an environmental concern such as pest control or odors. Facility staff has the right to access a locker at any time should they suspect it contains items that put the facility environment in danger. Any criminal activity will be reported to police. The facility is required to provide police with access in the event of a criminal investigation. COMMENTS:

POLICY NAME CLASS PARTICIPANT PROCEDURES POLICY NUMBER 4.3.10 CATEGORIES DATE PROPOSED:
4/15/2019 DATE OF VOTE: 4/17/2019 ACCEPT (Y/N): Y

All class skaters must check in at the HSSTA office prior to the beginning of class. If necessary, rental skates may be obtained at this time (see Policy 4.3.9). Each 70 minute class consists of a 10 minute off-ice warm up, 30 minutes of on-ice instruction with HSSTA sanctioned instructors and 30 minutes of on-ice practice time supervised by Teachers' Assistants. The instructional period may occur during either the first or second half of the 60 minute class ice time. Testing takes place at approximately 6 week intervals to assess individual students' progress as related to Learn to Skate USA standards for each level. A listing of the skills to be mastered at each level is available at the HSSTA office. HSSTA follows the USFS Learn to Skate USA program which includes the following sections:

- Snowplow Sam Levels 1-4 (for children ages 3-5)
- Basic Levels 1-6 (for children ages 5 and up)
- Bridge Levels 1-6
- Adult Levels 1-6
- Ice Dance Levels 1-6
- Pairs 1-4
- Hockey 1-4
- Theatre on Ice
- Special Olympics
- Free Skate All HSSTA skaters under the age of 15 must participate in Learn to Skate USA classes through the Bridge 3 level. Skaters age 15 and over may participate in Adult Learn to Skate USA classes.

COMMENTS:

POLICY NAME HSSTA SKATE RENTAL PROCEDURES POLICY NUMBER 4.3.12 CATEGORIES DATE
PROPOSED: 4/15/2019 DATE OF VOTE: 4/17/2019 ACCEPT (Y/N): Y

The Huntsville Skating School and Training Academy (HSSTA) maintains an inventory of rental skates specifically for class skaters. Those wishing to rent skates for purposes other than Learn to Skate USA classes or HSSTA activities should rent from the facility's rental inventory. The rental cost is included in the class fees for skaters at the following levels: Snowplow Sam 1-3, Basic 1-4 and Adult 1-2. Beyond these levels, skaters are encouraged to acquire their own skates as it greatly enhances their skating development. However, if they wish to continue using HSSTA rental skates, skaters above these levels will pay \$3 rental fee per class to utilize the HSSTA skates. Additional activities such as shows and competitions will also incur the \$3 rental fee. As per Policy 1.3.3, HSSTA skates are maintained and sharpened on a regular schedule to ensure high quality and safety. The Ice Sports Center budgets for regular skate replacement not to exceed 10% of the HSSTA inventory annually. COMMENTS: New Policy

*This document represents all policies previously listed under the 'Policies' tab of the Ice Sports Center website and is a work in process, to suggest corrections or amendments please reach out to the ISC front desk team at happytohelp@icesportscenter.com