

Club Resources
INTERNATIONAL

Employee Handbook

Author: Ed Rehkopf

© 2009 – Club Resources International

ACKNOWLEDGEMENT & DISCLAIMERS

Upon receipt of your Employee Handbook, please read the following, sign and date in the indicated spaces below and return this page to your supervisor or Personnel Administrator.

- I have received the Employee Handbook and understand the importance of the information it contains.
- I acknowledge that it is my responsibility to read, understand, and abide by the information and policies contained in this handbook.
- I also understand that if I have any questions regarding material in this handbook, I should seek clarification from my supervisor.
- I have read, reviewed and understand the club's policy on Workplace Harassment. I further acknowledge that it is my responsibility if I feel I have been subjected to verbal or physical harassment to immediately notify my supervisor, or alternatively, to notify the General Manager or the Personnel Administrator to allow an investigation to proceed. I understand that my legal rights depend on my promptly notifying my supervisor, General Manager, or Personnel Administrator of any type of harassment, and to fully cooperate in any investigation.
- I have read and understand the club's Drug and Alcohol Policy, and that in addition to this acknowledgement, I will be asked to sign an additional document entitled "Alcohol/Drug Testing Authorization Form for Employees." I understand and agree that pursuant to the Alcohol and Drug Policy, I may be subject to testing and that any future employment may be contingent upon successful completion of any alcohol and /or drug screens.
- I have read and understand the club's Electronic Communication System Policy, and understand I have no expectation of privacy regarding any information on the club's phone, radio or computer systems.

DISCLAIMERS

- I understand that the information provided me in this handbook should not be considered, and does not imply in any way, an employment contract between myself and the club.
- **I FURTHER UNDERSTAND THAT THE EMPLOYMENT RELATIONSHIP BETWEEN THE CLUB AND ME IS "AT WILL" AND MAY BE TERMINATED BY MYSELF OR THE CLUB AT ANY TIME AND FOR ANY REASON.**
- I understand that no one, except the President of the club, can enter into any employment agreement with an employee, and that any such agreement must be in writing.
- I understand that the information contained in the Employee Handbook is subject to change at any time, unilaterally by the club at its sole discretion.

Date _____, 20 _____

Signature _____

Print Name _____

Table of Contents

<i>I – Welcome</i>	<i>1</i>
<i>II – Mission, Vision, Guiding Principles</i>	<i>2</i>
<i>III – Operating Philosophy</i>	
Service Ethic	3
Commitment to Employees	3
Teamwork	3
<i>IV – Laws Governing the Workplace</i>	
Employment at Will	4
Equal Opportunity	4
Legal Status to Work	4
Youth Employment	4
Employment Classifications	4
Overtime	5
Harassment	5
Family Medical Leave Act (FMLA)	6
Americans with Disabilities Act (ADA)	7
Military Leaves of Absence	7
Health & Safety	7
Workers’ Compensation	7
Unemployment Insurance	8
<i>V – Employment Policies</i>	
Conditional Employment Offers	9
Pre-Hire Screening	9
Drug & Alcohol Policy	9
Employment Status	9
Introductory Period	10
Pay Policies	10
Deductions from Payroll	10
Working Off the Clock	10
Advance Pay/Loans	11
Outside Employment	11
Workplace Relationships	11
Workplace Violence	11
Nepotism	11
Electronic Communication Systems	11
Performance Reviews	12
Human Resources	12
Personnel Files	12
Modification of Policies	13
<i>VI – Work Policies</i>	
Supervisors	14
Attitude	14
Punctuality	14
Sickness	14
Absences	14

Notification	14
Inclement Weather	14
Time Clock & Time Sheets	15
Appearance & Attire	15
Uniforms	15
Nametags	15
Grooming & Hygiene	16
Trash/Litter	16
Telephone Use	16
Loitering	16
Visitors	16
Lost & Found	17
Removing Items from Premises	17
Smoking/Chewing	17
Personal Habits	17
Solicitation/Distribution	17
Personal Electronic Equipment	17
Fire Safety Systems	18
Use of Facilities	18
Protection of Property & Assets	18
Problems & Grievances	18
Open Door Policy	18
Your Cooperation	19
Suggestions	19
VII - Benefits	
Eligibility	20
Vacation Pay	20
Holiday Pay	20
Sick/Emergency Pay	21
Bereavement Leave	21
Jury Duty	21
Medical & Dental Plans	21
Life Insurance	21
401K Retirement Plan	21
Benefit Questions	21
VIII – Safety & Security	23
IX – Conduct, Discipline & Terminations	
Conduct Guidelines	24
Misconduct	24
Counseling	25
Terminations	25
Return of Club Property	25
Final Paycheck	25
Exit Interview	25

I – WELCOME

Welcome to our club – the premier club in our community. We are proud of our many accomplishments and our standing in the community – successes that could not have been achieved without the professionalism, hard work, teamwork and commitment to service of our many dedicated employees.

You will now be joining us in our endeavors, and we welcome you to the team. Recognizing that our success has been built upon our culture of service, it is important that all new team members understand the basic principles and rules by which we operate.

To that end we have prepared this Employee Handbook. While it cannot possibly contain all the information and details which you will be expected to know, it is a starting point in your education and a handy reference for your questions. This handbook is intended to be read, studied and followed. The information is both visionary and mundane, offering the ideal of what we aspire to and the details of how we function. Your understanding of this information is essential to your success and ours. Please ask questions if there is anything that is not clear to you.

So again, we welcome you to the team and look forward to our association. We trust that the relationship will be mutually rewarding and enjoyable.

II - MISSION, VISION, GUIDING PRINCIPLES, OPERATING STANDARDS

MISSION – What we do!

Understand and exceed the expectations of the members and guests we serve.

VISION – How we expect to do it!

Through innovative programming, member-focused service, and principled leadership, the club is dedicated to establishing a premier private club experience for our members and guests.

GUIDING PRINCIPLES – Principles that guide the conduct of our business!

