



EMPLOYEE HANDBOOK

Welcome Statement

Dear Fellow Staff Member:

Welcome to Ridgewood Country Club! You are employed at a truly outstanding club which is considered one of the finest in Central Texas.

The Club has very high standards of service and hospitality. These standards are maintained because the staff works as an enthusiastic and professional team, dedicated to providing the best possible service and facilities for members.

This Handbook is designed to help you become comfortable and productive in your new position. It is intended to provide general information and guidelines. While it is not intended to be comprehensive or to address every conceivable issue which may arise in your employment relationship, it does provide important details about the Club and its policies, rules and benefits. It also outlines your responsibilities as an employee and emphasizes a culture in which we expect integrity in all of your dealings and promotes an environment in which we treat each other, our members and their guests with dignity and respect.

If you have any questions about anything in this Handbook or any other issue that arises in the course of your employment relationship at the Club, please do not hesitate to address any questions or concerns with your Supervisor, Department Head, the Assistant General Manager or the General Manager.

We are pleased to have you as a member of our Team!

Sincerely,
General Manager
Ridgewood Country Club

Organization. Ridgewood Country Club is a member-owned facility. This means that all employees are working indirectly for the membership.

The membership elects a Board of Directors in order to set policy and to administer the requirements of the membership. To manage the Club, the Board hires a General Manager, who, in turn engages an Assistant General Manager, the Department Heads and other supervisory personnel. In addition, the Board appoints various Committee Chairmen, who form committees which may recommend policies, rules and management functions.

Each Department Head is responsible for maintaining a staff to accomplish the workload in an efficient, productive and cost-effective manner within approved budgets. The staff in each department will report directly to the Assistant General Manager, a Department Head or to a Supervisor. All personnel matters should be taken up initially with one of these individuals, if appropriate; however, all personnel matters are ultimately subject to the review and approval of the General Manager.

Mission Statement. Ridgewood Country Club strives to provide the finest private club experience by creating a family friendly and community-oriented atmosphere. This is achieved through living our service values.

Our Service Values:

- **We employ exceptional people who possess a servant's heart.**
- We take an active interest in our work.
- We always give our best.
- We strive constantly to improve our skills.
- We reflect a fun and friendly "Team Spirit" in our work with other employees, departments and Supervisors.
- We are in the Happiness Business, and make our members *Smiling* happy!
- We anticipate needs and exceed expectations with a Sense of Urgency
- We consistently deliver superior experiences
- We pay attention to details
- We have a heartfelt caring and respect for all.

TABLE OF CONTENTS

GENERAL POLICIES	1
Club	1
Employment At-Will	1
Exceptions and Revisions to Handbook	1
Unwritten Policies	1
Privacy in the Workplace	1
Open Door Policy	1
Potential Issues for Club	1
Maintaining Current Employee Information	2
Equal Employment Opportunity	2
Compliance with Immigration Law	2
Employment of Family Members	2
COMPENSATION	3
Pay Categories	3
Club Work Week	3
Pay Periods	3
Holidays and Holiday Pay	3
Overtime	4
BENEFITS	5
Insurance Programs	5
Retirement Programs	5
Worker Compensation Leave	5
Military Leave	5
Vacation/Personal Leave (PTO)	6
Bereavement Leave	7
Jury Duty / Serving as a Witness	7
Time Off to Vote	7
Golf	7
Family Medical Leave	8
ATTENDANCE	9
Tracking Time	9
Closure of Business / Inclement Weather	9
Nursing Mother Breaks	9
Absences and Tardiness	9
Scheduling and Shift Changes	10
CONDUCT	11
Code of Ethics	11
Misappropriation of Club Property	11
Return of Club Property	11
Confidentiality of Medical Information	12
Disclosure of Confidential Club Information	12
Appropriate Use of Club Phones and Technology	12
Social Media	13
Cell Phones at Work	13
Secondary or Other Employment	14

References and Employment Confirmation for Former Employees	14
Solicitation and Distribution.....	14
Discrimination and Harassment.....	14
Sexual Harassment	16
Workplace Investigations	18
Disabilities	18
Drug and Alcohol Use\Testing	18
Tobacco Use	20
Liquor Policy.....	20
Dress and Grooming	20
Hazardous Materials	21
Parking.....	21
Possession of Firearms or other Weapons.....	21
General Safety Rules	22
Workplace Violence	22
PERFORMANCE.....	24
Performance Evaluations	24
Disciplinary Procedures.....	24
DISPUTE RESOLUTION	25
Arbitration of Disputes	25
Claims Excepted From Binding Arbitration	25
Rules of Arbitration	25
Waiver of Jury Trial.....	25

GENERAL POLICIES

Club. Within this Employee Handbook “The Club” or “Club” refers to Ridgewood Country Club.

Employment At-Will. The Club is an “at-will” employer, meaning that either the Club or the employee may terminate their relationship with one another at any time without reason and without notice. Nothing in this Handbook may be considered to create a contractual relationship for any term or period of time between the Club and any employee.

Exceptions and Revisions to Handbook. The Club intends to plainly state its policies and procedures for all employees in this Handbook. Nonetheless, the Club may make exceptions to the rules and policies in this Handbook at any time without notice or explanation. The Club may also revise this Handbook at any time without notice to employees. The Club will let its employees know of changes to this Handbook or to Club policies as soon as practical.

Unwritten Policies. The Club may have policies and procedures which are not outlined in this Handbook. These policies may be informal or change regularly and may not be included in this Handbook at any time. Employees who have a question about an unwritten policy or procedure should consult their Supervisor.

Privacy in the Workplace. The Club has the right to examine all personal property on its premises at any time. This includes conducting searches of purses, wallets, vehicles, locked drawers, and personal lockers. No employee will be forced to submit to a search, but refusal to submit to a search may result in discipline, up to and including termination. Club email, phones, voicemail, internet usage, emails and other data storage devices may be examined at any time. It is not a Club policy to listen in on employee telephone conversations, but the Club may do so at any time without warning. The Club may also employ video or other means of surveillance at any or all of its facilities.

Open Door Policy. Employees who have a question, concern, or suggestion should not hesitate to visit their Supervisor, the Assistant General Manager or the General Manager. The Club urges all of its employees to engage in open communication to resolve questions, concerns and disputes.

Potential Issues for Club. The Club acts through its employees. Without communication from its employees, the Club is at a disadvantage. It is very important then that employees notify the Club of any threat the employee becomes aware of that might affect the Club. This may include: the threat of a lawsuit; a dispute of some kind between employees; conduct or actions taken by another employee, a member or a member’s guest; a potential issue with another Club employee or member; or anything that an employee believes may adversely affect the Club. Any employee who receives information regarding a potential threat to the operations or reputation of the Club should notify their Supervisor, the Assistant General Manager or the General Manager at the earliest possible opportunity.

