



**CERES**  
enterprises, llc.  
BUILDING | DEVELOPMENT | MANAGEMENT  
**HANDBOOK**

EFFECTIVE APRIL, 2017

This Handbook has been prepared specifically for  
the employees of

**Ceres Enterprises, LLC/Ohionns Corporation**  
as of April 2017

Please retain this Handbook in a secure place as revised pages will be issued periodically  
when conditions warrant.

## **CONTENTS**

Welcome to Ceres Enterprises, LLC/Ohionns Corporation  
An Opening Comment

### **SECTION I**

#### **INTRODUCTION**

- 1.01 History of Ceres Enterprises, LLC
- 1.02 Our Employment Relationship
- 1.03 Our Customer Relations Philosophy

### **SECTION II**

#### **EMPLOYMENT POLICIES AND PROCEDURES**

- 2.01 Compliance with Employment Laws
- 2.02 Equal Employment Opportunity
- 2.03 Employment of Relatives
- 2.04 Sexual and Other Discriminatory Harassment
- 2.05 Americans with Disabilities Act Policy Statement
- 2.06 Nursing Policy
- 2.07 Definitions of Employment Status
- 2.08 Introductory Period for New Employees
- 2.09 Transfers and Promotions
- 2.10 Job Descriptions
- 2.11 Performance Reviews
- 2.12 Length of Service

### **SECTION III**

#### **STANDARDS OF EMPLOYEE CONDUCT**

- 3.01 Standards of Employee Conduct and Corrective Action
- 3.02 Hours of Work
- 3.03 Lunch Periods
- 3.04 Timekeeping
- 3.05 Attendance and Tardiness
- 3.06 No Solicitation Rule
- 3.07 Personal Property
- 3.08 Garnishments and Attachments
- 3.09 Conflicts of Interest
- 3.10 Romantic Interoffice Relationships
- 3.11 Substance Abuse Policy
- 3.12 Completion and Signing of Forms

- 3.13 Confidential Nature of Work
- 3.14 Use of Hotel Computers and Information Systems
- 3.15 Social Media
- 3.16 Personal Telephone Calls
- 3.17 Cellular Phones
- 3.18 Personal Appearance
- 3.19 Violence and Weapons in the Workplace

**SECTION IV      EMPLOYEE SAFETY AND SECURITY**

- 4.01 Workplace Safety Rules
- 4.02 Accidents and Injury
- 4.03 Vehicles
- 4.04 Fire Prevention
- 4.05 Smoking Policy
- 4.06 Security
- 4.07 Use of Hotel Facilities
- 4.08 Unauthorized use of Guest Rooms
- 4.09 Driving Record

**SECTION V      GENERAL PAYROLL POLICIES**

- 5.01 Pay Days and Pay Periods
- 5.02 Pay Deductions
- 5.03 If You Find an Error in Your Pay
- 5.04 Overtime

**SECTION VI      EMPLOYEE BENEFITS**

- 6.01 Our Employee Benefit Programs
- 6.02 Holidays
- 6.03 Paid Time Off
- 6.04 Group Insurance Plans
- 6.05 Employee Incentive Benefits
- 6.06 Social Security
- 6.07 State Unemployment Insurance
- 6.08 Continuing Health Insurance Coverage (COBRA)
- 6.09 Workers' Compensation
- 6.10 Employee Discounts

**SECTION VII      LEAVES OF ABSENCE POLICIES**

- 7.01 General Policies Regarding Leaves
- 7.02 Bereavement Leave
- 7.03 Jury Duty Leave
- 7.04 Military Service Leave
- 7.05 Family and Medical Leaves of Absence
- 7.06 Additional Unpaid Leaves of Absence

**SECTION VIII      EMPLOYEE/HOTEL COMMUNICATIONS**

- 8.01      Open-Door Policy
- 8.02      Employees' Suggestions
- 8.03      Bulletin Boards
- 8.04      Your Personnel Record
- 8.05      Reference Verification
- 8.06      Access to Personnel Records and Files
- 8.07      Termination of Employment

**SECTION IX      SUMMARY**

- 9.01      Summary

**ACKNOWLEDGMENT OF RECEIPT OF HANDBOOK**

## **Welcome to Ceres Enterprises, LLC/Ohionns Corporation**

Whether you have just joined our team or have been at Ceres Enterprises, LLC/Ohionns Corporation (the “Hotel”) for a while, we are confident that your work here will be interesting and rewarding. Our teamwork approach makes the Hotel a great place to work. As we are genuinely interested in your welfare and success, we hope that you, as a member of our team, will hold a similar interest in the Hotel.

Because of the quality of our products and services, our Hotel is highly regarded throughout the industry. Under no circumstances will the Hotel ever sacrifice the reputation we have built. We want you to have, as we have, pride in our Hotel, our products, and the quality of our work.

It takes a team of dedicated people to provide quality products and services at competitive prices. You are a part of our team because we believe you are that kind of person. As a company, we recognize that you and all our employees are the cornerstone of our business. With that in mind, I personally wish you every success at the Hotel.

---

David Crisafi, President

## **AN OPENING COMMENT**

This Handbook is designed to provide you with general information about working conditions, employee benefits, and some of the policies affecting your employment with the Hotel. You should read, understand and comply with all provisions of the Handbook. It describes many of your responsibilities as an employee and outlines the programs developed by the Hotel to benefit its employees.

No employee handbook can anticipate every circumstance or question about a company's policies. If you have any questions concerning eligibility for a particular benefit or the applicability of a policy or practice to you, you should contact your supervisor or a representative from the Human Resources Department. As the Hotel continues to grow, the need may arise and the Hotel reserves the right to revise, supplement, or rescind any policies or portion of the Handbook from time to time as it deems appropriate, in its discretion. We will try to inform you as quickly as possible of any changes as they occur.

Some of the subjects discussed in this Handbook are covered in detail in official policy documents. You should refer to the official documents for specific information since this Handbook only briefly summarizes such benefits. Please be advised that the terms of the written insurance policies are controlling.

This Handbook is not a contract of employment and none of the provisions are to be construed as a contract or a guarantee concerning terms and conditions of employment. The Hotel retains sole and absolute discretion with respect to decisions affecting employment and terminations. Generally, the Hotel intends to exercise that discretion in a manner consistent with its management philosophy of mutual respect, understanding, and cooperation.

# SECTION I

## INTRODUCTION

### 1.01 History of Ceres Enterprises, L.L.C.

Frank Crisafi, Founder and CEO, received his law degree and then started Ceres Enterprises back in 1958 (originally known as Zepkin & Crisafi Realty) when he opened his first commercial real estate office in Cleveland, Ohio. The office had just 5 employees, but led by Frank and his passion for people and business, grew to 8 offices and 300 employees in just 7 years.

Frank knew from early on that the success and growth of the Hotel came from his people. So he worked hard to establish a “family” culture where employees looked out for each other, celebrated each other’s victories, and served customers with passion and kindness. “People make the party” is a phrase that Frank Crisafi lived by in those early years, and still does today.

In 1986, Frank developed his first hotel – a Residence Inn by Marriott in Middleburg Heights, Ohio. Through the eyes of his guests, he immediately saw the potential of the industry, and his passion grew. As Frank often says, “You have to dream it before you can do it.”

Today, Ceres Enterprises, LLC’s, entire business involves owning and operating fine hotels. It remains family owned and is led by Frank Crisafi, CEO, and his son, David Crisafi, President. Like his father, David has also had success in hotel and real estate development, and also has his law degree.

### 1.02 Our Employment Relationship

Employment with the Hotel is not offered, contracted or promised for any specific length of time. Each employee is free to resign at will, at any time and for any reason. Similarly, the Hotel may terminate the employment relationship at will, at any time and for any reason.

### 1.03 Our Customer Relations Philosophy

We have developed a reputation as an ethical, honest company, and our customers respect our employees for the professional manner in which they conduct themselves. Each of our positions in this Hotel provides a service and we all have customers who depend upon us. We share a commitment to serving the needs of our customers and we do it with enthusiasm. We recognize that our customers are not interruptions to our work; rather they are the purpose for it. We are not doing them a favor by serving them; they are doing us a favor by giving us an opportunity to serve them.

- ◆ We can never win a discussion by arguing with a customer, we can only try to reason with them.
- ◆ We understand that our customers need prompt answers to their written and verbal inquiries. When they hear our voice, our voice conveys concern for their problem and that we want to provide an answer for them as soon as possible. If we can't look after their specific inquiry or concern, we refer them to someone who can help them.
- ◆ Most of all, we realize that our customers can detect our mood by the manner in which we communicate. We always try to respond in a friendly, courteous manner.
- ◆ Our employees work well together and this is reflected in the performance of their jobs and their attitude towards their fellow employees, their customers, and the management.
- ◆ At the Hotel, our people make the difference.



## **SECTION II**

# **EMPLOYMENT POLICIES AND PROCEDURES**

### **2.01 Compliance with Employment Laws**

It is the policy of the Hotel to abide by all federal, state, and local laws, rules and regulations applicable to us and to have all our employees do the same.

Any violation or perceived violation of law should be reported to a Hotel manager, who will make every effort to investigate and address the problem promptly.

