



EASTWARD HO! COUNTRY CLUB

Employee Handbook

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1.0 Welcome

1.1 A Word About our Employee Relations Philosophy

We are committed to providing the best possible climate for maximum development and goal achievement for all employees. Our practice is to treat each employee as an individual. We seek to develop a spirit of teamwork; individuals working together to attain a common goal.

In order to maintain an atmosphere where these goals can be accomplished, we provide a comfortable and progressive workplace. Most importantly, we have a workplace where communication is open and problems can be discussed and resolved in a mutually respectful atmosphere. We take into account individual circumstances and the individual employee.

We firmly believe that with direct communication, we can continue to resolve any difficulties that may arise and develop a mutually beneficial relationship.

1.2 A Welcome Policy

Greetings from the Officers and Board of Governors

To those of you who are new employees of Eastward Ho! and receiving our Employee Handbook for the first time, we want to extend a very warm welcome to you and to thank you for joining us. We know that our Management Team sets very high selection standards so we want to also congratulate you on having been selected for employment with us!

Over the years, our Members, guests and employees have come to see Eastward Ho! as a special place. Certainly, the setting is beautiful and the facilities are exceptional, but we also take great pride in the intangible, but so vitally important, "home away from home" feeling that we as Officers and Board Members, our Management Team and our professional staff strive to foster. We hope that you, as a new employee, will come to appreciate it as well. Learn and play by the rules, as we Members do, and we know that you'll find that having spent at least some of your career at our Club will have been time well spent and prove rewarding to you both personally and professionally.

To our professional staff members, those of you who are either on staff year-round or who continue to join us seasonally, and have received this latest handbook because of changes, we want to once again thank you for your years of service and commitment to the Club. Truly, it is your experience, skills and ability to coach and train new

staff associates year after year that causes our Members and guests to be so appreciative of the "Eastward Ho! experience." Thank you!

As our professional staff members know, we update our employment policies and our Employee Handbook regularly, as employment laws and our workplace are always changing. This latest version is no exception. Please take the time now to read this handbook carefully. Sign the acknowledgment at the end to show that you have read, understood, and agree to the contents of this handbook, which sets out the basic rules and guidelines concerning your employment. This handbook supersedes any previously issued handbooks or policy statements dealing with the subjects discussed herein. Like any other institution where people gather for a common purpose, there are rules and procedures to guide behavior and to get things done correctly and safely. We want you to know them for your personal benefit as well as that of our Members and your fellow employees so, again, please read our handbook, "play by the rules," and enjoy your time at our, and your, special place.

We look forward to seeing you at the Club.

Sincerely,

The Officers and Board of Governors

Welcome from the Eastward Ho! Management Team

On behalf of the Members and your fellow employees of Eastward Ho! Country Club (EHCC), it gives us great pleasure to welcome you "on board!"

This handbook has been developed (1) to assist you in becoming a valued EHCC employee and (2) to provide you with a resource for reference during what we hope will be a lengthy and rewarding association with us. Please read it carefully and refer to it when employment related questions arise.

During your employment, you may occasionally find yourself in unfamiliar situations or have questions relative to the performance of your duties. When these circumstances arise, please do not hesitate to seek the counsel of your respective management team member(s). Their skills, experience and knowledge will be invaluable to your growth and success as an EHCC employee.

This magnificent institution is "an extension of one's home" for more than 750 families. Given this relationship, there are several basic concepts that are applicable to *all* Club employees to ensure that EHCC continues to be their social and recreational haven.

- Attitude is Everything – Everyday, we consciously decide how we will approach the day and those with whom we will come in contact. It is imperative that EHCC employees present the disposition that will make Eastward

Ho! Country Club an institution that is known by its outstanding staff, as well as its fine facilities and amenities.

- Name Recall and Aggressive Hospitality – Everyone (Members, guests and fellow employees alike) wish to be addressed with respect and by his or her name. Further, EHCC employees must, at all times, be the *first* to genuinely greet and serve Members and guests with a smiling and welcoming demeanor.
- Attention to Detail– Many of you possess great skills, but it is more often than not, "the little things" that count the most. Replacement of burnt out light bulbs, disposing of discarded items, opening doors, pulling chairs, courteous gestures, quietly performing duties and more are all examples of "little things mean a lot."
- Sense of Urgency – Employee hesitation leads to a sense of inattentive or incompetent staff members. There is no substitute for responsiveness and "hustle."

It is our sincerest hope that your association with Eastward Ho! Country Club will be mutually rewarding and successful. After all, it is through our combined efforts that Eastward Ho! Country Club will remain the premier country club in the Northeast!

Welcome to the Eastward Ho! Country Club family!

John B. Dufault, CEC, CCM – General Manager
Jason Winslow, PGA – Golf Professional
Frank Hancock – Greens Superintendent
Edmund J. McGuire – Finance Director

2.0 Introductory Language and Policies

2.1 At-Will Employment

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

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

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

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

2.2 Revisions to Handbook

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

2.3 Mission Statement

Eastward Ho! is a family golf club that provides and manages an outstanding golf course, clubhouse and support facilities for the golfing, dining and social enjoyment of its Members and their guests. We cultivate a collegial environment to encourage congeniality and recreation amongst our Members of all ages. Members and Club staff contribute to our Club's spirit of friendly competition, respect for all individuals and for the rich heritage and culture of Eastward Ho!

2.4 Ethics Code

Eastward Ho! Country Club will conduct business honestly and ethically wherever operations are maintained. We strive to improve the quality of our services, products, and operations and will maintain a reputation for honesty, fairness, respect,

responsibility, integrity, trust, and sound business judgment. Our managers and team members are expected to adhere to high standards of business and personal integrity as a representation of our business practices, at all times consistent with their duty of loyalty to the Eastward Ho! Country Club.

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

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

3.0 Hiring and Orientation Policies

3.1 Categories of Employment

Category #1 Executive Group

General Manager
Head Golf Professional
Golf Course Superintendent
Finance Director
Executive Chef

Category #2 Key Group

First Assistant Golf Professional
Assistant Golf Superintendent
Food & Beverage Manager

Category #3 All Other Full-Time Employees

Category #4 All Seasonal Employees

FULL-TIME EMPLOYEES are regularly scheduled to work at least 30 hours per week year round and are eligible for our employee benefits package in accordance with their employee category and length of employment.

PART-TIME EMPLOYEES are regularly scheduled to work less than 30 hours per week year round and are eligible for statutory benefits, disability leave and certain employee benefits in accordance with benefit plan provisions.

SEASONAL EMPLOYEES are hired to perform a specific job for a specified period of time, normally

less than one year. Generally, these employees are eligible for statutory benefits only.

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

In addition, employees may also be classified as non-exempt or exempt, in accordance with Federal and state wage-hour laws. Non-exempt employees are eligible for overtime pay consistent with the club's policy, while exempt employees are not eligible for overtime pay.

Upon being hired, your supervisor will notify you of your employment classification

3.2 Business Hours

Because of the nature of our business, your work schedule may vary depending on your job and department. Our normal business hours are:

Business Office

Monday through Friday: 8:30 a.m. to 4:30 p.m.

Restaurant

Sunday through Saturday: 9:00 a.m. to 12:00 midnight

Pro Shop

Sunday through Saturday: 6:00 a.m. to 8:00 p.m.

Green Department

Monday through Friday and some Saturday and Sunday mornings: 6:00 a.m. to 3:30 p.m.

Check with your supervisor if you have questions about your hours of work.

3.3 On Call

It may be necessary for individuals in certain positions to be available by telephone after hours during the week or on the weekend. Employees who are required to be on call will be compensated in accordance with applicable state and federal wage and hour laws.

3.4 Religious Accommodation

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

If you request an absence to observe a holy day, you must provide the Club with at least 10 days' notice. The Club may require you to make up the time lost.

If you require a religious accommodation, speak with your Supervisor.

3.5 Pregnant Workers Fairness Act Notice

The Massachusetts Pregnant Workers Fairness Act prohibits discrimination against team members due to pregnancy or conditions related to pregnancy. The law also requires employers to provide reasonable accommodations to team members who are pregnant or have a condition related to pregnancy. Conditions related to pregnancy include, but are not limited to, morning sickness, lactation, or the need to express breast milk.

The procedures for requesting an accommodation are described in the Massachusetts Disability Accommodation policy.

The Club will provide reasonable accommodations to female employees related to pregnancy, childbirth, or related medical conditions, to the extent the accommodation can be made without imposing an undue hardship on the business. When an employee requests a reasonable accommodation, the Club will explore with the employee the possible means of providing the reasonable accommodation, which may include, but are not limited to:

- allowing more frequent breaks or periodic rest;

- assisting with manual labor;
- modifying job duties;
- modifying work hours/schedules;
- temporary transfer to a less strenuous or less hazardous position; or
- providing a leave of absence.

The Club may require the employee to provide a certification in connection with a request for reasonable accommodation that includes the following:

- the date the reasonable accommodation became medically advisable;
- the probable duration of the reasonable accommodation; and
- an explanatory statement as to the medical advisability of the reasonable accommodation.

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

For more information or if you require an accommodation, please contact your supervisor.

3.6 EEO Statement and Nonharassment Policy

Equal Opportunity Statement

Eastward Ho! Country Club is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation because of sex (including pregnancy, childbirth, and related medical conditions), race, religion, color, national origin, ancestry, physical or mental disability, genetic information, marital status, age (40 and older), sexual orientation, gender identity, AIDS/HIV status, arrest and conviction information, status as a registered qualifying medical marijuana patient or registered primary caregiver, admission to a mental facility, military service, veteran status, or any other status protected by federal, state, or local laws. The Club is dedicated to the fulfillment of this policy in regard to all aspects of employment, including but not limited to recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.

The Club will conduct a prompt and thorough investigation of all allegations of discrimination, harassment, or retaliation, or any violation of the Equal Employment Opportunity Policy in a confidential manner. The Club will take appropriate corrective action, if and where warranted. The Club prohibits retaliation against team members who provide information about, complain about, or assist

in the investigation of any complaint of discrimination or violation of the Equal Employment Opportunity Policy. We are all responsible for upholding this policy. You may discuss questions regarding equal employment opportunity with your Supervisor or any other designated member of management.

Policy Against Workplace Harassment

Eastward Ho! Country Club has a strict policy against all types of workplace harassment, including sexual harassment and other forms of workplace harassment based upon an individual's sex (including pregnancy, childbirth, and related medical conditions), race, religion, color, national origin, ancestry, physical or mental disability, genetic information, marital status, age (40 and older), sexual orientation, gender identity, AIDS/HIV status, arrest and conviction information, status as a registered qualifying medical marijuana patient or registered primary caregiver, admission to a mental facility, military service, veteran status, or any other status protected by federal, state, or local laws. All forms of harassment of, or by, team members, vendors, visitors, customers, and clients are strictly prohibited and will not be tolerated.

