

# Table of Contents

- Prospera Hospitality Management Company
- Prospera's Vision
- Open Door Policy
- Equal Opportunity Employment
- Disability Accommodation
- Immigration Requirement
- Team Member Classification
- Introductory Period
- Performance Evaluations
- Transfers and Promotions
- Team Member Privileges
  - Benefits
  - Travel Discounts
  - Vacation
  - Discretionary Days
  - Holidays
- General Information
  - Work Schedules
  - Payday
  - Overtime
  - Tip Team Members
  - Garnishments
  - Bulletin Board
  - Suggestion Box
- Leave of Absence
  - FMLA
  - Military Leave
  - Bereavement Leave
  - Jury Duty
- Policies and Procedures
  - Professional Image and Grooming Standards
  - Punctuality and Attendance Policy
  - Safety
  - Worker's Compensation
  - Alcohol Misuse and Drug Free Workplace
  - Violence Free Workplace
  - Harassment Free Workplace
  - Personal Relationships in the Workplace
  - Technology Policy: Computers/Phones/Fax
  - Smoking
  - Inspections
  - Solicitation/Distribution of Literature
  - Use of Facility
  - Lost and Found
  - Personal Property

- Personal Calls and Visits
- Media Request
- Standards of Conduct
- Progressive Counseling
- Employment “At Will”
- Return of Property
- COBRA
- Team Member’s Pledge

# Welcome to the team!

Dear Team Member:

We are proud to welcome you as a member of the Prospera Hospitality team! Your skills and performance ability play a key role in helping us keep our commitment to serving our guests to ensure their complete satisfaction.

In today's world, it seems that change is the only constant. Change is required for growth within an organization. Change must include feedback from both management and team members in the hospitality industry.

As we ask you to pledge your commitment to superior hospitality, we also recognize that all team members deserve a sense of fulfillment in the work place and should be treated with dignity and respect. This handbook outlines our commitment to you as team members. In addition, it represents your pledge to follow the standards, goals, and principles of the Hotel.

We trust that you will do your best to ensure that every guest has a pleasant experience and leaves our property 100% satisfied. Thank you for the contributions you will make toward achieving our mission. We look forward to working with you.

Welcome to the team!

Kevin Kilkeary, President and Chief Executive Officer



## **PROSPERA HOSPITALITY MANAGEMENT COMPANY**

Founded by Kevin Kilkeary in 2003, Prospera Hospitality is the answer to the need for a top level hospitality management company that focuses on balance, creativity, and quality. Experience is a critical measure of a hotel management company's competence. Prospera Hospitality, located in Pittsburgh, PA, is a quality driven, fast growing management company led by industry executives who have worked together for more than 20 years with over 100 years of combined experience with hotels and resorts in all markets.

## PROSPERA'S VISION

“To apply the collective experience of seasoned industry leaders in hotel management to exceed the expectations of every guest, owner, and team member every day.”



## **OPEN DOOR POLICY**



The Hotel believes in direct and open communication at all levels of the company. Through effective and open dialogue, team member concerns can be identified and resolved. Team members are encouraged to voice their opinions through the Team Member hotline.

## **EQUAL OPPORTUNITY EMPLOYMENT**

It is the policy of the Hotel to be fair in all of its relations with its team members and applicants for employment, and to make all employment related decisions without regard to race, religion, color, national origin, age, sex, disability, or any other categories protected by federal, state, or local law.

This policy applies to recruitment, hiring, training, promotion, and all other personnel actions and conditions of employment such as compensation, benefits, layoffs, reinstatements, and disciplinary measures. Decisions regarding employment and promotion will be based solely upon valid job-related factors.

## **DISABILITY ACCOMMODATION**

The Hotel is committed to complying fully with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

A reasonable accommodation is available to a team member when their disability affects their job performance. The Hotel makes its employment decisions based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as job assignments, classifications, organizational structures, position descriptions, lines of progression, and seniority lists. The Hotel's "leave of absence" policies are available to team members on an equal basis.

## **IMMIGRATION REQUIREMENT**

The Immigration Reform and Control Act (IRCA) of 1986 require team members to submit documentation verifying their right to work in the United States. Failure to provide acceptable documentation within three business days is considered a voluntary separation. If the team member is on a temporary work permit, it is their responsibility to ensure timely renewal. If the permit expires, the team member will no longer be permitted to work at the Hotel and will be considered a voluntary separation.

## ***TEAM MEMBER CLASSIFICATION***

**Regular Team Member** – A team member who has accepted employment for an unspecified length of time and who has successfully completed a 90-day introductory period.