- Proactive leadership with service-based philosophy.
- Forward-thinking, professional expertise.
- Proven management and operating systems.
- Sound planning and effective implementation.
- Innovative programs, continually reviewed.
- Detailed benchmarks, constantly analyzed.
- A commitment to staff development through formal, ongoing training.

OPERATING STANDARDS – Standards that form the basis for our operations!

- Our vision and goals are articulated.
- We are uncompromising in our commitment to excellence, quality, and service.
- Authority and responsibility are assigned and accountability assured.
- We embrace innovation, initiative, and change while rejecting the status quo.
- Standards are defined, operations are detailed in written policy and procedure, and we seek continual improvement of products, services, programs, and operating systems.
- Member/guest problems are resolved politely and promptly.
- Constant communications and feedback enhances operations and service, while problems and complaints are viewed as opportunities to improve.
- We benchmark revenues and sales mixes to evaluate members' response to products, services, and programs, and we benchmark expenses, inventories, and processes to ensure efficiency and cost effectiveness.
- We ensure clean, safe, well-maintained facilities and equipment while safeguarding club assets.
- We acknowledge each operation as a team of dedicated individuals working toward common goals and we recognize the ultimate value of people in everything we do.

III – OPERATING PHILOSOPHY

SERVICE ETHIC

Service is our only product. We aim to provide the highest possible level of service to our members and guests. To do this, we must:

- Anticipate their desires and needs.
- Set standards of excellence that challenge us every day.
- Understand that when a member or guest perceives a problem, the problem is ours. The burden is ours to solve the problem and change the perception.
- Make everything about our operations as easy, simple, and clear as possible for our members and guests. Communicate clearly and in a timely manner any changes in operations, policies, or programming.
- Be formal and professional in all our dealings with members and guests. Always use names and titles, such as Mr., Mrs., Dr., when speaking to members and guests. Never use a first name. If we don't know a person's name, we use "Ma'am and Sir." These common courtesies demonstrate our respect for those who pay our wages.
- Demonstrate a sense of enthusiasm about our jobs. A sense of teamwork and a true willingness to help and serve will naturally contribute to this enthusiasm.
- Seek comments, criticism, and feedback about our efforts. Graciously accept criticism and complaints without becoming defensive. Apologize without hesitation. Take corrective action as necessary.

COMMITMENT TO EMPLOYEES

We pledge to conduct employee relations in an honest and straightforward way. Therefore, we will work hard to ensure that:

- All employees are treated with dignity and respect.
- All employees are important to our team effort. We do not tolerate discrimination or harassment in any form.
- Rules, regulations, and policies are applied uniformly and fairly.
- Every employee is properly trained.
- We communicate goals, plans, projects, work conditions, and performance expectations.
- We provide positive feedback and recognition, as well as accepting our responsibility to correct and enhance performance as necessary.

TEAMWORK

Because we are a team committed to a common effort, we:

- Treat co-workers with courtesy and respect.
- Are considerate of co-workers. Cooperation and understanding make everyone's job easier and more enjoyable.
- Recognize accomplishment and thank co-workers for their efforts.
- Understand that every employee contributes regardless of position.
- Offer assistance and ask for help whenever necessary – this is, after all, the hallmark of a team.

IV – LAWS GOVERNING THE WORKPLACE

EMPLOYMENT AT WILL

In keeping with State law, all employment with the club is considered to be Employment at Will.

This means that during the course of an individual's employment, he or she is free to leave the club at any time for any reason and the club reserves a similar right to terminate the employment relationship at will, at any time, with or without cause or advance notice.

EQUAL OPPORTUNITY (EEO)

The club is an equal opportunity employer and does not discriminate on the basis of race, color, religion, age, sex, national origin, disability, or veteran status. This policy covers all aspects of the employment relationship, including hiring, training, promotion, job assignments, compensation, discipline, termination and application of all of club policies, procedures and benefits.

LEGAL STATUS TO WORK

The Immigration Reform and Control Act of 1986 makes it illegal to hire persons not authorized to work in the United States. This act also requires prospective employees to present documents proving your identity and authorization to work.

These requirements can be met by presenting any of a number of types of authorized documents, including a driver's license or state-issued identification card which includes a photograph and a certified birth certificate or original Social Security card.

Although these documents should be submitted as soon as possible, they must be supplied within three days after you begin work. Failure to furnish the necessary documents could result in termination of your employment.

YOUTH EMPLOYMENT

Prospective employees 16 years of age and under must submit a valid work permit prior to being hired. The club adheres to all Federal and State laws involving the hiring of minors.

EMPLOYMENT CLASSIFICATIONS

The Fair Labor Standards Act (FLSA) classifies employees based upon their eligibility for overtime payment:

- Exempt – An employee who is exempt from the provisions of the FLSA and is not entitled to overtime payments. Typically these employees are in managerial, supervisory, professional and administrative positions.
- Non-Exempt – An employee who is subject to the minimum wage and overtime provisions of the FLSA and is typically paid on an hourly basis.

OVERTIME

In accordance with the FLSA, any non-exempt employee who works more than 40 hours in a given workweek is entitled to be paid time and one half for each hour worked over 40.

Given the impact of overtime payments on the financial performance of the club, employees may not work overtime unless specifically authorized by their supervisors.

HARASSMENT

It is the club's goal to maintain a pleasant and productive work environment for all its employees. Therefore, all forms of harassment related to an employee's race, color, religion, age, sex, marital status, national origin, disability, or veteran status constitute violations of this handbook and will be subject to disciplinary action.

In furtherance of this policy, the club will not permit the use of racial, religious, age related, sexual or ethnic epithets, innuendoes, slurs or jokes within its facilities. In addition, all forms of verbal and physical harassment based on the above categories are prohibited.

As for sexual harassment, unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature are considered instances of sexual harassment when:

- Such behavior has the purpose or effect of unreasonably interfering with an employee's work performance or creates an intimidating, hostile or offensive work environment;
- An employee's submission to or rejection of such conduct is used as the basis of employment decisions which effect the employee; or submission to such conduct is implied or stated to be a term or condition of the employee's employment.

