



NORTHGATE

RESORTS

2021 Employee Handbook

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This Handbook, which applies to all employees, will help you learn more about your working relationship with Northgate Resorts HR, LLC (the "**Company**"). It outlines the main features of our employment policies, procedures, benefits, and certain other information. Except as stated in the "Employee Acknowledgment and Agreement" page at the end of the handbook, the language in this handbook does not and will not constitute a contract between the Company and any of its employees for employment or for any term, condition, compensation, or benefit of employment. You have the right to terminate your employment at any time, with or without cause, and the Company reserves the same right.

No manager or other representative of the Company (except the Director of Human Resources or an Officer of the Company) has the authority to enter into any agreement for employment for any specified period of time or to make any agreement contrary to the above.

The procedures, practices, policies and benefits described here may be modified or discontinued from time to time. We will try to inform you of any changes as they occur.

This handbook and the information in it should be treated as confidential. No portion of this handbook should be disclosed to others, except other Company employees and others affiliated with the Company whose knowledge of the information is required in the normal course of business.

Some subjects described in this handbook are covered in detail in official policy documents. Refer to these documents for specific information because the handbook only briefly summarizes those guidelines and benefits. Please note that the terms of the written insurance policies are controlling and override any statements made in this or other documents.

1.1 NORTHGATE RESORTS - WHO WE ARE

WHAT IS NORTHGATE RESORTS?

Northgate Resorts HR, LLC is the Company that employs you. Northgate Resorts HR, LLC is affiliated with Northgate Resorts. Northgate Resorts' home office is located in Grand Rapids, Michigan. Northgate began acquiring camp-resorts in 2013 and quickly grew to become the largest franchisee of the Yogi Bear's Jellystone Park Camp-Resort franchise. Currently, eleven of Northgate's thirteen camp-resorts are part of the Yogi Bear franchise.

EQUAL EMPLOYMENT OPPORTUNITY POLICY

It is the Company's policy to prohibit unlawful discrimination in its hiring and personnel practices. This policy requires that all decisions involving hiring, promotion, transfer, compensation, benefits, training, discipline and all other personnel practices and terms or conditions of employment, be made without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran in accordance with applicable federal, state and local laws. The Company also prohibits retaliation against any employee because the employee has engaged in an activity that is protected under state, federal or local law.

If an employee feels that he or she has been subjected to or witnessed discrimination or retaliation, he or she should report this concern to the Director of Human Resources or General Manager. The Company will promptly investigate any reports of discrimination or retaliation, and appropriate corrective action will be taken.

HARASSMENT POLICY

The Company is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, the Company expects that all relationships among co-workers will be business-like and free of bias, prejudice and harassment.

DEFINITIONS OF HARASSMENT

Sexual harassment constitutes discrimination and is illegal under federal, state and local laws. For the purposes of this policy, sexual harassment is defined, as in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example:

- submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
- submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
- 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.

Sexual harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering, whistling or touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; and other physical, verbal or visual conduct of a sexual nature.

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal, written or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, citizenship, genetic information or any other characteristic protected by law or that of his/her relatives, friends or associates, and that:

- has the purpose or effect of creating an intimidating, hostile or offensive work environment;
- has the purpose or effect of unreasonably interfering with an individual's work performance; or
- otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group and that is placed on walls or elsewhere on the employer's premises or circulated in the workplace, on company time or using company equipment via e-mail, phone, PDA's (including voice messages), text messages, tweets, blogs, social networking sites or other means.

INDIVIDUALS AND CONDUCT COVERED

These policies apply to all applicants and employees, whether related to conduct engaged in by fellow employees or someone not directly connected to the Company (e.g., an outside vendor/contractor, consultant or customer).

COMPLAINT PROCESS

Individuals who believe they have been the victims of conduct prohibited by this policy statement or who believe they have witnessed such conduct should discuss their concerns with their General Manager, Human Resources or any Director.

When possible, the Company encourages individuals who believe they are being subjected to such conduct to promptly advise the offender that his or her behavior is unwelcome and request that it be discontinued. Often this action alone will resolve the problem. We recognize, however, that an individual may prefer to pursue the matter through complaint procedures.

The Company encourages the prompt reporting of complaints or concerns so that rapid and constructive action can be taken before relationships become irreparably strained. Therefore, although no fixed reporting period has been established, early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment.

Any reported allegations of harassment, discrimination or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.

Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like

harassment or discrimination itself, will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed.

Misconduct constituting harassment, discrimination or retaliation will be dealt with appropriately.

If a party to a complaint does not agree with its resolution, that party may appeal to the company Director of Human Resources.

False and malicious complaints of harassment, discrimination or retaliation may be subject **to disciplinary action, up to and including termination.**

DISABILITY POLICY

The Company is committed to providing equal employment opportunity for qualified individuals with disabilities. It is the Company's policy to comply with all federal and state laws concerning the employment of persons with disabilities and act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, it is the Company's policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, termination of employment, compensation, training or other terms, conditions and privileges of employment.

If you believe that you require an accommodation for a disability, please promptly notify the Human Resources Department. Please do not submit your request to your manager. Human Resources will be responsible to obtain and evaluate the relevant medical and job information, work closely with you to identify and evaluate possible accommodations, and ensure appropriate confidentiality in the process. The Human Resources Department is responsible for implementing this policy, including resolution of reasonable accommodation, safety/direct threat and undue hardship issues.

The Company will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation and/or if the accommodation creates an undue hardship to the Company. Each request will be evaluated based on the circumstances of that particular situation. Because of this, your participation and cooperation in the accommodation process will be important.

The Company may decline to make an accommodation where it would be unreasonable, would present a direct threat to health or safety, or where it would impose an undue hardship on the Company or other employees.

1.3 BEING A PART OF THE TEAM

EMPLOYEE STATUS

At the Company, all employees, including rehired individuals, begin their employment with a 90-day orientation period. During this 90-day period of continuous service, employees are given an opportunity to demonstrate their performance capabilities and can assess whether the position is suited to them, and their manager can assess if they are appropriately qualified and suited for the position. This policy applies to all newly hired and re-hired individuals. It does not apply if an

employee transfers or is promoted into a new position. During an employee's orientation period, an employee's employment may be terminated at any time without prior warning.

The following is a list of common terms, and their definitions, regarding the status of employees:

- **Orientation Period:** an employee who has not yet completed their first 90 days of employment.
- **Regular:** an employee who has completed their orientation period and is retained to work for the Company all year round.
 - **Regular Full Time:** an employee regularly scheduled to work at least 40 hours per week.
 - **Regular Part Time 29:** an employee who regularly works less than 29 hours per week.
 - **Regular Part Time 30:** an employee who regularly works less than 40 but more than 30 hours per week.
- **Seasonal:** an employee who works 2 to 6 months per year and is on layoff the balance of the year for purposes of benefits. *(Seasonal employees may work a different time frame depending on the duration of season at the location they are employed.)*
 - **Seasonal Full Time:** an employee regularly scheduled to work at least 40 hours per week.
 - **Seasonal Part Time 29:** an employee who regularly works less than 29 hours per week.
 - **Seasonal Part Time 30:** an employee who regularly works less than 40 but more than 30 hours

CHANGE OF STATUS

When you change your personal information, address, phone number, marital status, or tax information, *it is your responsibility* to update your Paycor profile or notify Human Resources. This is necessary to ensure that you receive your legal benefits as well as to maintain accurate company records.

Marriage, divorce, birth and adoption are qualified changes in status, so that changes can be made to employee health/insurance benefits coverage. The coverage changes must be consistent with employee change in status.

NEPOTISM, EMPLOYMENT OF RELATIVES AND PERSONAL RELATIONSHIPS

The Company wants to ensure that corporate practices do not create situations such as conflict of interest or favoritism. This extends to practices that involve employee hiring, promotion and transfer. Except as otherwise waived in writing by management and Human Resources, close relatives, partners, those in a dating relationship or members of the same household are not permitted to be in positions that have a reporting responsibility to each other. Close relatives are defined as husband, wife, domestic partner, father, mother, father-in-law, mother-in law, grandfather, grandmother, son, son-in-law, daughter, daughter-in law, uncle, aunt, nephew, niece, brother, sister, brother-in-law, sister-in-law, step relatives, cousins and domestic partner.

If employees begin a dating relationship or become relatives, partners or members of the same household and if one party is in a manager position, that person is required to inform management and Human Resources of the relationship.

The Company reserves the right to apply this policy to situations where there is a conflict or the potential for conflict because of the relationship between employees, even if there is no direct-reporting relationship or authority involved.

BACKGROUND POLICY

All offers of employment for supervisory or management positions are contingent upon clear results of a thorough background check. Background checks will be conducted on all final candidates and team members who are promoted, as deemed necessary.

After a verbal employment offer is made, the chosen candidate must complete the Pre-Employment Certification/Release forms and return it to the General Manager or Human Resources. Human Resources or the General Manager will notify the hiring manager upon receipt of the signed release. The chosen candidate is not to begin work prior to the hiring manager receiving approval from the General Manager or Human Resources.

A background check will be ordered upon receipt of the signed release forms, and an employment screening service will conduct the check. We will review all results and will notify the hiring manager regarding the results of the check. In instances where negative or incomplete information is obtained, the appropriate management and Human Resources will assess the potential risks and liabilities related to the job's requirements and determine whether the individual should be hired. If a decision not to hire or promote a candidate is made based on the results of a background check, there may be certain additional Fair Credit Reporting Act (FCRA) requirements. Human Resources will be responsible for handling such FCRA requirements as necessary. The Company will follow all applicable FCRA requirements throughout the background check process. Any questions regarding FCRA must be directed to Human Resources.

CONFLICT RESOLUTION PROCEDURE

The Company strives to create a supportive workplace and to stand behind our employees. We are committed to providing the best possible working conditions for our employees. Part of this commitment is our **Open Door** policy which encourages an open atmosphere in which any problem, complaint, suggestion or question receives a timely response from the Company management.

If you face work-related issues or wish to discuss a complaint, first try to talk honestly and respectfully to your co-worker. Try to resolve the issue together. If you feel the issue is not resolved, please talk to your manager. There will be no consequences for any formal or informal concerns delivered in a reasonable, business-like manner, or for following problem resolution guidelines.

