



Hart Ranch Camping Resort Club

Employee Handbook


Revised 2024

Approval by Board of Directors

The Board of Directors approves the Employee Handbook, Personnel Policies, and Procedures of the Hart Ranch Camping Resort. The Board of Directors also approves any revisions and/or other recommended changes to these policies.

Copies of revised sections of the Personnel Policies are distributed to all employees.

These policies do not represent a contract between the Hart Ranch Camping Resort and employees and should not be construed as such.

Signature 
Date 3-15-23

President, Board of Directors,
Hart Ranch Camping Resort

HART RANCH CAMPING RESORT CLUB MISSION, VISION, AND VALUES

The **Mission** of the Hart Ranch Camping Resort is to provide our members, future members, and resort guests of all ages opportunities to connect, relax, and enjoy a premier membership camping experience.

The Hart Ranch Camping Resort **Vision** is to provide members, future members, and guests with a superior camping resort experiences through exceptional service, activities and amenities that engage and excite, and a team of staff that exceeds expectations.

Hart Ranch Camping Resort Values

Integrity: Team members are expected to know and do what is right, ALWAYS.

Purposeful/intentional: Team members will BE authentic, KNOW how to fulfill their roles, and DO their best to exceed member expectations.

Selfless Service: Team members passionately provide selfless service to staff, members, and guests.

Respect: Treat others and resort property the way you want yourself and your property to be treated.

Teamwork: Unity is vital to the success of the mission and vision of the HRCR.

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Section 1 - Handbook Introduction

1:1 Welcome to Our Resort!

It's our pleasure to welcome you to the Resort. We're an energetic and creative staff, dedicated to high standards of excellence and quality. We value each employee, and we hope that you find your work here rewarding and satisfying.

This section introduces you to the Resort's history, purpose, and goals. Please read it carefully so that you can better understand who we are and what we do. We think we are a special place—made all-the-more so by the hard work and dedication of our employees.

1:2 Introduction to the Resort

Hart Ranch Camping Resort Club is first and foremost a membership Resort. We are made up of over 4000 members who reside in most states, Canada, and other foreign countries. The Resort is not the land, buildings, activities, or events. The Resort is its members. Members are enticed to join the Resort by touring the amenities, but members remain members through the social aspects and services of the Resort. A large part of their opinion depends upon the employees they encounter. Therefore, your professionalism is constantly judged by the members. Every employee is here to provide service to the members. In summary, work hard, enjoy, and have fun! It is contagious!

Resort members will receive a bonus for referring new members to the Hart Ranch Camping Resort Club. Current members receive \$250 for a referral purchasing a lifetime membership or \$100 for a referral purchasing a 5-year membership through the sales office. To qualify for the bonus, the new member must come from a personal acquaintance outside of the Hart Ranch network. Any person that comes to Hart Ranch through our advertising, website, drive-ins, or employment does not qualify for the bonus. Sales department employees and their spouses do not qualify in any situation.

1:3 History of the Resort

Hart Ranch was originally a 13,000-acre cattle ranch owned and operated by John Harrison Hart from the 1880s to the 1940s. Western Cattle Company ranged cattle and operated the ranch until November 1983. Hart Ranch Camping Resort Club was incorporated in April of 1984. In 1989, the membership was deeded the 195-acre park.

There are several companies besides the Resort that are associated with the Hart Ranch name (i.e. Hart Ranch Development, Hart Ranch Golf Course). Hart Ranch Camping Resort is an independent and separate corporation from the Hart Ranch Development.

1:4 Purpose of This Handbook

We think that employees are happier and more valuable if they know what they can expect from our Resort and what our Resort expects from them. In the preceding sections, we introduced you to our Resort's history, values, culture, and goals. We expect you to incorporate that information into your day-to-day job performance, striving to meet our Resort's values in everything you do.

The remainder of this Handbook will familiarize you with the privileges, benefits, and responsibilities of being an employee of our Resort. Please understand that this Handbook can only highlight and summarize our Resort's policies and practices. For detailed information, please speak with your supervisor, Human Resources, Business Office personnel, or the Resort Manager.

In this Resort, as in the rest of the world, circumstances are constantly changing. As a result, we may have to revise, rescind, or supplement these policies from time to time.

Nothing in this Handbook is a contract or a promise. The policies can change at any time, for any reason, without prior notification.

1:5 Be Sure to Check Our Bulletin Board

You can find important information about our Resort on the HRCR App, HRIS, and bulletin boards located at numerous places around the Resort. We will also place important information regarding your legal rights, including information about equal employment opportunity laws and wage and hour laws within your departments. We expect all employees to periodically read the information on the bulletin boards.

1:6 Get to Know the Folks in Human Resources/Business Office

We are fortunate enough to have a wonderful team of professionals that are available to answer your questions, listen and respond to your feedback, and make the Resort run smoothly. In fact, the policies in this handbook often refer you to various team members for more information or to obtain help. The Human Resources and Business offices are located at the main lodge. The phone number for Human Resources is 605-737-5348; and the email is humanresources@hrresort.org. The phone number for the Business Office is 605-737-5363; and the email is accounting@hrresort.org.

Section 2 - The Employment Relationship

2:1 Employment Is At Will

We are happy to welcome you to the Resort. We sincerely hope that your employment here will be a positive and rewarding experience. However, we cannot make any guarantees about your continued employment at our Resort. Your employment here is at will. This means that you are free to quit at any time, for any reason, just as we are free to terminate your employment at any time, for any reason—with or without notice, with or without cause.

Nothing in this Handbook constitutes a contract or promise of continued employment.

2:2 Termination/Layoff

When the company initiates termination, it is considered involuntary. This may happen for a variety of reasons including with cause (poor work performance, breaking employee policies) or without cause (layoff). When practical, employees will be counseled and warned. However, failure to correct the issue may result in disciplinary action up to and including termination. Any disciplinary action will be documented. Upon termination the organization will inform the employee of the reason for termination, their last day, and any other pertinent details. Any benefits the employee is part of will end the final day of the month in which the termination takes place unless otherwise noted in a written agreement.

Section 3 - Hiring

3:1 Recruitment

We know that we are only as good as our employees, so we search as widely as possible for talented and motivated individuals to fill vacant positions at the Resort. Our recruitment methods are various in nature.

We encourage employees to share with us their ideas about what more we can do to find and recruit talented and motivated individuals. We conduct all recruiting in a fair and nondiscriminatory manner.

3:2 Internal Application Procedures

We encourage current employees to apply for vacant positions that interest them. To apply for a position, access the Current Job Openings list and online application system at www.hrresort.org/About Us/Employment.

3:3 Employment of Relatives (NEPOTISM)

Usually, the Resort will not refuse to hire someone simply because he or she is related to one of our current employees. Relatives will not be allowed to supervise each other.

Employment of Board Members' relatives is inappropriate and has the potential to affect the morale of other employees, and to create conflicts of interest for the relatives involved. We will not hire Board Members' relatives.

Under this policy, the term "relatives" encompasses husbands, wives, significant others, parents, children, siblings, in-laws, cousins, aunts, and uncles. This policy covers biological relationships, marriage relationships, and step relationships.

3:4 Equal Employment Opportunity Commission

The U.S. Equal Employment Opportunity Commission (EEOC) is responsible for enforcing federal laws that make it illegal to discriminate against a job applicant or an employee because of the person's race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information. It is also illegal to discriminate against a person because the person complained about discrimination, filed a charge of discrimination, or participated in an employment discrimination investigation or lawsuit.

Most employers with at least 15 employees are covered by EEOC laws (20 employees in age discrimination cases). Most labor unions and employment agencies are also covered.

The laws apply to all types of work situations, including hiring, firing, promotions, harassment, training, wages, and benefits.

3:5 Background Checks

Employees will be required to undergo criminal background checks as a contingency of employment.

3:6 ADA Compliance

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act (ADAAA) are federal laws that require employers with 15 or more employees to not discriminate against applicants and individuals with disabilities and, when needed, to provide reasonable accommodations to applicants and employees who are qualified for a job, with or without reasonable accommodations, so that they may perform the essential job duties of the position. It is the policy of Hart Ranch Camping Resort to comply with all federal and state laws concerning the employment of individuals with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, it is the company policy not to discriminate against qualified individuals with disabilities regarding application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.

Section 4 - New Employee Information

4:1 New Employee Orientation

Either prior to, or your first day of employment, you will be assigned new employee orientation online. During this training, you will receive important information about our Resort's policies and procedures, safety at the resort, and the history of the Hart Ranch. At any time, if you have questions about the resort, you can contact your supervisor, HR, or the resort manager. You will also be expected to participate in an in-person training to learn how to implement the Mission/Vision/Values of the Hart Ranch into your work experience. Before your first day of work, you must complete Federal Form I-9 and show us documentation proving your identity and your eligibility to work in the United States. The federal government requires us to do this.