### **2.02 Equal Employment Opportunity**

Equal employment opportunity has been and will continue to be a fundamental principle of the Hotel. The Hotel's policy is to hire and promote individuals who best meet the requirements of available positions and who have the best potential for advancement. It is our policy to provide equal employment opportunity in full compliance with all applicable laws including Title VII of the Civil Rights Act of 1964, the Americans with Disabilities Act, the Age Discrimination in Employment Act, the Equal Pay Act, and the state fair employment practices laws.

In keeping with this policy, decisions regarding applicants for employment, recruitment, hiring, training, transfer, promotion, pay, benefits, lay-off, demotion or discharge will be made without respect to race, color, religion, gender, sexual orientation, national origin, age, disability or handicap, veteran status, or any other characteristic protected by law.

Persons who believe that they have not been afforded equal treatment in accordance with this policy may contact the Human Resources Department. All complaints of unequal treatment will be fully investigated and corrective action taken where required.

### **2.03 Employment of Relatives**

The employment of relatives can cause various problems including charges of favoritism, conflicts of interest, familial discord, and scheduling conflicts that work to the disadvantage of both the Hotel and its employees. Therefore, the Hotel prefers not to hire a close relative of any current employee. For the purposes of this policy, a "close relative" includes the following relationships, whether established by blood, marriage, or other legal action: spouse; child or stepchild; parent, stepparent, or parent-in-law; sibling, stepsibling, or sibling-in-law; aunt; uncle; nephew; niece; cousin; or any individual residing in the employee's household.

Whenever a situation occurs which brings this policy into question (e.g., marriage of two employees), one of the employees involved may be required to resign or otherwise may be discharged from employment. If the employees cannot make a decision as to who will resign, the Hotel will decide in its sole discretion as to who will remain employed.

## **2.04 Sexual and Other Discriminatory Harassment**

The Hotel is committed to a work environment in which all employees are treated with dignity and respect. The Hotel supports the right of all employees to work in an environment free of sexual harassment and other discriminatory harassment. Sexual harassment and harassment on the basis of race, color, religion, gender, sexual orientation, national origin, age, disability or handicap, veteran status, or any other characteristic protected by law, is strictly forbidden and will not be tolerated.

This harassment policy applies to all applicants and employees and prohibits harassment, discrimination, and retaliation whether engaged in by a fellow employee, a supervisor, a manager, or someone not directly connected with the Hotel (e.g., vendor, consultant, customer).

### **1. Sexual Harassment**

While it is not easy to define precisely what harassment is, sexual harassment involves unwelcome conduct of a sexual nature in which:

- (a) Submission to such conduct is clearly stated or implied as being a term or condition of an individual's employment;
- (b) Submission to, or rejection of, such conduct by an individual is used as the basis for any employment decision affecting that individual; or
- (c) The existence of such conduct is sufficiently severe or pervasive to create an abusive or hostile working environment. Examples include offensive sexual flirtations; advances or propositions; continued or repeated verbal abuse of a sexual nature; graphic or degrading verbal comments about an individual or an individual's appearance; the display of sexually suggestive objects or pictures; or any other sexually offensive or abusive physical contact or gestures.

Such conduct, regardless of who commits it, is prohibited.

### **2. Other Discriminatory Harassment**

Other discriminatory harassment includes intimidation, ridicule, or insults that:

- (1) Unreasonably interferes with an individual's work performance;
- (2) Creates an abusive or hostile work environment; or
- (3) Otherwise adversely affects an individual's employment opportunities.
- (4) Can result from the unwelcome conduct of supervisors, co-workers, customers, contractors, or anyone else with whom the employee interacts on the job.

This type of discriminatory harassment applies to such conduct, which is based on an individual's race, color, religion, gender, sexual orientation, national origin, age, disability or handicap, veteran status, or any other characteristic protected by law. It includes actions such as repeated verbal abuse; the circulation of written material that demeans or exhibits hostility or dislike toward an individual or any of the aforementioned groups of persons; or inappropriate jokes or slurs.

### **3. Retaliation**

All employees also shall be protected from retaliation for making a good faith complaint or for assisting in an investigation concerning allegations of harassment. Retaliation includes disciplining, reassigning, lowering a performance appraisal or threatening or intimidating an employee because he or she complained about harassment or participated in an investigation concerning harassment. This type of retaliation is strictly prohibited and individuals engaging in retaliatory behavior will be subject to disciplinary action.

### **4. Reporting of Harassment or Retaliation**

Any employee who feels that he or she is a victim of harassment or retaliation should immediately report the matter to the Human Resources Department or any other member of management. Early reporting and intervention are the most effective methods of resolving actual or perceived incidents of harassment. While there is no fixed reporting period for complaints, the Hotel strongly urges you to promptly report such complaints.

### **5. Investigation into Complaints of Harassment or Retaliation**

The Hotel treats any allegation of harassment or retaliation seriously. Allegations of violations of this policy will be investigated in a timely and confidential manner. A confidential manner means within the bounds necessary to conduct an effective investigation, and that information will be divulged only on a need-to-know basis. The Hotel will take appropriate remedial and disciplinary action whenever it determines that this policy has been violated.

Since there may be some confusion over what actually constitutes sexual or other discriminatory harassment, any conduct of this type which offends you or makes you feel uncomfortable should be reported. Keep in mind that the Hotel cannot address problems it does not know about. So, if you think you are a victim of harassment, or are being retaliated against in violation of this policy, you must notify any member of Hotel Management and/or Corporate Human Resources.

## **2.05 Americans with Disabilities Act Policy Statement**

The Hotel is committed to complying with all applicable provisions of the Americans with Disabilities Act (“ADA”) and its amendments. It is the policy of the Hotel not to discriminate against any qualified employee with regard to any term or condition of employment because of the individual’s disability or perceived disability as long as the individual can perform the essential functions of the job with or without a reasonable accommodation. Consistent with this policy of nondiscrimination, the Hotel will provide reasonable accommodation to a qualified individual with a disability, as defined by the ADA, who has made the Hotel aware of his or her disability provided that such accommodation does not constitute an undue hardship on the Hotel or a safety risk to the individual or our other employees.

## **2.06 Nursing Policy**

Consistent with state and federal law, the Hotel allows sufficient break time during the work day for nursing mothers. The Hotel will provide a private room or office space, as close to an employee’s work area as practicable, to express milk. Please contact Human Resources prior to returning to work after maternity leave so that reasonable accommodations can be made.

## **2.07 Definitions of Employment Status**

The following terms are used to describe the classification of employees and their employment status:

**Exempt:** Employees whose positions meet specific tests established by the Fair Labor Standards Act (FLSA) and applicable state law, and who, therefore, are exempt from overtime pay requirements.

**Non-exempt:** Employees whose positions do not meet FLSA and state exemption tests and who are covered under provisions for overtime pay.

**Full-time:** Non-introductory Employees who are regularly scheduled to work 30 hours or more per week.

**Part-time:** Non-introductory Employees who are regularly scheduled to work fewer than 30 hours per week.

**Temporary:** Employees who are hired for a pre-established period, usually during peak workloads or for vacation relief.

## **2.08 Introductory Period for New Employees**

Every new employee goes through an initial period of adjustment in order to learn more about the Hotel and about his or her job. The first sixty (60) calendar days of an

employee's employment is considered an introductory period. The introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. The Hotel uses this period to evaluate employee capabilities, work habits, and overall performance. The new employee's performance will be reviewed during or at the end of this introductory period by his or her supervisor. The employee's employment status remains at-will both during and after this introductory period.

## **2.09 Transfers and Promotions**

The Hotel supports employees in their efforts to assume higher-level or lateral positions in which they are interested and for which they are qualified. Employees who are interested in being considered for a promotion or transfer are encouraged to talk with his or her supervisor or a representative from the Human Resources Department.

## **2.10 Job Descriptions**

Job descriptions have been established for all the Hotel positions. Job descriptions are reviewed on a regular basis and are updated as necessary. The job description provides a uniform and consistent framework in which to define the precise duties and responsibilities of each position within the Hotel. You should become thoroughly familiar with the job description for your position.

## **2.11 Performance Reviews**

Your work performance will be continually reviewed by your supervisor throughout your career with the Hotel. At least once a year, based on your hire date, your supervisor will complete a formal written review of your performance.

Performance reviews are designed to enhance job-related communication between you and your supervisor. The review can help you understand what is expected of you, and gives you a means of measuring how well your performance has met those expectations.

In preparing for your annual review, your supervisor will be evaluating your performance on factors such as productivity, initiative, dependability, communication and cooperation, job knowledge, and improvement. The purpose of a performance review is not only to evaluate how well you have performed your job in the past year, but also to plan how to develop and improve your skills for the future and to reach agreement on goals and objectives for the upcoming year.

Pay increases are given at the discretion of the Hotel and may or may not coincide with a performance evaluation.

## **2.12 Length of Service**

For the purpose of establishing an employee's service record within the Hotel, an employee's length of service will accumulate from the date he or she was hired and began work. If there is a break in service, the time starts from the re-hire date.

Our employment relationship may be broken by any of the following:

- ◆ Involuntary termination;
- ◆ Reduction-in-force (job elimination due to lack of work or reorganization);
- ◆ Voluntarily leaving the service of the Hotel;
- ◆ Overstaying a leave of absence without the consent of the Hotel and/or failure to return to work upon release by a health care provider;
- ◆ Absence from work without notifying and receiving approval from the Hotel.