If a situation occurs where an employee believes that a condition of employment or a decision affecting them is inappropriate, they should report it through the following problem resolution guidelines. Human Resources is available to assist the employee at any point in the process, including assisting with documentation.

The employee should present any problems or concerns to his/her immediate manager to give the manager the opportunity to be aware of and resolve the concern. Concerns regarding a manager's conduct may be taken to any member of management or Human Resources.

- The manager will respond to the problem during the discussion or within an appropriate length of time and will document the concern.
- If the problem is unresolved or if you feel an issue, problem or concern is not dealt with promptly or properly by your manager, we encourage you to detail your concern in writing within 10 working days of the incident or knowledge leading to the complaint and submit this written complaint to your manager.
- The manager will counsel and advise the employee, visiting with the employee's manager if necessary.
- If the problem is unresolved after review by the manager after receiving your written observations, you may present the issue in writing to the General Manager, or Director of Human Resources, whichever seems most appropriate for the issue at hand. The issue should be in writing, to properly document all aspects of the employee's concerns.
- A member of management will review and respond to the employee within a reasonable period of time. Employees may request a meeting/call with the Director of Human Resources or Chief Operating Officer once their concern has been presented in writing in order to further discuss the situation.
- Human Resources will be informed of the concerns and actions taken by all parties.
- The Director of Human Resources has full authority to make any adjustment deemed appropriate to resolve the problem. This decision is final and binding and not reviewable in any forum.

In some cases, it may be best for you to schedule an appointment with Human Resources to discuss what may be the best way for you to resolve the issues you are facing. Not every problem can be resolved to everyone's total satisfaction, but through understanding and discussion of mutual problems, all employees can develop confidence in each other's commitment to what is in the best interest of the Company. This mutual confidence is important to the operation of an efficient and harmonious work environment and helps to ensure everyone's job security.

EMPLOYEE CONDUCT

MINIMAL REQUIREMENTS:

- **Respect confidentiality and privacy.** During the course of your employment, you may have access to confidential information regarding guests, residents, co-workers, and the Company. Common sense should dictate whether specific information is confidential, but if you have a question, please check with your manager. Unauthorized reading, discussing, or disclosing of confidential information is a serious offense and may result in termination of employment. Unauthorized possession and/or use of a master key, including the unauthorized use of a resident's unit, guest site/rooms, office, cabin, store, any common areas or meeting rooms is prohibited.

Our customers and other parties with whom we do business entrust the Company with important information relating to their businesses. It is our policy that all information considered confidential will not be disclosed to external parties or to employees without a "need to know." If there is a question of whether certain information is considered confidential, the employee should first check

with his/her immediate manager. This policy is intended to alert employees to the need for discretion at all times and is not intended to inhibit normal business communications. All inquiries from the media must be referred to the Marketing Department.

- **Respect your co-workers.** Our Company provides a drug-free, alcohol-free, tobacco-free workplace with zero tolerance for harassment or violence. We don't tolerate profanity, abusive language, threats, indecent or immoral behavior. There is no room for malicious gossip or spreading of rumors in the workplace.

The following behavior or acts are strictly prohibited during work hours or at the workplace. This is neither a complete nor exhaustive list.

No Company Employee will commit any of the acts listed below while at the workplace:

- Unauthorized disclosure of business "secrets" or confidential information
- The use of profanity
- Excessive socializing and intimate personal relationships with residents/guests, applicants or other employees
- Sleeping on the job
- Immoral, obscene, or indecent conduct
- Defacing Company property
- Falsification of time sheets or other Company records
- Conviction of a felony while an employee
- Possession or use of a controlled substance, drugs or alcohol during working hours
- Refusal to perform work assigned, including insubordination and disregard of a manager's instructions; neglect of duties as assigned
- Possession or use of firearms or explosives on or in Company property
- Unauthorized possession and/or use of a master key, including the unauthorized use of a resident's unit, guest site/rooms, common areas or meeting rooms
- Stealing from the Company
- Violation of a safety rule or practice
- Not following company Policies and/or Procedures
- Unauthorized use of telephones, computers, mail system, or any other company-owned equipment
- Taking an unauthorized break
- Failure to strictly adhere to the department's dress code policy
- Failure to obtain prior authorization for overtime
- Sexual or other unlawful or unwelcome harassment and/or bullying

Employees found in violation of this policy will be disciplined up to and including termination of employment.

PROGRESSIVE DISCIPLINE

Every employee has the duty and the responsibility to be aware of and abide by existing rules and policies. Employees also have the responsibility to perform his/her duties to the best of his/her ability and to the standards as set forth in his/her job description or as otherwise established between your manager and Human Resources.

The Company supports the use of progressive discipline to address issues such as poor work performance or misconduct. Our progressive discipline policy is designed to provide a corrective action process to improve and prevent a recurrence of undesirable behavior and/or performance

issues. Our progressive discipline policy has been designed consistent with our organizational values, HR best practices and employment laws.

Outlined below are the steps of our progressive discipline policy and procedure. The Company reserves the right to combine or skip steps in this process depending on the facts of each situation and the nature of the offense. The level of disciplinary intervention may also vary. Some of the factors that will be considered are whether the offense is repeated despite coaching, counseling and/or training; the employee's work record; and the impact the conduct and performance issues have on our organization.

The following outlines the Company's progressive discipline process:

Verbal warning: A manager verbally counsels an employee about an issue of concern, and a written record of the discussion is recorded for future reference.

Written warning: Written warnings are used for behavior or violations that a manager considers serious or in situations when a verbal warning has not helped change unacceptable behavior. A written record of the discussion is recorded for future reference. Employees should recognize the importance of the written warning.

Performance improvement plan: Whenever an employee has been involved in a disciplinary situation that has not been readily resolved or when he/she has demonstrated an inability to perform assigned work responsibilities efficiently, the employee may be given a final warning or placed on a performance improvement plan (PIP). A PIP will last for a predetermined amount of time not to exceed 90 days. Within this time period, the employee must demonstrate a willingness and ability to meet and maintain the conduct and/or work requirements as specified by the manager and the organization. At the end of the performance improvement period, the PIP may be closed or, if established goals are not met, termination of employment may occur.

Employee acknowledges all disciplinary actions and a copy is placed in the employee file.

Employees are encouraged to follow our Conflict Resolution policy, should they have any concerns. The Company reserves the right to determine the appropriate level of discipline for any inappropriate conduct, including oral and written warnings, suspension with or without pay, demotion and termination of employment.

TERMINATION OF EMPLOYMENT

Your last paycheck will be direct deposited when possible and permitted by state law, into your account, on the next scheduled pay date following your termination of employment. Manual check will be issued and mailed to your last known address, when state law requires earlier payment of last paycheck.

Employees are not to destroy, delete, damage or otherwise render unusable any email, record, paper, or other document or information.

Employees who wish to discuss concerns about their continued employment before making a final decision to resign are encouraged to do so by contacting Human Resources.

VOLUNTARY TERMINATION

If an employee decides to leave the Company, it would be less disruptive on operations and fellow employees if he/she would provide at least two weeks' advance notice or 30 day for management level positions, to his/her manager. The notice period will assist the Company in providing time to find a replacement as well as time to assist the employee in the exit process. The Company will attempt to extend employees the same courtesy in the event of a layoff or other termination not resulting from fault of the employee.

Walking off the job will be considered a voluntary termination of employment.

Once an employee has decided to resign, the employee should notify his/her immediate manager, in writing, of the decision and the anticipated last day of employment with the Company. The manager will then forward a copy of the employee resignation to Human Resources to begin the employee termination processing. The resignation will be upheld, and the employee will not be able to rescind the resignation after the resignation has been given, unless otherwise approved by Human Resources.

In some circumstances, it may be necessary for the Company to adjust the employee's last day of employment to a date sooner than the employee's original end date.

Upon leaving, we ask that you complete an 'exit interview' with your manager or Human Resources.

LAYOFF POLICY

There may be occasions when the Company experiences a downturn in business. If this occurs, workforce reductions may be required.

Laid-off employees are encouraged to seek other employment rather than wait for a recall to work. In the event of a layoff, the Company determines which employees are retained. The Company reserves the right to hire new employees rather than to recall employees who have been laid off.

RETURN OF COMPANY PROPERTY

The separating employee must return all company property at the time of separation, including uniforms, keys, PCs, safe-box access information, and identification/scan cards. Failure to return some items may result in deductions from the final paycheck.

REHIRE POLICY

Former employees who left The Company in good standing and were classified as eligible for rehire may be considered for reemployment. An application must be submitted to the department, and the applicant must meet all minimum qualifications and requirements of the position, including any qualifying exam, when required.

It is the policy of the Company to consider rehiring former employees who:

- voluntarily left company employment, or
- were laid off due to business slowdown(s) and who possessed a satisfactory record of service.

DRUG-FREE WORKPLACE

As a Company, we strive to provide a safe environment in which our employees work and our customers live. The use of illegal substances is detrimental to this safe environment. Listed below are the Company's basic policies on drug or alcohol abuse. Violation of any of these policies may result in termination of employment.

DRUG-FREE AWARENESS

Illegal drug use and alcohol abuse have a number of adverse health and safety consequences. Information about those consequences and sources of help for drug/alcohol problems are available from the Human Resource department.

The Company will assist and support employees who voluntarily seek help for such problems before becoming subject to discipline and/or termination under this or other policies. Such employees may be allowed to use accrued time off, placed on leaves of absence, and otherwise accommodated as required by law. Such employees may be required to document that they are successfully following prescribed treatment and to take, and pass, follow-up tests if they hold jobs that are safety sensitive or that require driving or if they have violated this policy previously.

Employees should report to work fit for duty and free of any adverse effects of illegal drugs or alcohol. This policy does not prohibit employees from the lawful use and possession of prescribed medications. Employees must, however, consult with their doctors about the medications' effect on their fitness for duty and ability to work safely and promptly disclose any work restrictions to their manager. Employees should not, however, disclose underlying medical conditions unless directed to do so.