4:2 Probationary Period

The first sixty days of your employment are a probationary period. During this time, your supervisor will work with you to help you learn how to do your job successfully. This period also provides both you and the Resort an opportunity to decide whether you are suited for the position for which you were hired.

You will also meet with your supervisor to go over your performance requirements. During the probationary period, your supervisor will give you feedback on your performance and will be available to answer any questions you might have.

Although we hope that you will be successful here, the Resort may terminate your employment at any time, either during the probationary period or afterwards, with or without cause and with or without notice. You are free to resign at any time and for any reason, either during the orientation period or afterwards, with or without notice. Successful completion of your orientation period does not guarantee you a job for any time period or in any way change the at-will employment relationship.

4:3 Open Positions/Promotions

Open positions will be posted on the organization's website. Employees are welcome to apply for open positions and will be evaluated based on their experience and fit for the posted job.

4:4 Internal Transfers

Employees can request a transfer between departments through their supervisor or HR. Approval for transfer will depend on position availability within the department and final approval of the supervisors involved.

4:3 Child Support Reporting Requirements

Federal and state laws require us to report basic information about new employees, including your name, address, and Social Security number, to the South Dakota Department of Labor. The state collects this information to enforce child support orders. If the state determines that you owe child support, it will send us an order requiring us to withhold money from your paycheck to pay your child support obligations.

4:4 Employee Parking

Lodge, Sales & Marketing, Hart Mart, Restaurant, Security, Pool, Administration, and Activities employees will park in the gravel lot to the south of the main lodge. Housekeeping employees will park in the posted spaces near CS6. Maintenance and Storage employees will park in the maintenance yard.

Section 5 - Employee Classifications

Temporary/Seasonal – for projects or special times of the year, not eligible for benefits or leave/sick time accruals

Part time year-round – regularly work less than 38 hours/week

Full Time year-round – regularly work at least 38 hours/week (FTYR employees who work less than 38 hours for 6-8 weeks may be reclassified as PTYR and may impact their benefit package)

Classification may change due to regular hours worked but must be done in writing with supervisor approval.

Benefit eligibility may be impacted by classification changes.

All employment is at will and either party can end employment at any time for any reason that is not illegal.

5:1 Exempt and Nonexempt Employees

Your entitlement to earn overtime pay depends on whether you are classified as an exempt or a nonexempt employee.

Exempt employees are those who do not earn overtime because they are exempt from the overtime provisions of the federal Fair Labor Standards Act and applicable state laws.

Nonexempt employees are those who meet the criteria for being covered by the overtime provisions of the federal Fair Labor Standards Act and applicable state laws.

If you are uncertain about which category you fall into, speak to Human Resources or Business Office personnel.

5:2 Volunteers

Hart Ranch Members in good standing may volunteer in limited circumstances. Members volunteer their services without receiving pay, benefits, Workers Compensation insurance, Unemployment benefits and or non-monetary benefits. Volunteers must use a sign in sheet to document their presence at the volunteer event.

5:3 Workampers

Workampers are an integral part of the HRCR team of employees. All workampers have agreed to work for the HRCR in exchange for workamper benefits as outlined in the HRCR Workamper Program form. See Appendix for more details. Workampers are expected to follow all the same policies and procedures as other employees.

Section 6 – Hours

6:1 Hours of Work

Our Resort's regular hours of business vary between departments. All hours of work are tracked through a payroll time clock system. You are required to clock in and out on a payroll time clock system, with all missed punches validated with your supervisor.

Your supervisor will let you know your work schedule, including what time you will be expected to start and finish work each day.

All employees are expected to be at the job site, ready to start work, as instructed. Unless you make other arrangements with your supervisor, you are expected to work until the end of your shift.

If you wish to change shifts permanently, talk to your supervisor. Although the Resort will consider all requests to change shifts, we cannot guarantee the request will be granted.

You may exchange shifts with another employee (that is, switch shifts on a one-time basis) only with the prior approval of your supervisor.

6:2 Flexible Scheduling

We understand that many employees need to balance the demands of their job with the needs of their families and other outside commitments. Therefore, we offer our employees the opportunity to request a flexible schedule.

If you would like to change your work schedule please talk to your supervisor.

The Resort will consider flexible scheduling requests on a case-by-case basis. When deciding whether to grant your request, we may consider the nature of your job, your work history, and our staffing needs, among other things.

6:3 Meal and Rest Breaks

Employees are allowed a 15-minute break, every 4 hours. These breaks will be paid. In addition, all employees who work at least 8 hours in a day are entitled to take a 30-minute meal break. Meal breaks are generally unpaid; however, employees who are required to work or remain at their stations during the meal break will be paid for that time.

6:4 Overtime

On occasion, we may ask employees to work beyond their regularly scheduled hours.

We will try to give employees advance notice when overtime work is necessary; however, it will not always be possible to notify employees in advance.

Exempt employees will not be paid for working beyond their regularly scheduled hours. Nonexempt employees are entitled to payment for overtime, according to the rules set forth below.

All overtime work must be approved, in advance, by the employee's supervisor. Working overtime without permission violates Resort policy and may result in disciplinary action.

For purposes of calculating how many hours an employee has worked in a day or week, our workweek begins at 12:01 a.m. on Sunday and ends at midnight on Saturday. Our workday begins at 12:01 a.m. and ends at midnight each day. Nonexempt employees will be paid 1 ½ times their regular hourly rate of pay for every hour worked in excess of 40 hours per workweek.

Section 7 - Pay Policies

7:1 Payday

Employees are paid bi-weekly. You will receive your payroll funds on Thursday. If a payday falls on a holiday, you will receive your payroll funds on the next workday immediately following that payday.

7:2 Advance Policy

The Company does not allow employees to receive pay advances.

7:3 Pay Docking

Our Resort is legally required to pay exempt employees—those who are not entitled to earn overtime—on a salary basis. This means, among other things, that exempt employees must receive the same pay for each week in which they perform work, regardless of the quantity or quality of work performed, and regardless of how many hours they work, unless an exception applies.

Resort policy prohibits docking the pay of an exempt employee—that is, paying the employee less than his or her full regular salary—except in the following circumstances:

- The employee serves an unpaid disciplinary suspension of at least one full day, imposed in good faith for violating a workplace conduct rule.
- The employee taking jury duty, as a witness, or military leave; but Hart Ranch can offset amounts received by the employee for such service.
- The employee starts or ends employment with our Resort midweek (that is, the employee does not start work first thing Monday morning, or finish employment at the end of the workday on Friday).
- The employee violates a safety rule of major significance, and the amount docked is imposed as a penalty for that violation.

- When an employee is absent one or more full days in a week for sickness or disability if taken in accordance with the sick leave/disability policy. Sick days would replace regular pay if applicable.
- When an employee is absent one or more full days in a week for personal reasons (not due to sickness or disability).
- The employee takes unpaid leave pursuant to the Family and Medical Leave Act.

If you are an exempt employee and you believe that your pay has been improperly deducted from your salary in violation of these rules, please report the issue immediately to Business Office personnel

7:4 Payroll Deductions

Your paycheck reflects your total earnings for the pay period, as well as any mandatory or voluntary deductions from your paycheck. Mandatory deductions are deductions that we are legally required to take. Such deductions include federal income tax, Social Security tax (FICA), and any other applicable federal and state taxes. Voluntary deductions are deductions that you have authorized.

If you have any questions about your deductions or wish to change your federal withholding form (Form W-4), contact Human Resources. You can update your tax forms in our employee management system as well.

7:5 Wage Garnishments

A wage garnishment is an order from a court or a government agency directing us to withhold a certain amount of money from an employee's paycheck and send it to a person or agency. Wages can be garnished to pay child support, spousal support or alimony, tax debts, outstanding student loans, or money owed as a result of a judgment in a civil lawsuit.

If we are instructed by a court or agency to garnish an employee's wages, the employee will be notified of the garnishment at once. Please note that we are legally required to comply with these orders. If you dispute or have concerns about the amount of a garnishment, you must contact the court or agency that issued the order.

7:6 Leave without Pay

Full-time year around employees are expected to work their scheduled shift. Employees are required to utilize vacation and sick pay for time off from scheduled shifts. If a scheduled workday is missed due to inclement weather, the employee may use one of the following methods of pay: sick leave, vacation leave, make up hours if available, or choose to forgo the pay for the missed time.

7:7 Expense Reimbursements

From time to time, employees may incur expenses on behalf of our Resort. We will reimburse you for the actual work-related expenses you incur, as long as those expenses are reasonable. You must follow these procedures to get reimbursed:

- Get permission from your supervisor before incurring an expense.
- Spend the Resort's money wisely and make an effort to save money by using approved vendors if possible.
- Keep a receipt for every expense.
- Submit your receipts, along with a purchase order, to the Business Office within 5 days of incurring an expense.
- Your supervisor must sign the purchase order listing the expense(s). The Resort Manager must also sign the purchase order for expenses over \$500.