**Full Time Team Member** – A full time team member is scheduled to work 32 hours or more per week. A full time team member is eligible for benefits.

**Part Time Team Member** – A part time team member is scheduled to work less than an average of 32 hours per week. A part time team member is not eligible for benefits.

**On Call/Temporary Team Member** – An on call/temporary team member is not regularly scheduled to work; however, they are called in on an as needed basis. An on call/temporary team member is not eligible for benefits.

## ***INTRODUCTORY PERIOD***



The Hotel has a 90-day introductory period for new team members. During the introductory period, the department manager will evaluate the team member's work habits and abilities to make sure that the team member can perform the job satisfactorily. The introductory period also gives the team member time to decide if the new job meets their expectations.

## ***PERFORMANCE EVALUATIONS***

Performance evaluations are a valuable tool that aid in the team member's development and success. Team members will be evaluated at the end of their 90-day introductory period and annually thereafter.

## ***JOB TRANSFERS AND PROMOTIONS***

The Hotel strives to promote from within when a team member expresses an interest and meets the qualifications to perform the job requirements. Team members that are granted an opportunity in another position will perform a 90-day introductory period and receive a performance evaluation.

Team members who wish to transfer within their own department must be employed for six months. Team members who wish to transfer out of their department or to a management position must be employed for a minimum of 12 months or receive approval from the General Manager. A job transfer/promotion form must be completed and approved by both the current and receiving department, as well as the General Manager.

## ***TEAM MEMBER PRIVILEGES***

### **Benefits**

In addition to receiving an equitable salary and having an equal opportunity for professional development and advancement, team members may be eligible to enjoy other benefits that will enhance their job satisfaction. Details of benefit plans will be provided in advance of enrollment to eligible team members.

A change in employment classification may result in loss of eligibility to participate in the benefit plans. Team Members may qualify for benefits under COBRA (Consolidated Omnibus Budget Reconciliation Act). For more information, refer to the COBRA policy.

The Hotel will periodically review the benefits program and will make modifications as appropriate to the company's condition. The Hotel reserves the right to modify, add or delete the benefits it offers.

## **Travel Discounts**

Team members are eligible for travel discounts after their introductory period. Discounts are granted based on availability.

Team members are not permitted to stay at the Fairfield Inn property that they are employed.

## **Vacation**

Full time, hourly team members are eligible for vacation after one year of service:

One year of service:	Five (5) days paid vacation
Two years of service:	Ten (10) days paid vacation
Five years of service:	Fifteen (15) days paid vacation
Twenty years of service:	Twenty (20) days paid vacation



Vacation may be taken after the team member's anniversary date and must be taken before the next anniversary date. Team members may not carry over vacation time to the next year. Vacation days may not be exchanged for cash.

Vacation periods will be approved based on business levels. The department manager will schedule team member's on a first come, first serve basis. In all cases vacation requests must be made in writing and submitted at least thirty days in advance. Vacations can be taken in one to five-day blocks, or a maximum ten-day block.

## **Holidays**

The following is a list of the Hotel's designated holidays:

- New Years day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Team members are eligible for paid holidays after they complete their introductory period. Team members must work both the last scheduled work day immediately before the holiday and the first scheduled day immediately after the holiday.

If a team member is eligible for paid holidays and on the holiday, the team member is on a paid absence, such as vacation or sick leave, the team member will get holiday pay instead of the paid time off pay they would have received.

We do not count holiday paid time off as hours worked when calculating overtime.

## **GENERAL INFORMATION**

### **Work Schedules**

Work schedules for team members are established by department managers. Schedules will be posted in the departments and it is the team member's responsibility to check the schedules daily for any changes. Days off and working hours must be coordinated with department manager. Team members are expected to be at their work stations, ready to begin work, at the beginning of their assigned shift.

### **Payday**

Team members are paid weekly; paychecks are issued by the department manager.

### **Garnishments**

Upon receipt of a properly served court-ordered garnishment or support order, the Hotel has an obligation to deduct appropriate funds from subsequent paychecks issued to a team member in accordance with applicable law.

### **Bulletin Board**

The Hotel's bulletin board offers listings of upcoming events, benefit information, general news and company announcements. Team members may not post, tape, tack or affix any literature of any kind to the bulletin board or anywhere else on the Hotel's property without the permission of Human Resources or the General Manager. Team member's should read the information on the bulletin board on a daily basis.