Alcohol/Drug Rules:

- Employees are subject to testing when they cause or contribute to accidents that seriously damage a company vehicle, machinery, equipment or property and/or result in an injury to themselves or another employee requiring off-site medical attention. In any of these instances, the investigation and subsequent testing must take place within two (2) hours following the accident, if not sooner.
- When attending special functions where the Company has elected to serve alcoholic beverages or sponsor an event where alcoholic beverages are offered, employees other than those who work in safety sensitive positions (e.g., Maintenance), or employees' other than those who are working the event, are not prohibited from drinking alcohol. Employees nevertheless are expected to drink responsibly and only to a level that would not negatively impact their work performance and would not place them over the legal limit for operating a vehicle. Please keep in mind that as few as two drinks could cause a person to reach the legal limit for operating a vehicle.
- Any employee involved in and/or causing an injury while on the job will be driven to the drug testing site and be required to participate in a supervised drug and alcohol test.
- Lawful use of prescription drugs is allowed, provided that you let your manager know in advance if you are taking any prescribed drug that could conceivably affect job performance. If in doubt, report prescription drug use in advance.

- The Company reserves the right to require random drug testing of employees, if permitted by law.

TESTING

The decision to test is within the sole discretion of the Company, based upon a standard of Reasonable Suspicion or Random Testing. The Company reserves the right to take appropriate and lawful action to enforce the Drug-Free Workplace Policy. Please note the following:

- The fact that an employee is asked to take a test does not necessarily mean that management is convinced that the employee is violating our policies.
- If you are asked to take a test, you should not view it as an affront, but as an effort to resolve any doubts in favor of protecting you and others.
- We hope and expect that all tests will be negative.
- Testing will be done at a place designated by the Company at the Company's expense.
- The requested test may be a breath, urine, blood, hair or other test designed to detect and/or measure any alcohol or drugs in the employee's system.
- Testing may be required based on management or others' observations of an employee, on attendance or accidents, or on other factors.
- If an employee requests a second drug test, it will be at the employee's own expense.
- Any employee who refuses to be tested, has a positive test result in violation of this policy, or attempts to impair the validity of a test is subject to discipline up to and including termination of employment.

CONSEQUENCES

Employees who have tested positive, or otherwise violated this policy, are subject to discipline up to and including termination of employment. Depending on the circumstances and the employee's work history/record, the Company may offer an employee who violates this policy or tests positive the opportunity to return to work on a last-chance basis pursuant to mutually agreeable terms, which could include follow-up drug testing at times and frequencies for a minimum of one (1) year but not more than two (2) years. If the employee either does not complete his/her rehabilitation program or tests positive after completing the rehabilitation program, he/she will be subject to immediate termination of employment.

Employees who refuse to cooperate in required tests or who use, possess, buy, sell, manufacture or dispense an illegal drug in violation of this policy will be terminated. Confidentiality Information and records relating to positive test results, drug and alcohol dependencies and legitimate medical explanations provided to the medical review officer (MRO) shall be kept confidential to the extent required by law and maintained in secure files separate from normal personnel files.

INSPECTIONS

The Company reserves the right to inspect all portions of its premises for drugs, alcohol or other contraband. All employees, vendors and visitors may be asked to cooperate in inspections of their persons, work areas and property that might conceal a drug, alcohol or other contraband. Employees who possess such contraband or refuse to cooperate in such inspections are subject to appropriate discipline up to and including termination of employment.

The Company prohibits all employees from manufacturing, distributing, dispensing, possessing or using an illegal drug in or on company premises or while conducting company business. Employees are also prohibited from misusing legally prescribed or over-the-counter (OTC) drugs. Law enforcement personnel shall be notified, as appropriate, when criminal activity is suspected.

WORKPLACE BULLYING

The Company defines 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 company Employee Conduct policy, which clearly states that all employees will be treated with dignity and respect.

The purpose of this policy is to communicate to all employees, including managers and executives, that the company will not tolerate bullying behavior. Employees found in violation of this policy will be disciplined up to and including termination of employment.

Bullying may be intentional or unintentional. However, it must be noted that where an allegation of bullying is made, the intention of the alleged bully is irrelevant and will not be given consideration. As in sexual harassment, it is the effect of the behavior upon the individual that is important. The Company considers the following types of behavior examples of bullying:

Verbal bullying: Slandering, ridiculing or maligning a person or his/her family; persistent name calling that is hurtful, insulting or humiliating; using a person as the 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: Non-verbal threatening gestures or glances that convey threatening messages.

Exclusion: Socially or physically excluding or disregarding a person in work-related activities.

WORKPLACE VIOLENCE PREVENTION

The Company is committed to preventing workplace violence and to maintaining a safe environment free from intimidation, harassment, threats or actual violence. All persons, including managers, temporary employees, guests, residents, customers and other community members, must be treated with courtesy and respect at all times.

Employees are expected to refrain from fighting, “horseplay,” or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from Company premises, and employees are prohibited from having such items in their possession while acting on behalf of the Company or engaging in Company business. The Company reserves the right to conduct searches of any person, vehicle, or object that is on or enters onto the Company’s property.

Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public at any time, for any reason, will not be tolerated. All threats or instances of violence must be reported as soon as possible to your manager or any other member of management. This includes threats by employees, as well as threats by residents, customers, vendors, solicitors or other

members of the public. Termination of violent employees is necessary to protect guests, residents, employees, and the public.

Employees should promptly inform Human Resources of any protective or restraining order that they have obtained that lists the workplace as a protected area. Employees are encouraged to report safety concerns with regard to intimate partner violence. The Company will not retaliate against employees making good-faith reports. The Company is committed to supporting victims of intimate partner violence by providing referrals to community resources and providing time off for reasons related to intimate partner violence.

Employees are encouraged to bring their disputes or differences with other employees, residents, vendors, etc. to the attention of management before the situation escalates into potential violence.

The Company wishes to assist in the resolution of disputes that could impact the work environment and will not discipline employees for raising legitimate complaints or concerns.

SAFETY AND EQUIPMENT

The Company believes safety is a top priority and is committed to providing a safe work environment for all employees, guests, residents and visitors. Safety depends on the alertness and personal commitment of every employee, as well as an orderly, clean and healthy workplace.

As a condition of employment, all employees must comply with all rules, expectations, regulations and applicable laws and the Company policies pertaining to health and safety, including all activities and areas within the organization. Employees who violate safety standards, cause hazardous or dangerous situations, or who fail to report – and where appropriate, remedy – dangerous situations, may be subject to disciplinary action, up to and including termination of employment.

We are concerned about your personal safety and well-being while at work. Therefore, if you become aware of a potential hazard which would put you or your coworkers at risk, we ask that you report the problem immediately. If you are injured on the job (all incidents or injuries, even minor ones, “close calls”, or any unsafe conditions), you must, within 24 hours, notify your manager, who will assist you with medical treatment immediately. Managers are to conduct an investigation and complete an online incident report.

Some of the best safety improvement ideas come from employees. You are encouraged to discuss your ideas, concerns or suggestions for improved safety in the workplace with your manager or any other member of management. Reports and concerns about workplace safety may be made without fear of reprisal. If the safety concern is not addressed, employees must take responsibility to report the safety concern until it has been resolved.

For more information on specific guidelines and your responsibilities, please see the Safety Handbook.

ACCIDENT REPORTING & INVESTIGATION

Both employee and manager are required to follow “Incident Reporting Procedure”. The following procedures apply to each employee:

- You must report every work-related accident immediately to your manager or Human Resources

no later than the end of the shift on which the injury occurs. An Incident Report must be completed and signed by your manager with employee input within 24 hours of incident.

- Where medical treatment is sought, you must advise your manager that you are seeking such treatment and obtain a Return to Work form. The Return to Work form must be completed for each visit.
- Employees must provide a Return to Work form indicating they are capable of returning to full-duty.

Restrictions will be evaluated on a case-by-case basis and relate to the performance of essential job functions. Cooperate with our third-party administrator and provide accurate and complete information as soon as possible so that you receive all benefits to which you are entitled. If you have problems or concerns, please contact Human Resources.

For more information please see the Safety Handbook and/or Incident Procedure.

TOBACCO-FREE WORKPLACE

The Company has established a tobacco-free workplace policy at all locations. Smoking and use of tobacco products, including e-cigarettes and chewing tobacco, are prohibited in any indoor area of any Company location and in any Company-owned, leased, or controlled motor vehicle. You may use tobacco products only in designated outdoor smoking areas and during non-work time. Please see your manager for the location of your designated smoking area. We ask that you respect the fact that all of our facilities are tobacco-free.

SOLICITATION, DISTRIBUTION AND POSTING OF MATERIALS

The Company prohibits the solicitation, distribution and posting of materials on or at Company property by any employee or nonemployee, except as may be permitted by this policy. The sole exceptions to this policy are charitable and community activities supported by the Company's management and company-sponsored programs related to the Company's products and services.

Provisions:

- Employees and former employees may not interfere in any way with the Company's business. This promise includes but is not limited to: a promise that an employee will not attempt to persuade any customer, supplier, or potential customer or supplier of the Company that they should not do business with the Company, should reduce their purchases of the Company's products or services; or should do business with a competitor of the Company.
- Nonemployees may not solicit employees or distribute literature of any kind on Company premises at any time.
- Employees may only admit nonemployees to work areas with management approval or as part of a company-sponsored program. These visits should not disrupt workflow. An employee must accompany the nonemployee at all times. Former employees are not permitted onto the Company's property except for official Company business.
- Employees may not solicit other employees during work times, except in connection with a Company-approved or sponsored event.
- Employees may not distribute literature of any kind during work times or in any work area at any time, except in connection with a Company-sponsored event
- The posting of materials or electronic announcements are permitted with approval from General

Manager.

Employees found in violation of this policy should be reported to management and may be subject to disciplinary action, up to and including termination.

BULLETIN BOARDS

All required governmental postings are posted on the boards located in the office/common area of each of our locations. These boards may also contain general announcements.

Employees are able to submit notices of general interest as long as approved by their manager. These notices may include: for-sale notices; recreational-type announcements and/or club functions; postcards; expressions of gratitude or sympathy; and notices looking for/offering carpools, tickets, roommates, or pets.

The Company reserves the absolute right to refuse permission to post or to take down any announcement. The General Manager approves, posts, and takes down all notices. All notices posted by employees will be removed after 2 weeks unless otherwise stipulated.

1.5 WORKPLACE EXPECTATIONS

PRIVACY POLICY

The Company takes each employee's and resident's privacy seriously, to protect the confidentiality of personal data (such as Social Security Numbers (SSNs) and medical information) that is obtained by the Company in the course of its business. All employees are required to have a SSN as a condition of employment so that the Company can make adequate tax reporting.