# **SECTION III**

## **STANDARDS OF EMPLOYEE CONDUCT**

### **3.01 Standards of Employee Conduct and Corrective Action**

The Hotel has established standards pertaining to employee conduct, performance, and responsibilities with the expectation that all employees will conduct themselves accordingly.

The purpose of these standards is not to restrict the rights of anyone, but rather to help people work together harmoniously according to the standards the Hotel has established for efficient and courteous service to our employees and customers.

The standards outlined in this policy apply to employees whenever the employee is representing the Hotel, on or off Hotel property.

It is impossible to list all violations of Hotel policy or improper conduct; however, the following list sets forth examples of violations which will result in disciplinary action up to and including termination of employment. In each case, the appropriate disciplinary actions will be determined by any one or more of the following: seriousness of the offense; employee's overall employment record; and/or previous disciplinary actions. The use of disciplinary actions does not alter an employee's at-will status with the Hotel.

- ◆ Theft, attempted theft, or removal from the premises, without proper authorization of the Hotel or Hotel property, or the property of a guest or another employee. This includes dissemination of guest information to any third party.
- ◆ Hitting, pushing, or otherwise striking another person, possession of a dangerous weapon or any other disorderly conduct while on Hotel premises or arising out of Hotel business relations.
- ◆ Willful destruction, gross negligence or carelessness to property, employees or guest property.
- ◆ Gambling on Hotel premises or participating as a spectator.
- ◆ Failure to maintain adequate attendance.
- ◆ Willful falsification of Hotel records including, but not limited to, employment applications, payroll, financial reports, etc.
- ◆ Possession or consumption of alcoholic beverages or drugs or being under the influence of alcohol or drugs on Hotel time or premises. (This does not apply to authorized business activities such as a

manager entertaining clients or at Hotel-sponsored social functions with the approval of the General Manager.)

- ◆ Insubordination, including failure or refusal to carry out a reasonable job assignment or request of management.
- ◆ Unauthorized entering or use of a guest room or facilities.
- ◆ Conviction of a felony including crime of violence or theft offense.
- ◆ Conduct or behavior unbecoming a Hotel employee.
- ◆ Failure to remain in work area during work time unless authorized by management.
- ◆ Failure to comply with the Hotel's non-harassment policy. This includes, but is not limited to discrimination or harassment against a guest or fellow employee because of race, color, religion, gender, sexual orientation, national origin, age, disability or handicap, veteran status, or any other characteristic protected by law.
- ◆ Knowingly altering the timesheet or timecard of another employee; having one's timesheet or timecard documented by another employee; or any unauthorized altering of a timesheet or timecard.
- ◆ Sleeping on the job.
- ◆ Failure to satisfactorily perform job requirements.
- ◆ Failure to report accidents, damage or breakage of equipment, which occurs when you are assigned to drive or use equipment and machines. Giving false information when accidents are being investigated. Driving a hotel vehicle without a valid license. Receiving traffic violations when operating hotel vehicles.
- ◆ Continuous and/or excessive cash shortages or other irregularities. Failure to maintain accurate accountability of cash or cash banks.
- ◆ Failure to comply with Hotel directives, including the policies and procedures outlined in this Handbook.
- ◆ Violation of any Handbook or other stand-alone policies.

### **3.02 Hours of Work**

Our workweek begins on Sunday for purposes of scheduling and pay. Work schedules will be posted on departmental bulletin boards in advance of the upcoming week. Any



scheduling request that you have should be brought to your manager's attention at least two weeks prior to the posting of schedules. Every effort will be made to honor your request, however, scheduling is based on the demands of the business and it may not be possible to accommodate your request. Only managers can make schedule changes.

While you may have been hired to work certain shifts, business demands may require a change in shift or work area. Employees are hired with the understanding that they will be scheduled when and where needed, and will be expected to work accordingly.

### **3.03 Lunch Periods**

Meals are to be eaten in the employee break room. If you are scheduled for a 30-minute lunch period, you are to clock out for the meal period unless otherwise authorized by a manager.

### **3.04 Timekeeping**

All Hotel employees must record all hours worked. Your supervisor will instruct you as to how your time is to be recorded (e.g., electronic system or written time sheets). Employees must accurately record their work time, including lunch breaks. If an employee on an electronic system inadvertently forgets to log in or out, the employee must advise his or her supervisor immediately.

No one may falsify or tamper with time records or timekeeping systems. All employees should check their time records to make sure the time is properly recorded. Employees may not falsify their or any other employee's time, tamper with the timekeeping system, or assist or participate with another employee in any of the foregoing actions. You must complete your own timekeeping record. Completing a time record other than your own may be cause for immediate termination.

Once an employee clocks in or signs in, work is to commence immediately. Employees may not commence work earlier than seven (7) minutes before their scheduled starting time unless requested or approved to do so by management. Similarly, employees must complete work no later than seven (7) minutes after the end of their scheduled time. These seven-minute intervals will not be considered time worked for purposes of overtime.

### **3.05 Attendance and Tardiness**

The successful operation of the Hotel depends upon every team member having regular attendance. Absenteeism and tardiness are a burden to fellow team members and result in a less than perfect care for our guests. Good attendance is something that is expected from all employees. You should be at your work area by the start of each workday at the time designated by the department. Every attempt should be made to be at work on time; however, if you are going to be tardy or absent, **you must call and speak** to your manager at least **two (2) hours** in advance of your scheduled time of arrival. Lack of a telephone or absence from town is not an excuse for failing to notify your supervisor of absence or tardiness. You should call every day that you are absent unless you are on

an approved leave of absence. **You, not anyone else, are responsible for reporting your absences.**

The following general rules governing absenteeism will be strictly enforced:

1. All employees are expected to meet their regular work schedule. Excessive absenteeism and/or tardiness will not be tolerated.
2. Employees absent for personal illness or injury may be required to bring a doctor's statement indicating the nature of the illness or injury and when the employee may return to work with or without restriction. Employees on an approved leave of absence must update Hotel management and Human Resources of changes in medical status on a regular basis.
3. Employees whose absenteeism and/or tardiness for any reason becomes unacceptable will be so notified and warned. Thereafter, disciplinary action may be taken which could result in termination.

The Hotel keeps accurate attendance and tardiness records which are reviewed regularly to determine the frequency of absence and tardiness.

### **3.06 No Solicitation Rule**

Solicitations of any kind while you are on working time are not permitted. This means that any type of solicitation is prohibited if either the employee doing the soliciting or the employee being solicited is on working time.

Additionally, distribution or acceptance of literature is prohibited while an employee is on working time, and is also prohibited in any working area whether an employee is on working or non-working time. This rule includes solicitation and distribution or acceptance of literature for all purposes including lotteries, raffles, charitable or political organizations, labor organizations, and/or fraternal organizations. Solicitation or distribution of literature by any person who is not an employee of the Hotel is also prohibited.

### **3.07 Personal Property**

Desks, lockers and filing cabinets are provided for the convenience of the Hotel and the Hotel retains full use and control of the premises and its furnishings at all times. The Hotel may search any Hotel property under the control of the employee, as well as the employee's bags, packages, personal effects or vehicle on Hotel property. The Hotel is not responsible for the loss of employee property.

### **3.08 Garnishments and Attachments**

The failure to pay debts can result in court action against the Hotel, forcing the Hotel to withhold a portion of the employee's wages in payment of the debt. This involves the Hotel in unjustified expense and annoyance. You should be aware that the law permits a Hotel to discharge an employee who incurs more than one garnishment in any twelve (12)

month period, where the garnishments involve different debts, and where the garnishments are not for the purpose of enforcing child support obligations.

### **3.09 Conflicts of Interest**

The Hotel expects all employees to conduct business according to the highest ethical standards of conduct and to devote their best efforts to the interests of the Hotel. The Hotel respects your right to engage in personal activities and business outside your employment with us, provided such activities do not conflict with the interests of the Hotel.

The Hotel requires that you be entirely free at all times from engaging in activities that might injure the reputation of the Hotel or create a conflict of interest. Further, you cannot maintain, directly or indirectly, any outside business or financial interest, or engage in any activity which may conflict with your job performance. If you have any doubts, be sure to consult with your supervisor to avoid misunderstandings in this area. Please keep your supervisor informed of any secondary employment.

### **3.10 Romantic Interoffice Relationships**

The Hotel does not encourage interoffice romances or sexual relationships, but acknowledges that such personal relationships at the office may be a part of business life. While the Hotel does not wish to direct the personal lives of its employees, it has established guidelines in personal relationships at the office in an effort to prevent unfair preferential treatment or decisions that may be disadvantageous to the Hotel, its employees, or customers.

It is expected of every employee that a personal relationship does not affect your performance on the job. If a personal relationship does affect your job, you will be counseled by your manager.

The Hotel recognizes that consensual romantic or sexual relationships between a supervisor and an employee may lead to unhappy complications and significant difficulties for all those involved – the supervisor, the employee, other employees, and the Hotel. As such, the Hotel prohibits direct reporting relationships between employees involved in a romantic or sexual relationship. If a romantic or sexual relationship between a supervisor and an employee does develop, it shall be the responsibility of the supervisor to promptly disclose the relationship to the General Manager who will respond as appropriate. Management will try to accommodate the situation by relocating one of the employees to another department or position. If management is unable to accommodate the situation, one person will be asked to leave the Hotel.