Maintaining Current Employee Information. It is important for the Club to maintain up-to-date and current information on all employees. Information provided at the beginning of employment can change. Employees may move, get married, change their names, have children, or undergo other changes in status which may not immediately come to the attention of the Club. Employees are required to immediately notify their Supervisor of any change in: (a) marital status; (b) home address; (c) cell phone number; (d) home phone number; (e) dependents (children or others under an employee's care); (f) emergency contact information; (g) driver's license information; (h) military or reserve status; (i) name; (j) tax status requiring revisions to Form W-4; and (k) child support obligations.

Equal Employment Opportunity. The Club is an equal opportunity employer. It is the Club's policy to comply with all federal, state, and local employment laws, to prohibit discrimination and harassment of any type, and to afford equal employment opportunities to employees and applicants, without regard to race, sex (including pregnancy), sexual orientation, religion, ethnicity, national origin, color, veteran status, age, genetic information, or disability.

Compliance with Immigration Law. The Club is committed to employing only United States citizens and aliens who are legally authorized to work in the United States. That said, the Club does not unlawfully discriminate on the basis of citizenship or national origin. In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the employment eligibility verification Form I-9 and present documentation establishing identity and employment eligibility. Employees may raise questions or complaints about immigration law compliance without fear of retaliation. Such questions or complaints should be directed to their Supervisor, the Assistant General Manager or the General Manager.

Employment of Family Members. The Club does not discriminate based on marital status. However, the Club retains the right to refuse to place one spouse under the direct supervision of the other spouse or to place both spouses in the same department or area where this could create an adverse effect on supervision, safety, security, morale, or involve potential conflicts of interest. Further, an employee's relatives will be eligible for employment so long as no conflicts in supervision, safety, security, morale, or potential conflicts of interest exist. Relatives include an employee's parent, child, spouse, brother, sister, in-laws, and step relations. If two employees marry or become related while employed at the Club, and a conflict arises, only one of the employees will be permitted to remain at the Club, unless reasonable accommodations can be made to eliminate any potential problems. The decision as to which relative will remain with the Club must be made by the two employees involved within thirty (30) days, or the Club's management will make the decision based on the best interests of the Club. Employment of relatives of members or employees, for either seasonal or permanent positions, is generally not allowed.

COMPENSATION

Pay Categories. The Club employs a variety of different pay categories which are described below. All employees fall into one of the categories. Employees who have questions about the category which applies to them should consult their Supervisor.

- a) Salary Exempt: This category includes certain executive, administrative, sales, and professional employees who are not eligible for overtime due to their position and responsibilities. Unless otherwise instructed, employees in this category are not required to keep records of their hours worked during each pay period.
- b) Full-Time Hourly: Employees who generally work 40 or more hours each workweek (can be less than 40 but more than 36 hours) and are paid hourly fall into this category. Full-time hourly employees are eligible for overtime if they work more than 40 hours in a workweek and must keep a daily record of all hours worked.
- c) Part-Time Hourly: Employees who work 35 hours or less per workweek with few exceptions and are paid hourly fall in this category. Part-time hourly employees are eligible for overtime if they work more than 40 hours in a workweek and must keep a daily record of all hours worked.
- d) Seasonal Hourly: Employees who are hired to work for a particular duration of time, primarily during the summer months and are paid hourly fall into this category. Seasonal hourly employees are eligible for overtime if they work more than 40 hours in a workweek and must keep a daily record of all hours worked.

Club Workweek. For hourly employees, the Club workweek begins at 12:01 a.m. on Monday mornings and ends at 12:00 a.m. on Sunday nights. For salaried employees, the Club workweek begins at 12:01 a.m. on Saturday morning and ends at 12:00 a.m. on Friday night.

Pay Periods. Paydays will be bi-weekly. Direct deposit is mandatory. Paychecks will be issued by direct deposit every other Friday. There are 26 pay periods in a year.

Holidays and Holiday Pay. Full and part-time hourly employees who work on holidays are paid at two (2) times the employee's regular rate of pay. The Club may, from time to time, designate certain days that the Club will be closed for holidays. These are paid days off for full-time employees only if the employee would normally work on that day. Employees requiring consideration of alternative holidays due to religious or other affiliation should check with their Supervisor, the Assistant General Manager or the General Manager.

The Club will grant paid holiday time for following:

- New Year's Day
- Memorial Day
- Independence Day

- Labor Day
- Thanksgiving Day
- Christmas Day

Employees are not eligible for holiday pay unless the employee has been employed at the Club for at least 90 days. Employees who are eligible for holiday pay must work the last scheduled day immediately preceding and the first scheduled day immediately following the holiday.

Holiday pay is not used as part of the calculation of overtime during any week taken.

Overtime. When operating requirements or other needs of the Club cannot be met during our employees' regular schedules, employees may be asked to work overtime. Overtime occurs when an employee works more than 40 hours during a Club workweek. When possible, the Club will attempt to provide advance notice of overtime assignments. All overtime must be approved by an employee's Supervisor in writing **before** it is worked, if feasible.

Overtime is paid to all hourly employees in accordance with federal and state wage and hour laws. Employees who work overtime without pre-approved authorization in writing (if feasible) from the Club may be subject to discipline, up to and including termination.

BENEFITS

Insurance Programs. Employees who average 30 hours or more per week and who have been employed by the Club for at least 60 days are eligible to participate in the Club's benefit programs, including medical, dental, and disability insurance benefits. The Club retains the right, at its discretion, to change the terms and conditions of any health plan, major group medical plan, or similar program offered by the Club, as well as to change coverage from one insurance provider to another provider as it deems necessary, as those benefits may apply to current, former, and/or retired employees, with or without notice. The insurance program benefits provided by the Club are described in official plan documents, which are the only official and binding materials describing the Club's insurance programs. These official plan documents are available for examination by any plan participant or beneficiary. The plan administrator has the discretionary authority to determine eligibility for benefits and to interpret the plan's terms.

Retirement Programs. Employees who have been employed at the club for at least 1 year, who have worked at least 1000 hours and who are 21 years of age or older will be eligible to participate in the Club's 401(k) program as a benefit of employment. The benefits provided by the Club under the plan are described in official plan documents, which are the only official and binding materials describing the Club's 401(k) plan. These official plan documents are available for examination by any plan participant or beneficiary. The plan administrator has the discretionary authority to determine eligibility for benefits and to interpret the plan's terms.

Workers' Compensation Leave. The Club subscribes to workers' compensation insurance and complies with all applicable state laws. Employees should immediately notify their Supervisor, the Assistant General Manager or the General Manager if they are injured on the job. Employees who are eligible for workers' compensation leave must contact their Supervisor, the Assistant General Manager or the General Manager as soon as they are notified by their doctor of each of the following developments: (a) when the employee is released for light duty work; (b) when the employee is released to return to full duty; (c) when the employee reaches maximum medical improvement; and (d) if the employee has a change of address. Workers' compensation leave is not used as part of the calculation of overtime during any week taken.

Military Leave. The Club is committed to protecting the job rights of employees who are required to be absent on military leave. In accordance with federal and state laws, it is the Club's policy that no employee or prospective employee will be subjected to any form of discrimination on the basis of that person's membership in or obligation to perform services for any of the Uniformed Services of the United States. Specifically, no person will be denied employment, reemployment, promotion, or other benefits of employment on the basis of such membership. Further, no person will be subjected to retaliation or adverse employment action because such person has exercised his or her rights under applicable law or this policy. If any employee believes that he or she has been subjected to discrimination in violation of this policy, the employee should immediately contact their Supervisor, the Assistant General Manager or the General Manager.