Documents containing personal data will be kept in confidential files. Except as required by necessary and legitimate business purposes, no employee may access personal data or keep, use, copy, disclose, or distribute it. Anyone who accesses personal data for necessary and legitimate business purposes must do this in a manner that avoids access to unauthorized individuals.

When documents containing personal data are no longer needed, they must be disposed of in a manner that ensures the confidentiality of the personal data to the extent practicable. The Company has developed a practice of shredding, electronically deleting, or otherwise disposing of confidential records, including documents containing SSNs, bank accounts and credit card numbers. Employees in violation of this policy will be subject to disciplinary action, up to and including termination of employment.

An employee enrolled in a Company-sponsored health plan will periodically receive a separate notice of privacy practices in compliance with HIPAA privacy regulations

SECONDARY/OUTSIDE EMPLOYMENT

Employees are permitted to engage in outside work or to hold other jobs, subject to certain restrictions as outlined below.

Activities and conduct away from the job must not compete with, conflict with or compromise the

company interests or adversely affect job performance and the ability to fulfill all job responsibilities. Employees are prohibited from performing any services for customers on non-working time that are normally performed by the Company. This prohibition also extends to the unauthorized use of any company tools or equipment and the unauthorized use or application of any confidential information. In addition, employees are not to solicit or conduct any outside business during paid working time. Employees are cautioned to carefully consider the demands that additional work activity will create before accepting outside employment. Outside employment will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel or refusal to work overtime or different hours. If the Company determines that an employee's outside work interferes with performance, the employee may be asked to terminate the outside employment.

ATTENDANCE

Punctual and regular attendance is a key factor in the Company's success and an essential responsibility of each employee. Employees are expected to report to work as scheduled, on time and prepared to start working. Employees also are expected to remain at work for their entire work schedule. Late arrival, early departure or other absences from scheduled hours are disruptive and must be avoided.

This policy does not apply to absences covered by the Family and Medical Leave Act (FMLA) or leave provided as a reasonable accommodation under the Americans with Disabilities Act (ADA). These exceptions are described in separate policies.

Absence

"Absence" is defined as the failure of an employee to report for work when he or she is scheduled to work. The two types of absences are defined below:

- ***Excused absence*** occurs when all the following conditions are met:
 - The employee provides to his or her supervisor sufficient notice at least 48 hours in advance of the absence.
 - The absence request is approved in advance by the employee's supervisor.
 - The employee has sufficient paid time off to cover the absence.
- ***Unexcused absence*** occurs when any of the above conditions are not met. If it is necessary for an employee to be absent or late for work because of an illness or an emergency, the employee must notify his or her supervisor no later than two hours prior to the employee's scheduled starting time on that same day. If the employee is unable to call, he or she must have someone make the call. An unexcused absence counts as one occurrence for the purposes of discipline under this policy.

Employees with three or more consecutive days of excused absences *because of illness or injury* must provide proof of physician's care and a fitness for duty release prior to returning to work.

Employees must take earned PTO for every absence unless otherwise allowed by company policy (e.g., leave of absence, bereavement, jury duty).

Tardiness and Early Departures

Employees are expected to report to work and return from scheduled breaks on time. If employees cannot report to work as scheduled, they must notify their supervisor no later than their regular starting time. This notification does not excuse the tardiness but simply notifies the supervisor that a schedule change may be necessary.

Employees who must leave work before the end of their scheduled shift must notify a supervisor immediately.

Tardiness and early departures are each one-half an occurrence for the purpose of discipline under this policy.

Disciplinary Action

Excessive absenteeism is defined as two or more occurrences of unexcused absence or tardiness in a 14-day period and will result in disciplinary action. Six occurrences of unexcused absence in a 12-month period are considered grounds for termination.

Disciplinary Action will follow the below progressive process:

- First two occurrences = verbal warning
- Two additional occurrences = written warning
- Two additional occurrences = final warning
- Two additional occurrences = termination

As a company we believe that attendance is a correctable behavior, therefore if a team member completes three months from the most recent occurrence without any incident, the most recent disciplinary action will be removed.

Job Abandonment

Any employee who fails to report to work for a period of three days or more without notifying his or her supervisor will be considered to have abandoned the job and voluntarily terminated the employment relationship.

FURNISHING INFORMATION TO THIRD PARTIES

The Company assumes no obligation to furnish information about any employee to any third party (other than to verify his or her current employment). An employee who desires that the Company furnish certain information to a third party may file a written request to that effect with the Company. The employee may be required to execute a release before the Company will disclose certain information to third parties.

GOOD HOUSEKEEPING

Our Company team proudly provides well-maintained campgrounds, and housing for our guests and residents. Likewise, we ask you to help maintain your work area in good order at all times. In order to convey an image of efficiency and professionalism, all office areas should be kept neat and orderly.

Work areas should be kept as neat as possible during the regular work day and should be straightened prior to leaving at the end of the work day. Posters, pictures, notes, etc. are permitted on the inside of workstation as long as they are tasteful, professional, and do not offend other employees. Employees should leave public areas, such as the kitchens, coffee stations, conference rooms, and restrooms in a clean and orderly condition for guests and other employees. Report anything needing repair or replacement to your manager.

The Company believes that seasonal decorations should accentuate a professional and pleasant work environment, rather than inhibit it. Employees are asked to respect other beliefs when considering seasonal decorating, both in public areas and in their own workspaces. Employees who come from cultures that celebrate secular holidays for which decorating may be appropriate are welcome to share their traditions in the workplace as long as they are consistent with this policy.

If you have questions, ask your General Manager or Human Resources.

APPEARANCE ON THE JOB - "DRESS CODE"

First impressions are formed within the first 30 seconds of someone meeting you. In that time frame, our guests and customers decide whether or not they want to do business with you. We must strive to make every first impression a positive one. Only you can help us meet or exceed our customer's expectations, and this includes the way you dress.

Any employee who does not meet the attire or grooming standards will be required to take corrective action including going home to change clothes.

Our dress and appearance guidelines have been developed to achieve four goals:

1. To make it easy for guests, residents and visitors to identify staff members.
2. To create a professional work environment.
3. To help guests, residents and visitors to have confidence and trust in us.
4. To ensure staff members are safe while working at the park/property.

UNIFORMS

While on duty during the parks operating season, all employees may be required to wear a uniform. The checklist outlines the required and optional items for the staff uniform. A detailed description of each item is provided below.

UNIFORM CHECKLIST

- Park/property issued shirt, hat when applicable
- Lifeguards may be required to wear lifeguard swimsuits

- Name tag
- Khaki or black shorts, Capri pants or slacks
- Closed toed shoes, except lifeguards may wear flip-flops

GROOMING

Proper grooming is important in creating a positive impression with our guests and visitors. The checklist outlines the park's grooming standards. A detailed description of the park's grooming standards is provided below.

GROOMING CHECKLIST

- Good hygiene
- Hair neat and natural in appearance
- Modest jewelry
- Minimal perfume or cologne
- Sunglasses only when needed outdoors
- Safe for type of work being done
- Inappropriate tattoos covered

Any questions regarding the location specific dress and appearance standards should be directed to your manager. The management reserves the right to determine at its sole discretion whether a staff members' dress or appearance complies with the parks policies.

The Company recognizes the importance of individually held religious beliefs to persons within its workforce. The Company will reasonably accommodate a staff members religious belief in terms of workplace attire unless the accommodation creates an undue hardship. All accommodation requests based on religious beliefs should be referred to Human Resources.

RESPONSIBLE USE OF ELECTRONIC RESOURCES POLICY

Any use of the Company's Information Technology (IT) that is not for the benefit of the Company is strictly prohibited. This policy applies to every employee who is an 'Authorized User' of our systems. Violation of this policy can lead to the withdrawal of system privileges and/or disciplinary action including, but not limited to, termination of employment.

The internal communication systems, as well as the equipment and data stored, are and remain at all times the property of the Company. Accordingly, all messages and files created, sent, received or stored within the system should be related to Company business and are and will remain the property of the Company. The Company reserves the right to retrieve and review any message or file composed, sent or received. It should be noted that although a message or file is deleted or erased, it is still possible to recreate the message. Therefore, ultimate privacy of messages cannot be assured to anyone.

GUIDELINES

The following guidelines have been established for using the Internet, computers, company-provided cell phones, PDA's, e-mail, and any other device in an appropriate, ethical and professional manner:

- Internet, company-provided equipment (e.g., cell phone, PDA's, laptops, tablets, computers) and

services may not be used for transmitting, retrieving or storing any communications of a defamatory, discriminatory, harassing or pornographic nature.

- The Company strictly prohibits the viewing of pornography on Company-owned computers or any other equipment. **There are absolutely no exceptions.**
- The following actions are forbidden: using disparaging, abusive, profane or offensive language; creating, viewing or displaying materials that might adversely or negatively reflect upon the Company or be contrary to the Company's best interests; and engaging in any illegal activities, including piracy, cracking, extortion, blackmail, copyright infringement, and unauthorized access of any computers and Company-provided equipment such as cell phones, PDA's, tablets and laptops.
- Employees may not copy, retrieve, modify or forward copyrighted materials, except with permission.
- All information residing in the Company's computers, computer networks, and voice mail networks is the property of the Company. The Company prohibits the copying of any computer software, including the Company's software or software owned or licensed from third parties.
- Employees are prohibited from loading any software, data, or information from outside sources onto the Company's computers or networks, without manager authorization. Preferably all loading of outside software, data, or information shall be completed by someone who is authorized to put them on the Company's network or computers.
- The Company's computers are not to be used for any type of gambling in any circumstance.
- Employees must not use the system in a way that disrupts its use by others.
- Employees should not open suspicious emails, pop-ups or downloads. Contact your manager with any questions or concerns to reduce the release of viruses or to contain viruses immediately.
- Internal and external emails are considered business records and may be subject to discovery in the event of litigation. Be aware of this possibility when sending email within and outside the company.

E-MAIL

The purpose of e-mail is to extend communications between customers, vendors, suppliers, and co-workers. Any use that is not for the benefit of the Company is strictly prohibited. This policy applies to every employee. All Authorized Users are expected to comply with this policy. Violation of this policy can lead to the withdrawal of system privileges and/or disciplinary action up to and including termination of employment. Since e-mail is not private and is considered Company property, the Company may monitor, access or review your e-mail.