### **Suggestion Box**

All team members are encouraged to use this method of communication which can be anonymous. Management will review each suggestion and will consider a plan of action if required.

## **LEAVE OF ABSENCE**

### **Family and Medical Leave Act**

All eligible team members are allowed to take unpaid Family and/or Medical Leave under federal law, the Family and Medical Leave Act (FMLA).

To be eligible for leave, team members must be employed by the Hotel for at least 12 months. In the 12 months immediately preceding the beginning of the leave, team members must have worked at least 1,250 hours to qualify for federal FMLA.

As stated above, eligible team members are entitled to a total of 12 weeks of protected leave within a rolling twelve-month period, measured backward from the date a team member uses any Federal leave for any combination of reasons.

Under the federal FMLA, spouses employed by the Hotel are jointly entitled to a combined total of 12 weeks of family leave for the birth or placement of a child for adoption or foster



care, and to care for a parent who has a serious health condition. (The federal FMLA does not cover care for a parent-in-law.)

### Types of Leave Available

Birth or placement for adoption or foster care – Family leave is available to eligible male and female team members for the birth of a child or for placement of a child for purposes of adoption or foster care. Federal leave must be completed within 12 months of the birth or placement. Federal leave may not be taken intermittently.

Serious health condition of team member – If an eligible team member experiences a serious health condition as defined by federal law, they may take medical leave under this policy. Medical leave may be taken all at once or, when medically necessary, intermittently. A fitness-for-duty statement will be required to return from a medical leave. Failure to provide the statement will result in a delay in the return to work.

Serious health condition of immediate family member: If an eligible team member needs family leave in order to care for their son, daughter, spouse or parent who experiences a serious health condition as defined by federal law, they may take medical leave under this policy. Medical leave may be taken all at once or, when medically necessary, intermittently.

The need for leave must be documented by your treating healthcare provider through our medical certification process or documented proof of placement of a child. Intermittent and/or reduced leave will be permitted only when it is medically necessary as explained above. In all cases, the total amount of leave taken in a calendar year should not exceed your total allotment as defined earlier in this policy.

### Notifying the Company of the Need for Family or Medical Leave

An application for leave must be completed. The need to take non-emergency leave should be requested from the Human Resources Department at least 30 days, or as soon as possible, in advance of the need. In cases of emergency, verbal notice should be given as soon as possible (or by a representative if the team member is incapacitated). Failure to provide adequate notice may, in the case of foreseeable leave, result in a delay or denial of the leave. It is the team member's responsibility to notify their department manager and Human Resources of absences that may be covered by FMLA.

Team members must provide sufficient information regarding the reason for an absence for the hotel to know that protection may exist under this policy. Failure to provide this information within two working days of the team member's return to work will result in forfeiture of rights under this policy. This means the absence may then be counted against the team's member's record for purposes of discipline for attendance, etc.

### Medical Certification Process

In addition to an application for leave, team members will be required to complete a medical certification form where leave is for a family member's or the team member's own serious health condition. The certification form needs to be signed by the health care provider. The short-term disability certification may be sufficient where the information

required is duplicative. These forms are available from Human Resources. Second or third certifications from health care providers and periodic re-certification at the Hotel and/or team member's expense may be required under certain circumstances. The Hotel may also require periodic reports during federal FMLA leave regarding your status and intent to return to work.

### Substituting Paid Leave for Unpaid Leave

Federal FMLA leave is unpaid. The Hotel requires team members to substitute vacation days or additional paid or unpaid leave that have been accrued. If a team member is using FMLA leave concurrently with a workers' compensation absence then the team member is not required to substitute paid time off for an absence covered under workers' compensation. Team members may be paid for all or part of a medical leave to the extent they are eligible for benefits such as short-term disability.

### Benefit Continuation during Leave

The Hotel will maintain group health insurance coverage and other employment benefits (such as group life insurance, AD&D, health and dependent flexible spending accounts, etc.) for team members on FMLA leave whenever such insurance was provided before the leave was taken and on the same terms as if the team member had continued to work. Team members will be required to pay their regular portion of insurance premiums during their FMLA Leave. All other leaves require the premiums to be paid in full monthly. Benefits that are accumulated based upon hours worked shall not accumulate during the period of FMLA leave. If a team member is granted an extension of leave after 12 weeks, the premiums must be paid in full. If a team member decides not to return to work, benefit premiums must be reimbursed in full for the leave period.