Sexual Harassment

Sexual harassment means sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature when:

- Submission to or rejection of such advances, requests, or conduct is made either explicitly or

- implicitly a term or condition of employment or as a basis for employment decisions; or
- Such advances, requests, or conduct have the purpose or effect of unreasonably interfering with an individual's work performance by creating an intimidating, hostile, humiliating, or sexually offensive work environment.

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

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

Other Harassment

Other workplace harassment is verbal or physical conduct that insults or shows hostility or aversion towards an individual because of the individual's sex (including pregnancy, childbirth, and related medical conditions), race, religion, color, national origin, ancestry, physical or mental disability, genetic information, marital status, age (40 and older), sexual orientation, gender identity, AIDS/HIV status, arrest and conviction information, status as a registered qualifying medical marijuana patient or registered primary caregiver, admission to a mental facility, military service, veteran status, or any other status protected by federal, state, or local laws.

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

- The use of disparaging or abusive words or phrases, slurs, negative stereotyping, or threatening, intimidating, or hostile acts that relate to the above protected categories;
- Written or graphic material that insults, stereotypes, or shows aversion or hostility towards an individual or group because of one of the above protected categories and that is placed on walls, bulletin boards, email, voicemail, or elsewhere on our premises, or circulated in the workplace; and
- A display of symbols, slogans, or items that are associated with hate or intolerance towards any select group.

Reporting Discrimination and Harassment

If you feel that you have witnessed or have been subjected to any form of discrimination or harassment, immediately notify your Supervisor or the Department Head.

The Club prohibits retaliation against team members who, based on a reasonable belief, provide information about, complain, or assist in the investigation of any complaint of harassment or discrimination.

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

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

State and Federal Remedies

In addition to the Club reporting process, if you believe you have been subjected to harassment,

you may file a formal complaint with either or both of the government agencies listed here. Using the Club complaint process does not prohibit you from filing a complaint with these agencies. Note that claims must be filed with the Equal Employment Opportunity Commission (EEOC) and the Massachusetts Commission Against Discrimination (MCAD) within 300 days.

EEOC Boston Office Address: John F. Kennedy Federal Building, 475 Government Center, Boston, MA 02203 Phone: 1-800-669-4000 Fax: 617-565-3196 TTY: 1-800-669-6820 ASL Video Phone: 844-234-5122 Website:
<https://publicportal.eeoc.gov/portal/https://publicportal.eeoc.gov/portal/>

MCAD Address: 1 Ashburton Place, Suite 601, Boston, MA 02108 Phone: (617) 994-6000 TTY: (617) 994-6196 Alternative Languages: (617) 994-6196 Email: mcad@mass.gov Fax: (617) 994-6024

3.7 Disability Accommodation

Eastward Ho! Country Club complies with the Americans with Disabilities Act (ADA), the Pregnancy Discrimination Act, and all applicable state and local fair employment practices laws, and is committed to providing equal employment opportunities to qualified individuals with disabilities, including pregnancy, childbirth, and related medical conditions, such as lactation or the need to express milk for a nursing child. Consistent with this commitment, the Club will provide reasonable accommodation to otherwise qualified individuals where appropriate to allow the individual

to perform the essential functions of the job, unless doing so would create an undue hardship on the business.

Where an individual is suffering from a pregnancy-related disability or condition, reasonable accommodation may include, but is not limited to:

- More frequent or longer paid or unpaid breaks;
- Time off to attend to a pregnancy complication or recover from childbirth with or without pay;
- Acquisition or modification of equipment or seating;
- Temporary transfer to a less strenuous or hazardous position;
- Job restructuring;
- Light duty;
- Private non-bathroom space for expressing breast milk;
- Assistance with manual labor; or
- A modified work schedule.

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

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

After receiving your request, the Club will engage in an interactive dialogue with you to determine the precise limitations of your disability and explore potential reasonable accommodations that could

overcome those limitations. Where appropriate, we may need your permission to obtain additional information from your medical provider. All medical information received by the Club in connection with a request for accommodation will be treated as confidential.

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

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

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

3.8 Training Program

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

3.9 Conflicts of Interest

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

3.10 Employment of Relatives and Friends

No relative of a Member will be employed by the Club.

3.11 Posting of Openings

Eastward Ho! Country Club desires to promote qualified team members from within where it believes that is possible, consistent with the need to assure that all positions are staffed by highly competent individuals. New job openings generally will be posted on our website.

3.12 Employment Authorization Verification

New hires will be required to complete Section 1 of federal Form I-9 on the first day of paid employment and must present acceptable documents authorized by the U.S. Citizenship and

Immigration Services proving identity and employment authorization no later than the third business day following the start of employment with Eastward Ho! Country Club. If you are currently employed and have not complied with this requirement or if your status has changed, inform your Supervisor.

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

4.0 Wage and Hour Policies

4.1 Pay Period

At Eastward Ho! Country Club, the standard pay period is biweekly for all team members. Pay dates are every other Friday. If a pay date falls on a holiday, you will be paid on the preceding workday. Special provisions may be required from time to time if holidays fall on pay dates. Check with your Supervisor if this type of date arises.

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

4.2 Recording Time

Eastward Ho! Country Club is required by applicable federal, state, and local laws to keep accurate records of hours worked by certain team members. To ensure that the Club has complete and accurate time records and that team members are paid for all hours worked, nonexempt team members are required to record all working time using Club time cards/time sheets/punch clock. Exempt team members may also be required to track days or time worked. Speak with your Supervisor for specific instructions.

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

- Immediately before starting your shift.
- Immediately after finishing work.
- Immediately before and after any other time away from work.
- If you work multiple jobs, you must designate the job for each shift.

If you are required to clock in, you should clock in no more than five minutes ahead of your start time and clock out no later than five minutes after your quitting time. All hourly employees will receive a 30 minute, unpaid meal break each day. Should an employee be required to work through their meal break, they will be paid for this time. Your supervisor is responsible for approving the scheduling of this time. One 15-minute paid break will be approved by the department head each day.

Notify your Supervisor of any pay discrepancies, unrecorded or mis-recorded work hours, or any involuntarily missed meal or break periods. Falsifying time entries is strictly prohibited. Falsifying time entries includes working "off the clock." If you falsify your own time records, or the time records of co-workers, or if you work off the clock, you will be subject to discipline up to and including termination. Immediately report to the General Manager any employee, supervisor, or manager who falsifies your time entries or encourages or requires you to falsify your time entries or work off the clock.

4.3 Meal and Rest Periods

Eastward Ho! Country Club strives to provide a safe and healthy work environment and complies with all federal and state regulations regarding meal and rest periods. All hourly employees will receive a 30-minute, unpaid meal break each day. Should an employee be required to work through their meal break, they will be paid for this time. Your supervisor is responsible for approving the scheduling of this time. The Club requests that team members accurately observe and record meal and rest periods. If you know in advance that you may not be able to take your scheduled break or meal period, let your Supervisor know; in addition, notify your Supervisor as soon as possible if you were unable to or prohibited from taking a meal or rest period.

Breaks

One, 15-minute paid break will be approved by the department head each day.

Meal Privileges

All employees shall be provided with the lunch and/or dinner meal that falls within their work schedule. The meal, as specified by the General Manager, will be served only from the kitchen. All beverages served with meals shall be non-alcoholic.

The Club should know your location at all times during business hours.

Employee use of the "Halfway Ho Cart" is prohibited.

4.4 Tipping

Club rules require that Members and guests shall refrain from giving cash or other gratuities to Club employees.

The annual Holiday Fund provides all Members with the opportunity to express their appreciation to the Club employees for their services. The practice of tipping encourages preferential treatment and is contrary to the policy of the Club. All Members are entitled to the same level of service.

4.5 Overtime

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

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

Unless otherwise required or exempted by law, overtime pay of one and one-half times your regular rate of pay is paid for any hours worked in excess of 40 hours in a workweek. Holidays, vacation

days, sick leave days, and personal days do not count as time worked for computing overtime.

4.6 Paycheck Deductions

Eastward Ho! Country Club is required by law to make certain deductions from your pay each pay period. This includes income and unemployment taxes, Federal Insurance Contributions Act (FICA) contributions (Social Security and Medicare), and any other deductions required under law or by court order for wage garnishments. The amount of your tax deductions will depend on your earnings and the number of exemptions you list on your federal Form W-4 and applicable state withholding form. You may also authorize voluntary deductions from your paycheck, including contributions for insurance premiums, retirement plans, spending accounts, or other services. Your deductions will be reflected in your wage statement.

The Club will not make deductions to your pay that are prohibited by federal, state, or local law. If you have any questions about deductions from your pay, contact your Supervisor. You will be reimbursed in full for any isolated, inadvertent, or improper deductions, as defined by law. If an error is found, you will receive an adjustment, which will be paid no later than your next regular payday.

4.7 Accommodations for Nursing Mothers

Eastward Ho! Country Club will provide nursing mothers reasonable unpaid break time to express milk for their nursing child(ren).

If you are nursing, the Club will provide you a private room, other than a restroom, to express milk. The room will be clearly designated and either have a lock or a sign on the door to indicate when the room is in use.

Expressed milk can be stored in company refrigerators, refrigerators provided in the lactation room or other location, or in a personal cooler. Sufficiently mark or label your milk to avoid confusion for other team members who may share the refrigerator.

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

4.8 Reporting Time Pay

Eastward Ho! Country Club provides reporting time pay to nonexempt team members in accordance with applicable law. If you are scheduled to work three or more hours, you will be paid for at least three hours of work each day you report to work on time but are given no work or less than three hours of work. You will be paid your regular rate for the hours worked, plus payment at the minimum wage for applicable reporting time pay, not to exceed three hours.

Speak with your Supervisor for more information regarding reporting time pay.

4.9 Direct Deposit

Eastward Ho! Country Club encourages all team members to enroll in direct deposit. If you would like to take advantage of direct deposit, obtain the required information from your bank or ask the Payroll Administrator for an application form. Typically, the bank will begin the direct deposit of your payroll within 30 calendar days after you submit your completed application.

If you have selected the direct deposit payroll service, a written explanation of your earnings and deductions will be given to you on paydays described in the preceding sections in lieu of a check.