If the purchase order is approved, you will receive your reimbursement on the next Accounts Payable run.

Remember that you are spending the Resort's money when you pay for business-related expenses. We expect you to save money wherever possible. Your supervisor can assist you in deciding whether an expense is appropriate.

The Resort maintains a list of preferred vendors for various work-related items and services. You must use these vendors, if possible. You can get a current copy of the list from the Business Office.

Procedures for Travel Expenses

If employees are required to travel for work, the Resort will reimburse you for your travel expenses, including:

- the cost of travel to and from the airport or train station, including parking expenses and tolls
- the cost of airline or train tickets - such tickets must be coach class
- the cost of a mid-size class rental car, if necessary
- mileage reimbursement, for those employees who prefer to use their own cars for Company travel not to exceed cost of coach class travel on airlines or trains
- the cost of lodging - employees should select moderately priced lodging if possible
- the cost of individual meals and other individual incidental expenses, up to a per diem of \$50.00 per day.
- the cost of group meals on trips will be paid in full, no more than 2 per trip

You must request advance approval of all travel expenses from your supervisor and follow the procedures above to have your expenses reimbursed.

Mileage Reimbursement

Employees who use their own vehicle for Resort business will be reimbursed at the current rate per mile. Employees are not entitled to separate reimbursement for gas, maintenance, insurance, or other vehicle-related expenses - the reimbursement rate above is intended to encompass all these expenses.

The Resort does not reimburse employees for their commute to and from the workplace.

To claim mileage reimbursement, you must follow these procedures:

- Keep a written record of your business-related travel, including the total mileage of each business trip, the date of travel, the location to which you traveled, and the purpose of your trip.
- If you anticipate having to travel an unusually long distance, get your supervisor's approval before making the trip.
- Submit your record to your supervisor for signature approval within 5 days of your trip.
- If your reimbursement request is approved, you will receive your reimbursement payment on the next Accounts /Payable run.

Before using a personal vehicle for work-related purposes, employees must demonstrate that they have a valid driver's license and adequate insurance coverage. Please see the Business Office personnel.

7:8 Holiday Pay

There is no holiday pay for seasonal employees. If a full or part-time non-exempt employee is required to work on the Thanksgiving, Christmas or New Year holidays, they shall be paid 1½ times their normal pay.

Section 8 - Employee Benefits

8:1 Employee Benefit Plans

As part of our commitment to our employees and their well-being, our company may provide full-time year-round employees with a variety of benefit plans. Full-time year-round employees who are eligible for health, life, vision, dental

and retirement benefits may begin enjoying those benefits after successful completion of their 60-day probationary period.

You should receive official plan documents for each of the benefit plans that we may offer. Those documents (along with any updates that we give you) should be your primary resource for information about your benefit plans. If you see any conflict between those documents and the information in this Handbook, the official benefit plan documents are what you will rely upon.

The benefits we may provide are meant to help employees maintain a high quality of life—both professionally and personally. We sincerely hope that each employee will take full advantage of these benefits. If you don't understand information in the plan documents or if you have any questions about the benefits we offer, please talk to Human Resources personnel.

8:2 Lactation Accommodations

The Hart Ranch Camping Resort supports nursing moms by accommodating for their desire or need to express milk during the workday. The Fair Labor Standards Act (FLSA) provides that employees who are non-exempt be provided with reasonable break time to express breast milk for a nursing child for one year after the child's birth each time such employee has the need to express the milk. Employees who are exempt may be provided with such breaks as required by state law or at the discretion of the company. A private space, other than a bathroom that is shielded from view and free from intrusion from coworkers and the public will be provided to nursing mothers as needed.

8:3 Workers' Compensation Insurance (Full and Part-time year-round Employees)

If you suffer from an illness or injury that is related to your work, you may be eligible for workers' compensation benefits. If you are injured or become ill through work a written report must be filed and completed within 24 hours of injury. You must inform your supervisor immediately, regardless of how minor the injury or illness might be.

To find out more about workers' compensation coverage, contact Human Resources.

8:4 Unemployment Insurance (Full and Part-time year-round Employees)

If your employment with our Resort ends, you may be eligible for unemployment benefits. These benefits provide you with a percentage of your wages while you are unemployed and looking for work. To find out more, contact Department of Labor at 605-773-3101.

Section 9 - Use of Resort Property

9:1 Resort Property

We ask all employees to take care of Resort property and to report any problems to your supervisor. If a piece of equipment or property is unsafe for use, please report it immediately.

Please use property only in the manner intended and as instructed.

We do not allow personal use of Resort property unless specifically authorized in this Handbook.

Failure to use Resorts property appropriately, and failure to report problems or unsafe conditions, may result in disciplinary action, up to and including termination.

Theft of Resort property will result in automatic termination.

9:2 Resort Cars/Vehicles/Golf carts/Mowers (further known as Vehicles)

We have invested in Resort vehicles so that our employees can use them on Resort business in place of their own vehicles. This saves wear and tear on personal vehicles and eliminates the need for keeping track of mileage.

We need your help in keeping Resort vehicles in good condition. Please keep them clean, and please remove any trash or personal items when you are finished using the vehicles. No smoking is allowed in any resort vehicle.

Please immediately report any accidents, mechanical problems, or other problems to your supervisor. We will try to have Resort vehicles repaired or serviced as soon as possible.

Only authorized employees may use Resort vehicles, and they may do so only on Resort business.

You may not use Resort vehicles while under the influence of drugs or alcohol or while otherwise impaired. Driving a Resort vehicle while under the influence of drugs or alcohol may result in immediate termination. You must have a valid driver's license and complete a Motor Vehicle Form to use Resort vehicles. We expect that you will drive in a safe and courteous manner. The speed limit is 10 M.P.H. on Resort property.

All employees and Board Members who will be driving a Resort vehicle are required to complete an Authorization for Motor Vehicle Record Review form, so your driving record can be examined by our insurance company. (See Appendix)

If you receive any tickets for parking violations or moving violations, you are responsible for taking care of them and any other costs associated with those violations.

Violating this policy in any way may result in disciplinary action, up to and including termination.

If you have been assigned a Resort car, it is your responsibility to keep the car in good condition and repair. At a minimum, this means keeping the car clean, bringing it in for scheduled maintenance by an authorized service department, and checking and changing the oil on schedule. Periodically, we may inform you of other ways in which you must care for the car. We will, of course, reimburse you for any ordinary expenses associated with maintaining the vehicle.

9:3 Telephone System

The Resort's telephone system is for business use only. Employees are expected to keep personal calls to a minimum. If you must make or receive a personal call, please keep your conversation brief. Extensive personal use of Resort phones is grounds for discipline.

9:4 Return of Resort Property

When your employment with this Resort ends, we expect you to return Resort property—and to return it clean and in good repair. This includes this Employee Handbook, all manuals and guides, documents, phones, computers, equipment, tools, badges, and keys. It may also include uniforms, sweatshirts, and jackets. Check with Human Resources personnel for guidance.

We reserve the right to take any lawful action to recover or protect our property. If you do not return a piece of property, or it is returned in disrepair we will withhold from your final paycheck the cost of replacing or repairing that piece of property. Failure to return a key at the end of employment will result in a charge based on the cost of re-keying the space for the lost key. See the Appendix for the full Key Control Policy. We also reserve the right to take any other lawful action necessary to recover or protect our property.

Section 10 - Leave and Time Off

The Resort recognizes that our employees need to take time off occasionally, to rest and relax, to enjoy a vacation, or to attend to personal matters. **Full and Part-time year-round employees are eligible to participate in the Leave and Time Off Program.**

Because of the nature of our business, Leave and Time Off is discouraged during the months of June, July, and August for most year-round roles. To schedule Leave and Time Off, eligible employees should request advanced approval from their supervisor. Each request will be reviewed based on a number of factors, including our business needs and staffing requirements. A Time Off request must be completed for ALL requested time off and is available within the HRIS.

10:1 Vacation

All eligible employees accrue vacation time according to the following schedule:

- 1st Year – 0.02 hours per hour worked to 1 week; maximum accrued of 1 ½ times
- 2nd Year – 0.04 hours per hour worked to 2 weeks; maximum accrued of 1 ½ times
- 3rd and 4th year - 0.06 hours per hour worked to 3 weeks; maximum accrued of 1 ½ times
- 5th year and beyond – 0.08 hours per hour worked to 4 weeks; maximum accrued of 1 ½ times.

All vacation time will cease to accrue when the balance of the employee's vacation account reaches 1 1/2 times maximum vacation benefit. Employees must schedule their vacations in advance with their supervisor.

The length of eligible service is calculated on the basis of a "benefit year." A "benefit year" is defined as the 12-month period that begins when you start earning vacation time. Your benefit year may be extended for any significant leave of absence except military leave of absence. (Military leave has no effect on the benefit year calculation.) See the leave of absence policies in this handbook for more information.