All employees are reminded of the Hotel's prohibition against unlawful workplace harassment. If any employee believes that he or she is the victim of unlawful harassment as the result of a romantic or sexual relationship, he or she is to follow the parameters of the Hotel's harassment policy.

### 3.11 Substance Abuse Policy

Illegal drugs have become widespread in our society, and no less so in the workplace. Because our Hotel is committed to a safe and drug-free workplace, we have developed a Drug-Free Workplace Policy. All employees will receive a separate DFWP policy. The following is a brief summary of the plan:

It is the Hotel's desire to provide a drug-free workplace. As part of attaining this objective, employees are required to report to work in an appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on the Hotel premises and while conducting business-related activities off premise, no employee may use, possess, distribute, sell or be under the influence of alcohol, illegal drugs or controlled substances. Consistent with this commitment, the use, possession, distribution, purchase or sale of drugs, drug paraphernalia and/or alcohol on Hotel property is strictly prohibited. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job in a safe manner and does not endanger yourself or others.

If an employee is involved in an accident while at work or while operating a Hotel vehicle or machinery/equipment and it is suspected that drugs or alcohol were involved, the employee will immediately submit to a drug-alcohol test.

The Hotel may require employees to take a drug-alcohol test in any of the following circumstances: upon hire, randomly, post-accident, personal or property damage while operating a Hotel vehicle or machinery/equipment, reasonable suspicion, return to duty, or follow-up testing.

#### **Policy Summary**

Contact Person:	Questions about this policy should be directed to Human Resources, see your manager for the number.
<u>Who</u> will be tested?	All employees and applicants for employment.
<u>What</u> will be tested?	Employees will be tested for the presence of illicit drugs and alcohol. Drugs to be tested shall include amphetamines, cocaine/crack, marijuana, opiates and PCP.
<u>Where</u> will testing be conducted?	Certified laboratories and qualified service professionals shall conduct testing under this policy.
<u>When</u> will tests be performed?	Employees will be tested on the following occasions: <ol style="list-style-type: none"><li>1. Pre-employment.</li><li>2. Where there is reasonable suspicion of prohibited alcohol or substance use.</li><li>3. Following an accident or injury.</li><li>4. Randomly.</li></ol>

5. After a violation of this policy and before returning to work.
6. As a follow up to counseling (at least 4 times in the first year).

How will tests be conducted?

Drug Screens: Urine is the preferred option.  
A blood test is the alternate.

Alcohol: Breath Alcohol Test is the first option.  
Blood and/or saliva test are the alternate.  
(Final results conducted by certified laboratory).

**EAP:**

The Hotel encourages all those in need of assistance with a substance abuse issue to seek help through the Hotel's Employee Assistance Professional ("EAP") service provider.

**Consequences:**

Any violation could result in discipline. Upon a first positive test employees may be given an opportunity to seek counseling. Any further violation will result in termination.

Any refusal to submit to testing or any attempt to adulterate a sample will result in termination.

You are our most valuable resource and your health and safety is therefore a serious concern. Substance abuse devastates family life in America and hurts job performance through increased absenteeism, lower job efficiency, and increased accident rates. We will not tolerate the use of drugs or alcohol, which could imperil the health and well-being of our employees, our clients or our reputation. We are committed to maintaining a safe and healthy workplace, free from the influence of drugs and alcohol.

### **3.12 Completion and Signing of Forms**

The Hotel uses various forms and other documents in determining and describing employee wages and benefits, such as timecards, insurance applications, and claim forms. Other forms and documents help us to describe employees' conduct and performance, such as performance reviews and written notices. Still others are required by federal, state or local governments, such as tax withholding forms and retirement account reports.

Whenever you are presented a form or document and asked by the Hotel to complete or sign it, read it carefully, complete it accurately and sign it. Hotel policy prohibits employees from failing or refusing to complete or sign any of these important records and documents.

### **3.13 Confidential Nature of Work**

The protection of confidential business information and trade secrets is vital to the interests and the success of the Hotel. As such, employees must treat confidential information accordingly. Such confidential information includes, but is not limited to, the following examples:

- ◆ Customer transactions
- ◆ Lists of actual or prospective customers
- ◆ Financial information
- ◆ Pending projects and proposals
- ◆ Research and development strategies
- ◆ Data processing and computer programs and operations
- ◆ Marketing and sales strategies
- ◆ Personnel information and data

Employees who are unsure about the confidential nature of specific information must ask their supervisor for clarification. Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

### **3.14 Use of Hotel Computers and Information Systems**

All Hotel communications services and equipment, including the messages transmitted or stored by them, are the sole property of the Hotel. Communication equipment and services such as mail, electronic mail (e-mail), courier services, facsimiles, telephone systems, computers and computer networks, laptops, on-line services, computer files, video equipment, pagers, cellular phones, pocket drives, memory cards, recording devices, cameras and camera phones, hard drives, flash drives, magnetic tape, floppy disks, i-Phones, text messages, twittering, blogging, social networks, portable electronic devices bulletin boards and any other devices or services known or unknown apply to this policy. The Hotel may access and monitor employee communications and files as it considers appropriate and employees should have no expectation of privacy while using any Hotel communication services/equipment.

The Hotel maintains an electronic mail (e-mail) system and other electronic media for the conduct of the Hotel's business. E-mail and the internet in general, are very valuable business resources. Like any other resources, however, if electronic communication is abused, harm can result. Therefore, the Hotel has established policies regarding access

to and disclosure of information through any electronic means including, but not limited to the Hotel's e-mail and or other internet systems.

The hardware used at the Hotel to gain access to the internet and e-mail, together with all messages composed, sent or received on the Hotel network, are considered Hotel property. The Hotel has the capability to access, review, copy and delete any messages sent, received or stored on the e-mail system, and reserves the right to access, review, copy or delete all such messages for any purposes and to disclose them to any party it deems appropriate. This includes disclosure to law enforcement or other government officials through subpoena. **Therefore, employees should not have any expectation of privacy with respect to any messages they send, receive or store in the Hotel's e-mail and or other internet systems.**

**No employee can create a private personal password, code or personal e-mail password for the purpose of sending, storing or retrieving information of a personal or business nature.**

The Hotel e-mail and internet system is only to be used for the conduct of Hotel business. It may not be used for personal communications. For purposes of this policy, the term "personal communications" includes, but is not limited to, communications related to business ventures unrelated to the Hotel as well as religious, political or other non-business related matters; chain letters, jokes, or personal correspondence.

Information that is fraudulent, harassing, embarrassing, sexually explicit, profane, obscene, intimidating, defamatory, inappropriate, or offensive (including material concerning sex, race, color, national origin, religion, age, disability or other characteristics protected by law) or in violation of the Hotel's Equal Employment Opportunity policy and its policies against sexual or other harassment may not be downloaded from the internet, displayed or stored on any Hotel electronic equipment.

The Hotel reserves the right to take appropriate disciplinary action against an employee who, at the Hotel's discretion, has used the Hotel's e-mail, internet or other electronic media in an offensive, dishonest, disruptive or otherwise inappropriate manner.

### **3.15 Social Media**

Social media sites, personal websites and blogs have become prevalent methods of self-expression in our culture. The Hotel respects the right of employees to use these mediums during their personal time. If an employee chooses to identify himself or herself as a Hotel employee on the Web, he or she must adhere to the following guidelines:

- ◆ Make it clear to the readers that the views expressed are the employee's alone and that they do not necessarily reflect the views of the Hotel.
- ◆ Do not disclose any information that is confidential or proprietary to the Hotel or to any third party that has disclosed information to the Hotel. Consult the Hotel's confidentiality policy for guidance about what constitutes confidential information.

- ◆ Uphold the Hotel's value of respect for the individual and avoid making defamatory or discriminatory statements about the Hotel employees, clients, partners, affiliates and others, including competitors. Also, avoid making any comments that could be construed as harassing.
- ◆ Personal blogging should not take place on Hotel time and should not interfere with the employee's job or client commitments.

Under no circumstances should an employee of the Hotel post an anonymous blog. Employees are legally responsible for their own commentaries in any type of social media forum. If social media or blogging activity is seen as compromising to the Hotel, the Hotel may request a cessation of such commentary and the employee may be subject to disciplinary action. For any questions about these guidelines or any matter related to social media, personal websites or blogs, contact the Human Resources Department.

### **Personal Portable Devices**

Portable storage devices (iPads, Smartphones, iPods, etc.) may be used in the Hotel. However, no Hotel information is to be stored on any unapproved device. Do not connect any devices to the private (corporate) Hotel network unless authorized by the Hotel IT, a Hotel provided device, or a personal device approved by the Hotel IT (prior to use) with a signed mobility agreement for that specific device. If provided, guest access will not be connected to the private network but will only allow Internet access.

### **Remote Access**

Remote access through any means to the Hotel resources is for the Hotel management only. It is for business purposes only and considered a privilege. All remote access methods must be approved by IT prior to any use or implementation. Attempting to setup another management's computer for remote access without prior consent for that individual or without the direction of IT is strictly prohibited. Some public facing resources do not constitute "setting up" a connection because all you are doing in using a browser to access a resource (web e-mail). In addition, remote access privileges will be revoked if the staff does not comply with these policies, to the IT direction regarding these policies, or does not respond to requests to comply with these policies. All staff are expected to be proactive in the prevention of issues that can harm our computer systems when accessing the Hotel resources by not disabling any virus or prevention software, minimizing any local files stored on any computer. In addition, when using a non-Hotel computer to access our public resources (web mail), individuals will not save any files locally on that computer, will delete browser cookies/cached files and will close all browser windows when not directly using the resource and upon completion of use.