4.10 Travel Expenses

The purpose of this policy is to define approved business travel expenses and the authority for incurring and approving such expenses at Eastward Ho! Country Club.

Travel expenses are the reasonable and necessary expenses incurred by team members when traveling on approved Eastward Ho! Country Club business trips. Travel is limited to business activities for which other means of communication is inadequate and for which prior approval from your Supervisor has been received.

Advances

The Club does not generally provide cash travel advances. Normally, you will be expected to use

personal credit cards and/or your own cash and submit approved expenses on the standard Expense Report Form.

Travel Expenses

The Club pays the actual amounts incurred for appropriate expenses when you are on travel assignments. Examples of typical expenses include the following:

- Airline tickets.
- Meals and lodging.
- Car rental, bus, taxi, parking.
- Telephone and fax.
- Laundry and dry cleaning (trips exceeding one week only, unless emergency).
- Business supplies and services.
- Associated gratuities.
- Other expenses necessary to achieve the business purposes.

Air Travel

Use economy or tourist class airfares when traveling on Club business. In addition, private, noncommercial aircraft or chartered aircraft is not to be used.

Airfares are to be charged to personal credit cards and subsequently submitted for reimbursement on an expense report.

Hotels

Neither in-room movies nor refreshment bars are approved Club expenses.

Insurance

The Club does not pay for personal travel insurance for employees.

Personal Vehicles

When using your own vehicle for business purposes, you must maintain insurance coverage as required by law and may not have more than 2 points on your driving record. Travel between your home and primary office is not considered to be business travel. You may not use your personal vehicle for business travel without authorization. Every attempt should be made to utilize the use of courier and delivery services in order to avoid hazard of liability and the time away from work. You will be reimbursed for vehicle use at the standard IRS mileage rate. The General Manager must authorize any deviation from this policy.

Reporting

Report approved expenses and include a description of the expense, its business purpose, date, place, and the participants.

5.0 Performance, Discipline, Layoff, and Termination

5.1 Standards of Conduct

Eastward Ho! Country Club wishes to create a work environment that promotes job satisfaction, respect, responsibility, integrity, and value for all our team members, Members, and other stakeholders. We all share in the responsibility of improving the quality of our work environment. By deciding to work here, you agree to follow our rules.

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

Examples of inappropriate conduct include:

- Violation of the policies and procedures set forth in this handbook.
- Possessing, using, distributing, selling, or negotiating the sale of illegal drugs or other controlled substances.
- Being under the influence of alcohol during working hours on Club property (including in Club vehicles), or on Club business.
- Inaccurate reporting of the hours worked by you or any other team members.

- Providing knowingly inaccurate, incomplete, or misleading information when speaking on behalf of the Club or in the preparation of any employment-related documents including, but not limited to, job applications, personnel files, employment review documents, intra-company communications, or expense records.
- Taking or destroying Club property.
- Possession of potentially hazardous or dangerous property (where not permitted) such as firearms, weapons, chemicals, etc., without prior authorization.
- Fighting with, or harassment of (as defined in our EEO policy), any fellow employee, vendor, or customer.
- Disclosure of Club trade secrets and proprietary and confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development information, customer lists, patents, trademarks, etc.) of the Club or its customers, contractors, suppliers, or vendors.
- Refusal or failure to follow directions or to perform a requested or required job task.
- Refusal or failure to follow safety rules and procedures.
- Excessive tardiness or absences.
- Smoking in nondesignated areas.
- Working unauthorized overtime.
- Solicitation of fellow employees on Club premises during working hours.
- Failure to dress according to Club policy.
- Use of obscene or harassing (as defined by our EEO policy) language in the workplace.

- Engaging in outside employment that interferes with your ability to perform your job at this Club.
- Gambling on Club premises.
- Lending keys or keycards to Club property to unauthorized persons.

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

5.2 Attendance Policy

Attendance and punctuality are important factors for your success within our Club. We work as a team and this requires that each person be in the right place at the right time.

If you know ahead of time that you will be absent or late, provide reasonable advance notice to your Supervisor. You may be required to provide documentation of any medical or other excuse for being absent or late where permitted by applicable law. If you are absent for 3 days without notifying the Club, it is assumed that you have voluntarily abandoned your position with the Club and you will be removed from the payroll.

Eastward Ho! Country Club reserves the right to apply unused vacation, sick time, or other paid time off to unauthorized absences where permitted by applicable law. Absences resulting from approved leave, vacation, or legal requirements are exceptions to the policy.

5.3 Pay Raises

Depending on financial health and other Club factors, efforts will be made to give pay raises consistent with job performance, and the consumer price index. The Club may also make individual pay raises based on merit or due to a change of job position.

5.4 Promotions

To match you with the job for which you are best suited and to meet the business needs of Eastward Ho! Country Club, you may be transferred from your current job. It is our policy to promote from within only when the most qualified candidate is available. Promotions are made on an equal opportunity basis according to team members possessing the needed skills, education, experience, and other qualifications that are required for the job.

5.5 Transfers

Eastward Ho! Country Club may transfer your employment from one position to another with or without notice, as required by production or service needs, or upon request by you and with management approval. Transfers in excess of 90 days may be considered final and your paycheck may be increased or decreased consistent with the pay scale for your new position.

5.6 Performance Improvement

Eastward Ho! Country Club will make efforts to periodically review your work performance. The performance improvement process will take place annually, or as business needs dictate. You may specifically request that your Supervisor assist you in developing a performance improvement plan at any time.

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

5.7 Problem Solving Procedures

Eastward Ho! Country Club strives to provide a comfortable, productive, legal, and ethical work environment. To this end, we want you to bring any problems, concerns, or grievances you have about the work place to the attention of your Supervisor and, if necessary, to Human Resources or upper level management. To help manage conflict resolution we have instituted the following problem solving procedure:

If you believe there is inappropriate conduct or activity on the part of the Club, management, its team members, vendors, customers, or any other persons or entities related to the Club, bring your

concerns to the attention of your Supervisor at a time and place that will allow the person to properly listen to your concern. Most problems can be resolved informally through dialogue between you and your immediate Supervisor. If you have already brought this matter to the attention of your Supervisor before and do not believe you have received a sufficient response, or if you believe that person is the source of the problem, present your concerns to Human Resources or upper level management. Describe the problem, those persons involved in the problem, efforts you have made to resolve the problem, and any suggested solution you may have.

5.8 Disciplinary Process

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

In appropriate circumstances, management will first provide you with a verbal warning, then with one or more written warnings, and if the conduct is not sufficiently altered, eventual demotion, transfer, forced leave, or termination of employment. Your

Supervisor will make every effort possible to allow you to respond to any disciplinary action taken. Understand that while the Club is concerned with consistent enforcement of our policies, we are not obligated to follow any disciplinary or grievance procedure and that depending on the circumstances, you may be disciplined or terminated without any prior warning or procedure.

5.9 Criminal Activity/Arrests

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

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

5.10 Outside Employment

We hope that you will not find it necessary to seek additional outside employment. However, if you are planning to accept an outside position, you must notify the department head in writing.

Outside employment that creates a conflict of interest or that affects the quality or value of your work performance or availability at Eastward Ho! Country Club is prohibited. The Club expects that

any outside employment will not affect your work hours, or scheduling, or otherwise adversely affect your ability to effectively perform your duties. Any conflicts should be reported to your Supervisor. You may not work for competitors nor may you take an ownership position with a competitor. Employees may not conduct outside work while on Club time. Also, employees may not use Club property, equipment, facilities, or protected Club information such as the Club's membership list in connection with outside employment. Failure to adhere to this policy may result in discipline up to and including termination.

5.11 Job Abandonment

Should you decide to leave your employment with us, we ask that you provide the department head with at least two weeks' advance notice. Your thoughtfulness is appreciated and will be noted favorably should you ever wish to reapply for employment with the Club. You should notify the Club if your address changes during the calendar year in which discharge occurs so that your tax information will be sent to the proper address.

If you fail to show up for work or call in with an acceptable reason for the absence for a period of three consecutive days, you will be considered to have abandoned your job and voluntarily resigned from Eastward Ho! Country Club.

5.12 Exit Interview

You may be asked to participate in an exit interview when you leave Eastward Ho! Country Club. The purpose of the exit interview is to provide management with greater insight into your decision to leave employment; identify any trends requiring attention or opportunities for improvement; and to assist the Club in developing effective recruitment and retention strategies. Your cooperation in the exit interview process is appreciated.

5.13 Post-Employment References

Eastward Ho! Country Club policy is to confirm dates of employment and job title only. With written authorization, the Club will confirm compensation. Forward any requests for employment verification to the Payroll Administrator.

6.0 General Policies

6.1 Nonsolicitation/Nondistribution Policy

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

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

To avoid inappropriate litter, clutter, and safety risks, you may not distribute literature or other items that are not work related in working areas at any time. Working areas do not include break/rest areas, lunch rooms, or parking lots. Electronic distribution of materials is prohibited during work time. Literature that violates the company's equal employment opportunity (EEO) and nonharassment policies (including threats of violence), or is

knowingly and recklessly false, is never permitted. Non-employees are not permitted to distribute materials on company premises at any time.

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

Violations of this policy should be reported to a Supervisor.

6.2 Workplace Privacy and Right to Inspect

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

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

6.3 Personal Appearance

Your personal appearance reflects on the reputation, integrity, and public image of Eastward Ho! Country Club. All team members are required to report to work neatly groomed and dressed. You are expected to maintain personal hygiene habits that are generally accepted in the community,

including clean clothing, good grooming and personal hygiene, and appropriate attire for the workplace and the work being performed. This may include wearing uniforms or protective safety clothing and equipment, depending upon the job. Use common sense and good judgment in determining what to wear to work.

Fragrant products, including but not limited to perfumes, colognes, and scented body lotions or hair products, should be used in moderation out of concern for others with sensitivities or allergies.

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

Failure to comply with the personal appearance standards may result in being sent home to groom or change clothes. Frequent violations may result in disciplinary action, up to and including termination of employment.

Uniforms

The Club provides uniforms as needed to certain employees at no charge. Proper care of these uniforms is required.

All uniforms, accessories or name tags issued by

our Club must be returned in good condition upon leaving our Club.

6.4 Security

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

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

6.5 Personal Use of Club Property

Equipment: Personal use of the variety of equipment and supplies used for maintenance and management of the Club property is prohibited. This includes use of Club vehicle(s), gasoline, and golf course and maintenance equipment.

General Stores: General stores such as beverages, food*, hand towels, toilet paper, office supplies, and like "consumables" are provided for use by Members and employees on Club property

and should not be removed from the Club for personal use. (*unless Manager approved).