If authorized to do so, employees are free to use their e-mail account when buying products for the Company through the Internet, or signing the Company up for an Internet service, but not for personal purchases. This policy enables our e-mail accounts to stay free of spam mail as much as possible.

PASSWORD SECURITY POLICY

The goal of this policy is to provide a reasonable and acceptable, Company-wide level of password security for the users of computer and networking systems, to use reasonable effort to protect data from accidental or deliberate tampering or removal, and to prevent access and use of computer

systems and files by unauthorized persons or entities. This policy covers the use, management, and administration of computer user accounts for identification and authentication and for regulating access to computer and networking systems. As a user, we are responsible for all actions and functions performed under your account. Unauthorized access to the Company's accounts is prohibited.

To preserve the security of the Company's accounts, you are expected to act responsibly as follows:

- Never share your computer accounts
- Do not disclose your passwords to others
- You should not embed or hard-code passwords into any system
- Do not write/store your passwords anywhere where somebody could find them
- Log off or lock and secure workstations when not in use
- Secure your workspace area when not in the office
- Change passwords regularly.
- Passwords should not be set to anything that is associated with you (name, pet, birth date, etc.)
- Compromised passwords, lost/stolen equipment, and suspicious systems activity should be reported to your manager immediately.

PHONES and TABLETS

You are permitted to make limited local calls on Company telephones for essential personal business. Please use your lunch to make these calls whenever possible. For a long distance call, you must first have the permission of your manager. It is requested that these calls occur during lunch so that they do not interfere with our ability to conduct business (i.e. tying up lines during busy periods and preventing you from performing your duties). In those cases where this privilege is abused, disciplinary action will be taken. Any incoming urgent calls will be promptly directed to you. International and 900 calls are prohibited.

The Company issues or pays for individual cellular phones to employees who are required to be available after working hours with the Company. Employees are expected to make every effort to not exceed the current contracted allowed minutes. Employees who are required to have a cellular phone paid for by the Company must comply with the phone policy.

Use of personal mobile devices should be restricted to lunch hour; set on vibrate and checked for messages during break or lunch hour unless used for the Company's business.

Employees whose job responsibilities include regular or occasional driving and who are issued a Company cell phone, or who use their personal cell phone for business use, are expected to refrain from using their phone while driving. The use of any cell phone while driving is not required by the Company. Regardless of the circumstances, including slow or stopped traffic, employees are required to pull off to the side of the road and safely stop the vehicle before placing or accepting a call, or before reading or sending a text message. In the alternative, use hands-free operations, refrain from discussion of complicated or emotional matters and keep eyes on the road. Special care should be taken in situations where there is heavy traffic, poor lighting conditions, inclement weather or when the employee is driving in an unfamiliar area.

Employees who are charged with traffic violations resulting from the use of their phone while driving will be solely responsible for all traffic violation fines or fees, and for any other liability that results

from such actions.

VIDEO OR AUDIO RECORDING DEVICES

The use of camera phones, tablets, or other audio or video recording capable devices on any company property may constitute not only an invasion of employees' personal privacy but may breach confidentiality of the Company's trade secrets or other protected information. Therefore, the use of personal camera or other audio/video-capable recording devices within the Company is prohibited without the express prior permission of the department manager and of the person(s) present at the time. Furthermore, employee may not use a cell phone or other video or audio recording device in a manner that violates the Company's harassment policy.

Employee shall take reasonable measures to protect the Company's equipment from theft or damage. Each employee accepts personal responsibility for the assigned equipment and shall be financially liable to the Company if the equipment is not returned to the Company, in the same condition, normal wear and tear excluded, as when the equipment was assigned to the employee. If equipment is damaged as a result of an employee's neglect, as determined by the management, the employee shall reimburse the Company the cost of repair or the fair market value of the equipment, whichever is less. If employee is required to reimburse the Company under this provision, employee shall be financially liable for all costs of collections, including any reasonable attorney fees.

Failure to follow this policy may result in disciplinary action up to and including termination.

Upon employee's termination of employment, whether voluntary or involuntary, employee shall return all equipment and company property, including all work product, to the Company.

SOCIAL MEDIA POLICY

The Company recognizes the importance of social media for its employees. However, use of social media by employees may become a problem if it interferes with the employee's work, is used to harass co-workers or customers, creates a hostile work environment, or harms the goodwill and reputation of the Company among its customers or the community at large. The Company encourages employees to use social media within the parameters of the following guidelines and in a way that does not produce the adverse consequences mentioned above.

Where no policy or guidelines exist, employees are expected to use their professional judgment and take the most prudent action possible. If you are uncertain about the appropriateness of a social media posting, check with Human Resources or Management.

Note: As used in this policy, "social media" refers to blogs, forums, and social networking sites, such as Twitter, Facebook, SnapChat, Instagram, Pinterest, Google, LinkedIn, YouTube, and Workplace, among others.

When posting on social media sites, employees must use the following disclaimer when discussing job-related matters, *"The opinions expressed on this site are my own and do not necessarily represent the views of the Company."*

- Do not mention Company employees, clients, customers, guests, residents, specific parks or properties, vendors, partners without their express consent nor Company acquisitions, activities,

actions, business plans.

- Unless given written consent, you may not use the Company's logo or trademarks on your posts.
- Do not be confrontational. If you see a misrepresentation about the Company, respond respectfully with factual information, not inflammatory comments.
- Do not use any Company e-mail addresses on personal social media accounts.
- Remember, you are responsible for what you write or present on social media. You can be sued by other employees, competitors, customers, and any individual that views your social media posts as defamatory, pornographic, proprietary, harassing, libelous, or creating a hostile work environment.
- Employees may not use Company equipment or facilities for non-work related activities without permission. Social media activities should not interfere with your duties at work. The Company monitors its facilities to ensure compliance with this restriction.
- All postings on social media must comply with the Company's confidentiality and disclosure of proprietary information policies. If you are unsure about the confidential nature of information you are considering posting, consult with management.
- Comply with copyright laws and cite or reference sources accurately.
- All Company policies that regulate off-duty conduct apply to social media activity including, but not limited to, policies related to illegal harassment, code of conduct, non-competition, protecting confidential and/or proprietary information.
- Violation of this policy may lead to corrective action up to and including immediate termination of employment.
- The Company will not request you provide your access/login information, nor should you ever provide such.

EXAMINATION OF PERSONNEL FILES

You will be allowed to examine your personnel file during regular business office hours after submitting a written request to do so. After receipt of your request, a time will be scheduled for you to examine the file. You will not be allowed to remove anything from your file, but you may obtain copies of material in your file at a cost of \$0.25 per copy. Materials obtained prior to your being hired (for example, letters of recommendation) are confidential and cannot be accessed. You may include in your personnel file any written responses to matters contained in the file which are not confidential.

1.6 COMPENSATION

PAYDAY

The Company's pay period for all employees is biweekly on Friday, except any NY property where the payday is every Friday. Variations may occur in paycheck distributions due to weekends and holidays. We may require your paycheck is direct deposited into your checking and/or savings account, where not prohibited by state. If you do not have an account a pay card will be provided.

PAY PRACTICE

It is the Company's policy and practice to pay employees in compliance with federal and state law. The Company prohibits improper deductions from employee salaries and is prepared to correct any

mistakes or improper deductions. Employees who believe any mistakes or improper deductions have been made to their pay should report their concerns immediately to your General Manager or Human Resources. The Company will make all appropriate corrections as soon as reasonably possible.

PERFORMANCE AND SALARY REVIEWS

The Company will attempt to evaluate all new regular employees at the end of 90 days of employment. Annual performance reviews are scheduled in December. A review is a discussion between you and your manager regarding your work performance, areas of strength and weakness, training and development needs, goals, upcoming projects, your needs, and any concerns or suggestions you may have.

Merit increases are based on Company performance and financials and are not guaranteed. A performance review does not always result in an automatic salary increase. The employee's overall performance and salary level relative to his/her position responsibilities are evaluated to determine if a salary increase would be warranted.

TIME AND ATTENDANCE

All employees paid by the hour must follow current procedures for punching in and out each work day.

Note:

- Employees must punch in/out using Paycor no more than 5 minutes before or after their scheduled shift without manager approval.
- Employees must "punch in and out" for lunch.
- Employees must be in their uniforms before they "punch in" and must change into street clothes after they "punch out", if they choose to do so.
- Employees may not "punch in/out" for another employee, even if they feel they are doing a favor for a coworker.
- Employees should review and approve their timecard on their last workday of the pay period.
- Employees must report missed punches using the "missed punch" feature in Paycor by the end of the pay period. Failure to do so may result in delay of payment for that shift.

For assistance with our Payroll system, please consult your manager. Managers have the authority to adjust punches when necessary and/or upon request of the employee. Managers are required to approve their staff's recorded time by the payroll cut-off date.

OVERTIME

We follow state and federal guidelines when it comes to overtime pay. See your "Good to Know" guide for more information.

CORPORATE CREDIT CARD POLICY

Certain employees will have access to a credit card to be used for Company purchases that are for the official business of the Company, or the entities which it manages. All employees using a card are required to follow the Corporate Credit Card Policy. A copy of the policy is available on the resource guide.

TRAVEL AND EXPENSE

The Company will reimburse employees traveling on company business for all reasonable travel and other business expenses incurred. Employees must use good judgment on the type of travel and related expenses incurred. The Company employees are expected to spend Company funds prudently – as though the expenditure is “the employee’s money.” All expenses incurred must be necessary to carry out the employee’s company responsibilities.

Travel for staff must be authorized in advance. Travelers should verify that planned travel is eligible for reimbursement before making travel arrangements. Upon completion of the trip, and within 30 days, the traveler must submit a travel reimbursement request to their manager for approval. In order to process your reimbursement request, you are required to submit a receipt.

Exempt employees will be paid their regular salary for weeks in which they travel. Nonexempt employees will be paid for travel time in accordance with federal and state wage payment laws.

AIR TRAVEL

Employees are to purchase the lowest-priced, coach or excursion (i.e., super-saver) class tickets available. First class or business fare should not be an expectation and will not be used except in rare exceptions.

Employees should look for special rates or rate comparisons when available, through the use of popular websites.

Reservations should be made as soon as travel plans are finalized in order to receive advance purchase discounts. Flight or trip life insurance is considered a personal expense and will not be reimbursed.

MILEAGE REIMBURSEMENT

When traveling for work, employees are to keep track of their miles. Mileage will be reimbursed at the standard IRS rate. Mileage will only be reimbursed to the employee who drove.