Employees taking part in a variety of military duties are also eligible for military leave. Such military duties include leaves of absence taken by members of the uniformed services, including Reservists or National Guard members, for training, periods of active military service, and funeral honors duty, as well as time spent being examined to determine fitness to perform such service. Employees must notify their Supervisor, the Assistant General Manager or the General Manager as soon as they are aware of the military obligation and may use accrued vacation during any absence from work, but are not required to do so.

As an additional benefit, an employee on extended military leave may elect to continue group health insurance coverage for the employee and covered dependents under the same terms and conditions which employee had coverage for, for a period not to exceed 31 days from the date the military leave of absence begins. Beyond this time, the employee may elect to take COBRA benefits or continue benefits under USERRA. There are positives and negatives to both programs and employees are encouraged to carefully examine their options in order to make the best decision for the employee and their family before electing continuation coverage.

Employees who have questions regarding the Club's military leave policy and continuation of benefits should contact their Supervisor, the Assistant General Manager or the General Manager.

Vacation/Personal Leave (PTO). Full-time hourly and salaried employees are eligible to receive PTO. PTO provides full-time hourly and salaried employees with paid time away from work that can be used for vacation, personal time, personal illness or time off to care for dependents. PTO must be scheduled in advance and be approved, except in the case of illness or emergency. When scheduling for PTO, employees should coordinate with their Supervisor to ensure that adequate coverage for work will be provided.

Effective January 1, 2020, full time hourly and salaried employees will accrue PTO beginning on the first day of their fourth month of employment and then on the yearly anniversary of their employment every subsequent year as follows:

- a) Four (4) months – Five (5) days of PTO
- b) One (1) year – Five (5) days of PTO
- c) Two (2) years to three (3) years – Ten (10) days of PTO
- d) Four (4) years – Fifteen (15) days of PTO
- e) Five (5) years or more – Twenty (20) days of PTO

Employees wishing to take PTO must make a request thirty (30) days in advance, though the Club may grant requests in special circumstances on less notice. All PTO requests must be submitted to the employee's Supervisor and approved prior to the use of the employee's PTO. The Club will grant PTO requests as it can reasonably afford to do so.

New hires are not eligible for PTO until they have completed three months of employment. On the first day of their fourth month of employment, new employees will be given their first accrual of five (5) days of PTO which is the only PTO granted until an employee's one year anniversary. Thereafter, employees will accrue PTO on their anniversary date as set forth above.

During designated and approved PTO time, salaried employees will receive their regular salary. Hourly employees will receive their regular hourly rate.

We encourage you to use your available PTO for rest and relaxation. In the event that available PTO is not used by the end of the employee's anniversary year, employees may carry over up to a maximum of five (5) days of unused PTO forward to the next anniversary year. PTO not used or carried over will be lost. PTO may only be taken in full-day increments.

Upon the voluntary termination of employment, employees will be paid for accrued, unused PTO that has been earned through the last day of work—but ONLY IF the employee provides a two-week written notice of resignation and continues to work through the notice period. Accrued, unused PTO will not be paid to any employee who has not reached his/her one-year anniversary. If an employee is terminated for cause, Ridgewood Country Club, in its sole discretion, may determine that the employee has forfeited and is not entitled to any accrued, unused PTO.

Bereavement Leave. Full-time employees who are absent during their regularly scheduled workweek due to a death in their immediate family (spouse, child, parent, parent-in-law, brother, sister) are allowed up to three (3) days of paid leave. Verification of the funeral (obituary, funeral program) must be presented to the employee's Supervisor upon returning to work.

Jury Duty / Serving as a Witness. The Club encourages employees to perform their civic duties and thus will pay up to five (5) working days of jury duty per year for each employee. Time absent beyond five (5) days is unpaid time off. Employees called for jury duty or subpoenaed to testify as a witness must promptly show the jury duty summons or subpoena to the employee's Supervisor as soon as they receive it so that arrangements to accommodate the absence can be made. No employee will lose their job for any length of time spent on a jury or responding to a subpoena.

Upon returning to work, the employee should submit proper documentation about compensation received for jury duty, and the Club will compensate you for any difference in jury pay and what you would have received for work at the Club for up to five (5) days. Jury duty pay will not include any tip income and will not be paid at overtime rates.

Time Off to Vote. The Club encourages employees to fulfill their civic responsibilities by participating in elections. Generally, employees are able to find time to vote in a governmental election either before or after their regular work schedule. If an employee is unable to vote in a governmental election during their nonworking hours, they may take off enough working time that, when added to the voting time available to them outside of working hours, will enable them to vote. If this is necessary, the time off must be pre-approved by their Supervisor. The Club will follow all laws regarding paid voting leave to the extent applicable.

Golf. Employees are eligible to use the golf course at the Club on the first Monday of every month at the discretion of management. If a holiday falls on the first Monday, then the second Monday of that month will be available for play instead. Occasionally there will be Mondays when employees are unable to use the golf course because of scheduled outings or maintenance needs. Employees are not permitted to bring guests. (Only Department Heads are allowed to have guests

and /or use a cart for Monday golf.) See your Department Head for more information on this employee golf policy.

Family Medical Leave. The Family Medical Leave Act (FMLA) requires employers to provide up to 12 weeks of unpaid, job protected, leave to eligible employees for certain family and medical reasons. To be eligible for FMLA leave, an employee must have been employed by the Club for at least 12 months and have worked at least 1,250 hours in the preceding 12 months.

Reasons leave may be taken include: (a) to care for the employee's child after birth, or placement for adoption or foster care; (b) to care for the employee's spouse, child, or parent, who has a serious health condition; or (c) for a serious health condition that makes the employee unable to perform the employee's job. A "serious health condition" means an illness, injury, impairment or physical or mental condition that involves inpatient care in a hospital, or continuing treatment by a licensed health care provider.

An employee requesting leave under the FMLA must notify their Supervisor, the Assistant General Manager or the General Manager. The employee must state the reason for the leave, the duration of the leave, and the starting and ending dates of the leave. When the need for FMLA leave is foreseeable, an employee intending to take FMLA leave must submit an application for leave at least 30 days before the leave is to begin. In the event 30 days' notice is not practicable, an employee must give notice to their Supervisor, the Assistant General Manager or the General Manager as soon as practicable under the facts and circumstances of the situation. Applications for leave based on a serious health condition of the employee or the employee's spouse, child or parent must also be accompanied by a medical certification statement completed by the applicable health care provider.

ATTENDANCE

Tracking Time. Hourly employees are responsible for accurately recording their time. These employees must use the biometric time clock to clock in and out. It is each employee's responsibility to ensure the accuracy of any final time reported.

If an employee makes a mistake on his or her time record, the employee should immediately notify their Supervisor. Any employee who purposely falsifies time worked is subject to discipline, up to and including termination.