6.6 Use of Employer Vehicles

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

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

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

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

You may not operate a motor vehicle while under the influence of alcohol or a chemical substance or other substance that can impair judgment. You may not operate a motor vehicle while texting, emailing, or otherwise using a cell phone or other handheld device without utilizing a hands-free device.

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

6.7 Care of Equipment

You are expected to use proper care when using the Club's property and equipment. No property may be removed from the premises without the proper authorization of management. If you lose, break or damage any property, report it to your supervisor at once.

The Club will not, under any circumstances, lend its property or equipment to anyone, Member, non-member, or employee.

6.8 Telephone Use

Eastward Ho! Country Club phones are principally for work-related communications. Unless there is an emergency, limit long distance telephone calls to business purposes only. Limit personal use of Club telephones to brief communications during rest periods where possible. Casual conversation with friends and relatives during working hours is strongly discouraged. Telephone use is subject to the Voicemail/Email/Internet Usage Policy.

6.9 Personal Cell Phone/Mobile Device Use

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

Use of personal cell phones and mobile devices at work can be distracting and disruptive and cause a loss of productivity. Thus, you should primarily use such personal devices during nonworking time, such as breaks and meal periods. The use of cellular telephones on the Club's premises is permitted only in your parked car in the parking lot. While playing the course, cell phones may be carried in your golf bag in the "off" position and used for emergency medical aid only. Employees may use cell phones or walkie-talkies on the course when necessary to perform their duties. Outside of nonworking time, use of such devices should be minimal and limited to emergency use only. If you have a device that has a camera and/or audio/video recording capability, you are restricted from using those functions on Club property unless authorized in advance by management or when they are used in a manner consistent with your right to engage in concerted activity under section 7 of the National Labor Relations Act (NLRA).

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

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

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

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

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

6.10 Social Media Policy

At Eastward Ho! Country Club, we recognize the Internet provides unique opportunities to participate in interactive discussions and share information using a wide variety of social media. However, use of social media also presents certain risks and

carries with it certain responsibilities. To minimize risks to the Club, you are expected to follow our guidelines for appropriate use of social media.

This policy applies to all team members who work for the Club.

Guidelines

For purposes of this policy, **social media** includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal website, social networking or affinity website, web bulletin board or a chat room, whether associated or affiliated with the Club, as well as any other form of electronic communication.

Club principles, guidelines, and policies apply to online activities just as they apply to other areas of work. Ultimately, you are solely responsible for what you communicate in social media. You may be personally responsible for any litigation that may arise should you make unlawful defamatory, slanderous, or libelous statements against any Members, managers, or team members of the Club.

Know and Follow the Rules

Ensure your postings are consistent with these guidelines. Postings that include unlawful discriminatory remarks, harassment, and threats of violence or other unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

Be Respectful

The Club cannot force or mandate respectful and courteous activity by team members on social media during nonworking time. If you decide to post complaints or criticism, avoid using statements, photographs, video, or audio that reasonably could be viewed as unlawful, slanderous, threatening, or that might constitute unlawful harassment. Examples of such conduct might include defamatory or slanderous posts meant to harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, age, national origin, religion, veteran status, or any other status or class protected by law or Club policy. Your personal posts and social media activity should not reflect upon or refer to the Club.

Maintain Accuracy and Confidentiality

When posting information:

- Maintain the confidentiality of trade secrets, intellectual property, and confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.) related to the Club.
- Do not create a link from your personal blog, website, or other social networking site to a Club website that identifies you as speaking on behalf of the Club.
- Never represent yourself as a spokesperson for the Club. If the Club is a subject of the content you are creating, do not represent yourself as

speaking on behalf of the Club. Make it clear in your social media activity that you are speaking on your own behalf.

- Respect copyright, trademark, third-party rights, and similar laws and use such protected information in compliance with applicable legal standards.

Using Social Media at Work

Do not use social media while on your work time, unless it is work related as authorized by your manager or consistent with policies that cover equipment owned by the Club.

Media Contacts

If you are not authorized to speak on behalf of the Club, do not speak to the media on behalf of the Club. Direct all media inquiries for official Club responses to Human Resources.

Retaliation and Your Rights

Retaliation or any other negative action is prohibited against anyone who, based on a reasonable belief, reports a possible deviation from this policy or cooperates in an investigation. Those who retaliate against others for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

6.11 Voicemail, Email, and Internet Policy

This Voicemail/Email/Internet Policy is intended to provide Eastward Ho! Country Club team members

with the guidelines associated with the use of the voicemail/email/Internet system (the system). This policy applies to all team members and any others accessing and/or using the system through onsite or remote terminals.

General Provisions

- The system, and all data transmitted or received through the system, is the exclusive property of the Club. You should not have any expectation of privacy in any communication over this system. If you are permitted to have access to the system, you will be given a voicemail, email, and/or Internet address and/or access code and will have use of the system consistent with this policy.
- The Club reserves the right to monitor, intercept, and/or review all data transmitted, received, or downloaded over the system. Any individual who is given access to the system is hereby given notice that the Club will exercise this right periodically, without prior notice and without the prior consent.
- The interests of the Club in monitoring and intercepting data include, but are not limited to: protection of Club trade secrets, proprietary, and similar confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.); managing the use of the computer system; and/or assisting team members in the management of electronic data during periods of absence.

- You should not interpret the use of password protection as creating a right or expectation of privacy. To protect everyone involved, no one can have a right or expectation of privacy regarding the receipt, transmission, or storage of data on the Club voicemail/email/Internet system.

Any team members who violate this policy will be subject to corrective action, up to and including termination of employment. If necessary, the Club will also advise law enforcement officials of any illegal conduct.

6.12 Access to Personnel and Medical Records Files

Eastward Ho! Country Club maintains personnel files for all team members.

Supervisors and others in management may have access to your personnel file for possible employment-related decisions. Upon written request, the Club will provide you the opportunity to review your personnel file or will provide you with a copy of your personnel file. Inspection must occur in the presence of a Club representative during normal working hours.

All requests by an outside party for information contained in your personnel file will be directed to the Department Head, who is the only person authorized to give out such information.

6.13 Personal Data Changes

It is your obligation to provide Eastward Ho! Country Club with your current contact information, including current mailing address and telephone number. Inform the Club of any changes to your marital or tax withholding status. Failure to do so may result in loss of benefits or delayed receipt of W-2 and other mailings. To make changes to this information, contact the Payroll Supervisor.

6.14 Parking

Free parking facilities are available to employees. You are required to park within the designated areas. The Club is not responsible for loss, damage or theft of your vehicle. Therefore, we suggest that you lock your car doors.

If your personal automobile insurance policy does not cover glass breakage, the Club will reimburse you for the cost of replacement of glass broken by errant golf balls.

6.15 Member and Public Relations

Our Club's reputation is built on excellent service and quality work. To maintain this reputation requires the active participation of every employee.

The opinions and attitudes that Members have toward our Club may be determined for a long period of time by the actions of one employee. It is sometimes easy to take a Member for granted, but if we do we run the risk of losing not only that

Member, but his or her associates, friends or family who may also be Members or prospective Members.

Each employee must be sensitive to the importance of providing courteous treatment in all working relationships.

6.16 Personal Relationships Policy

Consistent with the Club's policies on "Sexual Harassment" and "Conflict of Interest" and its commitment to the fair and equitable treatment of employees, the Club has established a Personal Relationships policy. While the Club does not wish to intrude in the private lives of employees, we recognize the increased potential for conflicts of interest, appearance of favoritism and risk of claims of sexual harassment when employees develop close personal relationships with each other. In order to protect the Club and its employees, this policy provides direction on how to manage situations when Club employees develop close personal relationships with each other. For purposes of this policy, a personal relationship is a relationship of a romantic or intimate nature or of a character that it could result in an allegation of conflict of interest or inappropriate behavior. An employee engaged in a personal relationship with another employee when one of the employees holds either direct or indirect supervisory responsibilities over the other should promptly disclose the relationship to the General Manager. Err on the side of disclosure as openness helps to avoid future misunderstandings. The Club will work with the

employees involved to determine whether it is appropriate to adjust reporting or working relationships or whether other changes or actions are necessary.

6.17 Bulletin Boards

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

6.18 Open Door Policy

At Eastward Ho! Country Club, we welcome suggestions for continued improvement and welcome your ideas for better ways to do your job, produce or sell the products or services of our Club, or meet Member needs. Discuss your ideas with your Supervisor or another member of the management team.

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

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

6.19 Service Anniversary Recognition

The Club greatly appreciates and values the years of service that our employees have provided. As an expression of the Club's gratitude, we recognize Service Anniversaries annually at increments of five years. Employees celebrating five, ten, fifteen, etc. years of service are awarded gift cards in dollar amounts commensurate with their years of service along with a commemorative plaque at our annual Employee Appreciation Dinner.

6.20 Payroll Advances and Loans

Eastward Ho! Country Club does not make payroll advances or loans.

7.0 Benefits

7.1 Employee Assistance Program (EAP)

We all face problems from time to time. Usually, we can handle them ourselves; however, in some instances outside help is necessary. That is why we provide you and your family with a *confidential* Employee Assistance Program. This program is designed to support your emotional and mental wellbeing by providing counseling on such issues as relationship and family matters, depression, grief or loss of a loved one, eating disorders, substance abuse or work related problems. It also provides information on debt re-structuring, legal problems, childcare, behavioral health and wellness. This benefit is fully paid for by the Club.

To contact the EAP, go to www.TheEAP.com or call 1-800-535-4841

7.2 Holidays

Eastward Ho! Country Club offers the following paid holidays each year for eligible full-time employees: New Year's Day, Martin Luther King Jr. Day, Presidents Day, Patriots' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving and Christmas.

When a holiday falls on a Saturday, it will be observed the preceding Friday. Holidays falling on a Sunday will be observed the following Monday.

If a holiday falls on your regular day off, ask your

Supervisor how it affects you.

You will be compensated for holidays in accordance with federal and state law.

7.3 Family and Medical Leave (FMLA) Policy

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

Eligibility

To qualify for FMLA leave, you must:

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

Leave Entitlement

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

- The birth of a child and in order to care for that child (leave must be completed within one year of the child's birth);
- The placement of a child with you for adoption or foster care and in order to care for the newly

placed child (leave must be completed within one year of the child's placement);

- To care for a spouse, child, or parent with a serious health condition;
- To care for your own serious health condition, which makes you unable to perform any of the essential functions of your position; or
- A qualifying exigency of a spouse, child, or parent who is a military member on covered active duty or called to covered active duty status (or has been notified of an impending call or order to covered active duty).