Once you enter an eligible employment classification, you begin to earn paid vacation time according to the schedule in this policy. Vacation time will accrue during the 60-day probationary period. At the conclusion of the 60-day probationary period, you are eligible to start taking vacation time. No negative accrual is allowed.

Vacation time off is paid at your base pay rate at the time of the vacation. It does not include overtime or any special forms of compensation.

We encourage you to use your available paid vacation time for rest, relaxation, and personal pursuits. In the event that you do not use your available vacation by the end of the benefit year, you may carry over the unused time to the next benefit year. You are however, encouraged to use at least 1/2 of one year's accrued vacation each year, during the off season (Labor Day to Memorial Day).

Employees will be paid for any unused vacation when their employment terminates.

10:2 Holidays

Hart Ranch Resort gives holiday time off to all year-round (non-workcampers) employees for the following holidays:

- ½ day on New Year's Eve (December 31)
- New Year's Day (January 1)
- Easter Sunday
- *Memorial Day
- *Fourth of July
- *Labor Day
- Thanksgiving Day

- ½ day on Christmas Eve Day (December 24)
- Christmas Day (December 25)

We provide holiday time off with pay to eligible year-round employees immediately upon assignment to an eligible employment classification. If you are eligible for paid holidays, your holiday pay will be calculated on your straight-time pay rate as of that holiday, multiplied by the number of hours you would normally have worked on that day (calculated by an average # of hours worked per day during the last 2 pay periods, up to 8 hours per holiday).

If the holiday falls on your regular day off, you may schedule another day to take off during the same calendar year (with the exception of New Year's Eve). For paid holidays falling during June, July, and August, the employee is asked to schedule the holiday time off with their supervisor to assure the least amount of impact to the operations of the Resort. If the employee is unable to take the holiday off when it occurs, they are asked to schedule and take the holiday within the same calendar year.

If a recognized holiday falls during an eligible employee's paid absence (such as vacation or sick leave), holiday time off will be provided instead of the paid time off benefit that would otherwise have been applied.

If eligible nonexempt employees work on a recognized holiday, the employees will receive an additional day off with pay within the calendar year.

If a holiday falls on a weekend, the Resort will inform you when the holiday will be observed. Ordinarily, holidays falling on a Saturday will be observed the preceding Friday; holidays falling on a Sunday will be observed the following Monday.

10:3 Sick Leave

Hart Ranch Resort provides paid sick leave benefits to eligible employees for periods of temporary absence due to illnesses or injuries. Employees in the following employment classifications are eligible for sick leave:

- * Full-time and Part-time year-round employees

Once you are eligible, you will accrue sick leave benefits at the rate of 0.02 hours per hour worked. Sick leave benefits are calculated on the basis of a "benefit year." This is the 12-month period that begins when you start earning sick leave. Employees may use sick leave upon completion of their 60-day probationary period.

If you are unable to report to work due to illness or injury, you must notify your supervisor via phone, email, or text message a minimum of 1 hour before the scheduled start of your workday. Your supervisor must also be contacted on each additional day of absence. If an employee misses work due to illness three days in a row, they are required to bring a doctor's note to release their return to work.

Sick leave benefits will be calculated based on your base pay rate at the time of the absence and will not include any special forms of compensation, such as overtime, incentives, commissions, bonuses, or shift differentials.

Unused sick leave benefits will be allowed to accumulate to a maximum of 120 hours for year-round employees.

Sick leave benefits may also be used to assist in the care of "immediate family" such as the employee's spouse, parent, child, or sibling; spouse's parent, or child; child's spouse; or grandparents or grandchildren. You will not be paid for unused sick leave benefits either while employed or upon termination of employment, unless the employee retires at or after the age of 62 with at least 15 years of continuous service.

You may give ½ of your sick leave to a fellow year-round eligible employee. Request to give ½ of your sick leave must be made in writing and submitted to the Human Resources.

10:4 Bereavement Leave

In the event of the death of an immediate family member, Hart Ranch Resort provides bereavement leave. To request bereavement leave, see your supervisor to schedule the time off.

We grant up to 3 days of paid bereavement leave to eligible employees in the following employment classifications:

- * Full-time and Part-time year-round employees

During paid bereavement leave, your pay will be calculated based on your pay rate at the time of absence, excluding any special forms of compensation, such as overtime, incentives, commissions, bonuses, or shift differentials.

We will normally grant bereavement leave unless there are unusual business needs or staffing requirements that prevent accommodating the request. You may also, with supervisory approval, use any available paid leave benefits, such as vacation, for additional time off as necessary.

The bereavement leave policy defines "immediate family" as your spouse, parent, child, or sibling; your spouse's parent, child, or sibling; your child's spouse; or your grandparents or grandchildren. Special consideration will be given to a request for bereavement leave for a person whose association with you was similar to any of the above relationships.

A copy of the obituary is required to validate the paid bereavement leave.

10:5 Family and Medical Leave

Employees who have worked for our Resort for at least a full year, and have worked at least 1,250 hours during the previous year, are eligible to take unpaid family and medical leave for one or more of these purposes:

- Because the employee's own serious health condition makes the employee unable to work
- To care for a spouse, child, or parent who has a serious health condition, or
- To care for a newborn, newly adopted child, or recently placed foster child.

A serious health condition is one that requires inpatient care or continuing treatment by a health care practitioner. Not all conditions are covered; if you have questions about what qualifies as a serious health condition, contact Business Office personnel.

Leave Available

Eligible employees may take up to 12 weeks of unpaid leave in a 12-month period for any of the above purposes. This 12-month period begins January 1 and goes through December 31.

A parent who takes leave to care for a newborn, newly adopted child, or recently placed foster child must complete this leave within a year after the birth, adoption, or placement.

If you and your spouse both work for our Resort, the two of you will be entitled to a combined total of 12 weeks of leave to care for a newborn, newly adopted child, or recently placed foster child, and to care for a parent with a serious health condition.

Notice Requirements

Employees are required to give notice at least 30 days in advance of their need for family and medical leave if their need for leave is foreseeable. If you fail to do so, we may delay your leave. In emergencies and unexpected situations, employees must give as much notice as is practicable under the circumstances.

Reinstatement

When you return from leave, you have the right to return to your former position or an equivalent position, except:

- You have no greater right to reinstatement than you would have had if you had not been on leave.
- If your position is eliminated for reasons unrelated to your leave.
- The Resort may not be obligated to reinstate you if you are a key employee—that is, you are among the highest-paid 10% of our workforce and holding your job open during your leave would cause the Resort substantial economic harm. If the Resort classifies you as a key employee under this definition, you will be notified soon after you request leave.

Substitution of Paid Leave

An employee who has accrued paid time off may use these benefits to receive pay for all or a portion of family and medical leave.

If an employee takes paid sick or vacation leave, workers' compensation leave, disability leave, or other leave for a reason that qualifies for family and medical leave, the Resort may designate that time off as family and medical leave and count it against the employee's 12-week entitlement.

Certification

The Resort may ask employees who take leave for their own serious health condition or to care for a spouse, parent, or child with a serious health condition to provide a doctor's form certifying the need for leave. We will provide you with a form to be used for this purpose. The Resort also has the right to seek a second opinion and periodic recertification. In some cases, the Resort may ask employees who take leave for their own serious health condition to provide a fitness-for-duty report from their doctor before they return to work.

The Resort may also ask employees who take leave to care for a family member with a serious health condition or care for a new child to provide documentation or certification of their relationship (for example, a birth certificate).

Intermittent Leave

Employees may take leave all at one time or intermittently—that is, a day or two at a time—for their own serious health condition or to care for a family member with a serious health condition, if it is medically necessary to do so. If you need intermittent leave for medical treatment, you must try to schedule your treatment so it doesn't unduly disrupt the Resort's operations. We may temporarily reassign you to a different position with equivalent pay and benefits to accommodate the intermittent schedule.

The Resort will consider requests for intermittent leave to care for a new child on a case-by-case basis.

Health Insurance During Leave

Your health insurance benefits will continue during leave. You will be responsible for paying any portion of the premium that you ordinarily pay while you are working, and you must make arrangements to make these payments while you are out. Employees who do not return from family and medical leave may be required to reimburse the Resort for any premiums paid on the employee's behalf during the leave.

10:6 Military Leave

The Resort supports those who serve in the armed forces to protect our country. In keeping with this commitment, and in accordance with state and federal law, employees who must be absent from work for military service are entitled to take a military leave of absence. This leave will be unpaid. Exempt employees taking temporary military leave and work for the employer in the same week will be paid for the entire week

When an employee's military leave ends, that employee will be reinstated to the position he or she formerly held, or to a comparable position, provided the employee meets the requirements of federal and state law.

Employees who are called to military service must tell their supervisors as soon as possible that they will need to take military leave. An employee whose military service has ended must return to work or inform the Resort that he or she wants to be reinstated in accordance with these guidelines:

- For a leave of 30 or fewer days, the employee must report back to work on the first regularly scheduled workday after completing military service, allowing for travel time.
- For a leave of 31 to 180 days, the employee must request reinstatement within 14 days after military service ends.
- For a leave of 181 days or more, the employee must request reinstatement within 90 days after military service ends.