### Returning to Work

Upon return from Family or Medical Leave, team members will be returned to the position they held immediately prior to the leave if the position is vacant. If the position is not vacant, they will be placed in an equivalent employment position with equivalent pay, benefits, and other terms and conditions of employment. If the team member wishes to return to work before the scheduled expiration of an FMLA leave, they must notify the Hotel of the changing circumstances as soon as possible but no later than two working days prior to your desired return date. A team member who fails to return to work immediately after the expiration of the leave period will be considered to have voluntarily terminated their employment.

### **Military Leave**

The Hotel will grant a military leave of absence if a team member is absent from work because they are serving in the U.S. uniformed services in accordance with the USERRA (Uniformed Services Employment and Reemployment Rights Act). Team members must give their department manager advance notice of upcoming military service, unless military necessity prevents advance notice or it is otherwise impossible or unreasonable.

Team members will not be paid for military leave. However, they may use any available accrued paid time off, such as vacation or sick leave.

Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which they are otherwise eligible.

If a team member is on military leave for up to 30 days, they must return to work on the first regularly scheduled work period after their service ends (allowing for reasonable travel time). If a team member is on a military leave for more than 30 days, they must apply for reinstatement in accordance with USERRA and applicable state laws.

When the team member returns from military leave (depending on the length of military service in accordance with USERRA), they will be placed either in the position they would have attained if they had stayed continuously employed or in a comparable position. For the purpose of determining benefits that are based on length of service, they will be treated as if they had been continuously employed. Please see General Manager for more details.

### **Bereavement Leave**

Team members who experience a death in their immediate family which consists of spouse, child, mother, father, sister, brother, mother-in-law, father-in-law, will receive up to three scheduled days off with verification. Team member's who experience a death of their grandparent or their spouse's grandparent will receive one scheduled day off with verification. Full time team members will be compensated according to regular base pay. Part time team members leave will be unpaid. Team members must contact their department manager as soon as possible regarding the circumstances and the need to be absent from work. Bereavement pay is a benefit and is not considered wages for hours worked. The team member may need to provide documentation in order to be compensated.

### **Jury Duty**

The Hotel supports team members to fulfill their civic responsibilities by serving jury duty if they are summoned. Team members may request unpaid jury duty leave for their absence. Team members may also use any available paid time off benefits they have, such as vacation, to be paid for an unpaid jury duty leave.

If a team member is summoned to jury duty, they must show the summons to their department manager as soon as possible. This will assist the department in planning their scheduling needs. The Hotel expects team members to come to work whenever their court schedule permits.

The Hotel may ask the court to excuse a team member from jury duty should the leave cause an undue hardship on the Hotel. Subject to the terms, conditions, and limitations of the applicable plans, the Hotel will continue to provide benefits for the full period of unpaid jury duty leave.

## ***POLICIES AND PROCEDURES***

### **Professional Image and Grooming Standards**

To portray a professional image and show respect for guests, it is important that team members project a conservative business like appearance in both behavior and dress. Additional guidelines may be in effect in work areas with safety and sanitation requirements.

**Personal Hygiene** is required by all team members, such as daily bathing, shaving, use of deodorant, and brushing teeth, etc. Colognes/perfumes should be used conservatively and tastefully applied.

**Hats** should not be worn unless issued as part of the uniform.

**Name Tags** are required. Damaged or misplaced name tags should be immediately reported.

**Shoes** should conform to applicable department and safety standards. Shoes should be closed toe and heel, well-polished and businesslike appearance. Cowboy boots, canvas, platform, and moccasins are not permitted.

**Eyeglasses** must be conservative in size and color. Prescription sunglasses may not be worn while in the building.

**Tattoos** must be discrete.

**Hair** should be conservative in style and color and should not interfere with eye-to-eye contact. Male team members must either be clean-shaven or have a conservative neatly trimmed beard, goatee, or mustache. Facial hair should be grown during vacation or other extended leave of absence.

**Jewelry** should be conservative and complement team member's attire. Team members are permitted to wear one necklace, bracelet and two earrings per ear. Earrings should be worn on the ear lobes only and no larger than one inch in diameter. Nose, eyebrow, lip, or tongue jewelry is not permitted.

**Cosmetics** should be natural in appearance. Nail polish should be free from chips; nails should be kept at a conservative length.

**Uniforms** will be issued to applicable team members. Each team member must wear their uniform while on duty. Uniforms must be clean and neatly pressed with conservative hosiery or socks. Individual variations or additions to the uniform are not permitted.