The 12-month period is the calendar year.

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

As used in the policy:

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

exigency or military care leave can be of any age.

- **Parent** means a biological, adoptive, step, or foster parent or any other individual who stood in loco parentis to you when you were a child.
- **Next of kin** for the purposes of military care leave is a blood relative other than a spouse, parent, or child in the following order: brothers and sisters, grandparents, aunts and uncles, and first cousins. If a military service member designates in writing another blood relative as his or her caregiver, that individual will be the only next of kin. In appropriate circumstances, you may be required to provide documentation of next of kin status.
- **Serious health condition** means an illness, injury, impairment, or physical or mental condition that involves either inpatient care or continuing treatment by a health care provider. Ordinarily, unless complications arise, cosmetic treatments and minor conditions such as the cold, flu, ear aches, upset stomach, minor ulcers, headaches (other than migraines), and routine dental problems are examples of conditions that are not serious health conditions under this policy. If you have any questions about the types of conditions that may qualify, contact Human Resources.
- **Health care provider** means a medical doctor or doctor of osteopathy, physician assistant, podiatrist, dentist, clinical psychologist, optometrist, nurse practitioner, nurse-midwife, clinical social worker, or Christian Science practitioner licensed by the First Church of Christ. Under limited circumstances, a chiropractor or other provider recognized by our

group health plan for the purposes of certifying a claim for benefits may also be considered a health care provider.

- **Qualifying exigencies** for military exigency leave include:
 - Short-notice call-ups/deployments of seven days or less (**Note:** Leave for this exigency is available for up to seven days beginning the date of call-up notice);
 - Attending official ceremonies, programs, or military events;
 - Special child care needs created by a military call-up including making alternative child care arrangements, handling urgent and nonroutine child care situations, arranging for school transfers, or attending school or daycare meetings;
 - Making financial and legal arrangements;
 - Attending counseling sessions for yourself, the military service member, or the military service members' son or daughter who is under 18 years of age or is 18 or older but incapable of self-care because of a mental or physical disability;
 - Rest and recuperation (**Note:** Fifteen days of leave is available for this exigency per event);
 - Post-deployment activities such as arrival ceremonies, re-integration briefings, and other official ceremonies sponsored by the military (**Note:** Leave for these events are available for 90

- days following the termination of active duty status). This type of leave may also be taken to address circumstances arising from the death of a covered military member while on active duty;
- Parental care when the military family member is needed to care for a parent who is incapable of self-care (such as arranging for alternative care or transfer to a care facility); and
 - Other exigencies that arise that are agreed to by both the Club and you.
- A ***serious injury/illness*** incurred by a service member in the line of active duty or that is exacerbated by active duty is any injury or illness that renders the service member unfit to perform the duties of his or her office, grade, rank, or rating.

Notice and Leave Request Process

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

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

the covered military member, if applicable, and the Club.

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

Certification of Need for Leave

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

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

result in delay of further leave until it is provided.

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

Call-In Procedures

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

Leave Increments

Intermittent Leave

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

As FMLA leave is unpaid, the Club will reduce your salary based on the amount of time actually worked. In addition, while you are on an intermittent or reduced schedule leave that is foreseeable due to planned medical treatments, the Club may temporarily transfer you to an available alternative position that better accommodates your leave schedule and has equivalent pay and benefits.

Parental Leave

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

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

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

Paid Leave Utilization During FMLA Leave

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

Fitness for Duty Requirements

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

Health Insurance

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

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

Reinstatement

Upon returning to work at the end of leave, you will generally be placed in your original job or an

equivalent job with equivalent pay and benefits. You will not lose any benefits that accrued before leave was taken.

Spouse Aggregation

If you and your spouse are both employed by the Club, the total number of weeks to which you are both entitled in the aggregate because of the birth or placement of a child or to care for a parent with a serious health condition will be limited to 12 weeks per leave year. Similarly, spouses employed by the Club will be limited to a combined total of 26 weeks of leave to care for a military service member. This 26-week leave period will be reduced, however, by the amount of leave taken for other qualifying FMLA events. This type of leave aggregation does not apply to leave needed for your own serious health condition, to care for a spouse or child with a serious health condition, or because of a qualifying exigency.

Failure to Return

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

Alternative Employment

While on leave of absence, you may not work or be gainfully employed either for yourself or others unless express, written permission to perform such

outside work has been granted by the Club. If you are on a leave of absence and are found to be working elsewhere without permission, you will be subject to disciplinary action up to and including termination.

Interaction with State and Local Laws

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

Abuse of Leave

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

Designation of Leave

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

Retaliation

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

7.4 Small Necessities Leave Policy

Pursuant to the Massachusetts Small Necessities Leave Act, Eastward Ho! Country Club will provide

eligible team members with up to 24 hours of unpaid leave during any 12-month period for the following reasons:

- To participate in school, Head Start, and day care activities directly related to the educational advancement of your child, including parent-teacher conferences or interviewing for a new school.
- To accompany your child to routine medical or dental appointments, including check-ups or vaccinations.
- To accompany your elderly relative to routine medical or dental appointments or appointments for other professional services related to the elder's care, including interviewing at nursing or group homes.

Leave may be taken intermittently or on a reduced leave schedule.

You are eligible for small necessities leave if you have worked for Club for 12 months, either consecutively or nonconsecutively, and worked at least 1,250 hours in the previous 12-month period.

If the need for leave is foreseeable, you must provide seven days' notice. Otherwise, provide notice as soon as possible. You may also be required to submit certification verifying the reason for the leave.

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

7.5 Parental Leave Policy

Eastward Ho! Country Club provides up to eight weeks of unpaid leave in a 12-month period to team members for the birth or adoption of a child. You must work full time and have three consecutive months of employment with the Club to qualify for this leave.

You must provide at least two weeks' notice of the anticipated date of departure and the date you intend to return, or provide notice as soon as practicable if there are reasons beyond your control.

You will be placed in your original job or an equivalent job with equivalent pay and benefits upon return from leave. You will not lose any benefits that accrued before leave was taken.

Federal FMLA leave and Massachusetts parental leave run concurrently and cannot be used consecutively if leave is covered under both laws.

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

7.6 Sick Days for Eligible Full-time Employees (not part of MA state law)

Sick days are for medical reasons only and are provided so that you will not lose pay when you or an immediate family member who resides with you needs care.

Full-time employees are eligible for a total of ten paid sick days per calendar year.

During your initial year of employment immediately upon hire you are eligible for sick days on a prorated basis. The department head will inform you of the number of days and the date on which you become eligible, based on the number of weeks worked calculated versus 52 weeks.

Sick days may not be carried over to the following year nor will employees be paid in lieu of taking the actual time off.

Employees will not be paid for unused sick days upon termination.

7.7 Paid Sick Leave - (Accrual Method)

Eastward Ho! Country Club provides eligible team members with up to 40 hours of paid sick leave per year.

Eligibility

All team members whose primary place of employment is Massachusetts are eligible for paid sick leave.

Reasons for Leave

You may use up to 40 hours of paid sick leave per calendar year for any of the following reasons:

- To care for yourself or your child, spouse, parent, or spouse's parent suffering from a physical or mental illness, injury, or medical

condition that requires home care, professional medical diagnosis or care, or preventative medical care.

- To attend medical appointments for yourself or your child, spouse, parent, or spouse's parent.
- To address the physical, legal, or psychological effects of domestic violence inflicted on you or your child.

Accrual and Use

You will begin accruing paid sick leave on your start date. Sick leave accrues at the rate of one hour for every 30 hours worked per benefit year, up to a maximum of 40 hours. For purposes of this policy, the benefit year is the calendar year. If you are classified as exempt, you are presumed to work 40 hours per week, unless you are normally scheduled to work fewer than 40 hours, in which case sick leave accrues based on your normal schedule.

You may begin using sick leave on your 90th calendar day of employment. The smallest amount of sick leave you may take is one hour. You may carry over up to 40 hours of unused sick leave to the following benefit year.

Notice

If your need for leave is foreseeable, you must make a good faith effort to provide the Club with advance notice. If the need for leave is not foreseeable, notify your Supervisor as soon as practicable.

Certification

The Club may require you to submit documentation to support your use of sick leave if your absence:

- Exceeds 24 consecutively scheduled work hours or three consecutive days on which you are scheduled to work;
- Occurs within two weeks prior to your final scheduled day of work (except in the case of temporary employees); or
- Occurs after four unforeseeable and undocumented absences within a three-month period.

Any reasonable documentation signed by a health care provider indicating the need for paid sick leave for personal illness, the illness of a family member, or a routine medical examination for you or your family member will be acceptable.

Required documentation must be submitted within seven days of the absence. Additional time will be allowed for good cause shown.

Payout of Sick Time

You will not be paid for accrued unused sick leave at termination.

Interaction with Other Leave

Where applicable, paid sick leave will run concurrently with other federal and state leaves (FMLA, parental leave, domestic violence leave, small necessities leave, etc.).

You may choose to use, or the Club may require you to use, paid sick leave to receive pay when taking other statutorily-authorized leave that would otherwise be unpaid.

Retaliation

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

7.8 Personal Days

Personal days are calculated according to the calendar year.

Full-time employees are eligible immediately upon hire for two paid personal days each calendar year.

Personal days can be used as vacation time, sick time or to take care of personal matters.

Requests for planned personal days must be given to the department head for approval.

Personal days cannot be carried over to the following year. Employees are not paid in lieu of taking the actual time off.

Personal days cannot be used in conjunction with other paid time off.

At the end of employment, employees are paid for earned but unused personal days.

7.9 Vacation Policy

Employees in categories 1, 2 and 3 are eligible for paid vacation time according to the following schedule unless an agreement upon hire or employment contract states otherwise.

Vacation is calculated according to your anniversary date as follows:

- After 6 months of continuous employment, you will receive 1 week of vacation.
- After 1 full anniversary year, you will receive 2 weeks of vacation annually.
- After 5 full anniversary years, you will receive 3 weeks of vacation annually.
- After 10 full anniversary years, you will receive 4 weeks of vacation annually.
- After 20 full anniversary years, and each year thereafter, you will receive 5 weeks of vacation annually.

You must give at least two weeks' notice to your Supervisor of your vacation plans. You will not be eligible to receive pay instead of vacation time, except with Club permission or upon termination. Any conflict in vacation requests will be decided based on seniority and Club needs. You will not accrue vacation during periods when you are not working and taking time off from the Club.