During this unpaid leave, employees are entitled to use applicable paid time off (vacation time or personal days).

The Resort will continue your health insurance benefits during your leave, under these circumstances:

If you are absent for 30 or fewer days, you will be treated as any employee not on leave. The Resort will continue to pay its share of the insurance premium, and you must continue to pay your usual share.

If your leave lasts longer than 30 days, you will have to pay the entire premium to continue your benefits.

10:7 Voting

Our Resort encourages employees to exercise their right to vote. If your work schedule and the location of your polling place will make it difficult for you to get to the polls before they close, you are entitled to take up to 1 hour off work, at the beginning or end of your shift, to cast your ballot. This time will be unpaid.

Employees who will need to take time off work to vote must inform their supervisors at least seven days in advance. Employees are expected to work with their supervisors to ensure that their absence doesn't negatively impact Resort operations.

10:8 Jury Duty

If you are called for jury duty, you are entitled to take time off, as necessary, to fulfill your jury obligations. Full-time year-round exempt employees receive regular wages minus any compensation provided by the court system. No employee will face discipline or retaliation for jury service.

You must immediately inform your supervisor when you receive your jury duty summons. If you are chosen to sit on a jury, you must inform your supervisor how long the trial is expected to last. You must also check in with your supervisor periodically during your jury service, so the Resort knows when to expect you back at work.

You must provide a copy of the summons.

10.9 Personal Days

The Company provides its year-round staff with paid Personal Days to meet personal and individual needs. Any Personal Days used will be deducted from accrued Sick Leave. Eligible employees may take up to three personal days per calendar year. Personal days must be approved in advance. Except in cases of emergency, an employee should submit their request for time off for their supervisor's approval two weeks in advance of the day(s) they wish to use personal days. Days taken off the day before or the day after paid holidays or paid vacation days will not be recognized as Personal Days and no payment will be made for them.

No Personal Days may be taken during the first six (6) months of employment. You may not carry over Personal Days into the next calendar year. Employees are not paid for unused Personal Days. Personal Days may not be taken in units of less than one-half day.

Section 11 - Performance

11:1 Your Job Performance

Every employee contributes to the success or failure of our Resort. We expect everyone to perform to the highest level possible. Poor job performance can lead to discipline, up to and including termination.

11:2 Discipline Policy/Corrective Counseling

If an employee is found to have job performance challenges their direct supervisor will address the issue in several possible ways:

- Counseling/Coaching
- Verbal and written warnings
- Performance Improvement Plans (PIP)
- Suspension
- Termination

Appeals process – employees will have the opportunity to provide information to dispute information management has cited in their disciplinary action.

Behavior that is illegal, theft, substance abuse, intoxication, fighting, threatening activity, or other acts of violence at work may be grounds for immediate termination.

Documentation will be kept and available to an employee upon request. They will be asked to sign the documentation to attest to their receipt and understanding of the corrective action.

11:3 Performance Reviews

Because our employees' performance is vital to our success, we conduct annual reviews of individual employee performance. We hope that, through these reviews, our employees will learn what we expect of them, and we will learn what they expect of us.

We require all employees to participate in the review process.

- End of season review
- Regular coaching with your supervisor (both formal and informal)

Year-round and part-time seasonal employees' raises will be based on the annual review. Part-time seasonal employees' eligibility to be rehired will also be established from the annual review.

To learn more about our performance review system, contact your supervisor.

11:4 Service Awards

The Hart Ranch Camping Resort appreciates all of its employees. With that in mind, there may be recognition through an employee of the month/year award program.

Section 12 - Workplace Behavior/Standards of Conduct

Failure to comply with any of the following policies and guidelines may lead to discipline up to termination.

12:1 Please Act Professionally

People who work together have an impact on each other's performance, productivity, and personal satisfaction in their jobs. In addition, how our employees act toward customers and vendors will influence whether those relationships are successful for our Resort.

Because your conduct affects many more people than just yourself, we expect you to appear and act in a professional manner whenever you are on Resort property, conducting Resort business, or representing the Resort at business or social functions.

Although it is impossible to give an exhaustive list of everything that professional conduct means, it does, at a minimum, include the following:

- following the rules in this Employee Handbook that apply to you
- refraining from rude, offensive, or outrageous behavior
- refraining from ridicule and hostile jokes
- treating coworkers, customers, and vendors with patience, respect, and consideration
- being courteous and helpful to others
- communicating openly with supervisors, managers, and coworkers
- the absence of gossip and promotion of the rumor mill.

The success of this Resort depends in great part on the loyalty and good will of our customers. As a result, we expect our employees to behave in the following manner when interacting with guests:

- to treat all guests with courtesy and respect
- to always be helpful and cheerful toward customers (internal and external)
- to be professional
- to look professional
- to communicate openly

12:2 Punctuality and Attendance

You are important to the effective operation of this business. When you are not here at expected times or on expected days, someone else must do your job or delay doing his or her own job while waiting for you to arrive. If you work with customers or vendors, they may grow frustrated if they can't reach you during your scheduled work times.

As a result, we expect you to keep regular attendance and to be on time and ready to work at the beginning of each scheduled workday.

Of course, things will sometimes happen that will prevent you from showing up to work on time. For example, you may be delayed by weather, a sick child, or car trouble. If you are going to be more than 10 minutes late, please call, text, or email your supervisor. Please give this notice as far in advance as possible.

If you must miss a full day of work for reasons other than vacation, sick leave, or other approved leave (such as leave to serve on a jury or for a death in a family), you must notify your supervisor as far in advance as each policy requires.

If you are late for work or fail to appear without calling in as required by this policy or by other policies in this Handbook, you will face disciplinary action, up to and including termination.

If you do not call your supervisor or do not present for work for two consecutive days or three non-consecutive days, we will consider the lack of notice as your notice of voluntary resignation.

12:3 Employee Appearance and Dress

During the Peak Season (May 15 – September 15), all HRCR team members follow the guidelines below on all days of the week.

- Shirt – Hart Ranch issued shirt. Any garment worn under the HR shirt must be a solid color.
- HR Name Tag – Worn on Right side of chest
- Pants – slacks, capris, jeans, shorts or skirts (Employee Purchased) – NO HOLES
 - *Shorts and skirts shall be no shorter than 2 inches above the knee cap.*
- Outerwear (If Issued) – Hart Ranch Jacket/Sweatshirt (HR Issued)
- Hats – Worn with the bill facing forward (HR Issued)
- Shoes – Close toed (Employee purchased)
- Piercings – Ears and modest facial jewelry, no gauges
- Tattoos – No facial area tattoos and no visibly offensive tattoos

Exceptions by Department

Lodge Registration/Administration/Sales

- Hats – Hats are not allowed

Restaurant

- Pants – Denim, khaki, or black bottoms/capris (Employee Purchased) – NO HOLES
- Apron – (HR Issued)
- Shoes – Closed toed, slip-resistant soles (Employee Purchased)
- Jewelry – On hands and arms, plain-band rings only
- Hair – head and facial hair must be properly bound/covered to meet safe food-handling requirements

During the off season at Hart Ranch, employees may wear business casual clothes with no holes in their pants or open toed shoes.

12:4 Weapons at Work

The Hart Ranch Camping Resort believes that it is our obligation to ensure a safe workplace for all employees. With that in mind, weapons are not allowed in any workplace on the HRCR property. Employees are responsible for making sure that any item they possess is not prohibited by this policy.

12:5 Pranks and Practical Jokes

Although we want our employees to enjoy their jobs and have fun working together, we cannot allow employees to play practical jokes or pranks on each other. At best, these actions disrupt the workplace and dampen the morale of some; at worst, they lead to complaints of discrimination, harassment, or assault.

12:6 Threatening, Abusive or Vulgar Language

We expect our employees to treat everyone they meet through their jobs with courtesy and respect. Threatening, abusive, or vulgar language has no place in our workplace. It destroys morale and relationships, and it impedes the effective and efficient operation of our business.

As a result, we will not tolerate threatening, abusive, or vulgar language from employees while they are on the worksite, conducting Resort business, or attending Resort-related business or social functions.

12:7 Horseplay

Although we want our employees to have fun while they work, we don't allow employees to engage in horseplay—which is fun that has gotten loud and boisterous and out of control. Horseplay disrupts the work environment and can get out of hand, leading to fighting, hurt feelings, safety hazards, or worse.

12:8 Fighting

Verbal or physical fighting among employees is absolutely prohibited. Employees shall not engage in, provoke, or encourage a fight. Employees who engage in fighting will face disciplinary action, up to and including termination.

12:9 Sleeping on the Job

When our employees arrive at work, we expect them to be physically prepared to work through their day. Employees who sleep on the job dampen morale and productivity and deprive us of their work and companionship.

