



The Club at Longview

Employee Handbook

November 2021

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Core Policies

1.0 Welcome

Welcome! We hope that your employment with The Club at Longview will be rewarding and challenging. We take pride in our employees as well as in the products and services we provide.

The Club complies with all federal and state employment laws, and this handbook generally reflects those laws. The Club also complies with any applicable local laws, although there may not be an express written policy regarding those laws contained in the handbook.

The employment policies and/or benefits summaries in this handbook are written for all employees.

Please take the time now to read this handbook carefully. Sign the acknowledgment at the end to show that you have read, understood, and agree to the contents of this handbook, which sets out the basic rules and guidelines concerning your employment. This handbook supersedes any previously issued handbooks or policy statements dealing with the subjects discussed herein. The Club reserves the right to interpret, modify, or supplement the provisions of this handbook at any time. Neither this handbook nor any other communication by a management representative or other, whether oral or written, is intended in any way to create a contract of employment. Please understand that no employee handbook can address every situation in the work place.

If you have questions about your employment or any provisions in this handbook, contact your supervisor.

We wish you success in your employment here at The Club at Longview!

All the best,

Susan Dunnavant, Chief Operating Officer The Club at Longview

2.0 Introductory Language and Policies

2.1 Revisions to Handbook

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

2.2 At-Will Employment

Your employment with The Club at Longview is on an "at-will" basis. This means your employment may be terminated at any time, with or without notice and with or without cause. Likewise, we respect your right to leave the Club at any time, with or without notice and with or without cause.

Nothing in this handbook or any other Club document should be understood as creating a contract, guaranteed or continued employment, a right to termination only "for cause," or any other guarantee of continued benefits or employment. Only the Chief Operating Officer has the authority to make promises or negotiate with regard to guaranteed or continued employment, and any such promises are only effective if placed in writing and signed by the Chief Operating Officer.

If a written contract between you and the Club is inconsistent with this handbook, the written contract is controlling.

Nothing in this handbook will be interpreted, applied, or enforced to interfere with, restrain, or coerce employees in the exercise of their rights under Section 7 of the National Labor Relations Act.

2.3 Mission Statement

We stand for meeting and exceeding the expectation of our Members and their Guests on a daily basis.

2.4 Our Vision Statement

Why Not The Best!

1. We will provide the *Best* product for the available dollar.
2. We will provide the *Best* service in all area of the Club.
3. We will be the *Best* at communication with our three most important constituents:
 - a. The Club at Longview Members
 - b. The Club at Longview Employees
 - c. The community of the Longview Club
4. We will be the *Best* at operating financially efficient and effective.
5. We will be the *Best* at providing opportunities for our employees.

2.5 Ethics Code

The Club at Longview will conduct business honestly and ethically wherever operations are maintained. We strive to improve the quality of our services, products, and operations and will maintain a reputation for honesty, fairness, respect, responsibility, integrity, trust, and sound business judgment. Our managers and employees are expected to adhere to high standards of business and personal integrity as a representation of our business practices, at all times consistent with their duty of loyalty to The Club at Longview.

We expect that officers, executives, directors, managers, and employees will not knowingly misrepresent

the Club and will not speak on behalf of the Club unless specifically authorized. The confidentiality of trade secrets, proprietary information, and similar confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer/member lists, patents, trademarks, etc.) about the Club or operations, or that of our members, guests, or partners, is to be treated with discretion and only disseminated on a need-to-know basis (see policies relating to privacy).

Violation of the Code of Ethics can result in disciplinary action, up to and including termination of employment. The degree of discipline imposed may be influenced by the existence of voluntary disclosure of any ethical violation and whether or not the violator cooperated in any subsequent investigation.

2.6 Business Ethics Policy

Business Ethics Policy

Company employees are expected to maintain the highest ethical standards in the conduct of Company affairs. The intent of this policy is that employees conduct themselves with integrity and comply with all applicable laws in a manner that excludes considerations of personal advantage or gain.

Gifts, Favors, and Payments by the Company

Gifts, favors, and payments may be given to others at the Company's expense if they are:

- Consistent with accepted business practices;
- Sufficiently limited in value and cannot be construed as a bribe or payoff; and
- Not in violation of applicable law and generally accepted ethical standards.

Contrary to company policy are any payments, commissions, or compensation to customers, their associates, or family members that are not required by written contract.

Gifts, Favors, Entertainment and Payments Received by Employees

Employees may not seek or accept any gifts, favors, entertainment, or payments without a legitimate business purpose. Employees may not seek or accept personal loans (other than conventional loans at market rates from lending institutions) from any persons or businesses that do or seek to do business with or are a competitor of the Company.

In the application of this policy, employees may accept for themselves and members of their families common courtesies usually associated with customary business practices. These include but are not limited to:

- Lunch and/or dinner with vendors sometimes including spouses as long as the vendor extends the invitation.
- Gifts of small value from vendors such as calendars, pens, pads, mugs, etc.
- Tickets to events (such as sports, arts, etc.) are acceptable if offered by the vendor and the vendor accompanies the associate to the event. These are not to be solicited by the Company associate and must be approved by the appropriate manager.

The receipt of alcoholic beverages is discouraged; however, perishable items usually given during the holidays such as hams, cookies, nuts, etc., are acceptable. It is never permissible to accept a gift in cash or cash equivalent such as stocks or other forms of marketable securities of any amount. Management may not accept gifts from those under their supervision of more than limited value.

Conflicts of Interest

Employees should avoid any situation that involves or may involve a conflict between their personal interest and the interest of the Company. As in all other facets of their duties, employees dealing with customers,

suppliers, contractors, competitors or any person doing or seeking to do business with the company must act ethically and promptly disclose, in full and in writing to their manager, any potential situation that may involve a conflict of interest.

Confidential Information

The revelation or use of any confidential product information, data on decisions, plans, or any other information that might be contrary to the interest of the Company without prior authorization, is prohibited. The misuse, unauthorized access to, or mishandling of confidential information, particularly personnel information, is strictly prohibited.

Compliance

Any violation of this policy will subject the associate to disciplinary action or immediate discharge. Any employee with knowledge of any violation of the policy must promptly report it to management/Human Resources.

3.0 Hiring and Orientation Policies

3.1 Conflicts of Interest

The Club at Longview is concerned with conflicts of interest that create actual or potential job-related concerns, especially in the areas of confidentiality, member relations, safety, security, and morale. If there is any actual or potential conflict of interest between you and a competitor, supplier, distributor, or contractor to the Club, you must disclose it to your supervisor. If an actual or potential conflict of interest is determined to exist, the Club will take such steps as it deems necessary to reduce or eliminate this conflict.

3.2 Employment of Relatives and Friends

We will not employ friends or relatives in circumstances where actual or potential conflicts may arise that could compromise supervision, safety, confidentiality, security, and morale at The Club at Longview. No applicant will be hired, or employees transferred or promoted into a position that would place him or her in a supervisory relationship (at any level, direct or indirect) with a relative.

It is your obligation to inform the Club of any such potential conflict so the Club can determine how best to respond to the particular situation.

3.3 New Hires and Introductory Periods

The first 90 days of your employment is considered an introductory period. During this period, you will become familiar with The Club at Longview and your job responsibilities, and we will have the opportunity to monitor the quality and value of your performance and make any necessary adjustments in your job description or responsibilities, if applicable. Your introductory period with the Club can be shortened or lengthened as deemed appropriate by management and Human Resources. Completion of this introductory period does not imply guaranteed or continued employment. Nothing that occurs during or after this period should be construed to change the nature of the "at-will" employment relationship.

3.4 Training Program

In most cases, and for most departments, training employees is done on an individual basis by a department manager. Even if you have had previous experience in the specified functions of your job duties, it is necessary for you to learn our specific procedures, as well as the responsibilities of the specific position. If you ever feel you require additional training, consult your supervisor.

3.5 Employment Authorization Verification

New hires will be required to complete Section 1 of federal Form I-9 on the first day of paid employment and must present acceptable documents authorized by the U.S. Citizenship and Immigration Services proving identity and employment authorization no later than the third business day following the start of employment with The Club at Longview. If you are currently employed and have not complied with this requirement or if your status has changed, inform your supervisor.

If you are authorized to work in this country for a limited period of time, you will be required to submit proof of renewed employment eligibility prior to expiration of that period to remain employed by the Club.

4.0 Wage and Hour Policies

4.1 Business Hours and Work Schedules

The Club is normally open for business from 7:00 a.m. to 9:00 p.m., Tuesday through Sunday. You will be assigned a work schedule and you will be expected to begin and end work according to the schedule. To accommodate the needs of our business, at some point we may need to change individual work schedules on either a short-term or long-term basis.

Employees will be provided meal and rest periods as required by law. Your Supervisor will provide further details.

Work Schedule for Salaried Employees

Salaried employees are required to work a minimum of five eight-hour days per work week. The Club work week begins on Monday and ends on Sunday. Employees who work more than five (5) days in a given work week are not entitled to take an additional day off during the following work week. Additional vacation days will only be awarded at the discretion of the General Manager. Any deviations from the standard eight-hour day or five-day week must be approved, in advance, by the General Manager.

Off-Duty Employees

Off-duty employees may return to the Club for scheduled employee meetings, to pick up paycheck, or for a special occasion arranged with the General Manager.

4.2 Attendance

Punctuality and good attendance are essential for the effective operation of the club. You are an integral part of the club and other people depend on you. If you are absent or even late in reporting to work, you place a burden on your fellow employees.

Introduction

Employees are expected to be on the job, on time, every day that they are scheduled to work. Wherever possible, employees should schedule all medical and personal appointments outside of work hours. Unscheduled absences, late arrivals, and early departures are grounds for disciplinary action and are considered during the employee's performance reviews.

Notification Procedure

Employees who are unable to report to work must notify their supervisor within one (1) hour of their regular starting time if they are scheduled for a shift prior to 9:00 a.m. All other shifts after 9:00 a.m. require a two (2) hour notice.

With the exception of an unforeseen emergency and notification is not possible, employees who will be late more than 10 minutes must notify their supervisor.

Employees who will be late or absent must call personally and talk directly with the supervisor. Unless an employee is physically unable to make the telephone call, notification by a friend or relative does not satisfy this notification requirement. Employees who will be absent for more than one day or for an indefinite period of time can be required to call their supervisor every day of the absence and may be required to furnish a doctor's excuse.

Improper notification is considered an unexcused absence/tardiness. Tardiness more than 10 minutes, with or without notification, is considered unexcused unless the supervisor has deemed it to be an "emergency" and/or has excused the tardiness.

Discipline for Tardiness/Unexcused Absence

Employees are counseled after their first incident of unexcused tardiness. Employees are given a written warning after their second incident of unexcused tardiness. A two-day suspension without pay is given if there is a third incident of tardiness within three months of the first incident. An employee who is late a fourth time within four (4) months is subject to termination.

Employees are given a written warning about their attendance after their first incident of unexcused or improper notification of absence. A second unexcused absence/improper notification may result in a suspension without pay. An employee who has an unexcused absence/improper notification a third time may be subject to termination.

Failure to call in when absent for two (2) consecutive days will result in termination.

4.3 Job Abandonment

If you fail to show up for work or call in with an acceptable reason for the absence for a period of two (2) consecutive days, you will be considered to have abandoned your job and voluntarily resigned from The Club at Longview.

4.4 Direct Deposit

The Club at Longview encourages employees to use direct deposit. Authorization forms are available from supervisors, the Club Controller or the Oasis, a Paychex Company Employee Services website.

Employees that do not have the ability to do direct deposit have the option of getting a payroll debit card through Oasis, a Paychex Company and MoneyNetwork®.

For more information, please refer to the "payroll debit card information" section of the "Forms/Documents" menu on the Oasis, a Paychex Company Employee Services website.

4.5 Introduction to Wage and Hour Policies

At The Club at Longview, pay depends on a wide range of factors, including pay scale surveys, individual effort, profits, and market forces. If you have any questions about your compensation, including matters such as paid time off, commissions, overtime, benefits, or paycheck deductions, speak with your supervisor.

4.6 Paycheck Deductions

The Club at Longview is required by law to make certain deductions from your pay each pay period, including deductions for federal income tax, Social Security and Medicare (FICA) taxes, state income taxes,

and any other deductions required under law or by court order for wage garnishments. The amount of your tax deductions will depend on your earnings and the information you list on your federal Form W-4 and applicable state withholding form. Permissible deductions for exempt employees may also include, but are not limited to, deductions for full-day absences for reasons other than sickness or disability and certain disciplinary suspensions. You may also authorize certain voluntary deductions from your paycheck where permissible under state law. Your deductions will be reflected in your wage statement. If you have any questions about deductions from your pay, contact your supervisor.

The Club will not make deductions to your pay that are prohibited by federal, state, or local law. Review your paycheck for errors each pay period and immediately report any discrepancies to your supervisor.

You will be reimbursed in full for any isolated, inadvertent, or improper deductions, as defined by law. If an error is found, you will receive an immediate adjustment, which will be paid no later than your next regular payday.

The Club will not retaliate against employees who report erroneous deductions in accordance with this policy.

4.7 Recording Time

The Club at Longview is required by applicable federal, state, and local laws to keep accurate records of hours worked by certain employees. To ensure that the Club has complete and accurate time records and that employees are paid for all hours worked, nonexempt employees are required to record all working time. Exempt employees may also be required to track days or time worked. Speak with your supervisor for specific instructions.