It is important to remember that behavior which one individual considers innocent or harmless may be regarded as sexual harassment by another. Sexual harassment includes but is not limited to:

- Repeated offensive sexual flirtations, advances or propositions;
- Unwelcome physical contact of a sexual nature;
- Continual or repeated verbal abuse of a sexual nature;
- Graphic verbal commentaries about an individual's body;
- Sexually degrading words used to describe an individual;
- The display in the workplace of sexually suggestive objects and photographs;
- Offensive comments, jokes, innuendoes or other sexually-oriented statements.

In addition to being a violation of club policy, harassment is against the law, and the club will not tolerate harassment of its employees by anyone – including supervisors, other employees, members or individuals conducting business with our club.

Supervisors are prohibited from threatening or insinuating, either explicitly or implicitly, that an employee's refusal to submit to sexual advances or other forms of harassment will adversely affect the employee's employment, evaluation, wages, advancement, duties, shifts or any other condition of employment or career development. Supervisors have no authority whatsoever (whether real or apparent, express or implied) to use their position to commit, permit by others or fail to report harassment. Further, the club will not permit retaliation against persons who report harassment in good faith.

If at any time you feel you have been subjected to verbal or physical harassment, of a sexual nature or otherwise, notify your supervisor immediately so that an investigation can be made and appropriate action taken.

If for any reason you do not feel comfortable notifying your supervisor about the matter, contact the General Manager or Personnel Administrator and he or she will initiate an investigation and take appropriate action.

The club will investigate all complaints and will attempt to handle these matters fairly and professionally. Where harassment is found to have occurred, immediate and appropriate corrective action will be taken. Confidentiality will be respected to the extent practical under the circumstances. No one will be punished for bringing an issue to our attention in good faith, even if you do not have all the facts. If you sense a problem developing, it may be time to act. Remember, you should report all instances of harassment immediately. We cannot help if we do not know about the problem.

FAMILY MEDICAL LEAVE ACT (FMLA)

The club provides eligible employees with up to 12 workweeks of unpaid family and medical leave for certain family and medical reasons during a 12-month period. During this leave, an eligible employee is entitled to continued group health coverage on the same basis as if the employee had continued to work. At the conclusion of the leave, subject to some exceptions, an employee generally has a right to return to the same or an equivalent position. Two points of caution:

- The club will notify an employee by letter within two (2) business days of a request for Family Medical Leave to approve the time off under this program.
- The club reserves the right to re-certify your time off as Family Medical Leave. To do this, you may be asked to provide medical documentation of personal or family illness.

While it is the responsibility of the club to continue any benefit plan coverage for an employee while on unpaid leave, it is the employee's responsibility to make prior payment arrangements with the club to cover any premiums consistent with the employee's plan selections.

To be eligible for family and medical leave, an employee must have been employed:

- For at least 12 months;
- For at least 1250 hours during the 12-month period immediately preceding the commencement of the leave; and

Family and medical leave may be taken for any one, or for a combination of, the following reasons:

- The birth of an employee's child or to care for the newborn child;
- The placement of a child with the employee for adoption or foster care or to care for the newly placed child;
- To care for the employee's spouse, child or parent (but not in-law) with a serious health condition; and/or
- The employee's own serious health condition that makes the employee unable to perform one or more of the essential functions of his or her job.

A "serious health condition" is a condition that involves either inpatient care or incapacity and continuing treatment by a health care provider. Generally, short-term conditions for which treatment and recovery are brief do not qualify. Colds, the flu, ulcers, headaches and dental problems ordinarily do not qualify.

The provisions of the FMLA are complex and include many detailed provisions and exclusions that are not appropriate for an Employee Handbook. If you think you qualify for Family Leave, contact your Personnel Administrator for assistance.

AMERICANS WITH DISABILITIES ACT (ADA)

The Americans with Disabilities Act (ADA) provides civil rights protections to individuals with disabilities similar to those provided to individuals on the basis of race, color, sex, national origin and religion. It guarantees equal opportunity for individuals with disabilities in public accommodations, employment, transportation, State and local government services and telecommunications. The club supports the ADA in all its provisions and requirements.

MILITARY LEAVES OF ABSENCE

A military leave of absence will be granted if an employee is absent in order to serve in the uniformed services of the United States.

An employee with one year or more of club service will be eligible for pay during participation in annual encampment or training duty with the US Military Reserves or National Guard. In this circumstance the club will pay the difference between what the employee earns from government service and what the employee would have earned from normal straight-time pay. This payment will be made for up to two weeks during any calendar year.

The requirements of the Uniformed Services Employment and Reemployment Rights Act (USERRA) that govern military absences are complex. Contact your Personnel Administrator should you be called to active duty in the military or need to fulfill your annual military requirements.

HEALTH & SAFETY

It is the policy of the club to comply with all applicable Federal, State, and local health and safety regulations and to provide a work environment as free as practicable from recognized hazards. Employees are expected to comply with all safety and health requirements whether established by the club or by Federal, State or local law.

WORKERS' COMPENSATION

You are protected by Workers' Compensation should any accident happen while you are performing your job. The club carries this insurance to protect you and bears the full expense for this program.

Should you be injured while on the job, assuming;

- proper notice is given to the insurance carrier, and
- you miss work due to your injuries, and
- are disabled for more than one (1) week,

you will receive temporary compensation payments beginning the 8th day following your injury. The amount and number of payments is determined by State law.

You must report all on the job accidents and injuries to your supervisor as soon as possible. Failure to do so may jeopardize timely receipt of eligible compensation.

UNEMPLOYMENT INSURANCE

The club pays the entire premium for unemployment insurance to protect you should you be laid off your job. Unemployment insurance is administered by the State in which you work.

V - EMPLOYMENT POLICIES

CONDITIONAL EMPLOYMENT OFFERS

All offers for employment at the club are conditional upon the successful completion of all required screenings and checks. Should any disqualifying condition occur, the offer may be withdrawn at the sole discretion of the club.