The following rules must be observed regarding time entry:

- a) Clock out and in when taking unpaid meal or break periods as well as when leaving the premises for personal reasons;
- b) Working before clocking in or after clocking out is prohibited. Working "off the clock" may result in discipline, up to and including termination;
- c) Clocking in for another employee is prohibited. Employees violating this policy are subject to discipline, up to and including termination.

Closure of Business / Inclement Weather. Every effort will be made to keep the Club open during inclement weather (*e.g.* snow, heavy rain, flooding, or natural disaster, etc.). In such situations, the Club may be closed for a short period of time. Should this occur, you must contact your Supervisor to determine if the Club is actually open or closed for business. If the Club has to close and you miss time, you may be able to request vacation time to cover lost time. Should the Club remain open, you are expected to report to work as usual (unless otherwise instructed). Should the Club close, it is your responsibility to determine the scheduled reopening and report to work when required.

Nursing Mother Breaks. The Club will provide a reasonable amount of break time to accommodate a female employee's need to express breast milk for the employee's infant child up to one (1) year of age. The break time should, if possible, be taken concurrently with other break periods already provided. Nonexempt salaried and hourly employees should clock out for any time taken that does not run concurrently with normally scheduled break periods, and such time generally will be unpaid in accordance with federal law. The Club will also make a reasonable effort to provide the employee with the use of a room or other location in close proximity to the employee's work area for use in private. Employees should notify their Supervisor, the Assistant General Manager or the General Manager to request a reasonable accommodation under this policy.

Absences and Tardiness. To maintain a safe and productive work environment, the Club expects employees to be reliable and punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on the Club. In rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their Supervisor as soon as possible in advance of the anticipated absence or late arrival. It is the

employee's responsibility to personally make the contact by telephone at least two (2) hours before the employee's shift begins unless the employee is physically unable to do so. In the event of an absence, the employee must give the reason for the absence and the expected date of return. Reporting absences does not excuse the absence. Any employee absent for two (2) consecutive days without contacting his or her Supervisor will automatically be dropped from the payroll for job abandonment.

Scheduling and Shift Changes. An employee's scheduled work hours will be determined by the operational needs of the Club. Some employees within the Club will have regular schedules that rarely change from week to week while others will have schedules that vary to meet the needs of the Club.

CONDUCT

Code of Ethics. It is the policy of the Club that, in the conduct of the affairs of the Club and in any other activities with which the name of the Club may be associated, each employee shall conform to good business and personal ethics, and shall avoid conflicts of interest. It is imperative that no employee shall commit any act which shall bring dishonor to the Club, its members or adversely affects its outstanding reputation. In general, the Club strives to foster a culture of honesty and accountability.

The terms "immoral" or "unethical" are difficult to define. What is meant by these terms involves analysis of moral and legal issues and established codes of conduct and practice. No hard and fast rule can satisfactorily cover all situations.

Nevertheless, certain criteria are helpful in determining the propriety of a particular activity. Most employees have a keen awareness of right and wrong and "fair play" and this, coupled with plain common sense, should deter employees from conducting themselves improperly. However, perhaps the best test to use to determine the propriety of any questionable conduct is this: If the particular activity were made known to the general public, would the employee still go ahead and perform the questioned activity? If the answer is "no" or if there are serious doubts, then the questioned conduct should be closely re-examined. If employees follow this test in all of their activities, employees should have no problem conforming to this Code of Ethics.

This Code of Ethics is not the exclusive source of standards and policies and is in addition to all other policies and procedures of the Club. Such other policies and procedures include, but are not limited to, those contained in this Handbook. All employees must conduct themselves according to the language and spirit of this policy and seek to avoid even the appearance of improper behavior.

Full compliance with this Code of Ethics is required. Deviations may be determined to be sufficient grounds for disciplinary action up to and including termination. When in doubt about any proposed action that may be a potential deviation from these standards, it is the responsibility of the individual to seek approval from his or her Supervisor, Department Head, the Assistant General Manager or the General Manager in advance.

Misappropriation of Club Property. Theft of any Club property will not be tolerated and will subject an employee to disciplinary action, up to and including termination. Theft is taken seriously and indicates that an employee is not trustworthy. This rule applies to any misappropriation – large or small. Taking Club supplies for personal use may not seem like a big offense, but the culmination of a thousand small thefts across the Club can hurt the Club as much or more than a single large theft.

Employees who witness or otherwise learn of theft of Club property, large or small, are required to report such conduct to their Supervisor, the Assistant General Manager or the General Manager.

Return of Club Property. When an employee's employment with the Club terminates, for whatever reason, the employee is required to immediately return all Club-owned property used during his/her employment, and all documents, disks, and other materials containing proprietary or

confidential information belonging to the Club. This includes without limitation, keys, access cards, credit cards, computers, vehicles, communication devices, uniforms, identification cards or badges, and any other equipment, materials, or items purchased, leased, owned, or otherwise belonging to the Club.

Confidentiality of Medical Information. The Club recognizes that employees have an expectation of privacy with respect to information regarding their health. Information shared with the Club regarding employee health will be maintained in strict confidence and will not be shared with other employees except as necessary to conduct Club business.

Disclosure of Confidential Club Information. Employees are prohibited from disclosing Confidential Information to anyone outside of the Club without express permission from the General Manager. This responsibility continues under the law even after employees leave the Club. “Confidential Information” means any proprietary information related to: (a) Club finances or financial plans; (b) the identity and contact information of members, guests, employees, vendors, and suppliers; (c) trade secrets, such as specially developed methods of conducting business; (d) Club pricing structures or cost data; (e) Club bids or proposals; and (f) Club policies or procedures. Any employee who discloses Confidential Information without permission may be subject to discipline, up to and including termination. Any former employee who discloses Confidential Information may be liable to the Club for damages.

Appropriate Use of Club Phones and Technology. All computer, email, and telephone systems, including voicemail, and all communications and information transmitted by, received from, or stored in these systems belong to the Club and are to be used solely for job-related purposes. Unless an employee obtains the prior permission of the employee’s Supervisor, use of the Club’s business systems or equipment, including, but not limited to, facsimiles, computers, and copy machines, for personal purposes is prohibited.

Employees are not permitted to use a code, access a file, or retrieve any stored communication unless they are authorized to do so or have received prior permission from the Club. All passcodes belong solely to the Club and are not to be shared outside the Club.

To ensure that the use of the Club’s business system and equipment is consistent with the Club’s legitimate business interests, authorized Club representatives may monitor the use of such equipment from time to time. All email and voicemail messages are Club property, and the Club reserves the right to access all messages sent over its email or voicemail systems for any purpose. Employees have no right or expectation of privacy with regard to the use of the Club’s technology.

Employees must safeguard Club technology devices so that Confidential Information of Club is not disclosed outside of the Club. Similarly, employees may not delete or remove Club data without appropriate permission. Before doing so, employees must be certain they have permission from their Supervisor.