- ◆ VPN Access. In regard to VPN for remote access, you must comply with the additional guidelines set forth in the VPN access agreement when using VPN access. Setting up a VPN client to the Hotel resources on a computer not owned by the Hotel is strictly prohibited.



- ◆ Wireless Routers. The Hotel provides wireless router to provide secure remote local workgroups for management. Management is not permitted to make changes to these routers or allow any non-Hotel employee to access these routers or join their “wireless” workgroup or share any setting information with non-Hotel staff or management.
- ◆ Wireless Cards. The Hotel provides wireless cards for connection to the Hotel resources remotely. These cards are not for personal use or personal Internet browsing. These cards are for the Hotel management only. These cards are not a replacement for home Internet access. These cards are to be used for work purposes only and are considered a temporary means of access and are to be returned upon request or at the time stated.

In the course of performing business we many times have to access remotely third party sites (Internet or Cloud-based services) in order to properly facilitate our work duties. Management must maintain the same cautions and approaches to information as they would with internal information management. This includes insuring a secure connection to the website and/or securing file information in transit (encrypt data) to a third party.

Misuse or any additional charges incurred by the misuse of any remote access assets are the sole responsibility of the staff person the asset has been allocated to. Any Internet access using remote assets (wireless cards, Hotel computers, wireless routers, etc.) must comply with the Hotel’s Internet Policy stated above.

## **Personal Equipment**

The Hotel will not be responsible for the loss or theft of personal property which the employee brings to the office like an iPod, wireless mouse, etc.

### **3.16 Personal Telephone Calls**

A very large percentage of the Hotel's business is transacted by telephone. The Hotel's telephone equipment is provided for the purpose of rendering service to customers; therefore, it is necessary for employees to avoid personal telephone calls. Personal calls should only be made in case of absolute necessity or emergency. Never use a guest room phone for personal calls.

### **3.17 Cellular Phones**

This policy outlines the use of personal cellular phones at work, the personal use of business cell phones and the safe use of cell phones by employees while driving.

#### **Personal Cellular Phones**

While at work, employees are expected to exercise the same discretion in using personal cellular phones as is expected for the use of Hotel phones (*i.e.*, personal telephone calls are prohibited unless on a break). The Hotel will not be liable for the loss of personal cellular phones brought into the workplace.

## **Personal Use of Hotel-Provided Cellular Phones**

Where job or business needs require immediate access to an employee, the Hotel may issue a business cellular phone to an employee for work-related communications. Such phones are to be used for business reasons only. Employees in possession of Hotel equipment such as cellular phones are expected to protect the equipment from loss, damage, or theft. Upon resignation or termination of employment, or at any time upon request, the employee may be asked to produce the cell phone for return or inspection. Employees unable to present the phone in good working condition within the time period requested (*i.e.*, 24 hours) may be expected to bear the cost of a replacement. A hold may be placed on your paycheck until reimbursement is received. Employees who separate from employment with outstanding debts for equipment loss or unauthorized charges will be considered to have left employment on unsatisfactory terms and may be subject to legal action for recovery of the loss.

## **Safety Issues for Cellular Phone Use**

Employees whose job responsibilities include regular or occasional driving and who are issued a cell phone for business use are expected to refrain from using their phone while driving. Safety must come before all other concerns. Regardless of the circumstances, including slow or stopped traffic, employees are strongly encouraged to pull off to the side of the road and safely stop the vehicle before placing or accepting a call. If acceptance of a call is unavoidable and pulling over is not an option, employees are expected to keep the call short, use hands-free options if available, refrain from discussion of complicated or emotional discussions and keep their eyes on the road. Special care should be taken in situations where there is traffic, inclement weather, or the employee is driving in an unfamiliar area. Employees whose job responsibilities do not specifically include driving as an essential function, but who are issued a cell phone for business use, are also expected to abide by the provisions above. Under no circumstances are employees allowed to place themselves or others at risk to fulfill business needs. Employees who are charged with traffic violations resulting from the use of their phone while driving will be solely responsible for all liabilities that result from such actions.

## **Cameras/Camera Phones**

To insure employee and guest privacy and protect business information employees are prohibited from using cameras or camera phones to take inappropriate pictures in the workplace. This includes the taking of pictures of Hotel confidential information. Cameras, camera phones or camera devices are not permitted in restricted areas of the hotel.

As technology continues to advance, some sections of this policy can become obsolete and new policies established. All employees are expected to conduct themselves in a professional, ethical and legal manner when using any electronic equipment and information resources.

## **3.18 Personal Appearance**

Our guests' first impression of our hotel will usually depend on their first encounter with our employees. Therefore, it is critical that you maintain a positive and totally professional appearance at all times. Listed below are guidelines regarding your appearance. Since it is not possible to cover every potential situation, when in question, the General Manager shall determine what constitutes "professional appearance."

## **Uniformed Employees**

You are expected to wear the designated uniform required by the Hotel. You are responsible for maintenance of your uniform. Your uniform must be cleaned and in a good state of repair. Nametags and promotional buttons are considered part of your uniform and should be worn. No other buttons or pins are acceptable. The outer garment should readily identify you as a hotel employee.

The following general standards apply to all guest contact employees. These are the minimum standards that should be adhered to by all employees; however, further departmental specifications may apply to some employees. In cases where a substantially limiting disability or religious practice prevents full compliance with this policy, you should immediately notify management of applicable requirements and prohibitions for consideration of accommodation. Validation may be required, with periodic updates, as necessary.

### **NAME TAGS:**

Names tags are part of your uniform and must be worn at all times. Please refer to your hotel guidelines for proper placement of your nametag.

### **SHOES:**

All shoes must be closed toe and closed heel for safety purposes. No extreme styles should be worn. Sandals, clogs, thongs, platform shoes, moccasins, etc. are not allowed for safety reasons.

### **SHIRTS/BLOUSES:**

Any employee who does not wear a designated uniform must wear professional/appropriate shirts and/or blouses. No tank tops, halter tops, sleeveless, midriff tops, etc. Shoulders and cleavage must be covered at all times.

#### PANTS AND SKIRT LENGTHS:

Pants should be shoe-top length. Skirts should be no shorter than two inches above the kneecap.

#### UNDERGARMENTS:

All employees are required to wear conservative and appropriate undergarments at all times. Female employees are required to wear a bra and hosiery at all times. No brightly colored hosiery is allowed. Undershirts or T-shirts must be free from design or lettering.

#### PERSONAL HYGIENE:

Special attention is to be given to personal hygiene (i.e. bathe daily, brush your teeth, use deodorant, keep your hair clean, etc.).

#### HAIR/PERSONAL GROOMING – MEN:

Hair must be neatly trimmed not to exceed the bottom of the shirt collar. No unusual or unnatural styles or colors will be accepted. Facial hair is acceptable if neatly trimmed. Employees may not be in transition to a beard, goatee or moustache while working in a guest contact position.

#### HAIR/PERSONAL GROOMING – WOMEN:

Hair must be neat and conservative. No unusual or unnatural styles or colors, as well as extreme or faddish styles will be accepted. Ornamentation should be conservative. Scarves and beads are not acceptable.

#### COSMETICS:

Should be conservative, tastefully applied and not excessive. Men are not allowed to wear makeup. Perfume and/or colognes should be used with discretion.

#### FINGERNAILS:

Are to be neatly trimmed and moderate in length. Nail polish should be in conservative, neutral shades and kept to one color at a time. Nails should be free of chips and/or decorations. Male employees may wear clear polish only.

#### JEWELRY:

Jewelry that might offend, be controversial or disruptive to guests or fellow employees must not be worn. Jewelry should not detract from the dignity of the uniform or the Hotel.

Rings: Should not be worn on more than four fingers.

Necklaces: Long chains/pendants should not be worn for safety reasons.

Earrings: Two earrings per ear lobe may be worn. These must be conservative.

#### BODY PIERCING:

Piercings should not be visible on any other part of the body but the ear lobe (i.e. eyebrow, tongue, nose, etc.).

#### TATTOOS:

May not be visible to guests. If not naturally covered by clothing, must be discreetly covered neatly and conservatively by a plain bandage.

#### HATS:

Should sport the Hotel logo and be consistent with the uniform. No other head covering should be worn other than promotional or event-oriented items to be determined by the General Manager.

*The Hotel reserves the right to review a uniformed or non-uniformed employee's attire and make a judgment as to whether it is representative of the professionalism the Hotel requires. An employee may be requested to leave the hotel to change to appropriate attire. If an employee is requested to leave the Hotel to change, this time will be unpaid.*

### **3.19 Violence and Weapons in the Workplace**

The Hotel is committed to maintaining a safe, productive, and healthy workplace for all employees. The Hotel continually strives to comply with all applicable employment laws and to develop and maintain the best policies and procedures conducive to such an environment.

The Hotel's policy prohibiting violence in the workplace is designed to minimize the exposure of employees, customers, and other Hotel visitors to health and safety risks. To accomplish this objective, all employees are expected to work diligently to maintain safe and healthy working conditions and to adhere to proper operating practices and procedures designed to prevent workplace injuries and illnesses. Everyone at the Hotel must cooperate to satisfy this objective.