PRE-HIRE SCREENING

The club carefully screens prospective employees prior to hiring. Applicants for full and part time positions will be subject to the following screenings:

- Physical exam,
- Drug screening, and
- Background check, to include employment history verification, Department of Motor Vehicles records, criminal records and work references.

Applicants for seasonal positions will be subject to the drug screening and background check, unless their position requires heavy lifting. In such cases, the seasonal employee will receive all three of the above screenings. For more information on the drug screening please refer to the Drug and Alcohol Policy below.

DRUG & ALCOHOL POLICY

Use of illegal drugs and abuse of alcohol or legal drugs have an adverse effect on job performance, create dangerous situations and serve to undermine our members' and the community's confidence in us.

The club is concerned about the well-being of our employees. We are equally concerned that our hard-earned reputation and positive image not be compromised in any way. As a result, we do not tolerate or condone the use of illegal drugs or the abuse of alcohol or legal drugs (including inhalants) on the part of our employees. Nor do we tolerate or condone any employee behavior on or off the job that adversely affects job performance, threatens health or safety in the workplace or may damage our reputation.

As with other policies described in this handbook, the issues of drug and alcohol abuse are too complex for full discussion here. Each employee will be asked to read and sign a copy of the club's Drug and Alcohol Policy so that we may assure ourselves that all employees are fully informed on this important subject.

EMPLOYMENT STATUS

The club bases employee eligibility for benefits on the following defined Employment Statuses:

- Full Time Employees who work not less than 35 hours per week on a continuous basis and employment is anticipated to last 11 months or more.
- Part Time Those who work less than 35 hours per week on a continuous basis and employment is anticipated to last 11 months or more.
- Seasonal Those whose employment is expected to last less than 11 months regardless of the number of hours worked per week.

INTRODUCTORY PERIOD

There will be an introductory period for all employees for the first ninety (90) days of employment. During the introductory period both the club and the employee have the opportunity to determine whether they are compatible. This introductory period does not alter in any way the “at will” status of employment with the club.

Your performance and suitability for your position will be strictly reviewed during this period. The club has the sole discretion to extend the introductory period when it determines that an extension is necessary or appropriate.

You are not eligible for vacation days during the introductory period, although this benefit will relate back to the original date of hire once you have completed the introductory period.

Following the introductory period, salaries and wages are reviewed annually. Positive performance reviews do not necessarily guarantee an increase. Completion of your introductory period does not in any way alter the employment “at will” relationship between you and the club.

PAY POLICIES

The club’s established work week is a regularly recurring period of seven consecutive days beginning on Friday and ending on Thursday.

To comply with existing labor laws, it is mandatory that accurate time records be kept for all employees. Non-exempt employees will use the time clock, while Exempt employees will keep track and report their hours on a timesheet.

Employees are paid bi-weekly, that is, every two weeks. Paychecks can be picked up from your supervisor or at a designated location after 2 p.m. on Friday following the end of a pay period. Employees also have the option of having their paychecks deposited directly with their bank.

DEDUCTIONS FROM PAYROLL

The club is required by law to make deductions from your paycheck for Federal and State income taxes and your contribution to Social Security. The amount deducted depends upon your earnings and the information you provided on your W-4 form regarding number of dependents and the exemptions you claim.

Employees who are eligible and choose to take advantage of club benefits may also have deductions for certain benefits such as dependent coverage under the medical and dental plans and life insurance premiums. At the time you become eligible for benefits, your Personnel Administrator will explain these costs to you.

In addition, we periodically receive notice of garnishment of wages or other court-ordered deductions from employee paychecks. We are required by law to withhold these from earnings.

WORKING OFF THE CLOCK

Non-exempt employees are not allowed to work “off the clock.” In other words, employees will be compensated for all work done on behalf of the club. If you feel you have been requested or required to work without compensation, contact your Personnel Administrator.

ADVANCE PAY/LOANS

It is the policy of the club not to provide advance pay to employees, cash employee checks or make loans to staff.

OUTSIDE EMPLOYMENT

Non-exempt employees may hold outside employment as long as it does not interfere with the employees' work for the club. Exempt employees contemplating outside employment must get permission from the club.

WORKPLACE RELATIONSHIPS

Personal relationships are more common in today's workplace. While the club will not stand in the way of such relationships, we will ask the parties involved to sign an acknowledgement explaining the potential problems and sexual harassment issues.

WORKPLACE VIOLENCE

The club is committed to providing a workplace that is free from violence for all our employees. There may be occasions when an employee may feel threatened by persons within or outside the club.

If you have been or feel threatened, there are steps that you can and should take. First, report any threats to your supervisor, General Manager or Personnel Administrator. Second, depending on the circumstances, you may want to alert local authorities and make them aware of the threats. Third, you may want to investigate other legal options such as restraining orders, court injunctions and similar steps through the courts. Fourth, you may want to discuss with your supervisor various safety measures such as emergency evacuation routes, escort to your car, etc.

Preventing workplace violence is everyone's responsibility. If you find yourself in a threatening situation, remain calm, don't argue and immediately seek assistance from your supervisor or other club management staff.

NEPOTISM

Because of the potential problems that may arise from family members or relatives working under the supervision of other family members, it is the policy of the club not to hire individuals in such situations.

This does not preclude a family member working in another department under the supervision of another department head or two family members working in the same department as long as neither supervises the other.

Family members are defined as spouses, children, parents, siblings, significant others, unrelated persons living in the same household, aunts, uncles, nieces, nephews, in-laws and first cousins.

ELECTRONIC COMMUNICATION SYSTEMS

The club's electronic communication systems are the property of the club. These systems include telephone, computers, computer networks, two-way radios and access to the Internet.

All messages, information and data sent and received by the electronic communication system are club property. Employees have access to the electronic communication systems to enhance job performance on day-to-day assignments and to facilitate effective business communications. Incidental and occasional personal use of the

electronic communication systems is allowed, but such use will be subject to this policy and any resulting messages and data are the property of the club. Examples of incidental or occasional personal use include use during breaks, lunch or for not more than a few minutes a day during working hours. This personal use is allowed when it does not interfere with an employee's or any other employee's work performance, unduly impact the operation of the electronic communication system or violate any other provision of this or any other club policy. If the club determines that an employee's personal use of the electronic communication system is excessive or inappropriate, the employee will be disciplined and/or terminated from employment.