Employees may not use the Club’s computer, email, or telephone systems to send messages that are harassing, intimidating, offensive, or discriminatory. Employees are prohibited from using the Club’s computer, email, or telephone systems to view or transmit pornographic, obscene, or otherwise offensive or harassing material or send or receive communications that contain offensive

or inflammatory messages, ethnic slurs, racial epithets, or anything that may be construed as harassment or disparagement of others based on race, sex (including pregnancy), sexual orientation, religion, ethnicity, national origin, color, veteran status, age, genetic information, or disability.

Violation of this policy may subject the employee to discipline, up to and including termination.

Social Media. The growing use of social media sites and the opportunities employees have to express themselves on the internet where virtually anyone can see it raise potential concerns for the Club. For that reason, employees' on-going employment can be affected by the way employees express themselves outside the workplace and on the internet. Violation of the policies below may be grounds for discipline, up to and including termination.

When writing or posting on the internet for personal purposes:

- a) Employees must not use work email accounts or refer to their work email addresses. This includes, but is not limited to, making internet purchases, posting to blogs or social networking sites, making comments on blogs, sending videos, photographs, jokes, or other information unrelated to Club business.
- b) Employees must not comment on Club business activities or practices, except to discuss the terms and conditions of their work, their wages, or other matters about which they feel dissatisfaction in employment with their coworkers, as permitted by the National Labor Relations Act.
- c) Employees must not discuss or reveal Confidential Information of the Club.
- d) Employees must not use Club logos or slogans in their personal activities or on social networking sites without express approval of the Club.
- e) Employees must not publish photographs or videos of activity on Club premises without express approval of the Club.

It is not employees' responsibility to represent the Club on the internet unless that responsibility is expressly assigned or granted to the employee. Employees should not make posts on behalf of the Club on the internet without permission.

The Club may monitor employees' personal and work postings on the internet. If an employee has a problem with a policy of the Club or something that is happening with the Club, the employee is encouraged to speak to someone about it to see if the issue can be resolved internally instead of posting it on the internet. What employees post about their personal activities on the internet may be used to make personnel decisions. The Club has no intent to violate employees' rights as provided under the National Labor Relations Act. If an employee feels that the Club is violating these rights, the employee is urged to contact the employee's Supervisor, the Assistant General Manager or the General Manager, and the matter will be investigated and addressed.

Cell Phones at Work. Unless otherwise authorized in connection with their job responsibilities by their Supervisor, the Assistant General Manager or the General Manager,

employees' use of cell phones is expressly prohibited at the Club. Employees' cell phones should remain locked in the employees' vehicle or locker during work hours. If an employee needs to use a Club phone, the employee should ask the employee's Supervisor. Except in the event of an emergency, all calls should be made during lunch or break periods.

Secondary or Other Employment. An employee may hold a position with another organization as long as it does not interfere with the employee's work and the employee continues to satisfactorily perform the employee's responsibilities with the Club. All employees will be judged by the same performance standards and will be subject to the Club's scheduling demands regardless of any existing outside work requirements. If the Club determines that an employee's outside work interferes with performance or the ability to meet the Club's scheduling requirements, as they are modified from time to time, the employee may be asked to terminate the outside employment if the employee wishes to remain with the Club.

References and Employment Confirmation for Former Employees. Because of problems which may arise when a former employee or a former employee's prospective new employer makes a request for a job reference or confirmation of employment, employees are not permitted to give references or confirm employment for former employees. Employees receiving such a request are to refer the inquiry to the General Manager. Job references from an authorized individual at the Club will be limited to dates of employment and position held. And can include pay information with employee/former employee's consent.

Solicitation and Distribution. Employees are not allowed to solicit from members or guests at any time, except for Club purposes. Employees are not allowed to solicit from other employees during working times or in work areas. Employees are prohibited from posting notices and literature on the Club's property in work areas. These standards cover most situations; however, additional standards may be added.

Discrimination and Harassment. The Club is an equal opportunity employer and does not discriminate against anyone in hiring, firing, or any other aspect of employment based upon a Protected Class. "Protected Class" includes a person's race, gender, pregnancy, sexual orientation, religion, ethnicity, national origin, color, veteran status, age, genetic information, or disability. The Club will not tolerate discrimination or harassment of any kind by its employees based on a Protected Class, whether in or out of the workplace. Any employee in violation of this policy may be disciplined, up to and including termination.

Discrimination and harassment take many forms, including, but not limited to, the following:

- a) Treating someone (whether an employee or not) differently than any other person because they are in a Protected Class. This may include:
 - Failing to pay that person equally;
 - Failing to provide that person equal opportunity to participate in Club business;
 - Terminating or advocating termination of that person based on their inclusion in a Protected Class;
 - Failing to promote that person;

- Demoting that person;
 - Assuming that person is incapable of participating in some aspect of Club business; and
 - Retaliating in any way against someone who has made a complaint of discrimination;
- b) Taking physical action against someone (whether an employee or not) based on their inclusion in a Protected Class that can reasonably be considered to adversely affect the work environment;
 - c) Making or telling jokes that single out a Protected Class or cast a Protected Class in a negative light;
 - d) Threatening or mistreating someone (whether an employee or not) because they are in a Protected Class;
 - e) Touching someone (whether an employee or not) in an unwanted way based on their inclusion in a Protected Class;
 - f) Making unwanted gestures to someone (whether an employee or not) because they are in a Protected Class;
 - g) Demeaning someone (whether an employee or not) based on their inclusion in a Protected Class;
 - h) Making disrespectful comments or slurs about a Protected Class or someone (whether an employee or not) who falls within a Protected Class;
 - i) Referring to people or identifying them (whether an employee or not) by their inclusion in a Protected Class;
 - j) Using stereotypes which apply to a Protected Class;
 - k) Using profane or obscene references to employee or others (whether an employee or not) based on a Protected Class or that might offend someone in a Protected Class;
 - l) Using, posting, or sharing images that single out a Protected Class or cast a Protected Class in a negative light;
 - m) Belittling, intimidating, or picking on someone (whether an employee or not) based on their inclusion in a Protected Class;
 - n) Using language that segregates someone (whether an employee or not) based on their inclusion in a Protected Class;
 - o) Using common references about someone (whether an employee or not) which might belittle them;

- p) Intentionally using someone's Protected Class (whether an employee or not) to offend them or others;
- q) Interfering with someone's work (whether an employee or not) based upon their inclusion in a Protected Class; and
- r) Repeating any of the above conduct after a person (whether an employee or not) in a Protected Class has informed employee that it offends them based on the Protected Class.

An employee's actions may be discriminatory even if not directed toward the person who is ultimately offended. For example, telling a joke which belittles a Protected Class to a person who is not in that Protected Class is still discriminatory and prohibited by the Club. The same is true if an employee makes what would be otherwise discriminatory references about himself or herself.