Additionally, the Hotel strongly believes that all employees should be treated with dignity and respect and, as such, acts of violence or threats of violence will not be tolerated. "Violence" includes but is not limited to: physical harm, shoving, pushing, harassment, intimidation, coercion, brandishing a weapon, threats or talk of violence, or joking about violence.

Also as a part of its commitment to the safety of its employees, customers and other Hotel visitors, the Hotel prohibits weapons within Hotel buildings. Employees may not possess weapons, ammunition, explosives or firearms within Hotel buildings, including Hotel-owned vehicles. Even if an employee is licensed under the state's concealed carry law, the employee may not carry or bring his or her weapon into the Hotel. The Hotel also prohibits customers, vendors, visitors, guests and all Hotel visitors from possessing a weapon in the Hotel.

It is everyone's responsibility to prevent violence in the workplace. Any instance of violence must be immediately reported to the employee's supervisor and/or the General Manager. The Hotel will promptly investigate any incident or suggestion of violence.

# **SECTION IV**

## **EMPLOYEE SAFETY AND SECURITY**

### **4.01 Workplace Safety Rules**

Employees are expected to adhere to the following safety rules at all times:

1. Keep your mind on the job at all times and give your work your entire attention. Be professional and avoid horseplay on the premises.
2. If you feel ill or in such a condition as to interfere with your work, report at once to your supervisor.
3. Good housekeeping must be observed at all times, especially in guest areas.
4. All cuts, bruises or injuries of any nature received on Hotel property or time must be reported immediately and treated. Be sure to notify your supervisor. Injury reports must be promptly completed.
5. Wear protective equipment when necessary or directed to do so and continue to wear as long as necessary.
6. Check your equipment daily and promptly report any unsafe conditions to your supervisor.
7. Know the proper handling of chemicals, solvents, flammables or other dangerous materials. Check with your supervisor if you are not certain or consult with the Hotel's Hazardous Communication Safety Data Sheet Booklet.
8. Observe all danger and warning signs including "No Smoking" and "No Weapons" regulations.
9. Use all applicable safety devices and safety equipment or clothing as directed.
10. Check to ensure all guards provided are in place and in proper condition before operating any machinery.
11. Do not attempt to lift, push or pull objects that are too heavy for you. Ask for help!
12. Do not block aisles, exits, fire extinguishers, electrical power panels, valves and so forth.

13. Stack material carefully so that it will not fall or collapse.
14. Do not turn on any electricity, gas, air or water unless authorized to do so and without first seeing that no one is in a position to be injured.
15. You are required to wear seat belts and obey all safe driving practices while operating or riding in Hotel vehicles.
16. Never distract other employees from their work especially when they are operating machinery or assisting a guest.
17. Never climb or stand on any make-shift devices such as barrels, chairs, boxes and so forth. Use approved equipment only.
18. When you use a ladder, check to see that it is strong and sturdy with no cracks or splits. All straight ladders must have safety feet.
19. Report to your supervisor all machinery, tools and other items in need of repair.
20. If in doubt as to any unsafe act or condition, consult your supervisor.

#### **4.02 Accidents and Injury**

Immediately notify your supervisor if:

1. You are injured or become ill as a result of your work;
2. You are aware of a co-worker who is injured or becomes ill as a result of his or her work; or
3. You become aware of any work hazards.

#### **4.03 Vehicles**

The speed limit for vehicles on the premises is five miles per hour and it is to be observed at all times. Only designated employees may drive the Hotel's vehicles. Never give rides to others in Hotel vehicles unless directed to do so by your supervisor. Never drive a Hotel vehicle while impaired.

In the event of a car accident:

1. Call for medical assistance, if necessary;
2. Call the police;
3. Notify your supervisor; and



4. Complete an accident report, being sure to obtain names and addresses of witnesses, other drivers and all other pertinent information. This report will be used when reporting the accident for insurance purposes. The report must be completed as soon as possible and delivered to your supervisor.

If, after consideration of all relevant information, the Hotel determines that an employee was negligent or reckless in causing damage to a Hotel vehicle, the employee may be subject to appropriate discipline, and may be held liable for the cost of necessary repairs to the involved vehicle(s).

#### **4.04 Fire Prevention**

We all have a common interest in doing everything we can to prevent damage by fire to the building and equipment. Please observe all fire prevention rules.

Everyone should know the location and proper use of the nearest fire extinguisher. When a fire extinguisher has been used, report it at once to your supervisor. Do not hang a used fire extinguisher back in place.

It is also essential to know the location of all emergency exits and to keep all emergency exits unobstructed at all times.

#### **4.05 Smoking Policy**

Smoking is prohibited in the Hotel at all times. Employees smoking during a break or before/after your shift should use the designated smoking areas.

#### **4.06 Security**

Security at the Hotel is the responsibility of all employees. Be aware of the activity around you and notify your supervisor or manager of any suspicious person or activity. We want to safeguard our guests, their possessions, our employees and property assets.

#### **4.07 Use of Hotel Facilities**

The Hotel facilities are provided for the enjoyment of guests. Employees are prohibited from using any Hotel facilities without the consent of the General Manager. As an hourly employee, you are expected to leave the Hotel after your work shift is over and to not return to the Hotel during non-work hours without permission from your manager. There are occasions when you will be invited to join other members of the Hotel staff and guests for Hotel-organized functions. Visitors are not permitted on premises during working hours. Friends or relatives providing you transportation to and from work must remain in their cars or in public areas of the Hotel.

#### **4.08 Unauthorized Use of Guest Rooms**

No complimentary or discounted use of hotel rooms for employees or their guests for their own purposes is permitted without the permission of the General Manager. This includes any rooms which may be temporarily out of order.

No personal use of any room is permitted for any reason (i.e., use of the telephone, bathroom facility, etc.).

#### **4.09 Driving Record**

Employees who drive on the job must maintain a driving record satisfactory to both the Hotel and our insurance carrier. It is our policy to request an updated Motor Vehicle Report on an annual basis for all drivers.

Any employee who is required, in the course of his or her job duties, to drive a Hotel vehicle must have a valid driver's license. The Hotel or the Hotel's insurance carrier may request an employee's driving record from the Motor Vehicles Department at any time.

# **SECTION V**

## **GENERAL PAYROLL POLICIES**

### **5.01 Pay Days and Pay Periods**

The pay period for all employees begins on Sunday and ends on the following Saturday. All employees are paid on a bi-weekly basis every other week. If the normal payday falls on a Hotel-recognized holiday, paychecks will be distributed on the workday immediately prior to the above-referenced schedule. The Hotel will not release any paychecks prior to the announced schedule.

It is the Hotel's policy that employee paychecks are given personally to the employee or by direct deposit. All other arrangements must be made in advance and in writing to the General Manager. Should you lose your paycheck, please notify the General Manager immediately so that payment can be stopped and a new check issued to you. You will be responsible for any stop payment charges or bank fees.

### **5.02 Pay Deductions**

There are two types of pay deductions: deductions required by law and deductions that you have authorized.

The law requires that regular amounts be deducted from your pay and applied toward payment of your federal, state, and local income taxes, if applicable, and to Social Security.

The Hotel offers programs and benefits beyond those required by law. If you wish to participate in these programs and/or benefits, you must authorize deductions from your paychecks for the cost of the program and/or benefit.

### **5.03 If You Find an Error in Your Pay**

If an error occurs in your pay (including an improper deduction), please immediately notify the General Manager who will obtain the correct information for you and determine whether or not an adjustment is in order. If an error is found, you will receive an adjustment which will be paid on the next regular payday.

### **5.04 Overtime**

There may be occasions when it is necessary to require employees to work overtime. We will attempt to give employees as much advance notice as possible and an employee will be expected to work overtime when asked, since it will only be requested when necessary. No employee is permitted to work overtime without the prior approval of his or her supervisor.

For hourly and other non-exempt employees, any time worked over forty (40) hours per week will be considered overtime and will be paid at one and one-half (1-1/2) times that employee's regular wage rate.

Holiday and PTO hours paid for but not worked will not be included as hours worked for purposes of computing overtime.

# **SECTION VI**

## **EMPLOYEE BENEFITS**

### **6.01 Our Employee Benefit Programs**

The Hotel has established a variety of employee benefit programs. Complete and official details of the group insurance programs are contained in materials which employees will receive separate from this Handbook. The descriptions in this Handbook are only brief summaries for your general information. Contact the Human Resources Department for more details.

The existence of these employee benefit programs, in and of themselves, does not signify that an employee will be employed for the requisite time necessary to qualify for these benefits. The Hotel reserves the right to change or discontinue some or all of these benefits.

### **6.02 Holidays**

At the Hotel, we observe eight (8) holidays each year. These are days on which you may not be required to work. Employees who work on a holiday will receive a holiday premium of time and one-half for all hours worked on the following holidays:

New Year's Day	Thanksgiving Day
Easter Sunday	Christmas Eve Day
Memorial Day	Christmas Day
Independence Day	New Year's Eve (6:00PM until Midnight)
Labor Day	

If you do not work on the holiday, the day will be unpaid, unless the employee uses PTO.

To receive holiday premium pay, you must work all scheduled hours on the last working day before the holiday and all scheduled hours on the first working day after the holiday, unless you have made satisfactory arrangements in advance with your supervisor to be excused.