Employees have no privacy in the use of these systems or in any documents, messages or information created on, with or transmitted over them. The club has access to these systems and maintains the right to access and monitor, consistent with the law, all documents, messages and information created on, with or transmitted over the systems, including e-mail and Internet usage, without notice to employees. All such documents, messages and information can be reviewed by the club, consistent with the law.

Employees may not use the electronic communication systems in an offensive, harassing, illegal or defamatory manner. An employee may not copy, download or use any image, text, video, audio material, software or other copyright-protected or trademark-protected data without appropriate authorization.

PERFORMANCE REVIEWS

Employees will receive a performance review at least once a year. In addition, your supervisor may give you a performance review any time he or she feels it necessary.

HUMAN RESOURCES

All personnel related issues and administration come under the direction and review of the club's Personnel Administrator. Any questions regarding personnel issues that cannot be answered by referring to the Employee Handbook will be addressed to the Personnel Administrator. This individual is your on-site contact for personnel matters. The Personnel Administrator will post regular office hours for the conduct of employee personnel business.

PERSONNEL FILES

It is the policy of the club to maintain personnel records for applicants and current and former employees in order to document employment-related decisions, evaluate and assess policies and comply with government record keeping and reporting requirements. The club attempts to balance its need to obtain, use and retain employment information with a concern for each individual's privacy. To this end, it attempts to maintain only that information necessary for the conduct of its business or required by Federal, State or local law.

Your official personnel file is maintained by your Personnel Administrator. These files are kept under lock and key and only provided to necessary management staff, including your supervisor.

Your personnel file contains your employment documents, records of all personnel actions such as pay increases, transfers, etc., counseling and disciplinary records, performance reviews, commendations and other documents pertaining to your employment.

You may by prior request review your file in the presence of the Personnel Administrator. You may request copies of counseling and disciplinary records, performance reviews and commendations, but your personnel file must remain in the possession of the Personnel Administrator.

Employees have a responsibility to keep their personnel records up to date and should notify their Personnel Administrator of any changes in the following:

- Name,
- Address,
- Telephone number,
- Marital status (for benefits and tax withholding purposes only),
- Number of dependents,
- Emergency contacts,
- Beneficiary designations on club benefit plans, and
- Addresses and telephone numbers of beneficiaries (for insurance purposes only).

MODIFICATION OF POLICIES

The club reserves the right to modify these policies at any time. Changes will be posted on employee bulletin boards or circulated by written memorandum.

VI – WORK POLICIES

SUPERVISORS

Your supervisor is your first source of information and assistance and is responsible for your training. Supervisors are part of the team. They are not above doing any job that needs to be done. They have achieved their positions by virtue of hard work, training and experience. Whatever the situation, your supervisor is there to help you or refer you to someone who can.

ATTITUDE

How you approach your work has a direct bearing on the quality of your life. If you dwell on the negative, it is reflected in your work. If you view work in a positive way, you find enjoyment and satisfaction in your efforts. One sour, negative attitude can ruin the workplace for all of us. Therefore, we say with deep conviction

“Be of good cheer, or don’t be here.”

PUNCTUALITY

Report to work on time. If you know you will be late, call your supervisor in advance; or if this is not possible, report to your supervisor as soon as you arrive at work to explain your tardiness.

SICKNESS

If you are unable to work due to sickness, you must notify your supervisor as soon as possible, so that he or she can make arrangements to cover your shift. When out sick for three or more days, you must present a doctor’s certificate when you return to work to receive your sick pay benefits. Sick days are taken in whole day increments. In other words, if you choose to take a sick day for a medical appointment, you will not work that day and will receive a day’s pay in lieu of working.

ABSENCES

Because your presence is essential to the operation of the club, you must seek prior authorization from your supervisor to leave the workplace during your work shift. Unapproved absences can impede our team effort to provide quality service to our members and guests. It is also unfair to other employees who must cover for you.

NOTIFICATION

If you are unable to come to work when scheduled for any reason, you must make a good faith effort to find a replacement. Notify your supervisor as soon as possible. Do not leave a message on voice mail or with other employees. If your supervisor is not available, you must locate and notify another supervisor who is at the property.

INCLEMENT WEATHER

The club operates up to seven days a week, year round, regardless of weather conditions. In the event of inclement weather such as snow, sleet, ice or extreme storms and winds, management will evaluate conditions

and make decisions about operations. Contact your supervisor or other manager to determine if you will be needed.

TIME CLOCK & TIMESHEETS

In order to meet the requirements of Federal labor laws and to assure accuracy of pay, all employees are required to “punch” a time clock or complete bi-weekly time sheets. Your supervisor will explain this requirement.

Those who use the time clock are responsible for punching in and out correctly. Failure to do so may jeopardize timely payment for hours worked or pay for unsubstantiated hours.

Under no circumstances may you punch in or out for another employee. Such action may lead to discharge.

You are expected to be properly attired and ready for work when you punch in.

Employees are not permitted to punch in early for an assigned shift unless directed by their supervisor.

If an error should occur on your time card, have your supervisor make any necessary adjustments as soon as possible. Under no circumstance may you make adjustments, alter, erase or strike over any printing on your time card. If your department has an electronic timekeeping system, notify your supervisor of any “swipe” errors, so that he or she may make corrections.

All employees, regardless of whether they use the time clock or complete time sheets, must “punch out” for any meal periods or personal time taken during a work shift. If you are unable to leave your work station or are directed by your supervisor to take a meal break of less than 20 minutes, you may remain “on the clock” during your meal period.

APPEARANCE & ATTIRE

Your appearance determines our members’ and guests’ first impression of you and reflects on our entire team. As a result, you are expected to be neat and clean at all times you are on the property, whether working, picking up your paycheck, attending training or for any other reason.