You must accurately record all of your time to ensure you are paid for all hours worked and must follow established Club procedures for recording your hours worked. Time must be recorded as follows:

To make sure you are properly paid, clock IN at the beginning of your shift and OUT at the end of the shift. The work in your department is planned on the basis that everyone reports on time. Tardiness, of course, results in lost time for which you are not paid.

Under no circumstances are you to report to work on a voluntary basis, even if it is at your request and you wish to spend your "free time" learning another position. You are to work only when scheduled to do so.

Please do not clock IN more than five (5) minutes before the normal start of your scheduled shift. For example, if your shift begins at 8:00 a.m., please do not clock IN before 7:55 a.m. unless instructed by your supervisor.

Clock OUT as soon as possible following the completion of your shift. Normally, this should not be more than five (5) minutes following the end of your shift, unless you are authorized to work overtime. Employees must be in uniform when clocking IN/OUT.

During your meal period, you must also clock OUT and IN for the time you are taking your meal.

You should not clock IN and OUT for breaks. However, breaks should be limited to ten (10) minutes in the morning and ten (10) minutes in the afternoon. Lunch and breaks are provided to rest and relax you throughout the day and may not be saved until the end of the day in order to leave early.

Recording work time for another person is strictly prohibited.

Notify your supervisor of any pay discrepancies, unrecorded or misrecorded work hours, or any involuntarily missed meal or break periods. Falsifying time entries is strictly prohibited. Falsifying time entries includes working "off the clock." If you falsify your own time records, or the time records of co-workers, or if you work off the clock, you will be subject to discipline up to and including termination.

Immediately report to the General Manager any employee, supervisor, or manager who falsifies your time entries or encourages or requires you to falsify your time entries or work off the clock.

4.8 Tipped Employees

If you are a tipped employee, federal law requires you to report all cash tip income to your employer. Tips are to be reported on a daily basis.

Employers are required by the Internal Revenue Service (IRS) to report the difference between tips reported as income and a percentage of the sales to which the tips apply as defined by the IRS.

Federal income tax law also states that upon failure to report tipped income to the employer, the employee becomes liable for a penalty of the tax due on the unreported tips plus interest

5.0 Performance, Discipline, Layoff, and Termination

5.1 Criminal Activity/Arrests

The Club at Longview will report all criminal activity in accordance with applicable law. Involvement in criminal activity while employed by the Club, whether on or off Club property, may result in disciplinary action including suspension or termination of employment.

You are expected to be on the job, ready to work, when scheduled. Inability to report to work as scheduled may lead to disciplinary action, up to and including termination of employment, for violation of an attendance policy or job abandonment.

5.2 Outside Employment

Outside employment that creates a conflict of interest or that affects the quality or value of your work performance or availability at The Club at Longview is prohibited. The Club recognizes that you may seek additional employment during off hours, but in all cases expects that any outside employment will not affect your attendance, job performance, productivity, work hours, or scheduling, or would otherwise adversely affect your ability to effectively perform your duties or in any way create a conflict of interest. Any outside employment that will conflict with your duties and obligations to the Club should be reported to your supervisor. Failure to adhere to this policy may result in discipline up to and including termination.

5.3 Performance Evaluations

Employee Performance Evaluations

The Club uses performance evaluations to assess work performance. The evaluations also assist employees in providing information about deficiencies in work performance and the organization's expectations for the future. Written performance evaluations are best because a written evaluation creates a tangible record, which may be reviewed and referenced in the future.

The evaluation process generally involves the following steps:

- Developing guidelines and standards against which an employee's performance may be compared.
- Gathering appraisal information, which when analyzed against the established standards reflects the employee's performance.
- Discussing the appraisal information with the employee.
- Documenting the evaluation process in the employee's personnel file.

Employers use performance evaluations:

- As positive communication tools to help employees improve job performance.
- In salary administration for determining merit increases.
- As regular workforce monitoring tools.
- In the disciplinary process where an employee's job performance is unacceptable and could lead to discipline or termination.

The performance improvement process is a means for increasing the quality and value of your work performance. Your initiative, effort, attitude, job knowledge, and other factors will be addressed. You must understand that a positive job performance review does not guarantee a pay raise or continued employment. Pay raises and promotions are based on numerous factors, only one of which is job performance.

5.4 Post-Employment References

The Club at Longview policy is to confirm dates of employment and job title only. With written authorization, the Club will confirm compensation. Forward any requests for employment verification to a club supervisor, controller, or Human Resources.

5.5 Open Door/Conflict Resolution Process

The Club at Longview strives to provide a comfortable, productive, legal, and ethical work environment. To this end, we want you to bring any problems, concerns, or grievances you have about the work place to the attention of your supervisor and, if necessary, to Human Resources or the General Manager. To help manage conflict resolution we have instituted the following problem solving procedure:

If you believe there is inappropriate conduct or activity on the part of the Club, management, its employees, vendors, members, guests, or any other persons or entities related to the Club, bring your concerns to the attention of your supervisor at a time and place that will allow the person to properly listen to your concern. Most problems can be resolved informally through dialogue between you and your immediate supervisor. If you have already brought this matter to the attention of your supervisor before and do not believe you have received a sufficient response, or if you believe that person is the source of the problem, present your concerns to Human Resources or the General Manager. Describe the problem, those persons involved in the problem, efforts you have made to resolve the problem, and any suggested solution you may have.

Always remember to approach your supervisor first with problems, unless the problem is with your supervisor and you have not been able to resolve the matter together.

5.6 Promotions

Recognizing the need to fill available positions with the best-qualified people, the Club may recruit from outside as well as consider qualified candidates from within the Club.

In considering an employee for promotion or transfer, the Club evaluates your experience, training, skills, performance, attendance and length of service, among other factors.

In order to be eligible for a promotion or transfer, you must possess the skills, education and experiences required, be doing satisfactory work and have worked a minimum of six (6) months in your current position. The Club reserves the right to promote or transfer employees outside these parameters

5.7 Standards of Conduct

The Club at Longview wishes to create a work environment that promotes job satisfaction, respect, responsibility, integrity, and value for all our employees, clients, members, guests, and other stakeholders.

We all share in the responsibility of improving the quality of our work environment. By deciding to work here, you agree to follow our rules.

While it is impossible to list everything that could be considered misconduct in the workplace, what is outlined here is a list of common-sense infractions that could result in discipline, up to and including immediate termination of employment. This policy is not intended to limit our right to discipline or discharge employees for any reason permitted by law.

Examples of inappropriate conduct include:

- Violation of the policies and procedures set forth in this handbook.
- Obtaining employment on the basis of false or misleading information.
- Stealing, removing, or defacing The Club at Longview's property or a co-worker's property
- Inappropriate or unauthorized disclosure of confidential information.
- Completing another employee's time records.
- Dishonesty.
- Violation of safety rules and policies.
- Violation of The Club at Longview's Drug and Alcohol-Free Workplace Policy.
- Fighting, threatening, disruptive behavior, or other serious breaches of acceptable behavior, including, but not limited to using obscene, abusive, or threatening language or gestures.
- Any violation of The Club at Longview's Workplace Violence Policy.
- Theft, attempted theft, unauthorized removal, or unauthorized possession of the Club's property or property of other employees, members, or guests.
- Insubordination or disobedience of a lawful Management directive.
- Deliberate omission, falsification, or fraudulent alteration of any document or record.
- Failure to report to work after the expiration of a leave of absence.
- Loitering, sleeping, or loafing during work time.
- Stopping work prior to the end of any shift or leaving a work area without permission.
- Failure to perform assigned job duties.
- Violation of the Attendance and Punctuality Policy, including but not limited to irregular attendance, habitual lateness or unexcused absences.
- Gambling on Club property.
- Willful or careless destruction or damage to Club equipment or property or to the equipment or possessions of another employee.
- Excessive, unnecessary, or unauthorized use of the Club's property and supplies, particularly for personal purposes.
- Performing work of a personal nature during working time.

- Aiding a competitor or any act that intends to inflict injury upon the Club.
- Violation of the Solicitation and Distribution Policy.
- Violation of The Club at Longview's Discrimination, Harassment, and Retaliation or Equal Employment Opportunity policies.
- Violation of the Communication and Computer Systems Policy.
- Unsatisfactory job performance.
- Violation of any other Club policy.

Obviously, not every type of misconduct can be listed. Note that all employees are employed at will, and the Club reserves the right to impose whatever discipline it chooses, or none at all, in a particular instance. The Club will deal with each situation individually and nothing in this handbook should be construed as a promise of specific treatment in a given situation. However, the Club will endeavor to utilize progressive discipline but reserves the right in its sole discretion to terminate an employee at any time for any reason.

The observance of these rules will help to ensure that our workplace remains a safe and desirable place to work.

Nothing in this policy is intended to limit your rights under the National Labor Relations Act, or to modify the at-will employment status where at-will is not prohibited by state law.

5.8 Anti Bullying Policy

The Club is committed to a workplace free of intimidation or bullying. **We define bullying as repeated inappropriate behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment.** Such behavior violates the club's Workplace Conduct, Workplace Violence, and Anti-Harassment policies that require employees to treat others with dignity and respect.

The Club will not tolerate bullying behavior from any employee. If you are found to be in violation of this policy, you will be subject to disciplinary action, up to and including termination.

Bullying may be intentional or unintentional. However, the intention of the person who bullies is irrelevant. It is the effect of the behavior on the individual that is important, and the intention of the bully will not be given consideration when determining appropriate discipline. The Club considers the following types of behavior examples of bullying:

- **Verbal bullying:** Slandering, ridiculing or maligning a person or their family; persistent name calling that is hurtful, insulting or humiliating; using a person as butt of jokes; abusive and offensive remarks.
- **Physical bullying:** Pushing, shoving, kicking, poking, tripping, assault or threat of physical assault, damage to a person's work area or property
- **Gesture bullying:** Nonverbal threatening gestures; glances that can convey threatening messages.
- **Exclusion:** Socially or physically excluding or disregarding a person in work-related activities.

In addition, the following examples may constitute or contribute to evidence of bullying in the workplace:

- Persistent singling out of one person.
- Shouting or raising voice at an individual in public or in private.

- Using verbal or obscene gestures.
- Repeatedly not allowing the person to speak or express himself or herself (i.e., ignoring or interrupting).
- Personal insults and use of offensive nicknames.
- Public humiliation in any form.
- Constant criticism on matters unrelated or minimally related to the person's job performance or description.
- Repeatedly ignoring or interrupting an individual at meetings.
- Public reprimands.
- Repeatedly accusing someone of errors that cannot be documented.
- Deliberately interfering with mail and other communications.
- Spreading rumors and gossip regarding individuals.
- Encouraging others to disregard a supervisor's instructions.
- Manipulating the ability of someone to do their work (e.g., overloading, under loading, withholding information, assigning meaningless tasks, setting deadlines that cannot be met, giving deliberately ambiguous instructions).
- Inflicting menial tasks not in keeping with the normal responsibilities of the job.
- Taking credit for another person's ideas.
- Refusing reasonable requests for leave in the absence of work-related reasons not to grant leave.
- Deliberately excluding an individual or isolating him or her from work-related activities, such as meetings.
- Unwanted physical contact, physical abuse or threats of abuse to an individual or an individual's property (defacing or marking up property).

5.9 Workforce Reductions (Layoffs)

If necessary, based upon business needs, The Club at Longview management may decide to implement a reduction in force (RIF). We acknowledge that RIFs can be a trying experience for all involved, and the Club will make its best effort to make sound business decisions while acknowledging the needs of its workforce.

6.0 General Policies

6.1 Use of Company Systems

Purpose

The purpose of this document is to provide common standards for the use of Concert Golf Partners and affiliates. electronic communications, including but not limited to electronic mail systems (E-mail), the Internet, computers, laptops and related technologies and equipment (herein referred to as "Company systems"). The intent of this policy is to provide information concerning the appropriate and inappropriate

use of Company systems. Examples are included in order to assist readers with the intent of specific sections of this policy. However, the examples contained within this policy do not exhaust all possible uses or misuses.

Addendum's containing additional policies or changes will be forthcoming. The policies are labeled with a version number. The policies stated in the latest release version hold precedent over previous versions.

Definitions

E-mail or electronic mail refers to the electronic transfer of information typically in the form of electronic messages, memoranda, and attached documents from a sending party to one or more receiving parties via an intermediate telecommunications system. E-mail is the means of sending messages between computers using a computer network. E-mail services, as defined by this policy, refer to the use of company electronic mail systems.

Internet refers to a "worldwide system of computer networks - a network of networks in which users at any one computer can, if they have permission, get information from any other computer (and sometimes talk directly to users at other computers). The world-wide web is the most widely used part of the Internet, (often abbreviated "WWW" or called "the Web").

Intranet refers to an internal network or website within an organization. The main purpose of an intranet is to share company information and computing resources among employees.

Concert Golf Partners Data Services refers to the equipment and services which provide employees and authorized users with electronic access to, including but not limited to, the internet and e-mail. Company refers to Concert Golf Partners and Affiliates.

Scope of Policy

This policy covers all employees whether permanent or non-permanent, full, or part-time, and all consultants or contracted individuals retained by Company (herein referred to as "users").