If a holiday occurs during your vacation you will be granted one additional day of vacation. If you are sick during your vacation, you may not count that day towards sick pay. You must use vacation in one week blocks unless you have received approval from your Supervisor.

Due to the seasonal nature of the Club's operations, vacations will normally be scheduled in the months of January, February, March, November or December. It is recognized that peak workloads will vary by department and thus vacations are subject to scheduling by managers.

If a SEASONAL EMPLOYEE becomes a FULL-TIME EMPLOYEE, credit towards earned vacation time will accrue as follows:

One-half year credit for at least 26 weeks and 1,000 hours worked in each year will be given. A seasonal employee must work two seasons to achieve one full year's credit towards vacation allowance. No partial credit will be given for less than two years' consecutive seasonal employment.

Maximum Accrual

Vacation time cannot be carried over from one anniversary year to the next. Vacation pay is not granted in lieu of taking the actual time off, except with Club permission or upon termination.

Eligible employees will be paid for earned but unused vacation upon termination.

7.10 Bereavement Leave

Eastward Ho! Country Club recognizes the importance of taking leave when there is a death in the family. You are entitled to take up to 3 days off with pay for the funeral of an immediate relative. Members of the immediate family include spouses, parents, brothers, sisters, children, grandchildren,

grandparents and parents-in-law. Pay is based on the regular rate for an eight-hour day. Authorized leave without pay is available for extended funeral matters. Personal leave time may also be taken when necessary. Notify your supervisor of your intention to take bereavement leave as soon as the need arises. The Club may request documentation to support absences for bereavement leave.

7.11 Jury Duty Leave

Eastward Ho! Country Club encourages team members to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your Supervisor as soon as possible to make scheduling arrangements.

You will be paid your regular wages for the first three days of juror service or any part thereof. For any additional days, time spent on jury duty will be unpaid. You may opt to use PTO/vacation in place of unpaid leave.

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

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

7.12 Voting Leave

If your work schedule prevents you from voting on Election Day, Eastward Ho! Country Club will allow

you a reasonable time off to vote. The time when you can go to vote will be at the discretion of your Supervisor, consistent with applicable legal requirements.

7.13 Domestic Violence Leave Policy

Eastward Ho! Country Club provides up to 15 days of unpaid leave per rolling 12-month period to victims of abusive behavior, domestic violence, sexual assault, kidnapping, and/or stalking, and certain family members, for purposes directly related to the abusive behavior. These purposes may include seeking legal or medical services, counseling, or victim's services; securing housing; obtaining a protective order; appearing in court or before a grand jury; or addressing other issues directly related to the abusive behavior against the victim or family member of the victim.

You may take domestic violence leave if you are a victim of abusive behavior, or due to the abuse of a covered family member, including your spouse/partner, parent, child, sibling, grandparent or grandchild, or persons in a guardian relationship. Perpetrators or accused perpetrators of abuse are not entitled to domestic violence leave.

Before taking domestic violence leave, you must exhaust all of your accrued paid time off, including but not limited to sick time, vacation days, and personal time. You must provide advance notice of your need for leave whenever possible; however, this requirement does not apply if you or a covered family member faces imminent danger to you or your family member's health or safety. Should you

be unable to provide advance notice based on a risk of imminent danger, you must notify your Supervisor within three business days that the time off was related to domestic violence. Should you be unable to notify the Club, a family member, counselor, clergy, or assisting professional may do so on your behalf.

The Club may require documentation supporting your claim for domestic violence leave. Such documentation can consist of a protective order or other court document, police report, police witness statement, documents reflecting the perpetrator's conviction or admission of guilt, documentation of medical treatment, and/or a victim advocate, counselor, social worker, health care worker, member of the clergy, or other assisting professional's sworn statement. In lieu of these documents, you may also submit your own sworn signed statement. Any documentation supporting the need for domestic violence leave must be submitted within 30 days of your last date of absence.

While the leave may not be paid, you are entitled to return to the same or a substantially equivalent position once your leave has ended. You will not be terminated, retaliated against, or receive a reduction in benefits based on your use of domestic violence leave. All information related to the leave will be kept in the strictest confidence.

7.14 Crime Victim and Witness Leave

Occasionally, team members may be the victim of a crime or legally compelled to attend a judicial

proceeding as a witness. In these circumstances, team members may take unpaid leave to:

- Respond to a subpoena to appear as a witness in any criminal proceeding;
- Attend a court proceeding or participate in a police investigation related to a criminal case in which they are a witness or a crime victim (or a deceased family member was a victim);
- Attend or participate in a court proceeding related to a civil case in which they are a victim of family violence; or
- Obtain a restraining or protective order on their own behalf.

If you need to take leave under this policy, notify your Supervisor as soon as possible. You may be required to provide documentation supporting such leave.

This policy does not apply to team members who have committed or are alleged to have committed a crime.

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

7.15 Military Leave (USERRA)

Eastward Ho! Country Club complies with applicable federal and state law regarding military leave and re-employment rights. Unpaid military leave of absence will be granted to members of the uniformed services in accordance with the Uniformed Services Employment and

Reemployment Rights Act of 1994 (USERRA; with amendments) and all applicable state law. You must submit documentation of the need for leave to your Supervisor. When returning from military leave of absence, you will be reinstated to your previous position or a similar position, in accordance with state and federal law. You must notify your Supervisor of your intent to return to employment based on requirements of the law. For more information regarding status, compensation, benefits, and reinstatement upon return from military leave, contact your Supervisor.

7.16 Veterans Day Leave

Any employee who is a veteran or is a member of a department of war veterans and who seeks to participate in a Veterans Day or Memorial Day exercise, parade or service will be granted leave to participate in such services in their community of residence.

Employees who provide reasonable notice will receive paid Veterans Day leave. All other leave is unpaid.

7.17 Emergency Response Leave

Employees who are volunteer firefighters, as defined by state law, are entitled to time off from work without pay when late for work due to responding to an emergency prior to the employee's regular working hours.

An employee who is absent from work as a result of

responding to an emergency is expected to return to work as soon as they are released from their volunteer duties.

Upon return from leave, the employee shall provide the club with a statement from the chief of the volunteer fire department stating the time the employee responded to and was released from the emergency call.

For more information regarding this leave, please see the department head.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

7.18 Leaves of Absence

Under special circumstances, an employee with one year of employment may be granted a leave of absence without pay for up to 30 days. The granting of this type of leave is normally for compelling reasons and is dependent upon the written approval of your Department Head and the Human Resources.

Most employee benefits, to include Health Care, remain in effect during this type of leave. Leaves of absence are granted only after earned vacation is exhausted.

We will make reasonable efforts to return you to the same or similar job as held prior to the leave of absence, subject to our staffing and business requirements.

7.19 Disability Leave

Full-time and part-time employees are eligible for an unpaid disability leave after completing their introductory period. Disability leave due to non-occupational illness, injury or pregnancy related disability is not to exceed eight weeks.

Granting this leave prior to the completion of the eligibility period and/or beyond the maximum period stated above may be required as a reasonable accommodation in accordance with the Americans with Disabilities Act or due to state law or other requirements.

Employees requesting leave must provide written notice of the disability, including a doctor's certificate stating the nature of the disability and the expected date of return to work. The club will not seek genetic information in connection with requests for disability leave. All medical information received by the club in connection with a request for leave under this policy will be treated as confidential.

If you qualify for a leave under the federal Family and Medical Leave Act, we will continue to maintain health benefits under the same terms and conditions applicable to employees not on leave during the FMLA period. Otherwise, to the extent allowed by the insurance contract and applicable laws, we will continue to provide medical insurance coverage for employees on authorized disability leave for the full length of the disability. During this time, you will be responsible for paying your portion of the monthly premium(s).

When you are able to return to work, give us at least one week's advance written notice. Include a doctor's certificate stating that you are medically able to return to your normal duties. We reserve the right to require a physical examination by a physician of our own choosing prior to your resumption of duties, as allowed by state law.

If your leave is covered by the federal Family and Medical Leave Act, we will return you to the same or an equivalent position, consistent with our policy. Otherwise, we will return you to the same or similar position you held prior to the disability leave, subject to our staffing and business requirements. Your continued absence from work beyond your disability (as determined by your physician) will be deemed a voluntary discharge of your employment.

This leave may run concurrently with the federal Family and Medical Leave Act and/or any other leave where permitted by state and federal law.

7.20 Health Insurance

Eastward Ho! Country Club provides its regular full-time team members health insurance immediately upon hire. Medical plan benefits for eligible team members and their dependents are described in detail in the Summary Plan Description (SPD) that is available to all eligible team members. These benefits may be canceled or changed at the discretion of the Club, unless otherwise required by law.

Eastward Ho! Country Club pay 75% and

employees pay 25% of the cost of single, couple, or family coverage.

Participating employees are also covered under the medical insurance prescription drug programs.

FMLA Sub policy: Health benefits during Family and Medical Leave Act (FMLA) leave are maintained by the Club on the same terms as if you continued to work. You must make arrangements to pay your share of the health insurance premium on a monthly basis to maintain insurance coverage. Contact the Payroll Department to determine your contribution amount. The obligation of the Club to maintain health benefits stops when:

- You inform the Club of your intent not to return to work at the end of the leave period; or
- You fail to return to work when the FMLA entitlement is exhausted; or
- You fail to timely make your premium payments.

The Club will be entitled to recover premiums paid to maintain health insurance coverage for you if you fail to return to work from leave.

Plan eligibility does not necessarily mean coverage for all medical treatments or procedures. Under changed circumstances, you may be responsible for contributing to the cost of increased premiums. This benefit, as well as other benefits, may be canceled or changed at the discretion of the Club, unless otherwise required by law.

COBRA Sub policy: If you or a dependent become ineligible for benefits due to a change in work hours

or through a life event, or you leave employment with us, you may have the right to continue your medical benefits under the Consolidated Omnibus Budget Reconciliation Act (COBRA). The Club will mail you information about your COBRA rights.

Upon termination you may be entitled to continuation or conversion of the group medical insurance plan in accordance with the terms of the policy and/or applicable state law. For more information, contact the department head.

7.21 401(k) Plan

Eligible team members (as determined by the terms of the plan) may participate in the Eastward Ho! Country Club 401(k) plan following one year of service. Refer to your Summary Plan Description (SPD) for specifics.

Contact the Club to find out if you are eligible to participate in the Club 401(k) plan. The Club is required to let you know if you are eligible.

This benefit, as well as other benefits, may be canceled or changed at the discretion of the Club, unless otherwise required by law.