12:10 Insubordination

This workplace operates on a system of mutual respect between supervisors and employees. Supervisors must treat their employees with dignity and understanding, and employees must show due regard for their supervisors' authority.

Insubordination occurs when employees unreasonably refuse to obey the orders or follow the instructions of their supervisors. It also occurs when employees, through their actions or words, show disrespect toward their supervisors.

We understand, however, that there will be times when employees have valid reasons for refusing to do as their supervisor says. Perhaps the employee fears for his or her safety or the safety of others. Perhaps the employee believes that following instructions will violate the law or pose some other problem for this Resort. Or maybe the employee thinks that there is a better way to accomplish a goal or perform a task. When these issues arise, we do not ask that employees blindly follow orders. Instead, we ask that employees explain the situation to their supervisor. If, after hearing the employee's side, the supervisor continues to give the same order or rule, the employee must either obey or use the complaint procedures described in Section 19 of this Handbook.

12:11 Harassment

Hart Ranch Camping Resort is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, or any other legally protected characteristic will not be tolerated.

Sexual harassment occurs when an employee makes continued, unwanted sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature to another employee, against his or her wishes. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Making sexual gestures, or displaying sexually suggestive objects or pictures, cartoons or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.
- Physical conduct that includes touching, assaulting, or impeding or blocking movements.

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

If you experience or witness sexual or other unlawful harassment in the workplace, report it within 72 hours of the incident in writing to your supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact Human Resources or the Resort Manager or any other member of management. You may raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. Hart Ranch will have 45 days to investigate this incident. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise Human Resources or the Resort Manager or any member of management so it can be investigated in a timely and confidential manner. Any employee engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

12:12 Personal Cell Phones

Employees should make personal cell phone calls or texts during break or lunch times to the maximum extent possible.

If a personal call or text is necessary during work time:

- Employees should speak quietly and reserve personal or intimate details for non-work hours.
- Cell phone use during working hours must never include language that is obscene, discriminatory, offensive, prejudicial or defamatory in any way (such as jokes, slurs and/or inappropriate remarks regarding a person's race, ethnicity, sex, sexual orientation, religion, color, age or disability).
- Frequent or lengthy phone calls are not acceptable as they may adversely affect the employee's productivity and disturb others.
- Texting should not occur in the work area while customers are present and should NOT prevent the employee from performing their job as described in their job description.

Employees will turn off cell phone ringers or change ringers to "mute" or "vibrate" during work time, training, conferences, when meeting with customers or serving customers, and if an employee shares a workspace with others. The use of cameras on cell phones during work time is prohibited to protect the privacy of the employer as well as of fellow employees.

Employees in administrative positions may use their personal cell phones for business-related purposes.

12:13 Chain of Command

Employees will respect and follow the chain of command of Hart Ranch Resort. If you are approached by anyone that is outside of this chain of command, you are required to refer that individual to your immediate supervisor. The immediate supervisor will report this interaction to the Resort Manager, and the Resort Manager will report this to the President of the Board of Directors.

If you have an issue with a fellow employee, we encourage you to talk with that employee personally. If you are not comfortable with that, speak with your immediate supervisor. If the fellow employee is your immediate supervisor then talk with Human Resources or the Resort Manager.

12:14 Monetary Transactions

Employees will not complete personal transactions, including but not limited to, pumping gas or propane, completing site transactions, or ringing up personal sales.

Section 13 - Health and Safety

13:1 Safety Policy

The Resort takes employee safety very seriously. All employees will become familiar with the Hart Ranch Camping Resort Club Employee Safety Manual.

In order to provide a safe workplace for everyone, every employee must follow the safety rules:

- Horseplay, rough-housing, and other physical acts that may endanger employees or cause accidents are prohibited.
- Employees must follow all safety instructions.
- Employees in certain positions may be required to wear protective equipment, such as hair nets, hard hats, safety glasses, work boots, ear plugs, or masks. Your supervisor will let you know if your position requires protective gear.
- Employees in certain positions may be prohibited from wearing dangling jewelry or apparel, or may be required to pull back or cover their hair, for safety purposes. Your supervisor will tell you if you fall into one of these categories.
- All equipment and machinery must be used properly. This means all guards, restraints, and other safety devices must be used at all times. Do not use equipment for other than its intended purpose.
- All employees must immediately report any workplace condition that they believe to be unsafe to their supervisor. The Resort will look into the matter promptly.
- All employees must immediately report any workplace accident or injury to your supervisor.

13:2 Workplace Security

It is every employee's responsibility to help keep our workplace secure from unauthorized intruders. Every employee must comply with these security precautions.

After-hours access to the workplace is limited to those employees who need to work late. If you are going to be working past our usual closing time, please let your supervisor know. When an employee is not scheduled to work, access to the Resort is governed by Membership Bylaws and Policies.

Employees are allowed to have an occasional visitor in the workplace, but workplace visits should be the exception rather than the rule. If you are anticipating a visitor, please let security or the Lodge know. When your visitor arrives, you will be notified.

Visitors must have a visitor's pass in their vehicle when they are in our workplace. Visitors can get a badge at security. They must return the badge when they leave Resort premises.

Do not leave your visitor unattended in the workplace. If you have a visitor, you must accompany your visitor at all times. This includes escorting your visitor to and from the entrance to our Resort.

If you are the last to leave the workplace for the evening, you are responsible for following the directions you were given by your supervisor. If you have questions about any of these responsibilities, please talk to your supervisor.

13:3 What to Do in an Emergency

In case of an emergency, such as a fire, tornado, or accident, your first priority should be your own safety. In the event of an emergency causing serious injuries, *IMMEDIATELY DIAL 911, then Security at 605-939-9099* so they can respond while awaiting assistance by police and rescue workers.

13:4 Smoking and Chewing Tobacco

Smoking, vaping and/or chewing are not allowed in any building, vehicle or in front of guests. Hart Ranch Camping Resort Club has a no smoking policy in all public areas of the resort. This policy prohibits smoking in the Lodge, comfort stations, Hart Mart, laundry rooms, shower rooms, pool area, and cabin units. Smoking and vaping are not allowed within 25' of any building on the Resort.

To protect and enhance the health and well-being of all employees, Hart Ranch Camping Resort Club shall be entirely tobacco free, except in designated areas. Smoking and vaping are prohibited in all enclosed areas within Hart Ranch Camping Resort Club worksites, without exception. This includes common work areas, conference and meeting rooms, private offices, hallways, stairs, restrooms; employer owned or leased vehicles, and all enclosed facilities.

The only designated smoking/vaping areas at Hart Ranch Camping Resort Club are outdoors. The first area is located east of (behind) Hart Mart. The second area is located at the employee picnic table, south of the laundry building. The third area is located at the east end of the maintenance lot by the mower washing area. No one may smoke/vape along any pathway or walkway leading to or from the designated smoking area, nor may employees smoke/vape at the public picnic tables or outdoors in any of the grassy areas or the parking lots.

Additionally, employees may smoke/vape in their personal vehicles, but the smoke, vapor and tobacco products must be completely contained within the vehicle. It is not acceptable that either smoking or non-smoking employees are subjected to smoke that they must walk through to reach their vehicle or any other destination on the premises.

While Hart Ranch Camping Resort Club makes these areas available to tobacco/nicotine users, it in no way has any legal responsibility to do so. Employees who choose to use these smoking areas do so at their own risk. No additional breaks are allowed to any employee who smokes. Finally, smokers, vapers and users of tobacco products must dispose of the remains in the proper containers. This helps to keep a neat and clean environment for all employees, members, and visitors.

Failure to comply with all of the components of this policy will result in disciplinary action, up to and include employment termination. This policy may also be adjusted for times of limited rainfall.

13:5 Drug and Alcohol Use

Hart Ranch Resort wants to provide a drug-free, healthful, and safe workplace. To meet this goal, we expect you to report to work in a mental and physical condition that enables you to perform your job in a satisfactory manner. See section 17 in this manual for more details on the Hart Ranch Camping Resort's drug and alcohol policy.

13:6 Violence Is Prohibited

We will not tolerate violence in the workplace. Violence includes physical altercations, coercion, pushing or shoving, horseplay, intimidation, stalking, bullying and threats of violence. Any comments about violence will be taken seriously—and may result in your termination. Please do not joke or make offhand remarks about violence.

What to Do in Case of Violence

If you observe an incident or threat of violence that is immediate and serious, call security personnel at 605-939-9099. If you are unable to reach someone at this number, *IMMEDIATELY DIAL 911* and report the incident to the police.

If the incident or threat does not appear to require immediate police intervention, please contact security and report it as soon as possible, using the Resort's complaint procedure. All complaints will be investigated and appropriate action will be taken. You will not face retaliation for making a complaint.

13:7 Don't Use a Cell Phone While Driving

We know that our employees may use their cell phones, whether these devices belong to the employee or are issued by the Resort, for work-related matters.