You are expected to wear appropriate attire for your position and department. You must also wear appropriate, serviceable shoes for your designated position. Shoes should be in good repair and, if formal leather shoes are required, properly shined at all times. Your supervisor will explain any attire or shoe requirements to you.

UNIFORMS

Certain positions require uniforms. Your supervisor will advise you of this requirement and will provide you with the appropriate uniform. Wear your uniform proudly and treat it with care.

NAMETAGS

Most employees are required to wear identifying nametags. If so, a nametag will be issued by your supervisor. You are expected to wear your nametag correctly at all times. Your supervisor will explain this requirement to you.

GROOMING & HYGIENE

Appearance is not only dependent on attire, but is also determined by personal grooming and hygiene.

Makeup should be worn in moderation. Excessive eye shadow, mascara, cologne, etc., is inappropriate for the workplace.

Jewelry also should be worn in moderation and should not unnecessarily call attention to oneself. If ears are pierced, small earrings (studs) may be worn, but avoid larger, hanging styles. Other than a watch or inconspicuous ring, jewelry should be taken off before work, or better yet, left at home where it will not be lost.

Hair should be a natural color, be clean and in a style appropriate for the workplace. In food service areas, hair must be restrained if longer than shoulder length and must be kept off the face.

Constant hand washing is a must, particularly for food service employees! Keep fingernails clean and neatly trimmed.

In food service areas take particular care to avoid fussing with face or hair, nail or cuticle biting, careless sneezing or coughing, combing hair and scratching in any form.

While it is not possible to establish absolute standards of personal grooming, the final determination of an employee's suitability for work rests with management.

TRASH/LITTER

Keeping our facilities clean and trash free is everyone's responsibility. Pick up trash and litter wherever and whenever you see it.

TELEPHONE USE

Personal calls detract from your work effort and tie up phone lines that are needed for business purposes. Therefore, you are asked to keep such calls to an absolute minimum. Excessive making or receiving of personal calls may result in disciplinary action. Employees will also turn off personal cellular phones while working.

You may not make long distance calls from your workplace without the prior approval of your supervisor and the use of personal long distance charge card. If an emergency arises and you need to use a phone, see your supervisor.

LOITERING

Employees are only allowed at their work facilities when working. You are expected to report at your scheduled work time and to depart promptly at the end of your shift. Loitering about the premises is not allowed. If you are waiting to give or receive a ride, notify your supervisor who will authorize you to remain on the premises.

VISITORS

Family and friends of employees are not permitted to enter club facilities or come on property without prior, specific authorization from management.

LOST & FOUND

Our members and guests frequently leave items at our facilities and may return or call back at any time to reclaim such items. Therefore, any items found on work premises, regardless of value, must be turned in immediately to your supervisor.

REMOVING ITEMS FROM THE PREMISES

There are many items in our operations that appear to be left over or unneeded. However, employees are not allowed to remove any item from the workplace under any circumstance. This policy protects you and the club from criticism and allegations. This restriction includes all food and beverage items, leftovers of any sort, and supplies and materials.

SMOKING/CHEWING

The club is a non-smoking facility. If you are a smoker, see your supervisor who will designate an appropriate area for you to smoke. Dispose of cigarette butts properly; do not throw them on the ground.

Because using “snuff” or chewing tobacco requires frequent spitting, such tobacco products are not allowed in any of our club facilities. Employees who work out of doors away from the main facilities may use snuff discreetly, but will avoid spitting where it may be seen by members or guests.

PERSONAL HABITS

Personal habits, such as eating, drinking, chewing gum or breath mints, smoking, conversing with fellow employees and taking breaks, detract from our focus on service. Since quality service is the main focus of our business and is entirely dependent upon our members’ and guests’ perceptions of us, please be discreet in these habits and keep them from public view.

SOLICITATION/DISTRIBUTION

To protect employees from annoyance, harassment, interference with work and to maintain a workplace free of litter and distraction, we have adopted the following rules regarding solicitation and distribution of literature:

- No outside person or agency may solicit or distribute materials at the club.
- Employees shall not engage in solicitation of any kind in public areas or work areas during operating hours.
- Employees shall not distribute literature in work areas at any time.
- Employees shall not distribute literature in non-work areas or non-public areas during work time.

As used in these rules, the term “work time” means the period of time that an employee is supposed to be performing job duties. “Work time” does not include time allotted for breaks, lunch periods or periods before or after work.

PERSONAL ELECTRONIC EQUIPMENT

Radios, TVs, CD players, boom boxes, cellular phones and other personal electronic equipment detract from our dedication to service. Please leave them at home, or secured in your locker or car.

Your supervisor may make an exception to watch or listen to special programs. The time of your listening and volume must not interfere with your work, the work of others or service to our members and guests.

FIRE SAFETY SYSTEMS

Please acquaint yourself with the location of fire extinguishers and alarm stations. Familiarize yourself with the operation of these life-saving systems in advance of any need.

USE OF FACILITIES

Club facilities are for the exclusive use of members and guests. Therefore, all employees, whether exempt or non-exempt, are excluded from using any portion of the club or programming without prior authorization from the General Manager.

Employees are expected to use the washrooms designated for their use. All other rest rooms are for the exclusive use of our members and guests.

PROTECTION OF PROPERTY & ASSETS

All property and assets on the premises belong to the club. As employees, we have a special responsibility to care for all such property and assets. Every employee, therefore, will exercise due care and diligence in protecting the property, furniture, fixtures and equipment of your workplace.

If you notice something improperly stored, in need of repair, out of place or missing, please correct the problem or let your supervisor know immediately.

PROBLEMS & GRIEVANCES

If you are unhappy about some aspect of your employment, please make your supervisor aware of your concerns and issues. Recognizing that a happy and contented staff is essential to providing quality service, we are keenly anxious to resolve all bona fide issues and will make reasonable efforts to do so. Under no circumstances at any time should you voice your complaints to members and guests. These individuals cannot solve your problem and complaining to them may actually complicate matters.