Company Responsibility

Company is responsible for providing all users with a copy of this policy, obtaining a signed acknowledgment of receipt from each user, and keeping a copy of the signed acknowledgement on file.

Company may establish additional restrictions regarding the use of Company systems within their local departments. Should conflict exist between this policy and departmental policy, the more restrictive policy would take precedence. The Director of Human Resources (or person serving in this capacity) within each department is responsible for addressing individual employee questions concerning this policy and the appropriate use of Company systems.

Ownership of Messages, Data and Documents

Company systems and all information contained therein are Company property. Information created, sent, received, accessed or stored using these systems is the property of the Company.

No Presumption of Privacy

All activities involving the use of Company systems are not personal or private; therefore, users should have no expectation of privacy in the use of these resources. The Company reserves the right to monitor and/or log all activities without notice. This includes but is not limited to correspondence via e-mail and facsimile.

User Responsibilities

As a user, it is important to identify yourself clearly and accurately in all electronic communications. Concealing or misrepresenting your name or affiliation is a serious abuse. Using identifiers of other individuals as your own constitutes fraud. This includes but is not limited to using a computer Logon ID other than the individual User ID authorized. Individuals may not provide their passwords or logon ids to others. Users should also be mindful that the network is a shared resource and be aware of the impact of their activities on other users. For example, a user placing files on any shared resource should do so in an organized and properly labeled manner.

Usage of Company systems

Company systems are provided at Company expense and are to be used solely to conduct Company business. This means system usage is in conformance with federal and state laws as well as company policies and procedures. System usage must be in accordance with each user's job duties and responsibilities as they relate to the user's position with the Company at the time of usage. Users who are dually employed must keep in mind the responsibilities of each specific position while engaged in activities involving Company systems. Activities must reflect the position duties the employee is performing at the time of Company system usage.

Examples of Acceptable Use of Company systems

Examples of acceptable use of Company systems include job-related activities involving any of the Company systems and in accordance with the above criteria. The following items are examples of acceptable activities:

E-mail: sending and receiving correspondence for job related purposes; communicating with clients, vendors, other agencies and/or employees, etc., on work-related issues; collaborating with other organizations about tasks, initiatives and projects of interest to the Company. Note: E-mail messages are not private and may be retrieved by authorized personnel at any time without notice.

Internet: researching items as they pertain to the user's Company position; obtaining information useful to users in their official capacity;

Misuse of Company systems

Company systems are provided at Company expense and are to be used solely to conduct Company business. Unacceptable system usage is generally defined as any activity NOT in conformance with the purpose, goals, and mission of the Company. Additionally, activities that are NOT in accordance with each user's job duties and responsibilities as they relate to the user's position within Company service are also unacceptable. Any usage in which acceptable use is questionable must be avoided. When in doubt, seek policy clarification from your Company Director of Human Resources (or person serving in this capacity) prior to pursuing the activity.

Examples of Unacceptable Use of Company systems

Any and all personal activities involving any of the Company systems. The following items are examples of prohibited activities; however, users are reminded prohibited activities are not limited to these examples:

Email: creating or forwarding jokes, chain messages, or any other non-work related messages; checking and/or responding to personal e-mail via another (second party) e-mail system such as Gmail, iCloud, Yahoo!; sending or forwarding messages referring to political causes or activities; messages concerning participation in sports pools, baby pools or other sorts of gambling activities; religious activities; stock quotes; distribution groups or "listservs" for non-work related purposes; solicitations or advertisements for non-work related purposes.

Internet: pirating software; stealing passwords; hacking other machines on the Internet; participating in the viewing or exchange of pornography or obscene materials; engaging in other illegal or inappropriate activities using the Internet; personal job searches; shopping on-line for non-work related items; checking/viewing stocks or conducting any personal financial planning activities.

Social media: any form of online publication or presence that allows interactive communication, including, but not limited to, social networks, blogs, Internet websites, internet forums, and wikis. Examples of social media include, but are not limited to, Facebook, Twitter, YouTube, Google+, and Flickr. ***This policy does not apply if accessing social media is necessary for an employee to perform their job duties.**

Any usage of Concert Golf Partners Data Services for illegal or inappropriate purposes is prohibited. Illegal activities are violations of local, state, and/or federal laws and regulations. Inappropriate uses are violations of the appropriate use of Company systems, as defined in this document. Failure to identify the author(s) of information accessed or obtained (i.e., that which is subject to copyright laws, trademarks, etc.)

Connecting personally owned hardware or installing and/or using non-Company licensed software. Company policy on downloading software is that no user may install any software without explicit permission from Management staff. Any unauthorized access to any computer system, application or service. Any activities for private, commercial purposes, such as business transactions between individuals and/or commercial organizations. Any usage that interferes with or disrupts network users, services, or computers. Disruptions include, but are not limited to, distribution of unsolicited advertising, and deliberate propagation of computer viruses. Any activities where users engage in acts that are deliberately wasteful of computing resources or which unfairly monopolize resources to the exclusion of others. These acts include, but are not limited to, broadcasting unsolicited mailings or other messages, creating unnecessary output or printing, or creating unnecessary network traffic.

6.2 Computer Security and Copying of Software

Software programs purchased and provided by The Club at Longview are to be used only for creating, researching, and processing materials for Club use. By using Club hardware, software, and networking systems you assume personal responsibility for their use and agree to comply with this policy and other applicable Club policies, as well as city, state, and federal laws and regulations.

All software acquired for or on behalf of the Club, or developed by Club employees or contract personnel on behalf of the Club, is and will be deemed Club property. It is the policy of the Club to respect all computer software rights and to adhere to the terms of all software licenses to which the Club is a party. The IT Department is responsible for enforcing these guidelines.

You may not illegally duplicate any licensed software or related documentation. Unauthorized duplication of software may subject you and/or the Club to both civil and criminal penalties under the United States Copyright Act. To purchase software, obtain your manager's approval. All software acquired by the Club must be purchased through the IT Department.

You may not duplicate, copy, or give software to any outsiders including clients, contractors, members, and others. You may use software on local area networks or on multiple machines only in accordance with applicable license agreements entered into by the Club.

6.3 Authorization for Use of Personal Vehicle

All employees required to operate a motor vehicle as part of their employment duties must maintain a valid driver's license, acceptable driving record, and appropriate insurance coverage. The Club at Longview may run a motor vehicle department check to determine your driving record. It is your responsibility to provide a copy of your current driver's license and insurance coverage for your personnel file. Any changes in your driving record, including, but not limited to, driving infractions or changes to your insurance policy, must be reported to the Club.

If you use your personal vehicle in the course and scope of employment, you may not operate such vehicle while:

1. Under the influence of drugs, alcohol, or any other substance that might impair your judgment or ability to drive; or
2. Texting, emailing, or otherwise using a cell phone or other handheld device without utilizing a hands-free device.

6.4 Driving Record

All employees required to operate a motor vehicle as part of their employment duties at The Club at Longview must maintain a valid driver's license and acceptable driving record. The Club may run a motor vehicle department check to determine your driving record. It is your responsibility to provide a copy of your current driver's license for your personnel file. Any changes in your driving record, including but not limited to driving infractions, must be reported to the Club.

State law requires all motorists to carry auto liability insurance. It is against the law to drive without insurance. If you use your own vehicle as a part of your employment duties, you must provide management with a current proof of insurance statement or card. New proof of insurance is required every time your policy expires and renews.

6.5 Business Expense Reimbursement

Employees who travel for business while on assignment away from the normal work location will be reimbursed for allowable business expenses. Allowable expenses include air/rail travel, ground transportation (cab, van, shuttle services) fare, auto rental, entertainment for business purposes, hotel, meals for business purposes, personal meals, mileage for personal vehicles, tolls, parking and other expenses associated with business travel objectives. Employees are expected to limit expenses to reasonable amounts.

Employees who travel for Club business must complete a Club Expense Report form available from your supervisor or the accounting office. The Expense Report form must include the original receipts and must be approved by way of a signature from your immediate supervisor or the next level of authority and the designated Controller. Expense reports must be submitted within 30 days of the date the expenses are incurred.

Employees who leave the Club must submit any outstanding expenses for payment within 14 days of their last day of work.

Employees should contact their supervisor for guidance and assistance on procedures related to expense forms, reimbursement for specific expenses, and other business travel issues or to request a copy of the detailed Travel and Expense Reimbursement policy.

6.6 Bulletin Boards

The Club at Longview maintains an official bulletin board for providing employees with official Club notices, including wage and hour laws, changes in policies, and other employment-related notices. At times the Club may also post information of general interest to employees on the bulletin board. You are responsible for being informed about this material by periodically reviewing the bulletin board. Only authorized personnel may add and remove notices from the bulletin board.

6.7 Employee Parking/Employee Entrance

Please consider our Members and Guests and use the designated Employee Parking Area at the Club. Employees may not park boats, additional cars or trailers on Club property.

All employees are to enter and leave the premises by the employee entrance designated by the General Manager. Please check with your supervisor to locate this entrance.

6.8 Employer Sponsored Social Events

The Club at Longview may hold periodic social events for employees. Be advised that your attendance at these events is voluntary and does not constitute part of your work-related duties. Any exceptions to this policy must be in writing and signed by a supervisor prior to the event.

6.9 Mail Use

You are required to limit usage of The Club at Longview mail service to business purposes only. You may not use the Club address to receive personal mail. Do not use the Club postage meter for your personal mail. Report any suspicious packages or envelopes to your supervisor, manager on duty or the General Manager immediately.

6.10 Minimum Age of Workers

Due to the nature of our business, no person under the age of sixteen (16) may be employed by any club under any circumstances. No person under eighteen (18) years of age will be allowed to serve alcohol or operate a Club vehicle.

6.11 Nonsolicitation/Nondistribution Policy

To avoid disruption of business operations or disturbance of employees, visitors, and others, The Club at Longview has implemented a Nonsolicitation/Nondistribution Policy. For purposes of this policy, "solicitation" includes, but is not limited to, selling items or services, requesting contributions, and soliciting or seeking to obtain membership in or support for any organization. Solicitation performed through verbal, written, or electronic means is covered by the Nonsolicitation/Nondistribution Policy.

You are prohibited from soliciting other employees during your assigned working time. For this purpose, working time means time during which either you or the employees who are the object of the solicitation are expected to be actively engaged with assigned work. You may conduct solicitations during your lunch period, coffee breaks, or other authorized nonworking time, so long as you do so when the other employees are also on nonworking time.

To avoid inappropriate litter, clutter, and safety risks, you may not distribute literature or other items that are not work related in working areas at any time. Working areas do not include break/rest areas, lunchrooms, or parking lots. Electronic distribution of materials is prohibited during work time. Literature that violates the company's equal employment opportunity (EEO) and nonharassment policies (including threats of violence), or is knowingly and recklessly false, is never permitted. Non-employees are not permitted to distribute materials on company premises at any time.

This policy is not intended to restrict the statutory rights of employees, including the right to discuss terms and conditions of employment.

Violations of this policy should be reported to supervisor.

6.12 Off-Duty Use of Employer Property or Premises

You may not use The Club at Longview property for personal use during working time. You are responsible for returning Club property in good condition and repairing or replacing any property damaged as the result of personal use or as the result of negligence. This includes use of copy machines, computers, Club products, or office supplies for personal use without prior authorization.

It is Club policy to control off duty and nonworking hour use of Club facilities either for business or personal reasons. You are prohibited from using Club facilities during off duty or nonworking hours without the written consent of the General Manager.

6.13 Suggestion Policy

At The Club at Longview, we welcome suggestions for continued improvement and welcome your ideas for better ways to do your job, produce or sell the products or services of our Club, or meet member, guest, and client needs. Discuss your ideas with your supervisor or another member of the management team.

We also encourage you to offer any suggestions derived from seminars, magazines, or other outside sources of information you believe would add value to the Club.

Understand that any suggestions, innovations, inventions, or other matter created by you on work time or with Club tools or property are considered to be the property of the Club.

6.14 Personal Appearance

Professionalism is reflected in an employee's personal appearance, including appropriate dress and good grooming. Your personal appearance is an important part of the way you represent the Club to our members, guests and the general public. Members form an opinion of the Club from your appearance and attitude. Neat and conservative attire creates a favorable impression. Employees must refrain from eating, smoking, or chewing gum in the presence of members and guests.

Maintaining the highest standards relating to personal hygiene, including regular bathing and use of deodorant, brushing of teeth and using mouthwash as necessary, maintaining clean hands and fingernails at all times, moderate use of cosmetics and excessive use of perfumes or colognes.

All employees of the Club are expected to be appropriately dressed and well-groomed at all times. The Club's grooming standards include:

Hair Women: Hair should be clean, attractive, and neatly styled, and if colored, maintained in a natural tone. This means no colors such as green, purple, blue, pink, etc. Extreme or severe styles are not permitted. Service and Kitchen staff employees' hair is to be no longer than collar length or pulled back into a ponytail, braid, or bun. If hair is dyed or frosted, it should be done in a becoming manner. Headbands and clips with bright colors, patterns, flowers, butterflies, or other non-conservative items are prohibited. Certain departments or areas may have additional requirements.

Hair Men: Hair must be clean, neat and trimmed; no longer than top of collar. Sideburns should be moderate in style, no longer than ¼" below the center of the ear. Mustaches, if worn, must be neat and trimmed.