Any employee who feels like they or someone else has been discriminated against or harassed by a fellow employee, vendor or member, must report it. The Club cannot take action to correct or eliminate discriminatory and harassing behavior unless it is aware of the problem. Employees must immediately report all instances of suspected discrimination and harassment to their Supervisor, the Assistant General Manager or the General Manager, directly. If an employee is uncomfortable reporting suspected discrimination or harassment to their Supervisor, the Assistant General Manager or the General Manager, or feels that their Supervisor, the Assistant General Manager or the General Manager is involved in the misconduct or will be sympathetic with or favor the alleged wrongdoer, the employee should alternatively report suspected discrimination or harassment to any member of Club management. If for any reason, the Employee believes that no one in Club management can or will handle the complaint fairly or effectively, the Employee may contact an officer of the Club or any member of the Board of Directors to report suspected discrimination or harassment. The Club will do its best to maintain confidentiality of any reported discrimination or harassment. The Club will not retaliate against any employee for making a complaint of suspected discrimination or harassment.

Sexual Harassment. The Club prohibits sexual harassment in any form or degree of severity. Employees may not harass anyone regardless of sex, sexual orientation or gender identity or expression. Any employee in violation of this policy may be disciplined or terminated.

Harassment takes many forms which may include, but are not limited to:

- a) Making unwanted sexual advances toward another employee, including but not limited to:
 - Asking another employee on a date if that employee has previously rejected an advance;
 - Asking another employee to engage in sexual conduct; and
 - Asking another employee to engage in an intimate relationship;
- b) Making jokes or innuendos which might be considered a sexual advance toward another employee;
- c) Making jokes about sexual orientation (a person's sexual orientation is not always clear);

- d) Threatening or mistreating any employee because of a refusal to engage in sexual conduct with employee or another person;
- e) Threatening or mistreating any employee because of a refusal to engage in an intimate relationship with employee or another person;
- f) Threatening or mistreating any employee because of a refusal to go on a date with employee or another person;
- g) Touching another employee in an unwanted way, including pinching, patting, kissing, hugging, grabbing, brushing up against another employee's body or poking another employee's body;
- h) Making sexual gestures, noises, remarks or jokes or comments about a person's sexuality or sexual experience;
- i) Posting, sending, texting, electronically transmitting or otherwise circulating sexually suggestive images or jokes to any other employee;
- j) Making sexually suggestive comments or innuendos;
- k) Demeaning another employee based on their sex, sexual orientation or gender identity or expression;
- l) Using comments that belittle another employee based on their sex, sexual orientation or gender identity or expression; and
- m) Making sexual displays or publications anywhere in the workplace, such as pictures, posters, calendars, graffiti, objects, promotional materials, reading materials or other items that are sexually demeaning or pornographic, including making such sexual displays on computers or cell phones and sharing such displays with others while in the workplace.

Most people think of sexual harassment as directly making offensive comments or taking physical actions toward another employee. A hostile work environment may develop because of a culmination of sexually offensive conduct which reasonably affects the ability of one (1) or more employees to perform their jobs.

If an employee feels like employee or someone else has been sexually harassed by a fellow employee, member, guest or vendor, it is very important that the employee report it. The Club cannot take action to correct or eliminate harassing behavior unless it is aware of the problem. Employees must immediately report all suspected harassment to their Supervisor, the Assistant General Manager or the General Manager. If employee is uncomfortable reporting suspected harassment to their Supervisor, the Assistant General Manager or the General Manager, or feels that their Supervisor, the Assistant General Manager or the General Manager is involved in the misconduct or will be sympathetic with or favor the alleged harasser, the employee should alternatively report suspected harassment to any member of Club management. If for any reason, the Employee believes that no one in Club management can or will handle the complaint fairly or effectively, the Employee may contact an officer of the Club or any member of the Board of Directors to report suspected

discrimination or harassment. The Club will do its best to maintain confidentiality of any reported harassment. The Club will not retaliate against any employee for making a complaint of suspected sexual harassment.

Workplace Investigations. The Club takes allegations of discrimination, harassment, and other workplace misconduct seriously. In resolving any allegation, it may be necessary to conduct an investigation of the facts and circumstances to determine the appropriate path of resolution. This may include interviewing employees or other witnesses and reviewing communications and documents by and between persons involved. Employees are required to honestly participate in any investigation in which his or her assistance is deemed necessary. Interviews and participation will be kept confidential to the greatest extent the Club can manage and still resolve the allegation.

Investigations are confidential and employees are required to keep all communications designated part of an investigation confidential at the instruction of the investigator. Such confidentiality shall be limited to the maximum extent possible so as not to interfere with employees' rights to discuss the terms and conditions of their employment.

If the Club determines that an employee discriminated against or harassed another employee, appropriate disciplinary action will be taken against the offending employee, up to and including termination. If the individual who harassed or discriminated against the employee is not employed by the Club, the Club will take all action necessary to protect the employee and end the behavior. However, if after investigating a complaint of discrimination or harassment, the Club determines that an employee has provided false information regarding the complaint, disciplinary action may be taken against the individual who gave false information or filed a deliberately false complaint.

Employees failing or refusing to participate in an investigation or maintain confidentiality of an investigation may be disciplined or terminated.

Disabilities. Discrimination of an employee on the basis of a disability is prohibited. The Club is committed to assisting its employees who are disabled so that they can maintain a functional position with the Club, if possible. Employees who feel that they have a disability that affects their ability to perform their duties at work must notify their Supervisor, the Assistant General Manager or the General Manager. The Club cannot take action to assist an employee unless he or she informs the Club of the need for assistance. Once aware of the potential issue, the Club will work with the employee to determine whether a reasonable accommodation can be made that will enable the employee to continue in his or her position or in another available position.

Drug and Alcohol Use\Testing. The Club values the health and safety of its employees and members, and knows that the use of alcohol and/or drugs can have a negative impact on the workplace and on job performance. Because of this, the Club prohibits the use or possession of alcohol and/or illegal controlled substances at all times while on Club property. Employees are subject to drug and alcohol testing at any time, with or without notice.

The Club will conduct a drug test in the following circumstances:

Pre-employment testing: Every full-time job applicant or part-time employee transitioning to full time employment will be required to take and pass a drug and/or alcohol test before he

or she may officially be hired by the Club. Each applicant will be notified that a drug and/or alcohol test is required as part of the interview process and that any and all job offers are contingent upon successfully passing a drug and/or alcohol test.

Periodic group testing: Employees will periodically be required to submit a specimen for an unannounced drug and/or alcohol test. Employees will be given short notice of the test and will be told when the testing will occur.

Random testing: Every employee has the chance of being selected to provide a specimen for a drug and/or alcohol test. Such random testing will take place annually. Choosing employees for testing will be done to ensure that the selection of individuals is done at random.

Reasonable suspicion testing: If there is suspicion that an employee is under the influence of drugs and/or alcohol while on Club property or time, the employee will be required to take a drug and/or alcohol test. Reasonable suspicion will be based on observable instances or actions such as, but not limited to, the following: (a) dangerous conduct; (b) unexplained decrease in job performance; (c) hostile interpersonal relations; (d) possession of drug paraphernalia; (e) noticeably reduced short-term memory; (f) physical symptoms (incl. bloodshot eyes, slurred speech and vomiting); (g) anxiety; and (h) inability to concentrate.