If you so desire, any and all matters will be held in strictest confidence, though understand that such a request may limit our ability to fully respond to your concerns.

Within the limits of your request for confidentiality, management will give full consideration to your concerns. We also have a no retaliation policy that prohibits management staff from retaliating against you for bringing your concerns to our attention.

OPEN DOOR POLICY

If you have opinions, comments, complaints or other concerns about your place of employment, please contact your supervisor. The club has an "Open Door" policy that gives all employees the right to express their opinions, concerns, and complaints about our club, working conditions, employee relations and other employment-related matters.

Understand that your supervisor is a busy person with many responsibilities and may not be able to see you immediately unless you indicate that your concerns are of an emergency nature. In other cases, your supervisor will make time to meet with you in a private setting within a reasonable period of time.

YOUR COOPERATION

The degree of service provided by the club is dependent upon the kind of people who work for us, their training and experience and their conduct in all dealings with members, guests and each other.

Develop a willing and pleasing attitude in your service to others. Qualities essential to courteous service are found in those who have good dispositions, who are willing to work and who smile often and sincerely.

SUGGESTIONS

Your suggestions to improve any aspect of our operations are encouraged and always welcomed. Please discuss any suggestions with your supervisor.

VII - BENEFITS

ELIGIBILITY

Only full time employees are eligible for club benefits, unless otherwise specifically provided in writing. Benefits may be expanded, reduced or eliminated at any time the needs of the club change.

Refer to benefit booklets, plan descriptions and other plan documents for details of certain benefits. These include eligibility requirements, co-payments, deductibles, etc. Statements in such plan documents supersede and take precedence over any statements made in this Employee Handbook, or any oral statements made by management and other employees. Current benefits are listed and discussed below.

VACATION PAY

Vacation for each full time employee will be based on the length of time of continuous employment with the club. After an employee's introductory period has been completed, the employee may begin to accrue vacation time equal to ½ day for each month worked (following the introductory period) up to 1 year of service. The employee may begin to use vacation after 6 months of continuous employment following the original date of hire. Within each of the following specified periods of service, employees are entitled to the corresponding number of vacation days on the anniversary date of their employment.

<u>Years of Service</u>	<u>Weeks of Vacation</u>
Over 1 year, less than 5 years	2 weeks (10 days)
Over 5 years, less than 10 years	3 weeks (15 days)
10 years and over	4 weeks (20 days)

An employee's original hire date becomes their vacation effective date which is used to calculate vacation time. Employees changing their employment status from part time to full time will be eligible for vacation accrual following a 90 day non-eligible period.

Vacation policies:

- Vacations must be approved by your supervisor at least 30 days in advance.
- At your request, vacation pay may be paid on the normal payroll date the week prior to vacation.
- Vacation pay earned may not be carried forward from year to year. It is the employee's responsibility to schedule all vacation and make the proper request.
- Vacation pay may not be exchanged for extra pay, nor will it be considered as earned income for a terminated or suspended employee and no payment for accrued vacation will be made to a terminated or suspended employee.

HOLIDAY PAY

Following the 90 day introductory period, full time employees will receive 8 hours of holiday pay for the following holidays:

- New Year's Day
- Memorial Day
- Fourth of July

- Labor Day
- Thanksgiving Day
- December 25th

If you are scheduled to work on one of these holidays, you may, with your supervisor's approval, take another day off in lieu of the holiday during the same pay period, or you may receive 8 hours of holiday pay in addition to pay for time worked on the holiday.

SICK/EMERGENCY PAY

Full time employees with more than one (1) year's service will be granted up to three (3) sick/emergency days per year. These days must be taken in full day increments.

Sick/emergency days must be taken in the year in which they accrue and will not carry forward to the next year or be paid to employees in lieu of time off. If possible, notify your supervisor in advance when you are taking a sick/emergency day. Paid sick/emergency days require the approval of your supervisor and General Manager.

Upon termination of employment, employees will not receive pay for unused sick/emergency days.

BEREAVEMENT LEAVE

Special leave from one to three days may be taken with the approval of your supervisor upon the death of an immediate family member. Immediate family includes mother, father, spouse, child, and brother or sister.

JURY DUTY

Good citizens make good employees, and we know that as a good citizen you may have to serve on a jury. Full time employees will receive regular wages for time lost while serving for up to forty (40) hours per year. You are expected to work when you can during the time that you are serving on a jury.

MEDICAL & DENTAL PLANS

Upon completion of the introductory period, full time employees generally become eligible to participate in group health and dental plans. Refer to plan details for eligibility requirements and other important information. It is the responsibility of each eligible employee to file for medical and dental cost reimbursements.

LIFE INSURANCE

Life insurance is generally available to full time employees. Refer to written plans for eligibility rules and details.

401K RETIREMENT PLAN

After one year of service, full time employees and part time employees who have worked a minimum of 1,000 hours during the year may be eligible for the 401K retirement plan. To qualify, an employee must be 18 years of age or older.

The plan allows employees to contribute up to 15% of their gross pay to their retirement. The club may match employee contributions at the rate of 50 cents per dollar up to 6% of the employee's annual compensation.

Employees who are eligible and participate in the plan are vested immediately. In other words, should they leave the club, they may transfer the full amount contributed by themselves and the club into another retirement plan or convert it to other retirement investments as allowed by law.

Under the Internal Revenue code, certain highly compensated employees are subject to special 401K provisions. Questions should be directed to the club's Personnel Administrator.

BENEFIT QUESTIONS

If you have any questions regarding any aspect of the club's benefit programs, please see your Personnel Administrator.

VIII – SAFETY & SECURITY

SAFETY

We are vitally concerned with the safety of our employees and our members and guests. While we go to great lengths to provide safe facilities, keeping them safe is everyone's responsibility. If you notice any unsafe condition, bring it to your supervisor's attention immediately.

Work carefully. Think before you act. Focus when working around potentially dangerous tools and equipment. Help prevent accidents by refraining from horseplay.