### **6.03 Paid Time Off**

The Hotel recognizes the need for employees to have Paid Time Off (PTO) for vacation, sickness and/or to attend to personal business and realizes that individual employee's needs vary in these areas. PTO provides employees flexibility in planning and scheduling time away from work. The Hotel requires advanced scheduling of time off, whenever possible, to ensure that our commitment to exceed customer expectations is uninterrupted.

Employees qualify for PTO after one (1) full year of employment. PTO is available to both full-time and part-time eligible employees. Part-time employees are only eligible if they average a minimum of eight (8) hours per week in the previous anniversary year.

PTO is provided on an anniversary year basis and may be taken before the end of the calendar year. PTO for which you are eligible may be taken in full day or, at minimum, two hour increments. Single days may be used in conjunction with Hotel holidays. No more than one (1) week of PTO hours may be used in any given work week. PTO may not be carried over into the next calendar year without prior approval by Hotel management.

A PTO request form must be completed and given to your immediate supervisor for approval. PTO requests should be submitted as far in advance as possible, especially when requesting more than four (4) consecutive days off. Last minute PTO requests may be approved at the discretion of your supervisor. The Hotel will make every effort to accommodate employee's requests for PTO, however the Hotel reserves the right to deny or postpone an employee's request based on staffing and business demands.

**PTO will be calculated on January 1st based on the *average of hours worked per week* of the first three quarters of the previous year (January 1st through September 30th).** The Hotel provides employees the following amount of PTO annually:

LENGTH OF SERVICE	PAID TIME OFF
1 YEAR	1x the Average Hours
2-5 YEARS	2x the Average Hours
6+ YEARS	3x the Average Hours

*Again, only part time employees averaging eight hours per week or more are eligible for PTO.*

PTO is paid at the employee's base pay rate at the time of use. It does not include overtime or any special forms of compensation such as incentives, commissions, or bonuses. PTO will not be counted as hours worked for the purposes of determining overtime.

Employees who are terminated for a violation of any Handbook policy will not be paid for any unused PTO.

Upon resignation of employment and with a minimum of a two-week notice, employees will be paid for any remaining unused PTO on a pro-rata basis based on number of months employed in the current calendar year through the termination date.

## 6.04 Group Insurance Plans

The Hotel provides its non-introductory employees with a variety of insurance coverage options:

**Group Health Insurance.** All eligible full-time employees who work 30 hours or more per week may elect to participate in the Hotel's group health insurance plan.

**Group Dental Insurance.** All eligible employees may elect to participate in the Hotel's group dental insurance plan.

**Group Life and AD&D Insurance.** All eligible employees will be included in the Hotel's group life and accidental death and dismemberment insurance plan.

**Other Voluntary Benefits.** Eligible employees may be eligible for other voluntary benefits that may be offered from time to time.

The coverage and contribution levels for these benefits are subject to change at any time by the Hotel and employees should refer to the individual insurance plan documents for details.

## 6.05 Employee Incentive Benefits

Various awards are available for outstanding performance by individuals and team groups.

Employee Referral Program	All hourly employees	Immediately	\$100 finder's fee for referring a new employee to our Hotel, payable after the new employee successfully completes the 60 day introductory period
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## 6.06 Social Security

All employees are covered by the Federal Social Security Act. A required percentage of your salary or wage must be deducted from your paycheck to pay the employee's portion of this protection, and the Hotel must match your deduction, dollar for dollar, as required by law.

## 6.07 State Unemployment Insurance

This program provides weekly benefits if an employee becomes unemployed due to circumstances described in the law. This program is funded by a payroll tax paid by the Hotel based on employees' earnings.

If you leave the Hotel, and are unable to receive other employment, you may be entitled to regular weekly benefits. Under such conditions, you are requested to check with the local employment services office.

## **6.08 Continuing Health Insurance Coverage (COBRA)**

Under federal law, employees and their dependents have the option of continuing health insurance coverage at their own expense upon the occurrence of certain qualifying events. Those events include the death of the employee; termination of the employee (including voluntary termination and leaves of absence, but not including discharge for gross misconduct); divorce or legal separation of the covered employee from his or her spouse; the employee's becoming entitled to Medicare coverage, or cessation of dependent child coverage under the terms of the insurance policy. In the case of divorce or legal separation or cessation of dependent child coverage, you must notify the Hotel in order for your spouse or dependents to exercise their option of continued coverage.

## **6.09 Workers' Compensation**

Through premiums paid in full by the Hotel, you are covered under the Workers' Compensation program. Workers' compensation benefits may help pay for your medical treatment and part of any income you may lose while recovering from a work-related injury or illness. All work-related accidents must be immediately reported to a supervisor to be covered under this program.

Death benefits may also be paid to dependents of employees whose death is determined to be compensable under the Workers' Compensation law.

## **6.10 Employee Discounts**

Employees may be eligible for certain discounts at participating hotels. See your General Manager regarding available discount programs through appropriate chain.

***Note: As part of your benefits package, discounts are offered to employees and certain family members traveling for pleasure on a space-available basis based on brand.***



# **SECTION VII**

## **LEAVES OF ABSENCE POLICIES**

### **7.01 General Policies Regarding Leaves**

There are several general policies which pertain to all types of leaves of absence.

1. A written request for a leave must be submitted to your immediate supervisor at least 30 days in advance or as far in advance as possible.
2. Unless an extension is requested and approved, you are expected to report your status at the end of the approved leave. If you fail to report your status on the first workday after the expiration of the leave, you will be considered to have voluntarily terminated your employment.
3. All leaves of absence are granted without pay, unless noted otherwise in this Handbook.
4. Any leave of absence obtained through false pretenses will result in termination of employment.
5. An employee on leave of absence is subject to job elimination or reduction-in-force the same as an employee who is not on leave of absence.
6. Unless otherwise required by law, while on leave, you must pay the Hotel directly for the premiums on your group insurance plans in order to maintain coverage.
7. Working elsewhere (including self-employment) without prior management approval while on leave of absence or pursuing an interest which conflicts with the purpose of your leave will result in termination of employment.

### **7.02 Bereavement Leave**

The Hotel realizes the emotional stress and additional responsibility that results from a death in an employee's immediate family and, therefore, provides paid bereavement leave as follows for full-time non-introductory employees:

- ◆ In the event of the death of a (step)parent, spouse, (step)child, sister, brother, mother- or father-in-law, brother- or sister-in-law, grandparent or grandchild, a paid funeral leave of up to three (3) scheduled work days will be granted to attend the funeral.

You are required submit satisfactory evidence of the death, the family relationship and attendance at the funeral. Additional time needed in excess of the paid time granted above may be granted on an unpaid basis upon prior approval from the employee's supervisor. Part-time employees may request paid bereavement leave if they are scheduled to work in order to attend the funeral service.

### **7.03 Jury Duty Leave**

The Hotel believes in community service. If a full-time employee is called for jury duty, the employee will be paid the difference between his or her regular straight time rate and the amount of jury duty pay received up to eight (8) hours per day for up to two (2) weeks. Part-time employees may be considered for paid jury duty leave based on scheduled hours and individual circumstances. Written confirmation from the court of the employee's jury duty service is required in order to receive jury duty pay.

To reduce interruptions in work which may be caused by your absence, you are requested to report promptly to your supervisor that you have been called for jury duty. If your jury duty is canceled entirely or early for the day, you should contact your supervisor to inquire about work opportunities.

### **7.04 Military Service Leave**

An unpaid leave of absence which is designated by law as a military service leave will be observed as outlined by federal or state law.

The Uniformed Service Employment and Reemployment Rights Act (USERRA) provides that any individual who is absent from employment because of a voluntary or involuntary military service obligation has the right to reemployment and all its accompanying benefits, as long as:

- ◆ The individual provides advance notice to the employer of his or her impending military service;
- ◆ The individual is honorably discharged;
- ◆ The leave does not exceed the maximum length of absence (as defined by the law); and
- ◆ The individual applies for reemployment in a timely manner (as defined by the law).

Please contact the Human Resources Department if you have any questions concerning a military service leave.

### **7.05 Family and Medical Leaves of Absence**

A leave of absence of up to 12 weeks in any rolling 12-month period will be granted to all eligible employees for the following purposes:

- ◆ The birth and care of the employee's child.
- ◆ The placement of a child with the employee for adoption or foster care.
- ◆ To care for a spouse, child, or parent who has a serious health condition (an illness, injury, impairment or physical or mental condition that involves inpatient care or continuing treatment by a health care provider).
- ◆ The existence of a serious health condition rendering the employee unable to perform the functions of his or her position.
- ◆ Because of a qualifying exigency (urgent need or demand) arising out of the fact that your spouse, son or daughter, or parent is in covered active duty or called to covered active duty status with the Armed Forces.
- ◆ Because you are the spouse, son or daughter, or parent, or next of kin of a covered serviceman with a serious injury or illness. (Next of kin is the serviceman's nearest blood relative other than listed above),

To be eligible, an employee must have been employed for at least 12 months and must have worked for at least 1,250 hours during the previous 12-month period.

In all cases any unused PTO time may be applied and paid accordingly. In the event of a leave due to the serious health condition of the employee, any unused PTO time will also be applied and paid accordingly. An employee may be eligible for short-term disability pay. The balance of the leave will be unpaid.