**Non-Uniformed** team members must wear conservative attire. Males shall wear business suits or sport jackets with collared shirt, tie and contrasting pants. Females may wear business suits or matching jacket with dresses, skirts or pants. Dresses/skirt lengths should fall within four inches of the knee. Conservative hosiery must be worn. Shoes should be practical and safe with a defined heel no higher than three inches. Business casual may be authorized for special activities when approved by the General Manager.

## **Punctuality and Attendance Policy**

The Hotel expects all of its team members to assume responsibility for their attendance and punctuality. Team member's time is recorded electronically.



If a team member is going to be tardy or absent, they must notify their department manager no later than two hours in advance of their scheduled shift.

A team member will be considered tardy if they report to their work area in uniform later than 4-minutes past their scheduled starting time.

A team member is considered absent when they fail to report as scheduled or fail to complete one-half day or more of scheduled work. Exceptions may be made in the case of emergencies, verification of which may be required by Hotel management. Team members who are absent three days or more will be required to provide a physician's note to return to work. An unreported absence of three consecutive days is considered job abandonment and will be recorded as a voluntary separation of employment.

A team member is considered a no call/no show if they do not report for their shift and do not call their department manager within two hours of their start time.

A point system has been developed to provide clear and advance notice of point accumulations:

Each instance of tardiness	1 point
Each Violation of call-off procedure	1 point
Each occurrence of absenteeism	2 points
Each No call/no show	5 points

Progressive discipline may be conducted according to the following accumulation of points. However, the Hotel reserves the right to alter the disciplinary penalties noted below, based upon the circumstances surrounding the offense and/or the team members' disciplinary record with the Hotel. Nothing in this policy prohibits the hotel from issuing more severe discipline, up to and including termination of employment, if in the sole discretion of Hotel management, the circumstances so warrant:

6 Points	Verbal (must be documented)
8 Points	First written
10 Points	Second written warning or disciplinary suspension at the Hotel's discretion
12 Points	Termination of Employment

Team members may reduce accumulated points by one point, down to zero, for each sixty days that pass without occurrence of any of the above-mentioned infractions. Team members will also receive a two-point reduction each calendar year on January 1.

Team members who are within their introductory period will be held to the same policy with the exception that separation of employment will occur with the accumulation of six points or one no call/no show violation.

## **Safety**

To ensure a safe environment for team members, customers, and visitors, a successful safety program depends on everyone being alert and committed to safety.



The Hotel regularly communicates with team members information pertaining to workplace safety and health issues.

Team members are expected to obey all safety rules and be careful at work. Team members must immediately report any unsafe conditions to the appropriate department manager. If a team member violates the Hotel's safety standards, they may be subject to disciplinary action. Violations include causing or not reporting a hazardous or dangerous situation.

It is very important that team members immediately inform the appropriate department manager regarding any accident that causes an injury, no matter how minor it might seem at the time. When a team member reports it quickly, the Hotel can investigate the accident promptly, follow the laws, and start insurance and worker's compensation processing.

As a team member of the Hotel you have certain rights regarding the use of hazardous materials in the workplace. The Hotel will provide information regarding the following:

- List of chemicals used in the workplace (MSDS Sheets);
- Location of chemicals;
- Physical and health hazards associated with the chemicals;
- Protection measures that must be taken to prevent exposure;
- Procedure to follow if exposed to the chemicals.

For additional information on hazardous materials in the workplace, consult your department manager.

## **Worker's Compensation**

The Hotel provides a comprehensive worker's compensation insurance program to our team members at no cost.

The workers' compensation program covers injuries or illnesses that might happen during the course of their employment that require medical, surgical, or hospital treatment. Subject to legal requirements, worker's compensation insurance begins after a short waiting period. If the team member is hospitalized, the benefits begin immediately.

It is very important that the team member tells their department manager immediately about any work-related injury or illness, regardless of how minor it might seem at the time. Prompt reporting helps the Hotel in its investigation process and ensures the team member qualifies for coverage as quickly as possible.

Worker's compensation covers only work-related injuries and illnesses. Neither the Hotel nor its insurance carrier will pay worker's compensation benefits for injuries that might happen if the team member voluntarily participates in an off-duty recreational, social, or athletic activity that we might sponsor.

## **Alcohol Misuse and Drug Free Workplace**

The Hotel is committed to being a drug-free and safe workplace. Team members who are not fit for duty, regardless of the reason, should immediately notify their department manager of their lack of fitness and should never endanger themselves, other team members, or the Hotel's guests.



Team members may not use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs while on the Hotel's premises or while conducting any business-related activity away from Hotel's premises. Team members may use legally prescribed drugs on the job only if they do not impair their ability to perform the essential functions of their job effectively and safely.