RENTAL TRANSPORTATION

Automobiles may be rented for use during approved business travel. A compact or mid-sized car should be rented when possible.

LODGING

Employees will be reimbursed for standard room costs at approved or comparable hotel rates. When

visiting our parks, lodging outside of the park will not be permitted. Alternative lodging will be considered due to cost or lack of availability at the park.

For short trips (1-2 days) employees of the same sex are expected to share a room for the brief travel.

Employees should not purchase lodging “perks”. Items that should not be expensed include in-room movies, in-room snacks/drinks, etc.

MEALS & ENTERTAINMENT EXPENSES

Expenditures for the entertainment of a business associate must be directly related to the active conduct of business. A business associate is anyone you could reasonably expect to do business with, such as a customer, supplier, or professional adviser, whether established or prospective. Business related meals for customers or guests must serve a business purpose and must be authorized by the manager.

<u>Region</u>	<u>Daily F & B Allowance Includes Tax and Tip</u>
MD, VA, TX, IN	\$ 55.00
NH	\$ 66.00 (Lakes Region \$61.00)
MS, OH	\$ 56.00
PA, MI, MA	\$ 61.00
CA	\$ 61.00
NY	\$ 66.00
NC	\$ 55.00

Food and beverage is considered an allowable company expense when the travel extends beyond the normal daily work schedule. For example, if the travel requires an overnight stay or extended travel hours in a one-day period, the daily food and beverage allowance is allowed. For normal, daily visits to a location, food and beverage allowance is not allowable.

To be eligible for reimbursement an itemized receipt must be submitted to accounting. Purchase of alcohol is not an authorized expense.

The daily food and beverage allowance, including taxes and tip, is outlined below. Travel to any location not listed will be subject to the federal per diem rate. Please confirm with human resources prior to travel. A tip of up to 20% is acceptable.

1.7 BENEFITS

LEGALLY REQUIRED FRINGE BENEFITS

WORKERS' COMPENSATION INSURANCE

All employees are covered by Workers' Compensation insurance, which compensates an employee for lost time, medical expenses, and loss of life or dismemberment from an injury arising out of or in the

course of work. Workers' Compensation provides medical care, income continuation, and rehabilitation expenses for people who sustain job-related injuries or sickness. It also provides income to the survivors of an employee whose death is job related. Rates paid depend on three factors:

- Risk of injury for the job
- Frequency and severity of injuries sustained
- Level of benefits provided for specific injuries within the state where the Company is located. Remember that simply being aware of your surroundings and practicing safe work habits can prevent many work-related injuries. Also note that all claims of injury on the job will be carefully investigated.

SOCIAL SECURITY BENEFITS

Social Security Benefits provides income for retirees, the disabled, and survivors of deceased workers and health care for the aged through the Medicare program. The payroll tax is paid in equal amounts by the employer and employee.

EMPLOYEE PARK DISCOUNT

Up to 50% discount is given to our staff who choose to vacation at one of our resorts during prime season. Additional discretionary discounts may be given for vacations occurring in the shoulder seasons or during periods of low occupancy. For additional information, please refer to the Benefits and Perks website or contact Human Resources.

1.8 TIME OFF/ LEAVES OF ABSENCE

ELIGIBILITY

Our "vacation year" is based upon a calendar year. This means that you begin to accrue vacation on the date you started working with the Company and ending on December 31st of each year (based on 365 days). All regular salary and hourly employees are eligible for vacation. Employees may not take paid vacation until they have actually earned or accrued the vacation time. New employees may not take any vacation until they have completed at least 90 days of employment.

Vacation allotment based on years of service:

	Seasonal Parks	Year Round Parks
Years of Service	Vacation Hours	Vacation Hours
0-1 years of service	Accrues 1.54 hrs/pay period	Accrues 1.54 hrs/pay period
1-2 years of service	40 hours	80 hours
3-4 years of service	56 hours	80 hours

5-7	years of service	80 hours	96 hours
8-9	years of service	80 hours	104 hours
10-11	years of service	96 hours	112 hours
12+	years of service	100 hours	120 hours

VACATION REQUESTS

Vacation requests should be submitted through Paycor. Generally, employees should submit vacation plans to their manager at least 4 weeks in advance of the requested vacation date. Vacation may be scheduled in one-hour increments.

Vacation time is approved on a first –come, first –served basis. Having several teammates out during the same week could be difficult. Managers will approve vacation according to business needs and in the order in which the vacation requests were received.

Time off lasting more than one week should be pre-approved by your manager at least one month in advance. Time off lasting more than 2 weeks must be approved 3 months in advance.

VACATION CARRY OVER – All locations except California

Vacation should be used in the year it is earned. Employees will be permitted to carry-over up to 5 days (40 Hours) of accrued vacation to the following calendar year, but the carry-over vacation must be used by March 31 of the following year. Unused vacation will be forfeited.

All California Locations

Once an employee has reached the maximum vacation accrual of 120 hours, the employee will not become eligible to accrue any additional vacation until the employee's vacation balance falls below the maximum accrual. In other words, once an employee reaches the "cap" of 120 hours they must use vacation to accrue more. In addition, employees taking an unpaid leave of absence or who are on leave receiving disability payments do not accrue vacation while they are on leave.

REGULAR PART TIME EMPLOYEES

Regular part-time employees earn prorated vacation based on their classification.

1. If employee classified as part-time 29, he/she will be receiving 50% of accrued time per the above policy, for a total of 20 hours of vacation for the calendar year
2. If employee classified as part-time 30, he/she will be receiving 75% of accrued time per the above policy, for a total of 30 hours of vacation for the calendar year.

TERMINATION

In the event of an employee resignation, all vacation hours accrued will be paid if:

1. at least 2-week notice (30 days for management positions) was given in writing to the manager, and
2. the employee works for the duration of that notice.

This written notice must be provided to the direct supervisor who will forward to Human Resources.

California employees will be paid any earned, unused vacation upon termination of employment.

HOLIDAY PAY

The Company recognizes the importance of holidays; however due to business needs, employees may be required to work on holiday. When this occurs, all seasonal and regular hourly employees who have completed 90 days of employment will be paid 1 ½ times the hourly rate for hours worked on the following Company recognized holidays:

- New Year's Day
- Thanksgiving Day
- Christmas Day

Holiday pay is not counted toward overtime.

VOTING DAY

All employees should be able to vote either before or after regularly assigned work hours. However, when this is not possible due to work schedules, managers are authorized to grant a reasonable period of time, up to two hours, at the beginning or end of the work day to vote. This time off will be with pay. Voting pay will be at the employees' regular rate of pay and will not count toward overtime hours.

If an employee requires time off to vote, the employee must notify his or her manager not less than two working days before the day of the election.

This policy applies to the Presidential Primary election, State and Local Primary elections and General Elections.

BEREAVEMENT POLICY

Bereavement policy applies to all regular full-time employees. Four days off with pay will be given upon the loss of a spouse, your own parent, or child. Two days off with pay will be granted upon the loss of a mother-in-law, father-in-law, sister, or brother. One day off with pay will be granted upon the loss of a grandparent. Vacation may be used to attend the funeral of any other relative or friend.

JURY DUTY

An employee summoned for jury duty will be granted a leave of absence for the time necessary for jury duty not to exceed 2 weeks, unless state law requires additional time. If summoned for jury duty, you must promptly bring the summons to your manager, so that scheduling arrangements can be made.

A full-time employee who is summoned for jury duty will be compensated for necessary time lost, less the amount the employee was paid for jury duty. The total number of days for which jury duty is payable is generally limited to 10 in any calendar year and is subject to applicable law. For question on the amount of paid jury time you are allowed contact Human Resources.

You must report for work if jury duty does not conflict with work hours. For example, if you are required to serve a half day of jury duty, you are required to report to work for the remainder of the scheduled shift. However, the total time spent on both jury duty and work in a day should not be more than your customary work hours. You must submit any court payments to HR in order to be compensated for any time spent on Jury Duty.

FAMILY MEDICAL LEAVE ACT (FMLA)

The Company will comply with the Family and Medical Leave Act implementing Regulations as revised effective April 2015. The company posts the mandatory FMLA Notice and upon hire provides all new employees with notices required by the U.S. Department of Labor (DOL) on Employee Rights and Responsibilities under the Family and Medical Leave Act.

The function of this policy is to provide employees with a general description of their FMLA rights. In the event of any conflict between this policy and the applicable law, employees will be afforded all rights required by law.

If you have any questions, concerns, or disputes with this policy, you must contact Human Resources in writing.

GENERAL PROVISIONS

Under this policy, the Company will grant up to 12 weeks (or up to 26 weeks of military caregiver leave to care for a covered service member with a serious injury or illness) during a 12-month period to eligible employees.

ELIGIBILITY

To qualify to take family or medical leave under this policy, the employee must meet all of the following conditions:

- 1) The employee must have worked for the company for 12 months or 52 weeks. The 12 months or 52 weeks need not have been consecutive. Separate periods of employment will be counted, provided that the break in service does not exceed seven years. Separate periods of employment will be counted if the break in service exceeds seven years due to National Guard or Reserve military service obligations or when there is a written agreement, including a collective bargaining agreement, stating the employer's intention to rehire the employee after the service break. For eligibility purposes, an employee will be considered to have been employed for an entire week even if the employee was on the payroll for only part of a week or if the employee is on leave during the week.
- 2) The employee must have worked at least 1,250 hours during the 12-month period immediately before the date when the leave is requested to commence. The principles established under the Fair Labor Standards Act (FLSA) determine the number of hours worked by an employee. The FLSA does not include time spent on paid or unpaid leave as hours worked. Consequently, these hours of leave should not be counted in determining the 1,250 hours eligibility test for an employee under FMLA.
- 3) The employee must work in a worksite where 50 or more employees are employed by the company within 75 miles of that office or worksite. The distance is to be calculated by using available

transportation by the most direct route.

TYPE OF LEAVE COVERED

To qualify as FMLA leave under this policy, the employee must be taking leave for one of the reasons listed below:

- 1) The birth of a child and in order to care for that child.
- 2) The placement of a child for adoption or foster care and to care for the newly placed child.
- 3) To care for a **spouse, child or parent with a serious health condition (described below).
- 4) The serious health condition (described below) of the employee.