Make up: Make up should appear conservative and professional. Foundation, blush, lipstick and standard colors of eyeliner and mascara are acceptable, as is conservative coloring in eye shadow when tastefully applied. Bright, glittery colors in eye shadow, eyeliner, blush, and lipstick are not appropriate, as they do not present the professional image we strive to maintain.

Jewelry: For both men and women, jewelry must be tasteful and minimally worn. Men are not permitted to wear earrings at work. Women employed in the kitchen or service department of the club are only allowed to wear earrings that are smaller than the size of a quarter. A necklace is permitted on the outside of your uniform.

Piercings and Tattoos: Nose rings, tongue rings, facial piercings, or any other visible piercing (except as noted above) is prohibited while on duty. Prominent tattoos on any body part visible to the public must be covered.

Hats: Employees who work in the kitchen or outside may wear either a club issued hat, or a solid colored hat that matches the employees' uniform. Employees may not wear personal hats other than those described above.

The authority to determine what is appropriate or inappropriate resides with the supervisor, department head, General Manager or higher supervisory authorities.

This policy is subject to modification by the Club. This is a minimum – more restrictions may apply, but never less.

The Club, in accordance with applicable law, will reasonably accommodate employees with disabilities or religious beliefs that make it difficult for them to comply fully with the personal appearance policy unless doing so would impose an undue hardship on the Club. Contact your supervisor to request a reasonable accommodation.

Failure to comply with the personal appearance standards may result in being sent home to groom or change clothes. In such an instance, non-exempt employees must clock out before leaving the Club. Frequent violations may result in disciplinary action, up to and including termination of employment.

6.15 Personal Cell Phone/Mobile Device Use

While The Club at Longview permits employees to bring personal cell phones and other mobile devices (i.e. smart phones, PDAs, tablets, laptops) into the workplace, you must not allow the use of such devices to interfere with your job duties or impact workplace safety and health.

Use of personal cell phones and mobile devices at work can be distracting and disruptive and cause a loss of productivity. Thus, you should primarily use such personal devices during nonworking time, such as breaks and meal periods. During this time, use devices in a manner that is courteous to those around you. Outside of nonworking time, use of such devices should be minimal and limited to emergency use only. If you have a device that has a camera and/or audio/video recording capability, you are restricted from using those functions on Club property unless authorized in advance by management or when they are used in a manner consistent with your right to engage in concerted activity under section 7 of the National Labor Relations Act (NLRA).

You are expected to comply with Club policies regarding the protection of confidential and proprietary information when using personal devices.

While operating a vehicle on work time, the Club requires that the driver's personal cell phone/mobile device be turned off. If you need to make or receive a phone call while driving, pull off the road to a safe location unless you have the correct hands-free equipment for the device that is in compliance with applicable state laws.

You may not connect your personal device to the Club network or to Club equipment (computers, printers, etc.) without permission from the General Manager or the IT department.

You may have the opportunity to use your personal devices for work purposes. Before using a personal device for work-related purposes, you must obtain written authorization from your manager. The use of personal devices is limited to certain employees and may be limited based on compatibility of technology. If you are authorized to use a personal device, you will receive a monthly stipend based on the estimated use of the device. If you obtain or currently have a plan that exceeds the monthly stipend, the Club will not be liable for the cost difference.

Nothing in this policy is intended to prevent employees from engaging in protected concerted activity under the NLRA.

You will be subject to disciplinary action up to and including termination of employment for violation of this policy.

6.16 Personal Data Changes

It is your obligation to provide The Club at Longview with your current contact information, including current mailing address and telephone number. Inform the Club of any changes to your marital or tax withholding status. Failure to do so may result in loss of benefits or delayed receipt of W-2 and other mailings. To make changes to this information, contact the Club Controller or make changes on the Oasis, a Paychex Company Employee Services website.

6.17 Security

All employees are responsible for helping to make The Club at Longview a secure work environment. Upon leaving work, lock all desks, lockers, and doors protecting valuable or sensitive material in your work area and report any lost or stolen keys, passes, or similar devices to your supervisor immediately. Refrain from discussing specifics regarding Club security systems, alarms, passwords, etc. with those outside of the Club.

Immediately advise your supervisor of any known or potential security risks and/or suspicious conduct of employees, members, or guests of the Club. Safety and security are the responsibility of all employees and we rely on you to help us keep our premises secure.

6.18 Use of Social Media

The Club at Longview respects the right of any employee to maintain a blog or web page or to participate in a social networking, Twitter or similar site. However, to protect the Club interests and ensure employees focus on their job duties, employees must adhere to the following rules:

Employees may not post on a blog or web page or participate on a social networking, Twitter or similar site during working time or at any time with Club equipment or property.

All rules regarding confidential and proprietary business information apply in full to blogs, web pages, social networking, Twitter and similar sites. Any information that cannot be disclosed through a conversation, a note or an e-mail also cannot be disclosed in a blog, web page, social networking, Twitter or similar site.

Whether an employee is posting something on his or her own blog, web page, social networking, Twitter or similar site or on someone else's, if the employee mentions the Club and also expresses either a political opinion or an opinion regarding the Club's actions, the poster must include a disclaimer. The poster should specifically state that the opinion expressed is his/her personal opinion and not the Club's position. This is necessary to preserve the Club's good will in the marketplace.

Employees should be respectful of their potential readers and colleagues and refrain from using discriminatory comments, personal insults, libel or slander when commenting about the Club, their superiors, co-workers or the Club's competitors.

Any conduct that is impermissible under the law if expressed in any other form or forum is impermissible if expressed through a blog, web page, social networking, Twitter or similar site. For example, posted material that is discriminatory, harassing, obscene, defamatory, libelous or threatening is forbidden. Club policies apply equally to employee blogging. Employees should review their Employee Handbook for further guidance.

The Club at Longview encourages all employees to keep in mind the speed and manner in which information posted on a blog, web page, social networking, Twitter or similar site can be relayed and often misunderstood by readers. While an employee's free time is generally not subject to any restrictions by the

Club, with the exception of the limited restrictions above, the Club urges all employees to refrain from posting information regarding the Club or their jobs that could embarrass or upset co-workers or that could detrimentally affect the Club's business. Employees must use their best judgment.

Employees with any questions should review the guidelines above and/or consult with their Manager. When in doubt, don't post. Failure to follow these guidelines may result in disciplinary action, up to and including termination. Nothing in the policy is intended to conflict with any rights contained in the National Labor Relations Act.

6.19 Telephone Use

The Club at Longview phones are principally for work-related communications. Unless there is an emergency, limit long distance telephone calls to business purposes only. Limit personal use of Club telephones to brief communications during rest periods where possible. Casual conversation with friends and relatives during working hours is strongly discouraged. Telephone use is subject to the Use of Company Technology Policy.

6.20 Third Party Disclosures

From time to time, The Club at Longview may become involved in news stories or potential or actual legal proceedings of various kinds. When that happens, lawyers, members, guests, former employees, newspapers, law enforcement agencies, and other outside persons may contact our employees to obtain information about the incident or the actual or potential legal proceeding.

If you receive such a contact, you should not speak on behalf of the Club and should refer any call or question requesting the position of the Club to the General Manager. If you have any questions about this policy or are not certain what to do when such a contact is made, contact the General Manager.

6.21 Tip Jar Policy

Tip jars are allowed at cash bars only. Other than at cash bars, there will be no tip jars displayed at any event, anywhere in the Club. Displaying, or in any other way using, a tip jar at any event held at the Club (other than at cash bars) will be considered a violation of Club policy. Any employee who violates this policy will be subject to disciplinary action to include possible suspension and/or termination of employment. Managers and Banquet Captains who are in charge of events will be held responsible for enforcing this policy at all times and will be held accountable for doing so. Managers and Banquet Captains will be expected to inspect events to ensure that no tip jars are on display or in use in any way.

6.22 Use of Employer Vehicles

Company vehicles are to be used for business only. Unless the use of the vehicle has been approved for personal use, personal or outside business use is strictly prohibited.

If you drive a Club vehicle, all infractions or violations while driving the vehicle and all restrictions, suspensions, or revocations against your driver's license must be immediately reported to your supervisor.

When a Club vehicle cannot be operated, is unsafe for use, or has been damaged, notify your supervisor immediately.

As the driver of a Club vehicle, you are responsible for the vehicle while in your charge and must not permit unauthorized persons to drive it. You are also responsible for the daily housekeeping of the vehicle; it is to remain clean and uncluttered.

You may not operate a motor vehicle while under the influence of alcohol or a chemical substance or other substance that can impair judgment. You may not operate a motor vehicle while texting, emailing, or

otherwise using a cell phone or other handheld device without utilizing a hands-free device.

Multiple driving moving violations that appear on the annual state department of motor vehicle check will result in suspension of rights to drive a Club vehicle or drive a personal vehicle on Club business. Suspension of rights will continue until one year has passed with no infractions. If there are persistent and ongoing problems with driving infractions, and driving a vehicle is a part of successful execution of job responsibilities, you may be terminated.

6.23 Workplace Privacy and Right to Inspect

The Club at Longview property, including but not limited to lockers, phones, computers, tablets, desks, work place areas, vehicles, or machinery, remains under the control of the Club and is subject to inspection at any time, without notice to any employees, and without their presence.

You should have no expectation of privacy in any of these areas. We assume no responsibility for the loss of, or damage to, your property maintained on Club premises including that kept in lockers and desks.

6.24 Searches

The Company reserves the right to conduct searches to monitor compliance with rules concerning safety of employees, security of company and individual property, drugs and alcohol, and possession of other prohibited items. "Prohibited items" includes illegal drugs, alcoholic beverages, stolen food, prescription drugs or medications not used or possessed in compliance with a current valid prescription, weapons, any items of an obscene, harassing, demeaning, or violent nature and any property in the possession or control of an employee who does not have authorization from the owner of such property to possess or control the property.

"Control" means knowing where a particular item is, having placed an item where it is currently located, or having any influence over its continued placement. In addition to Company premises, the Company may search employees, their work areas, lockers, personal vehicles if driven or parked on company property, and other personal items such as bags, purses, briefcases, backpacks, lunch boxes, and other containers. In requesting a search, the Company is by no means accusing anyone of theft, some other crime, or any other variety of improper conduct.

There is no general or specific expectation of privacy in the workplace of the Company, either on the premises of the Company or while on duty. In general, employees should assume that what they do while on duty or on the company premises is not private. All employees and all of the areas listed above are subject to search at any time; if an employee uses a locker or other storage area at work, including a locking desk drawer or locking cabinet, the Company will either furnish the lock and keep a copy of the key or combination, or else allow the employee to furnish a personal lock, but the employee must give the company a copy of the key or combination. The areas in question may be searched at any time, with or without the employee being present. As a general rule, with the exception of items relating to personal hygiene or health, no employee should ever bring anything to work or store anything at work that he or she would not be prepared to show and possibly turn over to Company officials and/or law enforcement authorities.

All employees of the Company are subject to this policy. However, any given search may be restricted to one or more specific individuals, depending upon the situation. Searches may be done on a random basis or based upon reasonable suspicion. "Reasonable suspicion" means circumstances suggesting to a reasonable person that there is a possibility that one or more individuals may be in possession of a prohibited item as defined above. Any search under this policy will be done in a manner protecting employees' privacy, confidentiality, and personal dignity to the greatest extent possible. The Company will respond severely to any unauthorized release of information concerning individual employees.

No employee will ever be physically forced to submit to a search. However, an employee who refuses to

submit to a search request from the Company will face disciplinary action, up to and possibly including immediate termination of employment.

7.0 Benefits

7.1 Bereavement Leave

The Club at Longview recognizes the importance of taking leave when there is a death in the family. Where bereavement leave is not required by law, the Club will provide bereavement leave as follows:

Upon date of hire all employees are eligible for 3 day(s) of paid bereavement leave for the death of an immediate family member. You may use accrued but unused paid time off if additional time is needed. Additional unpaid time off may be granted at the discretion of the Club on a case-by-case basis.

For purposes of this policy, **immediate family member** includes the following and applies both to the family of the employee and the employee's spouse: child (including foster child and stepchild), spouse, domestic partner, sister, brother, parents (including foster parents and stepparents), grandparents. Employees will be paid for the hours that they were regularly scheduled on the days taken off.

You must provide notice of your need for bereavement leave as far in advance as possible. The Club may require documentation supporting your need for bereavement leave.

7.2 Club Discounts

We are proud of our Club and hope that all employees will be equally proud. You may use certain facilities at your Club with the approval of the club's General Manager. However, all club dress and etiquette rules must be followed.

Discounts for employees in the Golf and/or Tennis Pro Shop are also available. Refer to your Club supervisors or the General Manager for specific details.

7.3 Employee Meals

While on duty, employees will be provided free meals at the time determined by the Executive Chef.

An employee may also purchase a meal from the menu at 50% cost, with the understanding that if the kitchen is busy, the order will be processed in due time. Purchased orders will not be limited to the just the employee. For example, if an employee is leaving for the day would like to take a meal home to their family they will be permitted to do so. Payment for these food orders must be in the form of cash or credit card, at the time the food is ordered. Management Employees who have a club account may charge their food to that account.

Employees who violate any part of the employee meal policy, or take food at any time without the permission of the Chef on duty or F&B Manager on Duty will lose their employee discount and be subject to disciplinary action to possibly include suspension and/or termination of employment.