Employees are prohibited from using cell phones or PDAs for work-related matters while driving, however. We are concerned for your safety and for the safety of other drivers and pedestrians; and using a cell phone while driving can lead to accidents. If you must make a work-related call, text, or email while driving, you must wait until you can pull over safely and stop the car before proceeding. If you receive a work-related call while driving, you must ask the caller to wait while you pull over safely and stop the car. If you are unable to pull over safely, you must tell the caller that you will have to call back when it is safe to do so. If you receive a work-related text or email while driving, you must wait until you pull over safely to reply.

Those who violate this policy will be subject to discipline, up to and including termination.

Employees may use hands-free equipment to make or answer calls while driving without violating this policy. However, safety must always be your first priority. We expect you to keep these calls brief. If, because of weather or traffic conditions or for any other reason, you are unable to concentrate fully on the road, you must either end the conversation or pull over and safely park your vehicle before resuming your call.

13:8 Severe Weather and Closures

As part of Hart Ranch Camping Resort's policy to keep their employees safe, the Resort asks all employees to use their best judgment when traveling to and from their work site. Please view or listen to weather and road reports as well as local school and business closures.

If a scheduled workday is missed due to inclement weather, the employee may use one of the following methods of pay: sick leave, vacation leave, make up hours if available, or choose to forgo the pay for the missed time.

Section 14 - Employee Privacy

14:1 Search Policy

If you are suspected of theft, alcohol, or drug use, we will call the local authorities to investigate.

14:2 Telephone Monitoring

The Resort reserves the right to monitor calls made from or received on Resort telephones. Therefore, no employee should expect that conversations made on Resort telephones will be private. Employees may make personal calls during their breaks; if you must make a personal call during your work hours, you are expected to keep the conversation brief.

Section 15 - Computers, Email, Social Networking Sites and the Internet

15:1 Email

Our Resort provides employees with computer equipment, including an Internet connection and access to an electronic communications system, to enable them to perform their jobs successfully. This policy governs your use of the Resort's email system.

Use of the Email System

The email system is to be used for official Resort business only, not for personal reasons.

Email Is Not Private

Email messages sent using Resort communications equipment is the property of the Resort. We reserve the right to access, monitor, read, and/or copy email messages at any time, for any reason. You should not expect that any email message you send using Resort equipment, including messages you consider to be, or label as personal, will be private.

Email Rules

All of our policies and rules of conduct apply to employee use of the email system. This means, for example, that you may not use the email system to send harassing or discriminatory messages, including messages with explicit sexual content or pornographic images; to send threatening messages; or to solicit others to purchase items for non-Resort purposes.

We expect you to exercise discretion in using electronic communications equipment. When you send email using the Resort's communications equipment, you are representing the Resort. Make sure that your messages are professional and appropriate, in tone and content. Remember, although email may seem like a private conversation, email can be printed, saved, and forwarded to unintended recipients.

Violations

Any employee who violates this policy can be subject to discipline, up to and including termination.

Guidelines for Email Writing

1. Always spell check or proofread. Email is official Resort correspondence. Spelling errors in email are all too common and look unprofessional. Always take the time to check for spelling errors before you send email.
2. Use lowercase and capital letters in the same way that you would in a letter. Using all capital letters is the email equivalent of shouting at someone—and it can be hard on the eyes. Failing to use capital letters at all (to begin a sentence or a formal noun) can confuse your reader.
3. Remember your audience. Although email encourages informal communication, that might not be the most appropriate style to use if you are addressing the CEO of an important customer. Remember your email can be forwarded to unintended recipients—some of whom may not appreciate joking comments or informalities.
4. Don't use email for confidential matters. Again, remember the unintended recipient—your email might be forwarded to someone you didn't anticipate or might be sitting on a printer for all to see. If you need to have a confidential discussion, do it in person or over the phone.
5. Send messages sparingly. There is rarely a need to copy everyone in the Resort on an email. Carefully consider who really needs to see the message and address it accordingly.
6. Always think before you send. Resist the urge to respond in anger, to "flame" your recipient, or to get emotional. Although email gives you the opportunity to respond immediately, it is a best practice to wait 24 hours, reread the message after you've calmed down, then reevaluate if the response is appropriate and professional.

15:2 Using the Internet

We may provide you with computer equipment and capabilities, including Internet access, to help you perform your job. This policy governs your use of that equipment to access the Internet.

Personal Use of the Internet

Our network and Internet access are for official Resort business only. Employees may access the Internet for personal use only outside of work hours and only in accordance with the other terms of this policy. An employee who engages in

excessive Internet use, even during non-work hours, or who violates any other provision of this policy, may be subject to discipline.

Prohibited Uses of the Internet

- Employees may not, at any time, access the Internet using Resort equipment or links for any of the following purposes:
- To visit websites that feature pornography, gambling, or violent images, or are otherwise inappropriate in the workplace.
- To operate an outside business, solicit money for personal purposes, or to otherwise act for personal financial gain—this includes running online auctions.
- To download software, articles, or other printed materials in violation of copyright laws.
- To download any software program without the express consent of Resort Management.
- To read, open, or download any file from the Internet without first screening that file for viruses using the Company's virus detection software.

Internet Use is Not Private

We reserve the right to monitor employee use of the Internet at any time, to ensure compliance with this policy. You should not expect that your use of the Internet—including but not limited to the sites you visit, the amount of time you spend online, and the communications you have—will be private. An employee's choice of viewing prohibited Internet sites may lead to termination.

15:3 Software Use

It is our Resort's policy to use licensed software only in accordance with the terms of its license agreement. Violating a license agreement is not only unethical—it is also illegal and can subject the Resort to criminal prosecution and substantial monetary penalties.

To help us adhere to this policy, employees may not do any of the following without permission from Resort Management:

- Make a copy of any Resort software program, for any reason.
- Install a Resort software program on a home computer.
- Install a personal software program (that is, software owned by the employee) on any Resort computer.
- Download any software program from the Internet to a Resort computer.

The Resort may audit Resort-owned computers at any time to ensure compliance with this policy.

15:4 Personal Blogs/Social Networking Sites

The Hart Ranch Camping Resort encourages employees to share information with coworkers and with those outside the company for the purposes of gathering information, generating new ideas, and learning from the work of others. Social media provides inexpensive, informal, and timely ways to participate in an exchange of ideas and information. However, information posted on a website is available to the public, and therefore, the company has established the following guidelines for employee participation in social media.

- You may not use Resort property to create or maintain your blog or social networking site, nor may you do so on Resort time. Employees may engage in social media activity during work time provided it is directly related to their work and approved by their manager and does not identify or reference company clients, customers, or vendors without express permission. The company monitors employee use of company computers and the Internet, including employee blogging and social networking activity.
- If you identify yourself as an employee of our Resort, whether by explicit statement or by implication, you must make clear that the views expressed in your blog are yours, and do not necessarily reflect the views of our Resort.

- All of our Resort policies apply to anything you write in a personal blog/Social Networking. This means, for example, that a blog/social networking site may not reveal Resort trade secrets or confidential information and may not be used to harass or threaten another employee and or member.
- Posts may not violate the Resort’s rights or the rights of other employees and members.
- We expect our employees to demonstrate respect for the dignity of the company, its owners, its customers, its vendors, and its employees. A social media site is a public place, and employees should avoid inappropriate comments. Similarly, employees should not engage in harassing or discriminatory behavior that targets other employees or individuals because of their protected class status or make defamatory comments or engage in other behavior that violates the company’s policies.

Please keep in mind that a personal blog or social networking site may be read by many people—including potential and current applicants, employees, competitors, customers and prospective customers of our Resort. Use common sense when deciding what to include in a blog. The Resort will take appropriate legal action to prevent the defamation of its employees, its customers, or others associated with it. **Violations of this policy may result in discipline up to and including immediate termination of employment.**

Nothing in this policy is meant to, nor should it be interpreted to, in any way limit your rights under any applicable federal, state, or local laws, including your rights under the NLRA to engage in protected concerted activities with other employees to improve or discuss terms and conditions of employment, such as wages, working conditions, and benefits. Employees have the right to engage in or refrain from such activities.

Section 16 - Employee Records

16:1 Your Personnel File

This Resort maintains a personnel file on each employee. The purpose of this file is to allow us to make decisions and take actions that are personally important to you, including notifying your family in case of an emergency, calculating income tax deductions and withholdings, and paying for appropriate insurance coverage.

Although we cannot list here all of the types of documents that we keep in your personnel file, examples include: W4, I9, and Contact Information.

16:2 Confidentiality of Personnel Files

Because the information in your personnel file is by its nature personal, we keep the file as confidential as possible. We allow access to your file only on a need-to-know basis. Management and supervisors are only allowed to access the files of those employees that they supervise or want to employ. Employee files are only kept in Human Resources, the Business Office, and Resort Manager’s office.