Team members are also prohibited from "alcohol misuse". Alcohol misuse includes:

- Working or operating a Hotel vehicle while impaired by alcohol (even if the team member is not impaired enough to violate DUI laws);
- Consuming alcoholic beverages while working or operating a Hotel vehicle;
- Abusing alcohol off the job to the extent that attendance or on the job performance problems occur;
- Serving or dispensing alcoholic beverages to minors or unauthorized team members who are on the clock.

Team members will not be permitted to work while under the influence of drugs or alcohol. Individuals who appear unfit for duty may be subject to a drug test. Refusal to comply with a drug test may result in disciplinary action, up to and including involuntary separation.

## **Violence Free Workplace**

To provide a safe workplace free from aggressive, threatening, or violent acts, the Hotel maintains a "zero tolerance" policy.

Inappropriate behavior of violence includes but is not limited to:

- Hitting or shoving;
- Threatening to harm an individual, their family, friends, or property;
- The threat of or intentional destruction of Hotel property;
- Harassing or threatening an individual via telephone calls, letters, e-mail messages, or other forms of written or electronic communications;
- Stalking;
- Possession of firearms, weapons, or other dangerous devices on Hotel property.

It is the responsibility of all team members to prevent violence in the workplace. Team members can help by reporting violent behavior to their department manager or General Manager. Team member's observations will be held in confidence to the maximum extent possible. The Hotel does not tolerate retaliation in any form. The Hotel will take prompt and remedial action which may include notifying law enforcement personnel.

## **Harassment Free Workplace**

Team members shall not be subject to unlawful discrimination, harassment, or retaliation because of their gender, color, race, age, national origin, pregnancy, ancestry, marital status, veteran status, disability, handicap, religion, sexual orientation, or other legally protected status where there is a bona fide occupational qualification or legitimate business reasons for the different treatment. Discrimination includes interfering with a team member's work performance, creating a hostile and/or offensive work environment.



Unwelcome conduct, whether verbal, physical, or visual, may include but is not limited to negative stereotyping, disparaging remarks, intimidating acts; conveying jokes/cartoons, or forwarding/displaying offensive e-mails based on someone's protected status.

**Sexual Harassment** is defined as unwelcome sexual advances or conduct whether verbal, physical, or visual. Unwelcome sexual advances, requests for sexual favors, or other conduct of a sexual nature constitutes sexual harassment when:

- Employment decisions are based on an individual's submission or rejection; or
- The conduct interferes with the individual's work performance or creates a hostile or offensive work environment.

Some examples of sexual harassment include but are not limited to:

- Physical conduct, such as hugging, kissing, grabbing, pinching, patting, brushing against, touching or blocking one's path;
- Implicit or explicit sexual propositions, requests, demands, or other forms of pressure for sexual favors or dates;
- Sexual suggestive or degrading remarks including jokes or teasing;
- Unwelcome verbal or physical flirtation, sexual gestures or comments, remarks about another person's body or appearance;
- Vulgar or obscene language;
- Display of sexually explicit or offensive visual material, including but not limited to photographs, cartoons, e-mails, drawings, or notes.

All team members must immediately report any discrimination, harassment, or retaliation to the General Manager or the Team Member CARE hotline. A team member should not assume the Hotel is aware of their situation. No person in this company is exempt from the policy.

The Hotel will not tolerate retaliation directed against team members who report discrimination or harassment. The Hotel will promptly investigate complaints of discrimination, harassment or retaliation and take disciplinary action. Team members are expected to cooperate with the investigation which will be kept confidential to the fullest extent possible.



## **Personal Relationships in the Workplace**

Team members are required to act professionally and to respect the privacy of guests and peers during working hours and off duty.

Conversations with guests should be friendly, courteous and consistent with excellent guest service, and should not be used to create a personal relationship. Personal conversations with fellow team members should not interfere with or prevent the performance of daily functions.

The Hotel prohibits romantic or sexual situations where there is a direct supervisory relationship. There may also be circumstances where team members in the same department whose close friendship creates a conflict. Such relationships may be disruptive and could lead to charges of favoritism, discrimination, and claims of sexual harassment. The company reserves the right to take appropriate action to protect the Hotel's interests.

## **Technology Policy: Computers/Phones/Fax**

Computers, telephones and fax machines located in the Hotel's business center and all offices are the property of the Hotel and are to be used for Hotel business only. Accordingly, team members, are prohibited from using such equipment for personal reasons. Team members should not have an expectation of privacy in anything created, stored, sent, or received on the Hotel computer system. Without prior notice, the Hotel can access an employee's Hotel e-mail account at any time, and review any material created, stored, sent or received on its network or through the internet or any other computer network.