Employees are never to process their own food orders. Food orders should be placed with another employee who will be responsible for collecting payment for the food that is ordered.

Employees are not permitted to eat in any of the club's dining rooms or member areas, without the express permission of the General Manager. All staff meals are to be eaten in the break room or other approved employee area.

7.4 Exempt Personnel

If you are classified as exempt at the time of your hiring, you are not eligible for overtime pay as otherwise required by federal, state, or local laws. If you have a question regarding whether you are exempt or nonexempt, contact your supervisor for clarification.

7.5 Holidays

Regular, non-exempt, full-time employees, working 37 hours per week, will be paid for the following holidays upon completion of a 6-month waiting period. In order to receive holiday pay, eligible non-exempt employees must work the regularly scheduled day before and the regularly scheduled day after a paid holiday (and the holiday if scheduled). The only exception to this will be absences that have been excused in advance by your manager/supervisor. If you are absence due to illness on the regularly scheduled day before or after a paid holiday, you may be required to verify the illness with a licensed healthcare provider's note in order to receive holiday pay.

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Exempt employees will be paid in accordance with the requirements of the Federal Fair Labor Standards Act (FLSA).

When holidays fall or are celebrated on a regular work day, eligible employees will receive one (1) day's pay at their regular straight-time rate. Eligible non-exempt employees who are called in to work on a holiday will receive one (1) day's pay at their regular straight-time rate, and an additional payment of straight-time for the actual time they work that day, or the eligible employee will receive an additional day off for working on the holiday at the option of the Club.

If a holiday falls within an eligible employee's approved vacation period, the eligible employee will be paid for the holiday (at the regular straight-time rate) in addition to the vacation day, or the eligible employee will receive an additional vacation day at the option of the Club.

If a holiday falls within a jury duty or bereavement leave, the eligible employee will be paid for the holiday (at the regular straight-time rate) in addition to the leave day, or the eligible employee will receive an additional day off at the option of the Club.

7.6 Personal Leave of Absence

Employees of the Club who are ineligible for any other leave of absence, may be, under certain circumstances, granted a personal leave of absence without pay. A written request for a personal leave should be presented to the Club as soon as possible; with at least 30 days' notice given if the need is foreseeable before the anticipated start of the leave. If the leave is requested for medical reasons and employees are not eligible for leave under the federal Family and Medical Leave Act (FMLA) or any state leave law, medical certification also must be submitted. Leave requests will be considered on the basis of staffing requirements and the reasons for the requested leave, as well as performance and attendance records. Generally, a personal leave of absence will be granted for a period of up to 30 days. However a personal leave may be extended if, prior to the end of leave, employees submit a written request for an extension to the Club and the request is granted.

During a personal leave of absence, employees will not earn paid time off.

The Club will continue health insurance coverage during the leave provided employees submit their share

of the monthly premium payments to the Club in a timely manner, subject to the terms of the plan documents.

When the employee anticipates returning to work, they should notify Management of the expected return date. This notification should be made at least one (1) week before the end of the leave.

Upon completion of personal leaves of absence, the Club will attempt to return employees to their original job or a similar position, subject to prevailing business considerations. Reinstatement, however, is not guaranteed.

Failure to advise Management of availability to return to work, failure to return to work when notified or a continued absence from work beyond the time approved by the Club will be considered a voluntary resignation of employment.

7.7 Paid Time Off (PTO)

We know how hard our employees work and recognize the importance of providing time for rest and relaxation. We fully encourage employees to get this rest by taking their Paid Time Off (PTO).

The PTO benefit replaces traditional vacation, sick, and personal day plans with a consolidated benefit that provides employees more discretion and flexibility in the use of paid time for planned and unplanned absences. PTO will not accumulate for overtime hours, unpaid leaves of absence, or once employment is terminated.

Eligible full-time employees regularly working 37 hours per week accumulate PTO as follows:

Grandfathered Employee PTO Policy for employee hired before November 1, 2021:

For purposes of this policy, the plan year is the consecutive twelve (12) month period beginning on the employee's previous owner's original hire date. Employees will be able to use accrued time after their 90-day introductory period. During an unpaid leave of absence, employees will not accumulate PTO.

Completion of Years of Service	Maximum Annual PTO Accrued	Accrual Rate Per Pay Period
1-4 years	2 weeks	3.08
5+ years	3 weeks	4.62

Employees hired after November 1, 2021:

For purposes of this policy, the plan year is the consecutive twelve (12) month period beginning on the employee's anniversary date. During an unpaid leave of absence, employees will not accumulate PTO.

Completion of Years of Service	Maximum Annual PTO Granted
1 to 2 years	5 days
3 years and above	10 days

If an employee is on an extended unpaid leave of absence on their anniversary, the employee will not be granted their PTO until they return to work.

PTO can be used in minimum increments of one (1) hour. To take vacation or personal PTO time, employees must request approval from their supervisor at least two (2) weeks in advance of the anticipated time off.

Requests will be reviewed based on a number of factors, including business needs and staffing requirements. Although we will attempt to accommodate a timely vacation request, we cannot guarantee that such a request will be granted on all occasions. In case of a conflict between two requests, we will use length of service with the Club as a baseline for determination, although certain exceptions may apply in a particular case.

PTO time off is paid at the employee's base pay rate at the time PTO is taken. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials. Employees may not take PTO in excess of the amount accumulated. Any approved leave that exceeds the amount of accumulated PTO will be taken as unpaid leave.

Unused accumulated PTO will not be carried over from one anniversary year to the next, and the employee will not be entitled to pay for this unused time.

Upon termination of employment, employees will be eligible to receive unused accumulated PTO if proper notice (minimum of two weeks) is given and worked; with resignation submitted in writing. Employees that are laid off are eligible to receive unused accumulated PTO at termination. If an employee is terminated (for any reason) or resigns without proper notice, the employee is not eligible for a payout of any accrued but unused PTO unless otherwise required by state law.

7.8 Regular Full-Time Personnel

Regular full-time employees are those who have completed their introductory period and are regularly scheduled to work at least 30 hours per week.

*In order to be eligible for holiday and paid time off (PTO) benefits, employees must be regularly scheduled to work 37 hours or more per week.

Unless stated otherwise or specifically permitted by law, the following benefits provided to employees at The Club at Longview are for regular full-time employees only. This includes PTO and holiday pay.

7.9 Regular Part-Time Personnel

All employees who work fewer than 30 hours per week are considered part time. Part-time employees are not eligible for The Club at Longview PTO, and holiday benefits unless specified otherwise in this handbook, in the benefit plan summaries, or specifically permitted by law.

7.10 Temporary Personnel

Temporary (seasonal) employees are hired for a specific period or specific work project, not to exceed ten (10) months in duration. The Club at Longview reserves the right to extend the duration of temporary employment where necessary. Temporary employees are not eligible for benefits unless specified otherwise in this handbook or in the benefit plan summaries, or specifically permitted by law.

7.11 Unemployment Compensation Insurance

Unemployment compensation insurance is paid for by The Club at Longview and provides temporary income for employees who have lost their job under certain circumstances. Your eligibility for unemployment compensation will, in part, be determined by the reasons for your separation from the Club.

7.12 Workers' Compensation Insurance

Workers' compensation is a no-fault system designed to provide benefits to all employees for work-related injuries. Workers' compensation insurance coverage is paid for by employers and governed by state law. The workers' compensation system provides for coverage of medical treatment and expenses, occupational disability leave, and rehabilitation services, as well as payment for lost wages due to work related injuries. If you are injured on the job while working at The Club at Longview, no matter how slightly, you are to report the incident immediately to your supervisor. Consistent with applicable state law, failure to report an injury within a reasonable period of time could jeopardize your claim for benefits.

To receive workers' compensation benefits, notify your supervisor immediately of your claim. If your injury is the result of an on-the-job accident, you must report it to a supervisor as soon as possible, but at least within 24 hours from the time of injury. You will be required to submit a medical release before you can return to work.

7.13 Military Leave (USERRA)

The Club at Longview complies with applicable federal and state law regarding military leave and re-employment rights. Unpaid military leave of absence will be granted to members of the uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA; with amendments) and all applicable state law. You must submit documentation of the need for leave to Human Resources. When returning from military leave of absence, you will be reinstated to your previous position or a similar position, in accordance with state and federal law. You must notify your supervisor of your intent to return to employment based on requirements of the law. For more information regarding status, compensation, benefits, and reinstatement upon return from military leave, contact Human Resources.

7.14 Family and Medical Leave (FMLA)

In accordance with the Family and Medical Leave Act of 1993 (FMLA), The Club at Longview provides up to 12 or 26 weeks of unpaid, job-protected leave in a 12-month period to covered employees in certain circumstances.

Eligibility

To qualify for FMLA leave, you must:

1. Have worked for the Club for at least 12 months, although it need not be consecutive;
2. Worked at least 1,250 hours in the last 12 months; and
3. Be employed at a worksite that has 50 or more employees within 75 miles.

Leave Entitlement

You may take up to 12 weeks of unpaid FMLA leave in a 12-month period for any of the following reasons:

- The birth of a child and in order to care for that child (leave must be completed within one year of the child's birth);
- The placement of a child with you for adoption or foster care and in order to care for the newly placed child (leave must be completed within one year of the child's placement);
- To care for a spouse, child, or parent with a serious health condition;
- To care for your own serious health condition, which makes you unable to perform any of the essential functions of your position; or
- A qualifying exigency of a spouse, child, or parent who is a military member on covered active duty or called to covered active duty status (or has been notified of an impending call or order to covered active duty).

The 12-month period is a rolling 12-month period that is measured backward from the date any FMLA leave is used.

You may take up to 26 weeks of unpaid FMLA leave in a single 12-month period, beginning on the first day that you take FMLA leave to care for a spouse, child, or next of kin who is a covered service member and who has a serious injury or illness related to active duty service.

As used in the policy:

- **Spouse** means a husband or wife as recognized under state law for the purposes of marriage in the state or other territory or country where the marriage took place.
- **Child** means a biological, adopted, or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis, who is either under age 18 or age 18 or older and incapable of self-care because of a mental or physical disability at the time FMLA leave is to commence. A child for the purposes of military exigency or military care leave can be of any age.
- **Parent** means a biological, adoptive, step, or foster parent or any other individual who stood in loco

parentis to you when you were a child.

- **Next of kin** for the purposes of military care leave is a blood relative other than a spouse, parent, or child in the following order: brothers and sisters, grandparents, aunts and uncles, and first cousins. If a military service member designates in writing another blood relative as his or her caregiver, that individual will be the only next of kin. In appropriate circumstances, you may be required to provide documentation of next of kin status.
- **Serious health condition** means an illness, injury, impairment, or physical or mental condition that involves either inpatient care or continuing treatment by a health care provider. Ordinarily, unless complications arise, cosmetic treatments and minor conditions such as the cold, flu, earaches, upset stomach, minor ulcers, headaches (other than migraines), and routine dental problems are examples of conditions that are not serious health conditions under this policy. If you have any questions about the types of conditions that may qualify, contact Human Resources.
- **Health care provider** means a medical doctor or doctor of osteopathy, physician assistant, podiatrist, dentist, clinical psychologist, optometrist, nurse practitioner, nurse-midwife, clinical social worker, or Christian Science practitioner licensed by the First Church of Christ. Under limited circumstances, a chiropractor or other provider recognized by our group health plan for the purposes of certifying a claim for benefits may also be considered a health care provider.
- **Qualifying exigencies** for military exigency leave include:
 - Short-notice call-ups/deployments of seven days or less (**Note:** Leave for this exigency is available for up to seven days beginning the date of call-up notice);
 - Attending official ceremonies, programs, or military events;
 - Special child care needs created by a military call-up including making alternative child care arrangements, handling urgent and nonroutine child care situations, arranging for school transfers, or attending school or daycare meetings;
 - Making financial and legal arrangements;
 - Attending counseling sessions for yourself, the military service member, or the military service members' son or daughter who is under 18 years of age or is 18 or older but incapable of self-care because of a mental or physical disability;
 - Rest and recuperation (**Note:** Fifteen days of leave is available for this exigency per event);
 - Post-deployment activities such as arrival ceremonies, re-integration briefings, and other official ceremonies sponsored by the military (**Note:** Leave for these events are available for 90 days following the termination of active duty status). This type of leave may also be taken to address circumstances arising from the death of a covered military member while on active duty;
 - Parental care when the military family member is needed to care for a parent who is incapable of self-care (such as arranging for alternative care or transfer to a care facility); and
 - Other exigencies that arise that are agreed to by both the Club and you.

- A **serious injury/illness** incurred by a service member in the line of active duty or that is exacerbated by active duty is any injury or illness that renders the service member unfit to perform the duties of his or her office, grade, rank, or rating.

Notice and Leave Request Process

If the need for leave is foreseeable because of an expected birth/adoption or planned medical treatment, you must give at least 30 days' notice. If 30 days' notice is not possible, give notice as soon as practicable (within one or two business days of learning of your need for leave). Failure to provide appropriate notice may result in the delay or denial of leave.

In addition, if you are seeking intermittent or reduced schedule leave that is foreseeable due to planned medical treatment or a series of treatments for yourself, a family member, or covered service member, you must consult with the Club first regarding the dates of this treatment to work out a schedule that best suits your needs or the needs of the covered military member, if applicable, and the Club.