Post-accident testing: Every employee who is directly involved in, or whose actions contributed to, an accident on the job must submit to a drug and/or alcohol test as soon as possible after the incident occurs if requested by the Assistant General Manager or the General Manager. Accidents include all Occupational Health and Safety Administration (OSHA) recordable incidents, actions or omissions that result in near-miss accidents and accidents involving injury requiring first aid or off-site medical attention. Accidents also include property damage caused by human error.

Follow-up testing: Employees who have tested positive for a drug and/or alcohol test, and employees who have attended drug and/or alcohol-related counseling may not return to work until they have been evaluated by a medical professional and have successfully passed a drug and/or alcohol test. Employees who return to work will be subject to follow-up tests, all of which will be unannounced.

Employees do have the option to refuse to submit to drug and/or alcohol tests; however, doing so will constitute a violation of this policy. Refusal to take a drug and/or alcohol test will also be considered a positive test result, which subjects the employee to disciplinary action(s). Job applicants who refuse to submit to drug and/or alcohol testing will be not considered for employment. The following actions constitute a refusal to submit to testing: (a) failure to provide an adequate urine, blood, breath or saliva specimen for a drug and/or alcohol test without a valid medical explanation; (b) failure to be escorted to a testing facility; (c) tampering with, adulterating or diluting a specimen; and (d) refusing to sign a Chain of Custody form at the testing facility.

Results of all drug and/or alcohol testing will be kept separate from employee personnel files and treated as confidential information. All results, whether positive or negative, will not be shared with anyone outside of the employee's direct supervisory chain of command, except when absolutely necessary for treatment or physician confirmation purposes. Please note that the Club may disclose

the results of a drug and/or alcohol test to risk management services, decision-makers in a lawsuit, grievance or other proceedings initiated by the Club or the employee.

Nothing in this policy prohibits the appropriate use of prescription medication as legally prescribed by a licensed physician. If an employee is taking prescription medication with potential side effects that may infringe on the safety of the employee or others, he or she must notify the Club. Failure to do so may result in discipline, up to and including termination.

Tobacco Use. The Club discourages the use of tobacco products by employees. Use of tobacco products and electronic smoking devices is prohibited while employees are working or at the Club. Employees who use tobacco products may do so only during approved breaks and in designated locations or during off-duty hours outside of the Club's premises. Employees should not smell like smoke or tobacco products and must maintain fresh breath.

Liquor Policy. Under NO circumstances will the Club serve alcohol to persons less than 21 years of age. When in doubt about whether a member or guest is 21, ask for identification. (State issued I.D. with picture only.) Under certain circumstances, if a person serves alcohol to an individual, and that individual injures himself or anyone else because of alcohol consumption, the server can be held responsible.

If you believe a person is intoxicated, notify the Manager on Duty immediately. Do not make a decision on your own. Ask the Manager on Duty to handle the situation.

Dress and Grooming. The Club expects all employees to exercise good judgment and common sense in their attire. Employees' appearance before the public is of the utmost importance. All employees are required to maintain their appearance and manners while on Club property or while interacting with members or guests, at all times. Extreme forms of dress, hairstyle or make-up, in the discretion of the Club, are considered unacceptable. All tattoos must be covered and not visible to anyone.

Employees must be careful to maintain a clean, well-groomed appearance. This includes a neat, natural-looking and attractive haircut; clean body, hair, hands and fingernails; clean teeth and fresh breathe; clean clothing and shoes. Women's makeup must be conservative and professional.

Body odors, including smoking odors and excessive amounts of perfume, cologne or after-shave lotion, can be offensive to some people. Employees should use discretion when applying these products.

Depending upon the job location or daily obligation, your dress requirements may vary. Employees should ask their Supervisor what dress is required. All shirts are to be tucked into trousers or shorts. Shorts and trousers are to be worn at the waist level and belted, if necessary. No denim attire is allowed at the golf course facilities. Hems on trousers, shorts and skirts must be neatly sewn. Jewelry is to be worn conservatively. Nose, eyebrow, cheek and tongue jewelry is not permitted. Men may not wear earrings. No gum chewing is allowed in front of Members or guests.

Employees who feel they cannot meet the dress code requirements for religious, ethnic, or other reasons should address their concerns with their Supervisor, the Assistant General Manager or the General Manager.

Hazardous Materials. Employees may either occasionally or regularly come into contact with chemicals throughout their employment at the Club. Employees should be informed of the contents and effects of these chemicals. A list of the chemicals currently used at the Club is provided to employees for their information. In addition, Material Data Safety Sheets are located in both the golf course maintenance building office and the clubhouse maintenance office.

Properly labeling chemicals is also a major concern. The Club's policy is no chemicals are re-labeled. Once chemicals are used, the container should be properly disposed of. If chemicals are transferred to other containers, employees must clearly label the container with a black marker.

Management will also update employees from time to time on new chemicals being introduced at the Club. Employees may find the updated materials in the Material Data Safety Sheets manual. If employees have any questions or would like to discuss any issues regarding chemicals, they should be addressed with their Supervisor, the Assistant General Manager or the General Manager.

Hazardous chemicals used at the Club could include, but are not limited to, the following: Fenox, Banner, Heritage, Chlorostar, Regal Kade, Revolution, MSMA, Trimec, Monument, Prosecutor, Bifin, Fusilade, Talstar, Round up, Iron, Primo, Daconil, Magnesium, Amdro, Various Insecticides, Sir George Disinfectant, Simply Green, Taye-Kleen, Chlorine Tablets, Shock, and Soda Ash.

Parking. Limited parking is available. Employees should park at the very back of the parking lot. Please ask your Supervisor for the specific locations where you should park.

Occasionally, during periods of high Club activity, employee parking may not be available in the designated areas. In such cases, notices will be posted at the time clock and in the employee break room, indicating where space will be available.

Please note: the Club assumes no liability for any automobile, damage thereto or property left in cars parked on Club property. Parking is at your own risk.

Possession of Firearms or other Weapons. The Club prohibits the possession of weapons on its premises. This policy applies to all persons entering the premises except authorized security personnel and law enforcement. This policy applies to members, guests and employees, and the policy prohibits all weapons, whether concealed or carried openly. Further, all employees, including full-time employees, part-time employees, and temporary workers, as well as independent contractors, are prohibited from carrying weapons outside the premises when acting in the course and scope of employment for the Club.

Prohibited weapons include firearms, clubs, explosive devices, metal knuckles, and knives with blades exceeding 5 inches, and switchblades. The Club prohibits weapons to ensure the safety and security of all employees, members and guests. Any employee found in violation of this policy will be subject to discipline, up to and including termination.