An employee may take leave because of a serious health condition that makes the employee unable to perform the functions of the employee's position.

A serious health condition is defined as a condition that requires inpatient care at a hospital, hospice or residential medical care facility, including any period of incapacity or any subsequent treatment in connection with such inpatient care or a condition that requires continuing care by a licensed health care provider.

This policy covers illnesses of a serious and long-term nature, resulting in recurring or lengthy absences. Generally, a chronic or long-term health condition that would result in a period of three consecutive days of incapacity with the first visit to the health care provider within seven days of the onset of the incapacity and a second visit within 30 days of the incapacity would be considered a serious health condition. For chronic conditions requiring periodic health care visits for treatment, such visits must take place at least twice a year.

Employees with questions about what illnesses are covered under this FMLA policy or under the company's sick leave policy are encouraged to consult with Human Resources.

If an employee takes paid sick leave for a condition that progresses into a serious health condition and the employee requests unpaid leave as provided under this policy, the company may designate all or some portion of related leave taken as leave under this policy, to the extent that the earlier leave meets the necessary qualifications.

- 4) Qualifying exigency leave for families of members of the National Guard or Reserves or of a regular component of the Armed Forces when the covered military member is on covered active duty or called to covered active duty.

An employee whose spouse, son, daughter or parent either has been notified of an impending call or order to covered active military duty or who is already on covered active duty may take up to 12 weeks of leave for reasons related to or affected by the family member's call-up or service. The qualifying exigency must be one of the following:

- (1) short-notice deployment.
- (2) military events and activities,
- (3) child care and school activities,
- (4) financial and legal arrangements,
- (5) counseling,
- (6) rest and recuperation,

(7) post-deployment activities and

(8) additional activities that arise out of active duty, provided that the employer and employee agree, including agreement on timing and duration of the leave.

(a) Eligible employees are entitled to FMLA leave to care for a current member of the Armed Forces, including a member of the National Guard or Reserves, or a member of the Armed Forces, the National Guard or Reserves who is on the temporary disability retired list, who has a serious injury or illness incurred in the line of duty on active duty for which he or she is undergoing medical treatment, recuperation, or therapy; or otherwise in outpatient status; or otherwise on the temporary disability retired list. Eligible employees may not take leave under this provision to care for former members of the Armed Forces, former members of the National Guard and Reserves, and members on the permanent disability retired list.

(b) In order to care for a covered service member, an eligible employee must be the spouse, son, daughter, or parent, or next of kin of a covered service member.

(1) A "son or daughter of a covered service member" means the covered service member's biological, adopted, or foster child, stepchild, legal ward, or a child for whom the covered service member stood in loco parentis, and who is of any age.

(2) A "parent of a covered service member" means a covered service member's biological, adoptive, step or foster father or mother, or any other individual who stood in loco parentis to the covered service member. This term does not include parents "in law."

(3) Under the FMLA, the term "spouse" is defined as a husband or wife, which the regulations clarified to mean a husband or wife as defined or recognized under state law for purposes of marriage in the state where the employee resides, including common law marriage in states where it is recognized.

(5) The "next of kin of a covered service member" is the nearest blood relative, other than the covered service member's spouse, parent, son, or daughter, in the following order of priority: blood relatives who have been granted legal custody of the service member by court decree or statutory provisions, brothers and sisters, grandparents, aunts and uncles, and first cousins, unless the covered service member has specifically designated in writing another blood relative as his or her nearest blood relative for purposes of military caregiver leave under the FMLA. When no such designation is made, and there are multiple family members with the same level of relationship to the covered service member, all such family members shall be considered the covered service member's next of kin and may take FMLA leave to provide care to the covered service member, either consecutively or simultaneously. When such designation has been made, the designated individual shall be deemed to be the covered service member's only next of kin. For example, if a covered service member has three siblings and has not designated a blood relative to provide care, all three siblings would be considered the covered service member's next of kin. Alternatively, where a covered service member has a sibling(s) and designates a cousin as his or her next of kin for FMLA purposes, then only the designated cousin is eligible as the covered service member's next of kin. An employer is permitted to require an employee to provide confirmation of covered family relationship to the covered service member pursuant to § 825.122(j).

"Covered active duty" means:

(a) "Covered active duty" for members of a regular component of the Armed Forces means duty during deployment of the member with the Armed Forces to a foreign country.

(b) "Covered active duty" for members of the reserve components of the Armed Forces (members of the U.S. National Guard and Reserves) means duty during deployment of the member with the Armed Forces to a foreign country under a call or order to active duty in a contingency operation as defined in section 101(a)(13)(B) of title 10, United States Code. (a) in the case of a member of a regular component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country; and

The leave may commence as soon as the individual receives the call-up notice. (Son or daughter for this type of FMLA leave is defined the same as for child for other types of FMLA leave except that the person does not have to be a minor.) This type of leave would be counted toward the employee's 12-week maximum of FMLA leave in a 12-month period.

(6) Military caregiver leave (also known as covered service member leave) to care for an injured or ill service member or veteran.

An employee whose son, daughter, parent or next of kin is a covered service member may take up to 26 weeks in a single 12-month period to take care of leave to care for that service member.

Next of kin is defined as the closest blood relative of the injured or recovering service member.

The term "covered service member" means:

(a) a member of the Armed Forces (including a member of the National Guard or Reserves) who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness; or

(b) a veteran who is undergoing medical treatment, recuperation, or therapy, for a serious injury or illness and who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during the period of 5 years preceding the date on which the veteran undergoes that medical treatment, recuperation, or therapy.

The term "serious injury or illness" means:

(a) in the case of a member of the Armed Forces (including a member of the National Guard or Reserves), means an injury or illness that was incurred by the member in line of duty on active duty in the Armed Forces (or existed before the beginning of the member's active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and that may render the member medically unfit to perform the duties of the member's office, grade, rank, or rating; and

(b) in the case of a veteran who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during a period when the person was a covered service member, means a qualifying (as defined by the Secretary of Labor) injury or illness incurred by a covered service member in the line of duty on active duty that may render the service member medically unfit to perform the duties of his or her office, grade, rank or rating.

(c) Outpatient status, with respect to a covered service member, means the status of a member of the Armed Forces assigned to either a military medical treatment facility as an outpatient; or a unit established for the purpose of providing command and control of members of the Armed Forces receiving medical care as outpatients.

AMOUNT OF LEAVE

An eligible employee can take up to 12 weeks for the FMLA circumstances (1) through (5) above under this policy during any 12-month period. The company will measure the 12-month period as a

rolling 12-month period measured backward from the date an employee uses any leave under this policy. Each time an employee takes leave, the company will compute the amount of leave the employee has taken under this policy in the last 12 months and subtract it from the 12 weeks of available leave, and the balance remaining is the amount the employee is entitled to take at that time.

An eligible employee can take up to 26 weeks for the FMLA circumstance (6) above (military caregiver leave) during a single 12-month period. For this military caregiver leave, the company will measure the 12-month period as a rolling 12-month period measured forward. FMLA leave already taken for other FMLA circumstances will be deducted from the total of 26 weeks available.

If a husband and wife both work for the company and each wish to take leave for the birth of a child, adoption or placement of a child in foster care, or to care for a parent (but not a parent "in-law") with a serious health condition, the husband and wife may only take a combined total of 12 weeks of leave. If a husband and wife both work for the company and each wish to take leave to care for a covered injured or ill service member, the husband and wife may only take a combined total of 26 weeks of leave.

EMPLOYEE STATUS AND BENEFITS DURING LEAVE

While an employee is on leave, the company will continue the employee's health benefits during the leave period at the same level and under the same conditions as if the employee had continued to work.

If the employee chooses not to return to work for reasons other than a continued serious health condition of the employee or the employee's family member or a circumstance beyond the employee's control, the company will require the employee to reimburse the company the amount it paid for the employee's health insurance premium during the leave period.

Under current company policy, the employee pays a portion of the health care premium. While on paid leave, the employer will continue to make payroll deductions to collect the employee's share of the premium. While on unpaid leave, the employee must continue to make this payment, either in person or by mail. The payment must be received in the Human Resources Department by the 30th day of each month. If the payment is more than 30 days late, the employee's health care coverage may be dropped for the duration of the leave. The employer will provide 15 days' notification prior to the employee's loss of coverage.

If the employee contributes to a life insurance or disability plan, the employer will continue making payroll deductions while the employee is on paid leave. While the employee is on unpaid leave, the employee may request continuation of such benefits and pay his or her portion of the premiums, or the employer may elect to maintain such benefits during the leave and pay the employee's share of the premium payments. If the employee does not continue these payments, the employer may discontinue coverage during the leave. If the employer maintains coverage, the employer may recover the costs incurred for paying the employee's share of any premiums, whether or not the employee returns to work.

EMPLOYEE STATUS AFTER LEAVE

An employee who takes leave under this policy may be asked to provide a fitness for duty (FFD) clearance from the health care provider. This requirement will be included in the employer's response to the FMLA request. Generally, an employee who takes FMLA leave will be able to return to the same position or a position with equivalent status, pay, benefits and other employment terms. The position

will be the same or one which is virtually identical in terms of pay, benefits and working conditions. The company may choose to exempt certain key employees from this requirement and not return them to the same or similar position.

USE OF PAID AND UNPAID LEAVE

An employee who is taking FMLA leave because of the employee's own serious health condition or the serious health condition of a family member must use all paid vacation or sick days (where applicable) prior to being eligible for unpaid leave.

Disability leave for the birth of the child and for an employee's serious health condition, including workers' compensation leave (to the extent that it qualifies), will be designated as FMLA leave and will run concurrently with FMLA. For example, if an employer provides six weeks of pregnancy disability leave, the six weeks will be designated as FMLA leave and counted toward the employee's 12-week entitlement. The employee may then be required to substitute accrued (or earned) paid leave as appropriate before being eligible for unpaid leave for what remains of the 12-week entitlement. An employee who is taking leave for the adoption or foster care of a child must use all paid vacation prior to being eligible for unpaid leave.

An employee who is using military FMLA leave for a qualifying exigency must use all paid vacation leave prior to being eligible for unpaid leave. An employee using FMLA military caregiver leave must also use all paid vacation leave or sick leave (as long as the reason for the absence is covered by the company's sick leave policy) prior to being eligible for unpaid leave.