If the need for leave is unforeseeable, provide notice as soon as possible. Normal call-in procedures apply to all absences from work, including those for which leave under this policy may be requested. Failure to provide appropriate notice may result in the delay or denial of leave.

Leave forms may be requested from Human Resources.

Certification of Need for Leave

If you are requesting leave because of your own or a covered relative's serious health condition, you and the relevant health care provider must supply appropriate medical certification. You may obtain Medical Certification forms from Human Resources. When you request leave, the Club will notify you of the requirement for medical certification and when it is due (at least 15 days after you request leave). If you provide at least 30 days' notice of medical leave, you should also provide the medical certification before leave begins. Failure to provide requested medical certification in a timely manner may result in denial of FMLA-covered leave until it is provided.

At our expense, the Club may require an examination by a second health care provider designated by us. If the second health care provider's opinion conflicts with the original medical certification, we, at our expense, may require a third, mutually agreeable, health care provider to conduct an examination and provide a final and binding opinion. Subsequent medical recertification may also be required. Failure to provide requested certification within 15 days, when practicable, may result in delay of further leave until it is provided.

The Club also reserves the right to require certification from a covered military member's health care provider if you are requesting military caregiver leave and certification in connection with military exigency leave.

Call-In Procedures

In all instances of absence, the call-in procedures and standards established for giving notice of absence from work must be followed.

Leave Increments

Intermittent Leave

If medically necessary, FMLA leave for a serious health condition may be taken intermittently (in separate blocks of time due to a serious health condition) or on a reduced leave schedule (reducing the usual number of hours you work per workweek or workday). FMLA leave may also be taken intermittently or on a reduced leave schedule for a qualifying exigency relating to covered military service.

As FMLA leave is unpaid, the Club will reduce your salary based on the amount of time actually worked. In

addition, while you are on an intermittent or reduced schedule leave that is foreseeable due to planned medical treatments, the Club may temporarily transfer you to an available alternative position that better accommodates your leave schedule and has equivalent pay and benefits.

Parental Leave

Leave for the birth or placement of a child must be taken in a single block and cannot be taken on an intermittent or reduced schedule basis. Parental leave must be completed within 12 months of the birth or placement of the child; however, you may use parental leave before the placement of an adopted or foster child to consult with attorneys, appear in court, attend counseling sessions, etc.

Family Care, Personal Medical, Military Exigency, and Military Care Leave

Leave taken for these reasons may be taken in a block or blocks of time. In addition, if a health care provider deems it necessary or if the nature of a qualifying exigency requires, leave for these reasons can be taken on an intermittent or reduced-schedule basis.

Paid Leave Utilization During FMLA Leave

FMLA leave is unpaid. If you are taking parental, family care, military exigency, and/or military care leave, you must utilize available vacation/PTO, personal days, and/or family illness days during this leave. If you are taking personal medical leave, you must utilize available sick, personal, and vacation/PTO days during this leave. If you are receiving short- or long-term disability or workers' compensation benefits during a personal medical leave, you will not be required to utilize these benefits. However, you may elect to utilize accrued benefits to supplement these benefits.

Fitness for Duty Requirements

If you take leave because of your own serious health condition (except if you are taking intermittent leave), you are required, as are all employees returning from other types of medical leave, to provide medical certification that you are fit to resume work. You will not be permitted to resume work until it is provided.

Health Insurance

Your health insurance coverage will be maintained by the Club during leave on the same basis as if you were still working. You must continue to make timely payments of your share of the premiums for such coverage. Failure to pay premiums within 30 days of when they are due may result in a lapse of coverage. If this occurs, you will be notified 15 days before the date coverage will lapse that coverage will terminate unless payments are promptly made.

Alternatively, at our option, the Club may pay your share of the premiums during the leave and recover the costs of this insurance upon your return to work. Coverage that lapses due to nonpayment of premiums will be reinstated immediately upon return to work without a waiting period. Under most circumstances, if you do not return to work at the end of leave, the Club may require reimbursement for the health insurance premiums paid during the leave.

Reinstatement

Upon returning to work at the end of leave, you will generally be placed in your original job or an equivalent job with equivalent pay and benefits. You will not lose any benefits that accrued before leave was taken.

Spouse Aggregation

If you and your spouse are both employed by the Club, the total number of weeks to which you are both entitled in the aggregate because of the birth or placement of a child or to care for a parent with a serious health condition will be limited to 12 weeks per leave year. Similarly, spouses employed by the Club will be limited to a combined total of 26 weeks of leave to care for a military service member. This 26-week leave period will be reduced, however, by the amount of leave taken for other qualifying FMLA events. This type

of leave aggregation does not apply to leave needed for your own serious health condition, to care for a spouse or child with a serious health condition, or because of a qualifying exigency.

Failure to Return

If you fail to return to work or fail to make a request for an extension of leave prior to the expiration of the leave, you will be deemed to have voluntarily terminated your employment. The Club is not required to grant requests for open-ended leaves with no reasonable return date under these policies or as disability accommodations.

Alternative Employment

While on leave of absence, you may not work or be gainfully employed either for yourself or others unless express, written permission to perform such outside work has been granted by the Club. If you are on a leave of absence and are found to be working elsewhere without permission, you will be subject to disciplinary action up to and including termination.

Interaction with State and Local Laws

Where state or local family and medical leave laws offer more protections or benefits to employees, the protections or benefits that are more favorable to the employee, as provided by these laws, will apply.

Abuse of Leave

If you are found to have provided a false reason for a leave, you will be subject to disciplinary action up to and including termination.

Designation of Leave

If the Club becomes aware of any qualifying reason for FMLA leave, the Club will designate it as such. An employee may not refuse FMLA designation under this policy.

Retaliation

The Club will not retaliate against employees who request or take leave in accordance with this policy.

7.15 COBRA

The Consolidated Omnibus Budget Reconciliation Act (COBRA) provides the opportunity for eligible The Club at Longview employees and their beneficiaries to continue health insurance coverage under the Club health plan when a "qualifying event" could result in the loss of eligibility. Qualifying events include resignation, termination of employment, death of an employee, reduction in hours, a leave of absence, divorce or legal separation, entitlement to Medicare, or where a dependent child no longer meets eligibility requirements.

Contact Human Resources to learn more about your COBRA rights.

8.0 Safety and Loss Prevention

8.1 Drug and Alcohol Policy

The Club at Longview is committed to providing a safe, healthy, and productive work environment. Consistent with this commitment, it is the intent of the Club to maintain a drug and alcohol-free workplace. Being under the influence of alcohol, illegal drugs (as classified under federal, state, or local laws), or other impairing substances while on the job may pose a serious health and safety risk to others, and will not be tolerated.

Prohibited Conduct

The Club expressly prohibits employees from engaging in the following activities when they are on duty or conducting Club business or on Club premises (whether or not they are working):

- The use, abuse, or being under the influence of alcohol, illegal drugs, or other impairing substances.
- The possession, sale, purchase, transfer, or transit of any illegal or unauthorized drug, including prescription medication that is not prescribed to the individual, or drug-related paraphernalia.
- The illegal use or abuse of prescription drugs.

While the use of marijuana has been legalized under some state laws for medicinal and/or recreational uses, it remains an illegal drug under federal law. The Club does not discriminate against employees solely on the basis of their lawful off-duty use of marijuana. You may not consume or be under the influence of marijuana while on duty or at work. If you have a valid prescription for medical marijuana, refer to the Club Disability Accommodation policy for additional information.

Nothing in this policy is meant to prohibit your appropriate use of over-the-counter medication or other medication that can legally be prescribed under both federal and state law, if it does not impair your job performance or safety or the safety of others. If you take over-the-counter medication or other medication that can legally be prescribed under both federal and state law to treat a disability, inform your supervisor if you believe the medication may impair your job performance, safety, or the safety of others or if you believe

you need a reasonable accommodation before reporting to work while under the influence of that medication.

Treatment and/or Rehabilitation

The Club may assist you in seeking treatment or rehabilitation for drug or alcohol dependency. In such cases, the Club may consider your continued employment as long as concerns regarding safety, health, production, communication, or other work-related matters are adequately addressed.

Violations

Violation of this policy may result in disciplinary action, up to and including termination of employment.

8.2 Business Closure and Emergencies

The Club at Longview recognizes that inclement weather and other emergencies may affect your ability to get to work. In such situations, your safety is paramount.

Company Closure

Examples of emergencies when the Club may close for the day or for a portion of the day include, but are not limited to, severe weather, fires, flood, or power failures.

Notification

In an emergency, the Club will make every effort to notify you of the closing by text, phone, website, or email. These notification efforts assume that you have access to electricity and internet and/or phone service.

When the Club is unable to notify you of the closure, use common sense to assess the safety and practicality of the situation. In a regional power outage, for example, the Club is likely to have no power. If there is reported flash flooding in your area, report to work only if you can make it safely.

Partial-Day Closure

If an emergency event such as inclement weather or a power outage occurs, the Club may decide to close mid-day. When the Club closes mid-day, you will be instructed to leave immediately so that the conditions do not further deteriorate and affect your ability to travel safely.

If you are exempt and are working at home with prior permission, or at the office on the day of the partial day closure, you will be paid your normal salary for the week. If you are nonexempt, you will be paid for the hours you worked, unless state law dictates otherwise.

Notified of Closure Prior to Reporting to Work

If you are nonexempt and are notified of a closure prior to reporting to work, you will not be paid during the closure, unless state law dictates otherwise. If you are exempt, you will be paid your normal salary for the week.

Benefits Coverage

Your health insurance coverage will be maintained by the Club during the closure on the same basis as if you were still working.

Extending Leave

When the Club closure ends, you are expected to report to work. Contact your supervisor if you cannot return to work at the end of the closure. The Club recognizes that you may need additional time off to repair extensive home damage or for other emergency situations. These will be assessed on a case-by-case basis.

If You Cannot Get to Work

Unique circumstances may affect your ability to come to work even when the Club is able to remain open. The Club recognizes that in a severe national or regional disaster, all methods of communication may be unavailable; however, you should continue to try and contact your supervisor, by any method possible.

Time missed under circumstances where the Club remains open and you are unable to report to work is to be used as vacation time, personal time, or is unpaid.

8.3 General Safety

It is the responsibility of all The Club at Longview employees to maintain a healthy and safe work environment, report any health or safety hazards, and follow the Club health and safety rules. Failure to do so may result in disciplinary action, up to and including termination of employment. The Club also requires that all occupational illnesses or injuries be reported to your supervisor as soon as reasonably possible and that an occupational illness or injury form be completed on each reported incident.

8.4 Workplace Violence

As the safety and security of our employees, members, guests, vendors, contractors, and the general public is in the best interests of The Club at Longview, we are committed to working with our employees to provide a work environment free from violence, intimidation, and other disruptive behavior.

Zero Tolerance Policy

The Club has a zero-tolerance policy regarding workplace violence and will not tolerate acts or threats of violence, harassment, intimidation, and other disruptive behavior, either physical or verbal, that occurs in the workplace or other areas. This applies to management, co-workers, employees, and non-employees such as contractors, members, guests, and visitors.

Workplace violence can include oral or written statements, gestures, or expressions that communicate a direct or indirect threat of physical harm, damage to property, or any intentional behavior that may cause a person to feel threatened.

Prohibited Conduct

Prohibited conduct includes, but is not limited to:

- Physically injuring another person.
- Veiled threats of physical harm or similar intimidation.
- Threatening to injure a person or damage property by any means, including verbal, written, direct, indirect, or electronic means.
- Taking any action to place a person in reasonable fear of imminent harm or offensive contact.
- Possessing, brandishing, or using a firearm on Club property or while performing Club business except as permitted by state law.
- Violating a restraining order, order of protection, injunction against harassment, or other court order.

Reporting Incidents of Violence

Report to your supervisor or the General Manager, in accordance with this policy, any behavior that compromises our ability to maintain a safe work environment. All reports will be investigated immediately and kept confidential, except where there is a legitimate need to know. You are expected to cooperate in any investigation of workplace violence.

Violations

Violating this policy may subject you to criminal charges as well as discipline up to and including immediate termination of employment.

Retaliation

Victims and witnesses of workplace violence will not be retaliated against in any manner. In addition, you will not be subject to discipline for, based on a reasonable belief, reporting a threat or for cooperating in an investigation.

If you initiate, participate, are involved in retaliation, or obstruct an investigation into conduct prohibited by this policy, you will be subject to discipline up to and including termination.

If you believe you have been wrongfully retaliated against, immediately report the matter to the General Manager or Human Resources.

9.0 Trade Secrets and Inventions

9.1 Confidentiality and Nondisclosure of Trade Secrets

As a condition of employment, The Club at Longview employees are required to protect the confidentiality of Club trade secrets, proprietary information, and confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, member lists, trademarks, etc.) related to the Club. Access to this information should be limited to a "need to know" basis and should not be used for personal benefit, disclosed, or released without prior authorization from management.

If you have information that leads you to suspect that employees are sharing such information in violation of this policy and/or competitors are obtaining such information, you are required to inform your supervisor or the General Manager.

Violation of this policy may result in disciplinary action up to and including termination, and may subject the violator to civil liability.

10.0 Customer Relations

10.1 Courtesy Smile

Your manner of dealing with Members, Guests and co-workers should ALWAYS be friendly and courteous. In many ways, regardless of your position, you represent the Club. The service and courtesy you extend will create an impression our Members and Guests will remember. Failure to follow this guideline AT ALL TIMES could jeopardize the success of our clubs and will not be tolerated.