Should an accident occur, report to your supervisor immediately. He or she will see to it that you get proper treatment in the most expedient way. Also, provide your supervisor with the details of the accident to expedite the filing of any possible Workers' Compensation claim.

If you are required to use chemicals that could be hazardous, we provide Material Safety Data Sheets (MSDS) on the chemicals that describe how to use them safely, how to store them and how to use appropriate protective equipment.

Wear all safety devices and protective equipment provided for your use. If you do not know where to find these items, see your supervisor. Under no circumstances may an employee alter a machine or piece of equipment for the purpose of removing a safety feature.

SECURITY

Our club, because of its uniqueness and beauty, attracts attention, not all of which is welcomed. All employees, therefore, must be security minded. If you see strangers who look out of place, find out who they are and what they are doing there. Be polite and tactful, but follow your instincts if something seems odd. If in doubt, notify your supervisor. The same applies to former employees.

Employees may not bring bags, packages or containers into their workplace. Any employee leaving the premises with a bag, package or container is required to open it for inspection if requested to do so by a supervisor, member of management or security staff.

You can also help maintain security by leaving your valuables at home or securing them in your car or locker. Do not leave club property and supplies lying around. Close and lock storage areas after getting supplies and materials.

If you are working late, park your car in a well-lighted spot. If you are concerned about walking to your vehicle late at night, ask a fellow employee to accompany you. Please report any inoperative exterior and parking lot lighting to your supervisor. Do likewise with doors found unlocked or anything else that seems suspicious or out of place. Trust your instincts in these matters and report them.

IX – CONDUCT, DISCIPLINE & TERMINATIONS

CONDUCT GUIDELINES

While it is impossible to give complete guidance regarding employee conduct in the workplace, the club expects that employees will conduct themselves professionally and appropriately, as would reasonably be expected by the business surroundings in which they work.

Many aspects of appropriate conduct are contained in this handbook, and more will be provided during your training and by your supervisor's day to day guidance. If you have any questions about the appropriateness of certain conduct or want clarification of any information you have been provided, please see your supervisor.

The existence of conduct and discipline guidelines does not in any way alter the "at will" status of employment with the club. Further, the club retains the full right and authority to determine disciplinary action, up to and including termination, with or without cause, based upon specific circumstances.

MISCONDUCT

Violations of the following rules will warrant disciplinary action. Depending on the seriousness and frequency of the violations, the club may reprimand, suspend or terminate an employee. This list is not an all-inclusive and violations of other rules may be sufficient grounds for disciplinary action.

- Possession of a weapon at work or while on the premises.
- Misappropriation or destruction of property. Abuse or misuse of property.
- Falsification of records or lying to a supervisor about a work-related matter.
- Removal of items belonging to club, members and other employees from club premises.
- Conviction of a felony.
- Immoral or indecent conduct.
- Acceptance of any commission, discounts or other special considerations from purveyors providing goods or rendering services.
- Threat of bodily harm, fighting, physical altercation or disorderly conduct at work.
- Unauthorized possession of or drinking of any alcoholic beverage or use of drugs (other than those as prescribed by a physician) at work or reporting for work under the influence of alcohol or drugs.
- Unauthorized absence or repeated tardiness.
- Refusal to allow packages to be inspected.
- Sleeping on the job.
- Punching a time card other than your own and punching in before your scheduled shift without authorization by your supervisor.
- Sexual or other forms of harassment.
- Insubordination. Refusal or failure to perform reasonable assignments.
- Use of abusive, profane or obscene language.
- Conduct and/or appearance unbecoming to an employee that brings discredit to the club.
- Complaining about club operations to members and guests.
- Discourteous treatment of fellow employees, members and guests.

COUNSELING

When deemed appropriate, your supervisor may provide counseling about your conduct or work performance. This may take the form of informal, minor corrections of your work or more formal counseling sessions to discuss concerns about your conduct or performance. Formal counseling sessions will take place in private and you will be given an opportunity to respond.

When appropriate and deemed necessary by your supervisor, a written record will be made of the counseling. A copy of the record will be provided to you.

TERMINATIONS

As previously mentioned, your employment the club can be terminated at-will either by you or the club.

- **Resignation:** A resignation is an employee's voluntary termination of his or her employment. If you choose to resign, the club asks that you submit a two (2) week written notice to your supervisor. However, we reserve the right to require you to leave immediately upon the submission of your notice of resignation.

An employee who resigns and who gives at least two weeks notice will be paid for any unused accrued vacation time. Any employee who does not provide and work a notice period of at least two weeks forfeits any rights to unused vacation pay unless requested by the club to leave earlier than two weeks.

- **Discharge:** Discharge is termination of employment by the club. Any discharged employee is not entitled to receive payment of unused vacation time.
- **No Severance Pay Plan:** An employee who resigns or is discharged is not entitled to severance pay.
- **Letter of Recommendation:** Letters of recommendation for departing employees are not a matter of right. Requests for such letters should be made to your supervisor. The club and its employees, at its discretion, may or may not respond to such a request.

RETURN OF CLUB PROPERTY

During your employment you may be issued keys, pagers, radios, uniforms, tools, etc., that are a necessary part of your job. In the event of resignation or termination, these items must be returned to us, otherwise the replacement cost will be deducted from your final paycheck. Also, damage to any property or equipment caused by the negligent or willful conduct of an employee may result in such damages being deducted from that employee's pay.

FINAL PAYCHECK

An employee who resigns will receive his or her paycheck on the next regularly scheduled payday. If requested by you, the club will mail your final paycheck to an address given by you.

In the case of discharge, the club will prepare your final paycheck and present it to you at the time of discharge.

EXIT INTERVIEW

The club encourages exit interviews with all terminating employees. Exit interviews give employees an opportunity to share feelings about the club, its workplaces and policies. This information gives the club an

opportunity to learn and improve. It also provides the opportunity to discuss issues concerning benefits and other administrative details associated with leaving the club.

Exit interviews are normally conducted by the Personnel Administrator, but you may request such an interview with your supervisor if you wish.