7.22 Section 125 Plan

Under the Club's "Section 125 Plan", all full-time, year-round employees are afforded the benefit of paying for their health care coverage (premiums and co-pays) expenses, "medically necessary" (prescription and certain OTC drugs, medical

devices, etc.) expenses, and dependent care (both elder and child) expenses on a pre-tax basis. By taking advantage of this IRS approved plan, employees can actually reduce their taxable income and thereby increase their take-home pay.

7.23 Life Insurance

Eastward Ho! Country Club provides life insurance to all regular full-time team members immediately upon hire with the Club. You will be required to notify the benefits administrator of your intended beneficiary. Refer to the Summary Plan Description (SPD) for details about the benefit.

7.24 Medical Insurance for Retirees

Effective January 1, 2012, employees hired after this date are not eligible for Retiree Medical Insurance; however, employees who were actively employed as of this date, and remain actively employed until their retirement, are eligible for Retiree Medical Insurance in accordance with their years of service and age as of January 1, 2012 in accordance with the following:

Benefit Level A:

Employee Eligibility: To qualify for Retiree Medical Insurance "Benefit Level A" upon retirement, an employee must be age 55 or have a minimum of 25 years of continuous service as of January 1, 2012.

Benefit Level A Provisions:

1. Following a minimum of 10 years of continuous service, eligible employees may elect to take Early Retirement (defined as prior to age 65) and receive a Club contribution to the premium of their Individual (single, double or family) Health Care plan in accordance with the Premium Contribution Schedule shown below. Those electing Early Retirement Health Care coverage must enroll in an Individual Health Care plan offering coverage which is comparable to or less than the coverage provided to active employees under the Club's Group Health Care plan.

2. At age 65, all qualified retirees are eligible to enroll in the Club's Retiree Group Supplementary Health Care plan and to receive a Club contribution to that plan's premium. Those who elected Early Retirement and secured Individual Health Care coverage are required to enroll in Medicare and the Club's Retiree Group Supplemental Health Care plan at age 65.

Benefit Level B:

Employee Eligibility: To qualify for Retiree Medical Insurance "Benefit Level B" upon retirement, an employee must have been actively employed as of January 1, 2012, have achieved 20 years of continuous service at time of retirement and be at least age 65 and therefore Medicare eligible.

Benefit Level B Provisions:

1. Qualified employees must enroll in Medicare and

the Club's Retiree Group Supplementary Health Care plan.

2. Participants in the Retiree Group Supplementary Health Care plan will receive a premium contribution from the Club in accordance with the Premium Contribution Schedule shown below.

Premium Contribution Schedule:

Employees who are eligible for Benefit Level A or B as described above will receive two percent of their Individual Health Care premium or the Club's Group Health Care premium for every full year of employment up to 25 years of service.

For example:

Service	Employee Contribution	Club Contribution
10 years	80 percent	20 percent
20 years	60 percent	40 percent

With service of 25 years or more, the employee and the Club each pay 50 percent of the premium coverage.

7.25 Disability Insurance

Eastward Ho! Country Club provides benefit eligible team members with disability income protection when they miss work due to nonwork related disabilities. The terms and conditions for the disability insurance program are outlined in the Summary of Plan Benefits. Contact the Department Head for a copy of the plan provisions and for any questions about the benefit.

7.26 Workers' Compensation Insurance Policy

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

To receive workers' compensation benefits, notify your Supervisor immediately of your claim. If your injury is the result of an on-the-job accident, you must fill out an accident report. You will be required to submit a medical release before you can return to work.

7.27 Unemployment Compensation Insurance Policy

Unemployment compensation insurance is paid for by Eastward Ho! Country Club and provides temporary income for team members who have lost their job under certain circumstances. Your eligibility for unemployment compensation will, in part, be determined by the reasons for your separation from the Club.

7.28 COBRA

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

Contact the Department Head to learn more about your COBRA rights.

7.29 Golf Privileges

Eastward Ho! offers certain golf and/or Clubhouse privileges to its employees, as set forth below by employment category.

Group 1: General Manager, Head Golf Professional, Golf Course Superintendent, Finance Director and Executive Chef are entitled to unlimited golf privileges, as are their spouses. They and their spouses shall not pay for guest fees or cart rental charges. Arrangements must be made through the Pro Shop.

Group 2: First Assistant Golf Professional, Assistant Golf Course Superintendent, and Food & Beverage Manager are entitled to golf playing privileges, as are their spouses, subject to scheduling by the Head Golf Professional. They may have guests, but they must play with their guests. There is no charge for guest fees or cart rental fees.

Group 3: All other full-time employees are entitled to golf playing privileges subject to scheduling by the Pro Shop. During the period, October 16-May 15 they may have guests at no charge. They may rent a cart at any time, but must pay the cart rental fee.

Group 4: All seasonal employees are entitled to golf playing privileges Mondays only after 3:00PM and after 5:00PM on Sunday, Tuesday, Wednesday, and Thursday from May 16-October 15 and Sunday-Thursday after 3:00PM from October 16-May 15. They may not have guests or rent a cart; they must walk.

Caddies: may play golf Tuesdays only after 3:00PM. They may not take a cart. They may have special guest privileges once per year when they can have one guest at no charge.

Staff and their guests will be responsible for adhering to the same Club standards that are in force for Club Members regarding the dress code, golfing etiquette, rules and restrictions and golf cart use as described in the Club Yearbook. Staff play should never interfere with membership play.

7.30 Employee Discount Privileges

Please visit our Pro Shop and see the great golf equipment and apparel, complete with the Eastward Ho! brand, that is available to you at a discount. The employee discount privilege is as follows:

- 20% off clothing (not including sale items)
- 15% off all accessories such as shoes, gloves, balls, and golf bags
- 10% off all golf clubs

You can also "special order" items, but you will be charged only the shipping charges, no handling. Cash, check, MasterCard, or Visa can be used to make your purchases.

8.0 Safety and Loss Prevention

8.1 Policy Against Workplace Violence

As the safety and security of our team members, vendors, contractors, and the general public is in the best interests of Eastward Ho! Country Club, we are committed to working with our team members to provide a work environment free from violence, intimidation, and other disruptive behavior.

Zero Tolerance Policy

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

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

Prohibited Conduct

Prohibited conduct includes, but is not limited to:

- Physically injuring another person.

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

Reporting Incidents of Violence

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

Violations

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

Retaliation

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

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

If you believe you have been wrongfully retaliated against, immediately report the matter to the Department Head.

8.2 General Safety Policy

It is the responsibility of all Eastward Ho! Country Club team members to maintain a healthy and safe work environment. Report all safety hazards and occupational illnesses or injuries to your Supervisor as soon as reasonably possible and complete an occupational illness or injury form as needed. Failure to follow the Club health and safety rules may result in disciplinary action, up to and including termination of employment.

Clubhouse

A. General Safety Rules (applicable to all Clubhouse employees):

1. All injuries (no matter how slight), illnesses and "near misses" must be reported immediately to your supervisor or department head.
2. Running anywhere in the Clubhouse is prohibited.
3. All liquid spills must be cleaned up immediately.
4. Spills and wet areas must be marked with a "wet floor" sign.
5. Safe, appropriate footwear must be worn at all times.

6. Walkways, stairs, entrances and exits must be kept clear and free of obstructions at all times.
7. Power cords, cables, loose carpeting, etc. must be secured by tape, tack, or cord protector and well-marked so as to limit tripping hazard.
8. Heavy loads such as full kegs, cases of product, equipment, etc. must not be lifted or moved without proper equipment or assistance.
9. Personal Protective Equipment must be worn as required.
10. Machinery, tools, equipment and materials must be used only as authorized.
11. All hazards, unsafe conditions, and unsafe actions must be reported immediately to your supervisor or Department Head.
12. When performing your duties, Safety must be given equal consideration to that of Productivity.
13. All secondary containers must be correctly labeled.
14. All work stations must be kept clean, orderly and organized.

B. Administrative Offices:

1. All file drawers must be closed after files have been removed or stored.
2. Full boxes of copier paper and all other heavy loads must be moved using a cart or dolly, or with assistance if necessary.
3. Aisles and walkways must be kept clear of boxes or other materials.
4. Store room and storage areas must be kept as orderly as possible, with heavier items stored at waist height.
5. Entry and exit ways must not be obstructed.

C. Bar:

1. All alcohol servers must be TiPS certified and ask for ID from anyone appearing to be under the age of 30.
2. All broken glass must be disposed of in the designated container in the kitchen; any area where glass has been broken must be cleaned thoroughly; all questionable food items must be disposed of properly.
3. No one is allowed behind the bar other than authorized bartenders, supervisors, managers, and occasionally permitted bussers.
4. Items must not be stacked in the dishwasher.
5. Drinking glasses, clean or dirty, must not be placed inside of one another.
6. Only one tray of glassware may be carried at a time.
7. Glasses must be checked for cracks and chips before handling them. If cracked or chipped, place the glass in the designated "broken glass" container in the kitchen.
8. All travel routes and exits must remain unobstructed.

D. Clubhouse Maintenance

1. Cart or dolly must be used for transporting loads exceeding 30 lbs.
2. All cleaning products must be labeled correctly and stored in a safe and appropriate place.
3. MSDS (material safety data sheets) and label information must be reviewed prior to using cleaners.
4. Loading dock and dumpster areas must be kept clear of materials and debris.

5. Rubber gloves must be worn when handling floor and equipment cleaning solutions.
6. Goggles, rubber boots, Tyvek, and hazmat suits must be worn properly when applicable.
7. PPE (personal protective equipment) specified by manufacturer must be worn when handling cleaners and other chemicals.
8. Trash bags and barrels must not be overloaded.
9. First aid kits must be kept adequately stocked.
10. All entrances and exits must be kept unobstructed.

E. Kitchen

1. All employees must wash their hands thoroughly, frequently, and consistently to prevent cross-contamination. 2. Non-slip shoes must be worn at all times.
2. Broken glass must be disposed of in the designated container and areas where glass has been broken must be cleaned thoroughly; all questionable food items must be disposed of.
3. When carrying, knives must be held by your side with the knife tip pointed downward.
4. Kitchen cutlery must never be left in sinks or other water-filled containers; clean knives must be stored in the designated area.
5. Knives must be sharpened regularly.
6. Loose or long sleeves must not be worn.
7. Long hair must be tied back or restrained.
8. Metal mesh cutting gloves must be worn when doing extensive cutting and preparing or when opening shellfish.
9. Dry cloths, pot holders, or mitts must be used when handling hot utensils, pots, pans, etc.