Here are some requirements that will ensure successful relationships with our Members, Guests, and co-workers:

- Always greet Members, Guests, and co-workers in a pleasant and professional manner.
- Learn the names of our Members and Guests and make sure their names are used in all interactions.
- Follow up on all questions or requests promptly and professionally.
- You may not raise your voice to a Member, Guest or co-worker or treat anyone in a rude, uncooperative or disrespectful manner.
- You may not engage in an argument with a Member, Guest, or co-worker.
- You may not engage in any type of conversation with Members, Guests or co-workers that may make them feel uncomfortable.
- Each employee is expected to work in a cooperative manner with Members, Guests, and co-workers.

The Club strives to provide the best products and services possible to our members, guests, and clients. Our members, guests, and clients support this business and generate your wages. You are expected to treat every member, guest, client, or visitor with the utmost respect and courtesy during your working time. You should never argue or act in a disrespectful manner towards a visitor, member, or guest during your working time. If you are having problems with a member, guest, or visitor, notify your supervisor or the General Manager immediately. If a member, guest, or visitor voices a suggestion, complaint, or concern regarding our products or services, inform your supervisor or the General Manger. Lastly, make every effort to be prompt in following up on member, guest, or visitor orders or questions. Positive member, guest, and visitor relations will go a long way to establishing our Club as a leader in its field.

10.2 Products and Services Knowledge

As a representative of The Club at Longview, you are expected to be familiar with the products and services we offer. Take every opportunity to learn the interrelationship between your department or division and the others of the Club. We consider our employees to be the best reflection of our business brand and Club success.

North Carolina Policies

Hiring and Orientation Policies

Disability Accommodation

The Club at Longview complies with the Americans with Disabilities Act (ADA), the Pregnancy Discrimination Act, and all applicable state and local fair employment practices laws, and is committed to providing equal employment opportunities to qualified individuals with disabilities, including disabilities related to pregnancy, childbirth, and related conditions. Consistent with this commitment, the Club will provide reasonable accommodation to otherwise qualified individuals where appropriate to allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship on the business.

If you require an accommodation because of your disability, it is your responsibility to notify your supervisor or General Manager. You may be asked to include relevant information such as:

- A description of the proposed accommodation.
- The reason you need an accommodation.
- How the accommodation will help you perform the essential functions of your job.

After receiving your request, the Club will engage in an interactive dialogue with you to determine the precise limitations of your disability and explore potential reasonable accommodations that could overcome those limitations. Where appropriate, we may need your permission to obtain additional information from your medical provider. All medical information received by the Club in connection with a request for accommodation will be treated as confidential.

The Club encourages you to suggest specific reasonable accommodations that you believe would allow you to perform your job. However, the Club is not required to make the specific accommodation requested by you and may provide an alternative accommodation, to the extent any reasonable accommodation can be made without imposing an undue hardship on the Club.

If leave is provided as a reasonable accommodation, such leave may run concurrently with leave under the federal Family and Medical Leave Act and/or any other leave where permitted by state and federal law.

The Club will not discriminate or retaliate against employees for requesting an accommodation.

EEO Statement and Nonharassment Policy

Equal Opportunity Statement

The Club at Longview is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation because of age, race, religion, color, national origin, gender, sex, sexual orientation (including transgender status, gender identity or expression), physical or mental disability, genetic information, marital status, AIDS/HIV status, military service, veteran status, or any other status protected by federal, state, or local laws. The Club is dedicated to the fulfillment of this policy in regard to all aspects of employment, including but not limited to recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.

The Club will conduct a prompt and thorough investigation of all allegations of discrimination, harassment,

or retaliation, or any violation of the Equal Employment Opportunity Policy in a confidential manner. The Club will take appropriate corrective action, if and where warranted. The Club prohibits retaliation against employees who provide information about, complain about, or assist in the investigation of any complaint of discrimination or violation of the Equal Employment Opportunity Policy.

We are all responsible for upholding this policy. You may discuss questions regarding equal employment opportunity with your supervisor or any other designated member of management.

Policy Against Workplace Harassment

The Club at Longview has a strict policy against all types of workplace harassment, including sexual harassment and other forms of workplace harassment based upon an individual's age, race, religion, color, national origin, gender, sex, sexual orientation (including transgender status, gender identity or expression), physical or mental disability, genetic information, marital status, AIDS/HIV status, military service, veteran status, or any other status protected by federal, state, or local laws. All forms of harassment of, or by, employees, vendors, visitors, customers, and clients are strictly prohibited and will not be tolerated.

Sexual Harassment

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when (1) submission to such conduct is made either explicitly or implicitly as a term or condition of an individual's employment; (2) submission to, or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

While it is not possible to identify every act that constitutes or may constitute sexual harassment, the following are some examples of sexual harassment:

- Unwelcome requests for sexual favors;
- Lewd or derogatory comments or jokes;
- Comments regarding sexual behavior or the body of another;
- Sexual innuendo and other vocal activity such as catcalls or whistles;
- Obscene letters, notes, emails, invitations, photographs, cartoons, articles, or other written or pictorial materials of a sexual nature;
- Repeated requests for dates after being informed that interest is unwelcome;
- Retaliating against another for refusing a sexual advance or reporting an incident of possible sexual harassment to the Club or any government agency;
- Offering or providing favors or employment benefits such as promotions, favorable evaluations, favorable assigned duties or shifts, etc., in exchange for sexual favors;
- Any unwanted physical touching or assaults, or blocking or impeding movements; and
- The spreading of or participation in dissemination of gossip or rumors of a sexual nature related to co-workers.

Other Harassment

Other workplace harassment is verbal or physical conduct that insults or shows hostility or aversion towards an individual because of the individual's age, race, religion, color, national origin, gender, sex, sexual orientation (including transgender status, gender identity or expression), physical or mental disability, genetic information, marital status, AIDS/HIV status, military service, veteran status, or any other status protected by federal, state, or local laws.

Again, while it is not possible to list all the circumstances that may constitute other forms of workplace harassment, the following are some examples of conduct that may constitute workplace harassment:

- The use of disparaging or abusive words or phrases, slurs, negative stereotyping, or threatening, intimidating, or hostile acts that relate to the above protected categories;

- Written or graphic material that insults, stereotypes, or shows aversion or hostility towards an individual or group because of one of the above protected categories and that is placed on walls, bulletin boards, email, voicemail, or elsewhere on our premises, or circulated in the workplace; and
- A display of symbols, slogans, or items that are associated with hate or intolerance towards any select group.

Reporting Discrimination and Harassment

If you feel that you have witnessed or have been subjected to any form of discrimination or harassment, immediately notify your supervisor, General Manager, Human Resources, the Oasis HR Service Center at 888.627.4735 or any member of management. The Club prohibits retaliation against employees who, based on a reasonable belief, provide information about, complain, or assist in the investigation of any complaint of harassment or discrimination.

We will promptly and thoroughly investigate any claim and take appropriate action where we find a claim has merit. To the extent possible, we will retain the confidentiality of those who report suspected or alleged violations of the harassment policy.

Discipline for violation of this policy may include, but is not limited to, reprimand, suspension, demotion, transfer, and discharge. If the Club determines that harassment or discrimination occurred, corrective action will be taken to effectively end the harassment. As necessary, the Club may monitor any incident of harassment or discrimination to assure the inappropriate behavior has stopped. In all cases, the Club will follow up as necessary to ensure that no individual is retaliated against for making a complaint or cooperating with an investigation.

Religious Accommodation

The Club at Longview is dedicated to treating its employees equally and with respect and recognizes the diversity of their religious beliefs. All employees may request an accommodation when their religious beliefs cause a deviation from the Club dress code or the individual's schedule, basic job duties, or other aspects of employment. The Club will consider the request but reserves the right to offer its own accommodation to the extent permitted by law. Some, but not all, of the factors that will be considered are cost, the effect that an accommodation will have on current established policies, and the burden on operations — including other employees — when determining a reasonable accommodation. At no time will the Club question the validity of a person's belief.

If you require a religious accommodation, speak with your supervisor or General Manager.

Wage and Hour Policies

Accommodations for Nursing Mothers

The Club at Longview will provide nursing mothers reasonable unpaid break time to express milk for their infant child(ren) for up to one year following the child's birth.

If you are nursing, you will be provided with a space, other than a restroom, that is shielded from view and free from intrusion from co-workers and the public.

Expressed milk can be stored in company refrigerators. Sufficiently mark or label your milk to avoid confusion for other employees who may share the refrigerator.

Break time should, if possible, be taken concurrently with any other break time already provided. If you are nonexempt, clock out for any time taken that does not run concurrently with normally scheduled rest periods.

You must make reasonable efforts to not disrupt Club operations.

You are encouraged to discuss the length and frequency of these breaks with your supervisor.

Meal and Rest Periods

The Club at Longview strives to provide a safe and healthy work environment and complies with all federal and state regulations regarding meal and rest periods. Check with your supervisor regarding procedures and schedules for rest and meal breaks. The Club requests that employees accurately observe and record meal and rest periods. If you know in advance that you may not be able to take your scheduled break or meal period, let your supervisor know; in addition, notify your supervisor as soon as possible if you were unable to or prohibited from taking a meal or rest period.

Overtime

If you are nonexempt, you may qualify for overtime pay. All overtime must be approved in advance, in writing, by your supervisor.

At certain times The Club at Longview may require you to work overtime. We will attempt to give as much notice as possible in this instance. However, advance notice may not always be possible. Failure to work overtime when requested or working unauthorized overtime may result in discipline, up to and including discharge.

Unless otherwise required or exempted by law, overtime pay of one and one-half times your regular rate of pay is paid for any hours worked in excess of 40 hours in a workweek. Holidays, vacation days, and sick leave days do not count as time worked for computing overtime.

Pay Period

At The Club at Longview, the standard pay period is biweekly for all employees. If a pay day falls on a holiday, you will be paid the preceding workday. If a pay date falls on a Saturday or Sunday, you will be paid on the preceding Friday. Special provisions may be required from time to time if holidays fall on pay dates. Check with your supervisor if this type of date arises.

If you are paid by commission, refer to your commission agreement.

Review your paycheck for accuracy. If you find an issue, report it to your supervisor immediately.

Performance, Discipline, Layoff, and Termination

Disciplinary Process

Violation of The Club at Longview policies or procedures may result in disciplinary action including demotion, transfer, leave without pay, or termination of employment. The Club encourages a system of progressive discipline depending on the type of prohibited conduct. However, the Club is not required to engage in progressive discipline and may discipline or terminate employees who violate the rules of conduct, or where the quality or value of their work fails to meet expectations at any time. Again, any attempt at progressive discipline does not imply that your employment is anything other than on an "at-will" basis.

In appropriate circumstances, management will first provide you with a verbal warning, then with one or more written warnings, and if the conduct is not sufficiently altered, eventual demotion, transfer, forced leave, or termination of employment. Your supervisor will make every effort possible to allow you to respond to any disciplinary action taken. Understand that while the Club is concerned with consistent

enforcement of our policies, we are not obligated to follow any disciplinary or grievance procedure and that depending on the circumstances, you may be disciplined or terminated without any prior warning or procedure.

General Policies

Access to Personnel and Medical Records Files

The Club at Longview maintains separate medical records files and personnel files for all employees. Files containing medical records are stored separate and apart from any business-related records in a safe, locked, inaccessible location. The medical file is the repository for sensitive and confidential information related to an individual's health, health benefits, health-related leave and/or accommodations, and benefits selections and coverage. Medical records are kept confidential in compliance with applicable laws and access is on a "need-to-know" basis only.

Supervisors and others in management may have access to your personnel file for possible employment-related decisions. If you wish to review your personnel or medical records file, and are an active employee, you must give the Club reasonable notice. Inspection must occur in the presence of a Club representative.

All requests by an outside party for information contained in your personnel file will be directed to the Controller, which is the only department authorized to give out such information.

Benefits

Domestic Violence Leave

The Club at Longview will provide employees reasonable unpaid leave to obtain or attempt to obtain relief from domestic violence in accordance with North Carolina law.

You must provide reasonable advance notice of your need for leave unless an emergency prevents you from doing so. You may be required to provide documentation showing evidence of the emergency.

Domestic violence leave is unpaid; however, you may choose to substitute any available PTO.

The Club will not retaliate against employees who request or take leave in accordance with this policy.

Jury Duty Leave

The Club at Longview encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your supervisor as soon as possible to make scheduling arrangements.

If you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. If you are classified as nonexempt, you will not be compensated for time spent on jury duty. You may opt to use PTO in place of unpaid leave.

The Club reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

The Club will not retaliate against employees who request or take leave in accordance with this policy.

School Visitation Leave

If you are the parent, guardian, or person standing in loco parentis of a school-aged child, The Club at

Longview will provide you up to four hours of time off per year to attend or otherwise be involved at the child's school.

You and your supervisor must mutually agree to the scheduling of leave.

Submit a written request for leave at least 48 hours in advance of the requested absence. You may be required to provide documentation from the child's school verifying that you were involved at the school during the leave time.

Leave under this policy will be unpaid; however, exempt employees may be paid as required by law.

The Club will not retaliate against employees who request or take leave in accordance with this policy.