In addition, blogging in the workplace is prohibited. Blogging is defined as a web site that contains an on line personal journal with reflections, comments and often hyperlinks provided by the author. While the Hotel neither encourages nor discourages employee-blogging on personal time, if you blog, keep these rules in mind:

- Blog on you own time and with your own computer. As stated above, use of the Hotel computers for blogging purposes will subject the team members to disciplinary action.
- Do not identify or hole yourself out as a Fairfield Inn/Prospera Hospitality team member or as speaking for the company or any other team member of the company.
- Always make it clear that the views you express are your own.
- Be careful not to discuss the company's business or affairs – respect the company's confidential and proprietary information.
- Be respectful to your fellow team members, supervisors, vendors and customers.
- Do not post information that is copyrighted unless you are the copyright owner or have written permission of the copyright owner. Please note: this is your responsibility. The Hotel cannot provide you with legal advice about copyright laws.

- While you are on your own time, please understand that what you write is in the public domain. You will be subject to discipline for disparaging, harassing, disloyal, insubordinate, discriminatory remarks, or remarks that otherwise violate Hotel policy. You are also subject to discipline for violating this policy.

## **Smoking Policy**

Team members are prohibited from smoking cigarettes, cigars, pipes or other smoke-producing products within the Hotel and the outside perimeters of the building.

Team members are encouraged to report violations of this policy to the General Manager. A prompt investigation will be made and appropriate corrective action will be taken. Violators of this policy will be subject to disciplinary action, up to and including involuntary separation. There will be no retaliation against any team member who makes a good faith report of a violation of this policy.

## **Inspections**

The Hotel reserves the right, at any time, to search team member's desk, files, lockers, or any other areas or articles on Hotel property.

## **Solicitation/Distribution of Literature**

Team members may not distribute non-working related literature on property, nor sell merchandise, solicit financial contributions, or promote any other cause, activity or organization (regardless of the benefit) on Hotel property.

## **Use of Facility**

The Hotel is for the enjoyment of the guests. In order to maintain a professional atmosphere, team members should enter and leave through the designated team member entrance no more than fifteen minutes before/end of a shift.

Team members not working are only permitted on property for attending meetings, Hotel functions, picking up a paycheck or other activities approved by management.

Team Members are prohibited from using the elevators unless traveling with a cart or walking two flights or more of stairs.

## **Lost and Found Procedures**

Any item a team member finds should be immediately turned into the Housekeeping Department.

## **Personal Property**

The Hotel will not be responsible for personal property that is lost, damaged or stolen.

## Personal Calls and Visits

Personal calls and visits are not permitted while working. Cell phone calls and text messages are only permitted in the break room on designated break times. If phones must be brought to the work area, they must be placed on silent or vibrate mode. Incoming personal calls will not be relayed and messages will only be taken if it's an emergency.

## Media Request

The General Manager is the Hotel's spokesperson regarding company information including but not limited to policies, procedures, emergency situations, etc. Team members are instructed not to release any information. All inquires from the media, whether radio, television, or newspaper, should be referred immediately to the executive office.



## Standards of Conduct

In order to maintain a high service standard, the Hotel addresses concerns in a professional manner. Listed below are examples of behavior and conduct that the Hotel considers inappropriate and could lead to disciplinary action up to and including involuntary separation of employment:

- Falsifying or altering employment or other Hotel records;
- Discussing confidential matters with unauthorized individuals;
- Using obscene, abusive, or threatening language or gestures;
- Stealing;
- Unauthorized possession of property;
- Fighting, horseplay, or provoking a fight on Hotel property;
- Gambling;
- Disregarding health, safety, or security regulations;
- Engaging in willful or gross negligence causing damage to Hotel, guest, or team member property;
- Removing, duplicating, losing, or transferring Hotel master keys;
- Failure to follow policy regarding cash banks, deposits, or other accounting procedures;
- Communicating false or malicious statements concerning team members, guests, or the Hotel;
- Insubordination;
- Loitering or sleeping on the job;
- Leaving the Hotel or failing to remain at your work station without permission during your shift;
- Failing to respect guest privacy;
- Entering a guest room without proper authorization;
- Unprofessional conduct.