10. All employees must be alerted of all hot plates, pans, pots, etc.
11. Stove top and hood must be kept free of grease to prevent fires and other hazards.
12. Equipment must be operated only by trained, authorized individuals.
13. Equipment must be operated in accordance with manufacturer's safety and operating specifications.
14. Trash bags or barrels must not be overloaded.
15. Blade guard for meat slicer must be in proper position during all slicing operations; meat slicer and other powered equipment must be cleaned only after electrical supply cord has been removed from wall outlet.
16. Designated in and out swing doors must be used when entering and exiting kitchen.
17. Loading dock and dumpster areas must be kept clear of materials and debris.
18. Rubber gloves must be worn when handling floor and equipment cleaning solutions.
19. MSDS (material safety data sheets) and label information must be reviewed prior to using cleaners.
20. Personal protective equipment specified by manufacturer must be worn when handling cleaners and other chemicals.
21. Store rooms and storage areas must be kept as orderly as possible, with heavier items stored at waist height.
22. Floor mats must be in their proper position.
23. First aid kits must be kept adequately stocked.
- 24. All entrances, exits and travel routes must be kept unobstructed.**
25. When moving heavy or hot containers, employees must have adequate assistance and

- know where the containers are to be placed.
26. An ice scoop must always be used when handling ice; never touch the ice with your hands or use a glass to scoop ice.
 27. Employees must not attempt to catch falling knives.
 28. Any plate, cup, saucer, dish or glass that has a chip or a crack must be thrown away in the designated "broken glass" container.
 29. All Kitchen employees must be Allergen Awareness certified within one week of his/her first day of employment.

F. Restaurant

1. All employees must wash their hands thoroughly, frequently, and consistently to prevent cross-contamination.
2. All alcohol servers must be TIPS certified and ask for ID from anyone appearing to be under the age of 30.
3. All broken glass must be disposed of in the designated container in the kitchen; any area where glass has been broken must be cleaned thoroughly; all questionable food items must be disposed of properly.
4. Empty coffee pots must never be placed on a heated coffee burner.
5. Long hair must be tied back or restrained.
6. An ice scoop must always be used when handling ice; never touch the ice with your hands or use a glass to scoop ice.
7. Trays must not be overloaded; heaviest items must be loaded in the middle; and plates of same size must be stacked together to ensure stability.

8. Kitchen cutlery must never be left in sinks or other water-filled containers; clean knives must be stored in the designated area.
9. Designated in and out swing doors must be used when entering and exiting kitchen.
10. All entrances, exits and travel routes must be kept unobstructed.
11. All Restaurant employees must be Allergen Awareness certified within one week of his/her first day of employment.

G. Pro Shop

1. All accidents MUST be reported to a supervisor immediately.
2. All stairwells are to be clear of boxes and be unobstructed.
3. Use handrails when using stairs.
4. Make sure that all Pro Shop displays are secured, if above 6 feet.
5. From late fall to early spring, be sure all areas are clear of snow and ice.
6. All shelving in traffic areas should be above or below eye level.
7. Keep storage areas free of clutter and heavy boxes on the floor only.
8. Do not overload trash receptacles.
9. Be aware of where fire extinguishers are located and where emergency exits are located.
10. Know where the first aid kit is located (in Brian's office, behind the door).

H. Bag Room

1. All accidents MUST be reported to a supervisor immediately.
2. Always drive golf carts slowly and safely.

3. When bag room floor is wet, drive carts even slower.
4. Be EXTREMELY CAREFUL when driving golf carts in parking lots.
5. Always drive the range picker straight up and down the hills, never sideways.
6. Be aware of all automobiles backing up or pulling into parking lots.
7. No running in the Bag Room.
8. Open the door slowly when going from the Bag Room to the Pro Shop.
9. When filling batteries, goggles must be worn.
10. When regripping clubs, goggles must be worn.
11. When using grinding wheel, goggles must be worn.
12. Make sure all bags stored in the up racks are secure.
13. Be careful of golfers hitting off of the tenth tee.
14. Be careful of opening and closing overhead doors.
15. Always secure rubbish on golf carts, when heading to the dumpster.
16. Never transport golf bags in the passenger seat area.
17. Be aware of where fire extinguishers are located and where emergency exits are located.
18. Know where the first aid kit is located (in Brian's office, behind the door).

I. Greens Department

1. All accidents must be reported to a supervisor immediately.
2. Clean up spills immediately.
3. Equipment and accessories such as power cords and hoses must be properly secured and stored.

4. Doors and hallways must be kept clear of obstructions.
5. The loading dock and dumpster area must be kept clear at all times.
6. Equipment is to be used by trained, authorized personnel only and operated in accordance with the manufacturer's safety and operating guidelines.
7. Pesticides and fertilizers must be properly stored and secured.
8. PPE, as specified on the labels of pesticides and fertilizers, must be worn when applying these chemicals.
9. Only closed toe shoes are permitted in work areas.
10. Safety glasses must be worn when operating grinders, chain saws or weed eaters.
11. Hearing protection must be worn when operating any equipment that generates a high noise level.
12. MSDS (Material Safety Data Sheets) must be reviewed prior to using new chemicals or chemicals which you have not used before.

J. Golf Cart Safety

1. No more than two persons and two bags may ride on a golf cart at any time.
2. No one should be riding in a golf cart sitting on the lap of their friend or relative.
3. Only persons with a valid driver license may operate a golf cart.
4. Test brakes before driving.
5. Drive straight up or down slopes.
6. Do not turn on hills.
7. Follow signs restricting travel of golf carts.

8. Do not start up cart while partner is boarding or getting out.
9. Keep feet, legs, hands and arms inside the cart at all times.
10. No persons shall ride on the back, the side or roof of the golf cart for any reason.
11. Avoid sudden stops or change of direction.
12. Slow down before and during turns.
13. Do not drive on road.
14. Exercise extreme caution when crossing Fox Hill Road.
15. Use the parking brake whenever the cart is parked.

A violation of a safety rule is in itself an unsafe act. A violation may lead to disciplinary action, up to and including discharge.

8.3 Drug and Alcohol Policy

Eastward Ho! Country Club considers drug and alcohol abuse a serious matter that will not be tolerated. The Club absolutely prohibits team members from using, selling, possessing, or being under the influence of illegal drugs, alcohol, or a controlled substance or prescription drug not medically authorized while at their job, on Club property, or while on work time.

Therefore, it is Club policy that:

1. You may not report to work under the influence of alcohol, illegal drugs, or any controlled substance or prescription drug not medically authorized.

2. You may not possess or use alcohol, illegal drugs, or any controlled substance or prescription drug not medically authorized while on company property or on company business.

We also caution against use of prescribed or over-the-counter medication, which can affect your ability to perform your job safely, or the use of prescribed or over-the-counter medication in a manner violating the recommended dosage or instructions from the doctor. You must have a valid prescription for any prescription medication used while working for the Club. Inform your Supervisor prior to working under the influence of a prescribed or over-the-counter medication that may affect your ability to perform your job safely. The Club may, if required and not prohibited by applicable law, consider the medical use of marijuana as a prescribed medication under this policy. If the Club determines that the prescribed or over-the-counter medication does not pose a safety risk, you will be allowed to work. Failure to comply with these guidelines concerning prescription or over-the-counter medication may result in disciplinary action, up to and including termination of employment.

A violation of this policy will result in disciplinary action, up to and including termination of employment.

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

Club may also require you to obtain a medical clearance, and agree to random testing and a "one-strike" rule as a condition of continued employment.

8.4 Nonsmoking Policy

Eastward Ho! Country Club is concerned about the effect that smoking and secondhand smoke inhalation can have on its team members and clients. Smoking in the office, client areas, and restrooms is prohibited.

8.5 Protecting Country Club Information

Protecting our Club's information, including the Club Yearbook and membership roster, member files, delinquency lists, mailing/e-mail lists, membership applications and personal employee information, is the responsibility of every employee and we all share a common interest in making sure it is not improperly or accidentally disclosed. Do not discuss the Club's confidential business with anyone who does not work for us.

8.6 Personal Property

The Club is not responsible for loss or damage to personal property. Valuable personal items, such as purses and all other valuables should not be left in areas where theft might occur.

8.7 Business Closure and Emergencies

Eastward Ho! Country Club recognizes that inclement weather and other emergencies may affect your ability to get to work. In such situations, your safety is paramount.

Company Closure

Examples of emergencies when the Club may close include, but are not limited to, i.e., power outage, blizzard conditions, etc...

Notification

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

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

Partial-Day Closure

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

If you are exempt and are working at home with

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

Notified of Closure Prior to Reporting to Work

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

Extending Leave

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

If You Cannot Get to Work

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

Time missed under circumstances where the Club remains open and you are unable to report to work

is to be used as vacation time, personal time, or is unpaid.

Closing Statement

Thank you for reading our handbook. We hope it has provided you with an understanding of our mission, history, and structure as well as our current policies and guidelines. We look forward to working with you to create a successful Club and a safe, productive, and pleasant workplace.

John Dufault, General Manager

Eastward Ho! Country Club

Acknowledgment of Receipt and Review

By signing below, I acknowledge that I have received a copy of the Eastward Ho! Country Club Employee Handbook (handbook) and that I have read it, understand it, and agree to comply with it. I understand that the Club has the maximum discretion permitted by law to interpret, administer, change, modify, or delete the rules, regulations, procedures, and benefits contained in the handbook at any time with or without notice. No statement or representation by a supervisor, manager, or any other employee, whether oral or written, can supplement or modify this handbook. Changes can only be made if approved in writing by the General Manager of the Club. I also understand that any delay or failure by the Club to enforce any rule, regulation, or procedure contained in the handbook does not constitute a waiver on behalf of the Club or effect the right of the Club to enforce such rule, regulation, or procedure in the future.

I understand that neither this handbook nor any other communication by a management representative or other, whether oral or written, is intended in any way to create a contract of employment. I further understand that, unless I have a written employment agreement signed by

an authorized Club representative, I am employed "at-will" (to the extent permitted by law) and this handbook does not modify my "at-will" employment status.

If I am covered by a written employment agreement (signed by an authorized Club representative) or a collective-bargaining agreement that conflicts with the terms of this handbook, I understand that the terms of the employment agreement or collective-bargaining agreement will control.

This handbook is not intended to preclude or dissuade employees from engaging in legally protected activities under the National Labor Relations Act (NLRA).

This handbook supersedes any previous handbook or policy statements, whether written or oral, issued by Eastward Ho! Country Club.

If I have any questions about the content or interpretation of this handbook, I will contact Department Manager.

Date

Signature

Print Name