Voting Leave

If your work schedule prevents you from voting on Election Day, The Club at Longview will allow you a reasonable time off to vote. The time when you can go to vote will be at the discretion of your supervisor.

Safety and Loss Prevention

Workplace Smoking

The Club at Longview is concerned about the effect that smoking and secondhand smoke inhalation can have on its employees and clients. Smoking in the office, client areas, and restrooms is prohibited.

Custom Policies

Co-Employment with Oasis, a Paychex Company

Welcome to the world of Co-Employment!

This means that employees will have two employers instead of one and we would like to take just a moment to explain how it works. Oasis is a professional employer organization (PEO) that will be the Administrative Employer and "Employer of Record" for purposes related to recordkeeping and complying with applicable federal, state and local law governing co-employment arrangements. The Club at Longview will set wages, working hours, and all terms and conditions of employment. employees will report to work at The Club at Longview's jobsite and follow The Club at Longview's policies and procedures to the extent it decides to supplement the general policies contained in this Handbook.

It is important that employees understand what Oasis does and what it does not do. Oasis is not a joint employer, partner, or related company of The Club at Longview. Instead, Oasis is an unrelated, independent company that contracts to provide administrative services to The Club at Longview such as processing payroll, issuing paychecks and year-end W-2 forms, collecting and paying employment taxes, processing new hire paperwork, assisting in the production of this handbook, administering workers' compensation and unemployment compensation claims, providing general assistance with human resource issues, and administering the health insurance and other benefits chosen by The Club at Longview.

Oasis does not set pay rates, work schedules, job duties, performance expectations, or determine the specific terms and conditions of employment, including the type and level of benefits that employees will receive (e.g., how much vacation or sick leave employees will receive, whether health insurance will be available and upon what terms, or whether employees will be entitled to a benefit based on a specific set of circumstances that may arise during their employment). Instead, these matters will be determined by The Club at Longview and Oasis merely administers the compensation, benefits and other programs that The Club at Longview has chosen to make available to employees.

The Club at Longview will provide employees with training and supervision at the worksite, advise employees of their specific job duties and monitor their performance, and make all employment-related decisions related to advancement opportunities, work assignments, compensation, and benefits. Supervisors or other representatives of Management at The Club at Longview are the best source for specific information on the job and should be able to answer most day-to-day questions. However, Oasis is available to answer specific questions employees may have on the administrative matters that it will be handling for The Club at Longview.

The staff hours of Oasis are Monday through Friday, 9:00 a.m. to 5:00 p.m. EST. The HR Service Center hours of operation are 8:00 a.m. to 8:00 p.m. EST.

Benefits Overview

Eligible employees are provided a wide range of benefits. A number of the programs (such as Social Security, Workers' Compensation, state disability, and unemployment insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. The Human Resources Department or the employee's supervisor can identify the programs for which the employee is eligible.

The Company reserves the right to amend or withdraw any or all of the benefits programs at its sole discretion at any time, with or without notice.

Unemployment Compensation

In accordance with the provisions of the states' Unemployment Act, employees who become unemployed due to lack of work, provided they meet the requirements of the Act, may be eligible for weekly benefits. In the event an employee's employment is terminated due to reduction in workforce or lay off, the employee must contact the Oasis Outsourcing Employee Service Center at (800) 822-8704 within 48 hours (not including weekends) for possible reassignment.

Failure to comply could result in the employee becoming ineligible for unemployment compensation.

Workers' Compensation and Safety

According to the laws of the states in which we operate, Workers' Compensation Insurance is provided to all employees, which applies to all accidental injuries to an employee while at work. Workers' Compensation is carried to cover expenses and earnings lost due to injury while employees are on the job. The individual laws of each state regulate the amount to which employees are entitled to cover medical expenses and to make up part of any loss in earnings.

A safe environment is everyone's responsibility. It is the responsibility of each employee who is aware of any safety problems to report their concerns to their worksite supervisor immediately.

- Employees must report any work-related injury, no matter how minor, to their worksite supervisor within 24 hours. Failure to report the incident may jeopardize the employee's benefits and employment.
- The Club at Longview has the right to obtain an alcohol and/or drug test at any time including, but not limited to after an on-the-job injury. Positive results may jeopardize the employee's benefits and employment.
- If The Club at Longview requires the use of personal protective clothing, shoes, glasses, or equipment, failure to use these items may result in a reduction in employee benefits and termination of employment.

Each employee's awareness and compliance with safety measures will help promote a safe working environment for all. Many states require a waiting period before benefits payments under Workers' Compensation begin.

Section 125 Cafeteria Plan

The Section 125 Plan is most commonly used to pay for the portion of the health care premiums paid by the employee. Because Oasis manages the employee's health care benefits, deductions will be taken from gross earnings, before payroll taxes are applied.

Eligible employees may also participate in the Medical and/or Dependent Care Reimbursement Account(s). Reimbursement accounts offer employees a tax savings opportunity by allowing employees to set aside pre-tax money to pay for certain medical and childcare expenses. Employees can put money into one or both accounts, but they are considered separate accounts.

Because the reimbursement accounts are covered under IRS Code Section 125, there are strict rules and regulations about how the accounts can be used. The most important thing to remember about reimbursement accounts is that although they offer the opportunity for significant tax savings, employees need to plan their deferrals very carefully. Once employees have declared the amount of money they want to go into their reimbursement account, the election is irrevocable for that calendar year. This means that it remains in effect the entire twelve (12) months of the year except for family status changes. Changes in family status must be reported to the Benefits Administrator within thirty (30) days of the event in order to modify or revoke this benefit election. IRS regulations state that any money left in the employee's reimbursement account at the end of the calendar year, after all eligible claims have been paid, will be forfeited.

Employees may contact Oasis Benefits Department at (866) 826-3488 for additional information regarding this benefit.

Section 132 Parking and Transit

As a result of federal regulations, parking and transit costs can now be set-up on a pre-tax basis. Employees can decide how much will be deducted from their paychecks and when they incur parking or transit costs, Employees must submit receipts for reimbursement.

There are two types of reimbursement accounts, Qualified Parking and Transit Passes. Funds from the two different accounts cannot be commingled.

Qualified Parking on or near the workplace, at or near a location from which employees commute to work by mass transit or vanpool.

Transit Passes tokens, fare-care, vouchers, or similar items or vanpooling in a commuter vanpool from the employees' residence to their place of employment.

There is a maximum monthly reimbursement set by federal regulations that changes each year.

For further information or to sign up for this benefit, employees can contact the provider, WageWorks, directly by phone at (877) 924-3967 or online at www.wageworks.com.

Credit and Employment Verification

Employment and earnings information on an employee is occasionally requested by financial institutions, government agencies, credit unions, banks, and finance companies.

The Company offers two options for obtaining employee information, either by web or phone. Both options are available 24 hours a day.

Employees should follow the procedures below for employment verification using the Automated Employment Verification provider "The Work Number."

Employment Verification: For employment information such as employment date, title, and status verification, Employees must give the person requesting this information their Social Security Number and the website www.theworknumber.com or Requester Number (800) 367-5690. They will be able to receive the employment information within minutes via web, phone, or fax.

Employment and Payroll Verification: If it is necessary for the employee to give the person their payroll or earnings information, the employee must first establish a Salary Key using the following procedure:

- Log onto www.theworknumber.com or call the special Employment Setup Number (800) 367-2884.
- Enter the Employer Code 11556
- Enter the Social Security Number and follow the instructions.
- Enter the PIN number (the last four digits of employee's Social Security Number).
- Select the "Create a Salary Key" option. Write down the six-digit Salary Key provided by the system.
- Give the person that needs the employment and earnings information the Salary Key, the Social Security Number, the Employer Code (11556), and the website -- www.theworknumber.com -- or the Requester Number -- (800) 367-5690.

Within minutes, the person requesting the employment and earnings information will be able to view the

information on the web, listen to the information over the phone, or receive the information by fax.

Government Agencies: employees seeking assistance from a government agency must tell the person at the agency to access the special Government Agency Employment Verification by logging onto www.theworknumber.com/socialse... or by calling (800) 660-3399. The Government Agency must pre-register by calling (800) 996-7566 to use either method.

Website: www.theworknumber.com

Employee: (800) 367-2884

Requester: (800) 367-5690

Government Agency: (800) 660-3399

Frequently Asked Questions:

Q. Do I have to do anything to update my employment verification?

A. No, the employment and payroll information is automatically updated after every payday.

Q. Can I still get my employment verified by calling or writing to the Human Resources or Payroll Departments?

A. No, the Employment Verification InfoLine will be the only means to verify your employment.

Q. Who will have access to my employment verification?

A. Only those you wish to give access. You give a requester access to your information by providing your Social Security number and the Requester InfoLine telephone number.

Q. What if I have problems using The Work Number? What if I need the assistance of a translator?

A. You may contact the Work Number Client Service team by calling (800) 996-7566. They are available Monday through Friday 8:00 a.m. to 9:00 p.m. Eastern time, except major holidays.

Contact Information

For questions regarding worksite issues such as hours of work, schedule, work procedures, or training, employees should contact their worksite supervisor.

For questions regarding paychecks or benefits, employees should contact the Employee Service Center at (800) 822-8704.

For questions regarding work-related injuries, employees should contact the Oasis Outsourcing Risk Management Department at (800) 329-7823.

For questions regarding the contents of this handbook, employees should contact their worksite supervisor or:

Oasis, a Paychex Company

HR Service Center
2054 Vista Parkway, Suite 300
West Palm Beach, FL 33411

EEO Statement and Non-Harassment Policy Acknowledgement

The Club at Longview does not tolerate and prohibits discrimination, harassment, or retaliation of or against job applicants, contractors, interns, volunteers, or employees by another employees, supervisor, vendor, customer, or any third party on the basis of race, religion, creed, color, age, sex, sexual orientation, gender, gender identity, gender expression, national origin, ancestry, marital status, civil union status, medical condition, disability (mental and physical), military and veteran status, pregnancy, childbirth and related medical conditions, or any other characteristic protected by applicable federal, state, or local laws and ordinances.

All discrimination, harassment, and retaliation is unacceptable in the workplace and in any work-related settings such as business trips and business-related social functions, regardless of whether the conduct is engaged in by a supervisor, co-worker, client, patient, vendor, or other third party.

If an employee believes someone has violated the EEO Statement and Non-harassment Policy or the Equal Employment Opportunity Policy, the employees should promptly bring the matter to the immediate attention of Human Resources. If this individual is the person toward whom the complaint is directed the employees should contact any higher-level manager in the reporting chain. If the employee makes a complaint under this policy and has not received a satisfactory response within five (5) business days, they should contact the Oasis HR Service Center at 1-888-818-9797.

Every report of perceived harassment will be fully investigated and corrective action will be taken where appropriate. Violation of this policy will result in disciplinary action, up to and including termination. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. In addition, the Company will not allow any form of retaliation against individuals who report unwelcome conduct to Management or who cooperate in the investigations of such reports in accordance with this policy. employees who make complaints in bad faith may be subject to disciplinary action, up to and including termination. All employees must cooperate with all investigations.

While employees are encouraged to report claims internally, if an employee believes that they have been subjected to harassment, discrimination, or retaliation, they may file a formal complaint with an applicable government agency. Using the Company's complaint process does not prohibit an employee from filing a complaint with a state or federal agency.

Remember, The Club at Longview cannot remedy claimed discrimination, harassment, or retaliation unless employees bring these claims to the attention of Human Resources. employees should not hesitate to report any conduct which they believe violates this policy.

I have read and I understand The Club at Longview EEO Statement and Non harassment Policy.

Employee's Printed Name

Position

Employee's Signature

Date

The signed original copy of this acknowledgment should be given to Human Resources - it will be filed in your personnel file.

Employee Acknowledgement of Company Systems Policy

I, _____, have read and agree to the policies imposed by the Company. I will use Company systems in accordance with the Acceptable Use of Company systems Policy provided. Furthermore, I acknowledge I am required to immediately notify management of any potential security issue, security breach, or lost equipment. Finally, I acknowledge that I am responsible to immediately report the misuse of Company systems by any other user to management.

Employee's Printed Name

Position

Employee's Signature

Date

The signed original copy of this acknowledgment should be given to Human Resources - it will be filed in your personnel file.

General Handbook Acknowledgement

This Employee Handbook is an important document intended to help employees become acquainted with the Company. This document is intended to provide guidelines and general descriptions only; it is not the final word in all cases. Individual circumstances may call for individual attention.

Because the Company's operations may change, the contents of this Handbook may be changed at any time, with or without notice, in an individual case or generally, at the sole discretion of Management.

Please read the following statements and sign below to indicate your receipt and acknowledgment of this Employee Handbook.

I have received and read a copy of The Club at Longview Employee Handbook. I understand that the policies, rules, and benefits described in it are subject to change at the sole discretion of the Company at any time.

I further understand that my employment is terminable at will, either by myself or the Company, with or without cause or notice, regardless of the length of my employment or the granting of benefits of any kind.

I understand that no contract of employment other than "at will" has been expressed or implied, and that no circumstances arising out of my employment will alter my "at will" status.

I understand that my signature below indicates that I have read and understand the above statements and that I have received a copy of The Club at Longview Employee Handbook.

Employee's Printed Name

Position

Employee's Signature

Date

The signed original copy of this acknowledgment should be given to Human Resources - it will be filed in your personnel file.