General Safety Rules. Safety at the Club is of concern to all Club employees, and is the responsibility of every employee. Disregard for these safety rules and other common sense precautions affect not only the employee directly involved, but also members, guests and other employees. Employees can all contribute to a safety record the Club can be proud of by following a few fundamental guidelines:

- (a) Observe and strictly follow posted safety regulations. These regulations are for the protection of all employees, and they have been proven to prevent injury;
- (b) Employees must not operate any equipment or machinery unless they have been instructed regarding its safe and proper operation;
- (c) Employees must not start up equipment or machinery without first checking its condition and making sure any moving parts are free from foreign objects;
- (d) Employees must notify their Supervisor immediately in cases of equipment malfunction or disrepair that could lead to potential danger or injury;
- (e) Employees must report all injuries, regardless of how minor;
- (f) Employees should know the location of building exits, firefighting equipment, eye-wash station, if any, and other emergency equipment; and
- (g) Employees must work in an injury-free manner, displaying accepted levels of behavior and refraining from horseplay or practical jokes.

Disregard for these safety guidelines, common sense practices, and other safety rules specified by the management may be grounds for discipline, up to and including termination.

Workplace Violence. The Club has a strong commitment to its employees to provide a safe, healthy and secure work environment. The Club has a zero-tolerance policy for violence in the workplace. Employees who engage in threatening or violent behavior will be subject to discipline, up to and including termination.

Any employee who feels that they have been threatened with possible violence or bodily harm should immediately report their concern to their Supervisor, the Assistant General Manager or the General Manager. If any person is observed exhibiting threatening behavior or making threatening statements, the person discovering the situation should warn others in the area and immediately notify their Supervisor, the Assistant General Manager or the General Manager.

Depending upon the level of concern, local law enforcement (911) should be called immediately. Employees should always stay away from a person exhibiting threatening behavior and should never attempt to confront any such person. Using inappropriate force or inappropriately responding to violence by a co-worker, member or guest may result in discipline or termination.

If an employee has reason to believe that events in his or her personal life could result in acts of violence by third parties occurring at the Club, the employee should confidentially discuss the issue

with their Supervisor, the Assistant General Manager or the General Manager so that a prevention plan can be developed.

PERFORMANCE

Performance Evaluations. It is the Club's goal to conduct a performance review of all employees once a year.

Disciplinary Procedures. Employees are employed at the will of the Club. Therefore, each employee has the right to terminate his or her employment at any time for any reason. Additionally, the Club reserves the right to terminate an employee's employment without notice and with or without cause.

The Club reserves the right to take disciplinary action against an employee based upon the individual circumstances of a particular case. THE FOLLOWING DISCIPLINARY PROCEDURES ARE INTENDED MERELY AS A GUIDELINE AND DO NOT CREATE A RIGHT TO ANY SPECIFIC PROCESS OR RESULT. The Club, in its sole discretion, may decide not to follow these procedures, or to follow different procedures.

Examples of disciplinary action include verbal warnings, written warnings, suspensions without pay, demotions, and termination. Each episode of misconduct will be evaluated on an individual basis. In determining the appropriate discipline, the Club may take into account any and all of the following factors: (a) the nature and severity of the misconduct; (b) the length of the employee's employment; (c) the employee's overall work performance; (d) past evaluations; (e) other misconduct by the employee, past or present; (f) the likelihood that the employee will engage in repeated acts of misconduct; (g) the employee's response to past discipline; (h) the employee's explanation for and attitude toward his position, his or her co-workers and the Club; and (i) any other factor deemed appropriate by the Club.

Depending on the nature and severity of the misconduct, a single episode or incident may result in immediate termination.

DISPUTE RESOLUTION

Arbitration of Disputes. The Club promotes a system of alternative dispute resolution that involves binding arbitration to resolve all disputes that may arise out of the employment context. Because of the mutual benefits (such as reduced expense and increased efficiency) that private binding arbitration can provide, any claim, dispute, and/or controversy (including, but not limited to, any claims of discrimination and harassment, whether they be based on state law, Title VII of the Civil Rights Act of 1964, as amended, or any other state or federal laws or regulations) that any employee or the Club may have against the other shall be submitted to and determined exclusively by binding arbitration under the Texas Arbitration Act, in conformity with the procedures set forth therein and any other applicable statutes. This specifically includes any claim, including participation as a class representative or class member in any claim, arising from, related to, or having any relationship or connection whatsoever with any employee seeking employment with, employment by, termination of employment, or other association with the Club, whether based on tort, contract, statutory law, equitable law, or otherwise. Employees also give up any right that employees may have to class arbitration, multi-party claims or the consolidation of individual arbitration claims.

Claims Excepted From Binding Arbitration. The sole exceptions to mandatory arbitration are claims arising under the National Labor Relations Act that are brought before the National Labor Relations Board, claims for medical and disability benefits under Workers' Compensation, Unemployment Compensation claims filed with the state, and any claims or disputes arising out of any other written contract(s) between an employee and the Club where the contract specifically provides for resolution through the courts. Nothing herein shall prevent an employee from filing and pursuing administrative proceedings only before the U.S. Equal Employment Opportunity Commission or an equivalent state agency (although if an employee chooses to pursue a claim following the exhaustion of such administrative remedies, that claim would be subject to mandatory arbitration).

Rules of Arbitration. In addition to requirements imposed by law, any arbitrator shall be a retired state or federal court judge, or licensed attorney with arbitration experience, as mutually agreed to by the parties, and shall be subject to disqualification on the same grounds as would apply to a judge of a court of competent jurisdiction. The arbitrator shall follow controlling law and issue a decision in writing within 30 days of the arbitration hearing with a supporting opinion based on applicable law. The arbitrator shall apply all statutes of limitation applicable to any dispute. The arbitrator shall apply the Texas Rules of Civil Procedure and Texas Rules of Evidence in any arbitration.

The arbitration will take place in Waco, Texas, and a single arbitrator shall be selected from such city. The arbitrator shall determine the merits of such dispute brought by an employee or the Club. If there is a dispute as to whether a claim is subject to arbitration, the arbitrator shall have the authority to make that decision.

Waiver of Jury Trial. EMPLOYEES AND THE CLUB WAIVE THEIR RIGHT TO TRIAL BY JURY OF ANY CLAIM, EXCEPT AS EXPRESSLY PROVIDED HEREIN.

CONSENTS AND ACKNOWLEDGMENTS

Receipt of Handbook and Promise to Follow.

The Employee Handbook contains important information about Ridgewood Country Club, and I understand that I should consult my Supervisor, the Assistant General Manager or the General Manager regarding any questions I have concerning matters addressed or not addressed in the Handbook.

I have read the Handbook and acknowledge and accept its terms and provisions. I also understand that it is my responsibility to comply with all the policies contained in this Handbook and any revisions made to it. I further agree that if I remain with the Club following any modifications to the Handbook, I thereby accept and agree to such changes.

Employment At-Will.

I hereby acknowledge that I am employed by Club on an “at-will” basis, meaning that either the Club or I may terminate our relationship at any time. I acknowledge that I am not employed by Club for any term. I recognize that I may be terminated at any time with or without cause and with or without advance warning. I recognize that nothing in the Employee Handbook may be construed to create a contract of employment for term. I further recognize that no change to the Employee Handbook will at any time change the nature of my employment relationship with Club from an “at-will” relationship.

Arbitration.

I hereby acknowledge and agree that any disputes between me and the Club that arise out of the employment context are subject to mandatory, binding arbitration pursuant to the terms of the Handbook.

Employee

Date

Printed Name