INTERMITTENT LEAVE OR A REDUCED WORK SCHEDULE

The employee may take FMLA leave in 12 consecutive weeks, may use the leave intermittently (take a day periodically when needed over the year) or, under certain circumstances, may use the leave to reduce the workweek or workday, resulting in a reduced hour schedule. In all cases, the leave may not exceed a total of 12 work weeks (or 26 work weeks to care for an injured or ill service member over a 12-month period).

The Company may temporarily transfer an employee to an available alternative position with equivalent pay and benefits if the alternative position would better accommodate the intermittent or reduced schedule, in instances of when leave for the employee or employee's family member is foreseeable and for planned medical treatment, including recovery from a serious health condition or to care for a child after birth, or placement for adoption or foster care.

For the birth, adoption or foster care of a child, the company and the employee must mutually agree to the schedule before the employee may take the leave intermittently or work a reduced hour schedule. Leave for birth, adoption or foster care of a child must be taken within one year of the birth or placement of the child.

If the employee is taking leave for a serious health condition or because of the serious health condition of a family member, the employee should try to reach agreement with the company before taking intermittent leave or working a reduced hour schedule. If this is not possible, then the employee must prove that the use of the leave is medically necessary.

CERTIFICATION FOR THE EMPLOYEE'S SERIOUS HEALTH CONDITION

THE COMPANY WILL REQUIRE CERTIFICATION FOR THE EMPLOYEE'S SERIOUS HEALTH

Electronically signed by:

Natalie Fedoruk

3/18/2021 11:05:11 AM

IP Address: 24.140.206.57

CONDITION. THE EMPLOYEE MUST RESPOND TO SUCH A REQUEST WITHIN 15 DAYS OF THE REQUEST OR PROVIDE A REASONABLE EXPLANATION FOR THE DELAY. FAILURE TO PROVIDE CERTIFICATION MAY RESULT IN A DENIAL OF CONTINUATION OF LEAVE. MEDICAL CERTIFICATION WILL BE PROVIDED USING THE DOL CERTIFICATION OF HEALTH CARE PROVIDER FOR EMPLOYEE'S SERIOUS HEALTH CONDITION.

The Company may directly contact the employee's health care provider for verification or clarification purposes using a health care professional, leave administrator or management official. Before the company makes this direct contact with the health care provider, the employee will be given an opportunity to resolve any deficiencies in the medical certification. In compliance with HIPAA Medical Privacy Rules, the company will obtain the employee's permission for clarification of individually identifiable health information.

The Company has the right to ask for a second opinion if it has reason to doubt the certification. The company will pay for the employee to get a certification from a second doctor, which the company will select. The company may deny FMLA leave to an employee who refuses to release relevant medical records to the health care provider designated to provide a second or third opinion. If necessary, to resolve a conflict between the original certification and the second opinion, the company will require the opinion of a third doctor. The company and the employee will mutually select the third doctor, and the company will pay for the opinion. This third opinion will be considered final. The employee will be provisionally entitled to leave and benefits under the FMLA pending the second and/or third opinion.

Certification for the Family Member's Serious Health Condition

The Company will require certification for the family member's serious health condition. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. Medical certification will be provided using the DOL Certification of Health Care Provider for Family Member's Serious Health Condition.

The Company may directly contact the employee's family member's health care provider for verification or clarification purposes using a health care professional, leave administrator or management official. Before the company makes this direct contact with the health care provider, the employee will be given an opportunity to resolve any deficiencies in the medical certification. In compliance with HIPAA Medical Privacy Rules, the company will obtain the employee's family member's permission for clarification of individually identifiable health information.

The Company has the right to ask for a second opinion if it has reason to doubt the certification. The company will pay for the employee's family member to get a certification from a second doctor, which the company will select. The company may deny FMLA leave to an employee whose family member refuses to release relevant medical records to the health care provider designated to provide a second or third opinion. If necessary, to resolve a conflict between the original certification and the second opinion, the company will require the opinion of a third doctor. The company and the employee will mutually select the third doctor, and the company will pay for the opinion. This third opinion will be considered final. The employee will be provisionally entitled to leave and benefits under the FMLA pending the second and/or third opinion.

Certification of Qualifying Exigency for Military Family Leave

The Company will require certification of the qualifying exigency for military family leave. The

employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. This certification will be provided using the DOL Certification of Qualifying Exigency for Military Family Leave.

Certification for Serious Injury or Illness of Covered Service member for Military Family Leave

The Company will require certification for the serious injury or illness of the covered service member. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. This certification will be provided using the DOL Certification for Serious Injury or Illness of Covered Service member.

Recertification

The Company may request recertification for the serious health condition of the employee or the employee's family member no more frequently than every 30 days and only when circumstances have changed significantly, or if the employer receives information casting doubt on the reason given for the absence, or if the employee seeks an extension of his or her leave. Otherwise, the company may request recertification for the serious health condition of the employee or the employee's family member every six months in connection with an FMLA absence. The company may provide the employee's health care provider with the employee's attendance records and ask whether need for leave is consistent with the employee's serious health condition.

Procedure for Requesting FMLA Leave

All employees requesting FMLA leave must provide verbal or written notice of the need for the leave to Human Resources. Within five business days after the employee has provided this notice, the HR Manager will complete and provide the employee with the DOL Notice of Eligibility and Rights.

When the need for the leave is foreseeable, the employee must provide the employer with at least 30 days' notice. When an employee becomes aware of a need for FMLA leave less than 30 days in advance, the employee must provide notice of the need for the leave either the same day or the next business day. When the need for FMLA leave is not foreseeable, the employee must comply with the company's usual and customary notice and procedural requirements for requesting leave, absent unusual circumstances.

Designation of FMLA Leave

Within five business days after the employee has submitted the appropriate certification form, Human Resources will complete and provide the employee with a written response to the employee's request for FMLA leave using the DOL Designation Notice.

Intent to Return to Work from FMLA Leave

On a basis that does not discriminate against employees on FMLA leave, the company may require an employee on FMLA leave to report periodically on the employee's status and intent to return to work.

OTHER LEAVES OF ABSENCE (NOT COVERED BY FMLA)

Employees may request leaves of absence for reasons that are not covered by the Family and Medical Leave Act. For example, an employee who is not eligible for FMLA leave may request a leave of absence for family or medical reasons. Leaves of absence for personal reasons, including time off to

observe a special or religious holiday, or leaves in excess of 12 weeks for family or medical reasons, may also be requested.

Any request for such a leave should be submitted in writing to the manager or Human Resources, stating the reasons for the leave and its anticipated duration. Approval will be at the Company's discretion, and any decision approving a leave will be provided to the employee in writing by Human Resources. (If written approval is not issued, the leave is not approved.) Approval of any leave of absence will be for a specific period of time.

For medical leaves, written proof from a physician that the medical leave is necessary may be required. Upon returning to work from a medical leave of absence, the employee is required to provide a physician's statement certifying his or her ability to perform normal job duties. The Company reserves the right to use a physician of its choice to verify any disability that prevents an employee from working at the Company and to verify an employee's ability to return to work and assume prior job duties.

Parental LEAVE: The Company provides up to six (6) weeks of paid disability leave for a birth mother following the birth of her child. The disability leave may require medical certification. In addition, the Company provides one week of paid leave for eligible spouses or partners of a birth mother following the birth of a child or placement of a child due to adoption or foster care.

Eligibility:

Eligible employees must meet the following criteria:

- Have been employed with the company for at least 12 months
- Have worked at least 1250 hours during the 12 consecutive months immediately preceding the date the leave would begin.
- Be a full-time, regular employee (seasonal employees and interns are not eligible for this benefit)

In addition, employees must meet one of the following criteria

- Have given birth to a child or taken placement of a child through adoption or foster care
- Be a spouse or committed partner of a woman who has given birth to a child.

Eligible employees will receive up to the maximum amount of paid leave per birth or placement of a child/children. The fact that a multiple birth occurs does not increase the available 6-week total amount of paid leave granted for that event. In addition, in no case will an employee receive more than the eligible weeks of paid leave in a rolling 12-month period.

Each week of paid leave is compensated at 100 percent of the employee's regular, straight time weekly pay and will be paid in accordance with the Company's payroll policy.

Approved leave may be taken any time during the twelve-month period immediately following the birth or placement of a child and must be taken in one continuous period of leave. In event that both parents are employed by the Company, the combined maximum leave will not exceed 6 weeks.

Paid leave taken will run concurrently with leave under the FMLA, where applicable.

Requests for Paid Leave

- The employee will provide his or her supervisor and the human resources department with

notice of the request for leave at least 30 days prior to the proposed date of leave, when practical, or as soon as possible when not foreseeable. The employee must complete the necessary HR forms and provide all documentation as required by the HR department to substantiate the request.

- As is the case with all company policies, the organization has the exclusive right to interpret this policy.

Receipt and acknowledgement

I acknowledge that I have received a copy of the Northgate Resorts Employee Handbook dated: January 2021. I understand that this employee handbook replaces any and all prior verbal and written communications regarding Northgate Resorts working conditions, policies, procedures, appeal processes, and benefits.

I understand that the working conditions, policies, procedures, appeal processes, and benefits described in this handbook are confidential and may not be distributed in any way nor discussed with anyone who is not an employee of Northgate Resorts.

I have read and understood the contents of this handbook and will act in accordance with these policies and procedures as a condition of my employment with Northgate Resorts.

I have read and understood the Standards of Conduct expected by Northgate Resorts and I agree to act in accord with the Standards of Conduct as a condition of my employment by Northgate Resorts.

I understand that if I have questions or concerns at any time about the handbook or the Standards of Conduct, I will consult my immediate supervisor, my supervisor's manager or the Human Resources team.

I also acknowledge that the handbook contains an employment-at-will provision that states:

- Either Northgate Resorts or I can terminate my employment relationship at any time, with or without cause, and with or without notice;
- That this employment-at-will relationship is in effect regardless of any other written statements or policies contained in this handbook, in any other Northgate Resorts documents, or in any verbal statements to the contrary; and
- That no one except the Director of Human Resources can enter into any differing employment relationship, contract, or agreement. To be enforceable, any such out-of-the-ordinary relationship, contract or agreement must be in writing and signed by the Director of Human Resources and in the employee file.

Finally, I understand that the contents of this employee handbook are simply policies and guidelines, not a contract or implied contract with employees. The contents of the employee handbook may change at any time.

Receipt of handbook is acknowledged by electronic signature.