Coverage under the existing Group Health Insurance Plan will be continued during the leave of absence under the same terms as if the employee continued to work. The employee must continue co-payment of premiums as applicable.

Upon return from the leave of absence, the employee will be restored to the position held immediately prior to the commencement of the leave or to an equivalent position with equivalent pay, benefits, and terms and conditions of employment. However, the Hotel may determine that a highly-compensated employee is not eligible for reinstatement.

A leave of absence due to the serious medical condition of the employee or an immediate family member (as defined above) will require the certification of the appropriate health care provider. Employees returning to work from an extended (30 day or longer) leave will be subject to a drug/alcohol test. Additionally, employees may be required to submit to a medical exam by a physician of the Hotel's choosing to substantiate the need for the leave or fitness to return to work. Leave may be taken on an intermittent or reduced work schedule basis when medically necessary due to a family member's or the employee's own serious health condition. When intermittent or reduced schedule leave is foreseeable due to planned medical treatment, the employee must try to schedule the treatment so as not to unduly disrupt the Hotel's operation and the Hotel may temporarily transfer the employee to an alternative position for which the employee is qualified, if it better accommodates the employee's re-occurring periods of leave.

The request for leave must be made to the employee's supervisor at least thirty 30 days before the leave is to begin, unless the need for the leave was unforeseeable. In that event, the request is to be made at the earliest possible time. Employees may be required to provide sufficient documentation to support the need for the leave.

For further information about the FMLA, please contact the Human Resources Department.

In addition to or in lieu of the leaves of absence described above and consistent with the needs of the Hotel, a discretionary medical leave of absence may be granted in the sole discretion of the Hotel and in accordance with applicable law.

## **7.06 Additional Unpaid Leaves of Absence**

Should a situation arise that temporarily prevents an employee from working and he/she is not eligible for FMLA leave or needs more time to return from an FMLA leave, he or she may be eligible for an additional leave of absence without pay. An unpaid leave of absence may be granted to an employee at the sole discretion of the Hotel if the employee has been employed by the Hotel for at least six (6) months and must be absent from work for medical reasons or personal reasons of an urgent nature.

The employee must submit a written request for leave to his or her immediate supervisor as far in advance as possible for approval by Hotel management. Unpaid leave may be granted for up to thirty (30) days at a time upon presentation of satisfactory evidence of the need for leave and subsequent approval by Hotel management and Human Resources. Leave may be extended at the sole discretion of the Hotel upon presentation of satisfactory evidence of the need for continued leave.

In all cases, an employee must exhaust all paid time off to which he or she is entitled before an additional unpaid leave of absence will be granted.

While on a leave of absence under this policy, the employee's medical coverage will continue as long as the employee continues to pay the applicable premium contribution.

At the end of an employee's leave of absence, the Hotel will make an effort to return an employee to his or her former position or comparable position; however, the Hotel cannot guarantee reemployment after the end of an employee's leave of absence unless otherwise required by law. In addition, the Hotel may require medical authorization before an employee will be permitted to return to work following a leave of absence for medical reasons.

An employee must first exhaust all FMLA leave and PTO time for which he or she is eligible before any additional unpaid leave may be requested. An employee who does not meet the qualifications for leave under the Family and Medical Leave of Absence policy may request leave under this Additional Unpaid Leaves of Absence policy only.

# **SECTION VIII**

## **EMPLOYEE/HOTEL COMMUNICATIONS**

### **8.01 Open-Door Policy**

We have an open-door policy under which each employee can express his/her opinion, raise issues of concern, or seek information and answers from all levels of management. In all fairness to your supervisor, most matters should be discussed with him/her first. However, should you have a situation which, due to the sensitive nature of its content, you would like to discuss privately with someone other than your supervisor, you may arrange such an appointment with any other member of management.

Also, you should feel free at any time to discuss with management any personal matters which may affect your own or the Hotel's welfare.

### **8.02 Employees' Suggestions**

All employees are invited to share with the Hotel their ideas and suggestions which may be of benefit to the Hotel and its operations or its employees and their welfare. Please put your ideas or suggestions in writing and give them to your supervisor. Also, the same procedure may be used to raise specific questions or problems to which you would like management to respond.

### **8.03 Bulletin Boards**

Considerable information about work schedules, Hotel activities and other pertinent information is posted on the Hotel bulletin boards. Nothing is to be put on the bulletin boards without the prior express approval of Hotel management.

### **8.04 Your Personnel Record**

Keeping your personnel record correct and up-to-date is important to you because it enables the Hotel to reach you in an emergency, forward your mail, properly maintain your insurance and other benefits and compute your payroll deductions. You are responsible for notifying your General Manager of changes in:

- ◆ Address and telephone number.
- ◆ Your name.
- ◆ Family status (e.g., birth, marriage, divorce, death, legal separation).
- ◆ Person to notify in the event of an emergency.
- ◆ Beneficiary designations.

## **8.05 Reference Verification**

All inquiries regarding a current or former employee of the Hotel must be referred to and responded by the Human Resources Department. In response to an external request for information, the Human Resources Department will furnish or verify only the employee's name, dates of employment, job title, and department. No other information about the employee will be provided unless required by law or the employee authorizes in writing the Hotel to furnish additional information.

## **8.06 Access to Personnel Records and Files**

The Hotel maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of the Hotel and access to the information they contain is restricted. Generally, only supervisors and management personnel who have a legitimate reason to review information in a file are allowed to do so. As required by law, the Hotel fully cooperates with requests by law enforcement agencies for access to employee files.

The Hotel complies with all federal, state, and local laws including the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Employees should be aware that any health information held by the Hotel for employment purposes is excluded from HIPAA privacy protection. Employee health information is maintained consistent with requirements mandated by federal and state disability laws.

## **8.07 Termination of Employment**

If you decide to leave the Hotel, whenever possible, please advise your supervisor in writing at least two (2) weeks prior to your date of departure so that an orderly transition can be made. This process includes turning in Hotel property and completing required forms. Proper notice generally allows the Hotel to calculate all accrued overtime (if applicable) as well as other monies to which you may be entitled and to include such monies in your final paycheck.

As previously stated, all employment relationships with the Hotel are on an at-will basis. Thus, although the Hotel hopes that relationships with employees are long-term and mutually rewarding, employees may terminate their employment at any time, for any reason with or without cause or notice. Also, the Hotel reserves the right to terminate the employment relationship with any employee at any time, for any reason with or without cause or notice. Employees who provide two (2) weeks' notice and who have not been terminated for violating a Handbook policy, are eligible to cash out their unused PTO and may be eligible for rehire at a later date.

Exit interviews with a representative from the Human Resources Department may be scheduled for departing employees (whether voluntary or involuntary termination of employment).

# SECTION IX

## SUMMARY

### 9.01 Summary

The policies, practices, and benefits expressed in this Handbook are those currently in effect at the Hotel as of the effective date of this Handbook. This Handbook does not create a contract of employment between the Hotel and you. Because the continued success of our, or any, Hotel requires the ability to change and adapt to the times, these policies, practices and benefits may be suspended, modified or cancelled, without advance notice, as determined by the Hotel. No modification or cancellation of any of the provisions in this Handbook will occur unless in writing and signed by a manager of this Hotel. Should the Hotel determine that changes are required, we will make every effort to contact you as soon as practical, in writing, with details on the new policy.

This Handbook replaces and supersedes any previous Handbook you may have received from the Hotel or any oral or written agreement relating to the same or similar subject matter which you may have entered into with the Hotel with respect to your employment. This Handbook may not be changed in any detail by any verbal statement, representation or other agreement made by any other Hotel employee, or by any written document signed by any Hotel employee other than a Hotel manager.

This Handbook was created to help you understand the employment policies and practices of the Hotel. By providing you with pertinent information about the Hotel in general, the personal side of your job, our benefits program, and the basic rules for your job behavior, we hope we have succeeded in our objective.

Again, all of us at the Hotel are pleased to have you as a member of our team.

**ACKNOWLEDGMENT OF RECEIPT OF HANDBOOK**

This will acknowledge your receipt and understanding of the provisions contained in our Handbook. The information contained in the Handbook has been prepared to give you a better understanding of your job at the Hotel and to give you a summary of the wages, benefits and personnel policies and programs of the Hotel. Although the Handbook reflects our current policies, it may be necessary, of course, to make changes from time-to-time to best serve the needs of our organization. However, any changes will be made in writing, and no verbal modification of the policies reflected in the Handbook will be effective.

If, in this Handbook, we have mistakenly said anything that is different from the actual provisions of the applicable benefit plan documents, the actual provisions of the benefit plan will govern. Further, the policies and statements contained in this Handbook (and any future changes) are not considered as an employment contract. Instead, the Handbook serves the purpose of a guideline to help improve our mutual communications. Also, it should be noted that your employment is considered an "at will" arrangement, meaning that you may terminate your employment at any time and the Hotel has this same right. If you have any questions about any of the policies contained in the Handbook, please contact your supervisor or the Human Resources Department.

.....

I acknowledge that I have received a copy of the Handbook. I understand that it is my obligation to read and comply with the policies and provisions contained within the Handbook. This Handbook is considered a confidential document that should not be distributed or disseminated to any outside third parties. I further understand that if I have any questions about any policies or provisions, it is my responsibility to contact my supervisor or the Human Resources Department.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature

***Detach after employee signs and place in personnel file.***