## Progressive Counseling/Disciplinary Action

To help team members succeed, counseling will be done with respect and administered fairly and consistently. The Hotel provides many opportunities for improvement. It is our goal to form a dynamic team that will work hard to achieve the vision. All documentation

must be clearly communicated and another department manager must witness the conversation. Counseling need not be for the same behavior. The progression is:

- Coach & counsel
- Verbal (must be documented)
- First written
- Second written (possible suspension at the Hotel's discretion)
- Involuntary separation

All conversations must be documented and maintained in the team member's personnel file. Documentation should include steps required to improve performance. The documentation must be signed and dated by the team member, department manager, and witness. Depending on the severity, the Hotel has the right to suspend a team member at any level of the progressive discipline process.

### ***EMPLOYMENT "AT WILL"***

All employment relationships with the Fairfield Inn are on an "at-will" basis. The Hotel reserves the right to change team member's terms of employment or terminate the relationship at any time.

A voluntary separation is a team member's decision to terminate employment. Voluntary separations include resignation, retirement, or job abandonment. Team members who resign their position are encouraged to submit a two-week written notice. Failure to give proper notice may affect the team members rehire eligibility.

An involuntary separation is initiated by the Hotel. Examples of situations which may result in an involuntary separation includes, but is not limited to, team member conduct, violation of Hotel rules and/or policies, unsatisfactory attendance, company business needs or interest, reduction of the workplace, reorganization, or any other lawful reason.

Separated team members must return to their department manager any uniforms, keys, nametags, tools, and equipment that are the property of the Hotel. Separated team members will receive accrued vacation days only.

### ***RETURN OF PROPERTY***

The Hotel may loan team member's property, materials or written information to help them perform their job. Team members are responsible for protecting and controlling the loaned property.

Hotel property must be returned immediately upon separation. If a team member does not return the property, legal action may be taken.

### ***COBRA***

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) helps team members and their dependents to continue their benefits when they are no longer eligible.

There are strict rules regarding COBRA. COBRA lets an eligible team member and dependents choose to continue their benefits when a "qualifying event" occurs. Qualifying events include the team member's resignation, termination, leave of absence, reduced

work hours, divorce, legal separation, or death. Another qualifying event is when a dependent child is no longer eligible for coverage under a team member's benefit plan.

If a team member continues their insurance under COBRA, they are required to pay the full cost of the insurance at the Fairfield Inn's group rates plus an administration fee. A written notice outlining the COBRA benefit will be given to each team member that qualifies. This notice contains important information about the team member's rights and should be read carefully.

## Team Member's Pledge

*Your passion for service has led you to the beginning of a prosperous and challenging career with our Prospera Family. Welcome to a world where service meets success!*

I look forward to making a valuable contribution to the Fairfield Inn by providing outstanding service to our guests and team members.

I understand that in order to be successful, I will familiarize myself and adhere to the Fairfield Inn guidelines. I specifically understand the policies and procedures for:

- |                                               | Initials |
|-----------------------------------------------|----------|
| • Attendance and Punctuality                  | _____    |
| • Professional Image and Grooming Standards   | _____    |
| • Alcohol Misuse and Drug Free Workplace      | _____    |
| • Violence Free Workplace                     | _____    |
| • Harassment Free Workplace                   | _____    |
| • Technology Policy: Computers/Phone/Fax      | _____    |
| • Smoking Policy                              | _____    |
| • Worker's Compensation Employee Notification | _____    |

\_\_\_\_\_  
Team Member Name (print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This handbook supersedes any and all prior handbooks and oral statements. The information, policies, and benefits are subject to change at any time without notice.

Team Member's Pledge

*Your passion for service has led you to the beginning of a prosperous and challenging career with our Prospera Family. Welcome to a world where service meets success!*

I look forward to making a valuable contribution to the Fairfield Inn by providing outstanding service to our guests and team members.

I understand that in order to be successful, I will familiarize myself and adhere to the Fairfield Inn guidelines. I specifically understand the policies and procedures for:

- |                                               | Initials |
|-----------------------------------------------|----------|
| • Attendance and Punctuality                  | _____    |
| • Professional Image and Grooming Standards   | _____    |
| • Alcohol Misuse and Drug Free Workplace      | _____    |
| • Violence Free Workplace                     | _____    |
| • Harassment Free Workplace                   | _____    |
| • Technology Policy: Computers/Phone/Fax      | _____    |
| • Smoking Policy                              | _____    |
| • Worker's Compensation Employee Notification | _____    |

\_\_\_\_\_  
Team Member Name (print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This handbook supersedes any and all prior handbooks and oral statements. The information, policies, and benefits are subject to change at any time without notice.