16:3 Please Notify Us If Your Information Changes

Because we use the information in your personnel file to take actions on your behalf, it is important that the information in that file be accurate. If you are unable to update your personal information housed within the HRIS, please notify Human Resources and/or the Business Office whenever any of the following changes:

- your name
- your mailing address
- your phone number
- your dependents
- the number of dependents you are designating for income tax withholding
- your marital status
- the name and phone number of the individual whom we should notify in case of an emergency, or

- restrictions on your driver's license

16:4 Inspecting Your Records

Review request must be in writing 24 hours before access. Employees are allowed to view records regarding their employment and disciplinary actions.

16:5 Work Eligibility Records

In compliance with federal law, all newly hired employees must present proof that they are legally eligible to work in the United States. We must keep records related to that proof, including a copy of the USCIS Form I-9 that each employee completes for us.

Those forms are kept as confidential as possible.

16:6 Medical Records

We understand the particularly sensitive nature of an employee's medical records, so we do not place any such records in the employee's personnel file. We keep all medical records in a separate and secure place.

Section 17 - Drugs and Alcohol

17:1 Policy against Alcohol, Mood-Altering Substances and Illegal Drug Use

This Resort is committed to providing a safe, comfortable, and productive work environment for its employees. We recognize that employees who abuse drugs or alcohol at work—or who appear at work under the influence of illegal drugs, mood-altering substances, or alcohol—harm both themselves and the work environment.

As a result, we prohibit employees from doing the following:

- appearing at work under the influence of alcohol, mood-altering substances, or illegal drugs
- conducting Resort business while under the influence of alcohol, mood-altering substances, or illegal drugs (whether or not the employee is actually on work premises at the time)
- using alcohol, mood-altering substances or illegal drugs on the worksite
- using alcohol, mood-altering substances, or illegal drugs while conducting Resort business (whether or not the employee is actually on work premises at the time)
- possessing, buying, selling, or distributing alcohol, mood-altering substances, or illegal drugs on the worksite
- possessing, buying, selling, or distributing alcohol, mood-altering substances, or illegal drugs while conducting Resort business (whether or not the employee is actually on work premises at the time)

Illegal drug use includes more than just outlawed drugs such as, cocaine or heroin. It also includes the misuse of otherwise legal prescription and over-the-counter drugs.

This policy covers times when employees are on call but not working and times when employees are driving Resort vehicles or using Resort equipment.

Employees who violate this policy may face disciplinary action, up to and including termination.

We do not prohibit employees from consuming alcohol at social or business functions that we sponsor where alcohol is served, provided they are off duty and OUT of Hart Ranch issued uniform/shirt/name badges. Even at these functions, however, employees may not consume alcohol to the point of intoxication or to the point where they endanger their own safety or the safety of others. In addition, employees involved in security and employees who work with heavy or dangerous machinery or materials may not consume any alcohol at these functions if they will be returning to work that same day or driving Resort vehicles or equipment.

This policy does not prohibit employees from consuming alcohol while entertaining clients or prospective clients. However, employees may not consume alcohol to the point of intoxication, nor may they consume alcohol if they are going to drive. In addition, employees must always conduct themselves professionally and appropriately while on Resort business.

17:2 Inspections to Enforce Drug and Alcohol Policy

This Resort reserves the right to have local authorities inspect employees, their possessions, and their workspaces to enforce our policy against drug and alcohol use in accordance with the law.

17:3 Drug Testing

This Resort reserves the right to have local authorities inspect employees, their possessions, and their workspaces to enforce our policy against illegal drug, non-prescribed mood-altering substances, and alcohol use in accordance with the law.

17:4 Leave to Participate in Rehabilitation Program

We believe that employees who have a substance abuse problem can help themselves by enrolling in a rehabilitation program. Not only will overcoming their problem help these employees in their personal lives, it will help them to be more effective and productive workers.

Although we cannot guarantee that we will grant this leave to all employees who request it, employees who would like to participate in a rehabilitation program may, subject to approval, be able to use up to two weeks of unpaid leave from work to attend the program.

Full-time year-round employees will be entitled to health and other benefits while on rehabilitation leave.

Employees will not be allowed to accrue vacation and other benefits while on rehabilitation leave.

At the end of the rehabilitation leave, we will require proof that the employee successfully completed the program.

To learn more about this type of leave, including whether you qualify for it, the circumstances under which we will grant it, and the requirements that you must meet, contact Human Resources, the Business Office, or the Resort Manager. We will keep all conversations regarding employee substance abuse problems as confidential as possible.

Please note that even as you might be seeking assistance for your substance abuse problem, we still expect you to meet the same standards of performance, productivity, and conduct that we expect of all employees. We reserve the right to discipline you, up to and including termination, for failing to meet those standards.

Section 18 - Trade Secrets and Conflicts of Interest

18:1 Confidentiality and Trade Secrets

Information is part of what makes this Resort competitive. During your employment here, you will periodically learn sensitive information, either because you help to develop that information or because you need that information to do your job. It is important for the health of this business, and for the well-being of employees who depend on this business for their livelihood, that you keep information you learn through your employment confidential. Employees who improperly disclose sensitive information, confidential information, proprietary information, or trade secret information to anyone outside the Resort will face disciplinary action, up to and including termination. Therefore, we encourage you to contact Human Resources if you would like to learn more about this policy or if you have any questions.

After you leave this Resort, you are still legally prohibited from disclosing sensitive, proprietary, trade secret, or confidential information. If you disclose such information, we will seek legal remedies.

Because of the grave importance of keeping certain information confidential, this company follows practices designed to alert employees to sensitive and confidential information, to limit access to that information, and to inform employees about what disclosures are and are not acceptable. We expect employees to follow these procedures. Employees who fail to do so face discipline, up to and including termination.

18:2 Conflicts of Interest

Our Resort's success depends on the hard work, dedication, and integrity of everyone who works here. In turn, our employees' livelihood depends on the success of our Resort.

Because we depend so much on our employees, and because they depend so much on us, we expect all employees to devote their energies and loyalties to our Resort. We do not allow employees to engage in any activities or relationships that create either an actual conflict of interest or the potential for a conflict of interest.

Although we cannot list every activity or relationship that would create either an actual or potential conflict of interest, examples of activities that violate this policy include the following:

- working for a competitor or customer or vendor as a part-time employee, full-time employee, consultant, or independent contractor, or in any other capacity
- owning an interest in a competitor, customer, vendor, or anyone else who seeks to do business with this Resort
- using the resources of this Resort for personal gain, and
- using your position in this Resort for personal gain.

Employees who violate this policy face disciplinary action, up to and including termination.

Section 19 - Complaint Policies

19:1 Complaint Procedures

Our Resort is committed to providing a safe and productive work environment, free of threats to the health, safety, and well-being of our workers. These threats include, but are not limited to, harassment, discrimination, violations of health and safety rules, and violence.

The complaint procedure is designed to help you and others involved resolve a situation. The complaint procedure does not apply to routine duty of performance. This procedure does not apply in cases of discipline and/or termination. All complaints will be processed as follows:

- Talk with your immediate supervisor and openly discuss the concern. Your supervisor will take prompt action to answer your questions and help resolve the situation. The supervisor will try to resolve the issue to the best of his or her ability within 72 hours. If the complaint concerns your immediate supervisor, contact Human Resources or the Resort Manager.
- If the problem remains unresolved, you should bring the issue to the Resort Manager in writing. Consideration will be given to the matter and the Resort Manager will make a final decision. You will be notified of the decision in writing.
- Complaints must be initiated within 72 hours of incident.

The documentation of any complaint will not be placed in your employee file. It will be kept in a confidential file. The complaint procedure is designed for current employees only.

We will not engage in or allow retaliation against any employee who makes a good faith complaint or participates in an investigation. If you believe that you are being subjected to any kind of negative treatment because you made or were questioned about a complaint, report the conduct immediately to Human Resources or the Resort Manager.

19:2 Our Doors Are Open to You

We want to maintain a positive and pleasant environment for all of our employees. To help us meet this goal, our Resort has an open-door policy, by which employees are encouraged to report work-related concerns.

If something about your job is bothering you, or if you have a question, concern, idea, or problem related to your work, please discuss it with your immediate supervisor as soon as possible. If for any reason you don't feel comfortable bringing the matter to your supervisor, feel free to raise the issue with Human Resources or the Resort Manager.

We encourage you to come forward and make your concerns known to the Resort. We can't solve the problem if we don't know about it.

Section 20 - Confidentiality/Privacy

20:1 Privacy Safeguard Rule

The purpose of the Privacy Safeguard Rule is to ensure the security, confidentiality and integrity of personally identifiable financial information of Hart Ranch Camping Resort (HRCR), its' members and employees. The Privacy Safeguard Rule sets forth HRCR standards, policies and procedures to (1) insure the security and confidentiality of financial and personal information, (2) protect against anticipated threats or hazards to the security or integrity of such information, (3) prevent the unauthorized access to or use of such information, and (4) prevent the harassment of employees and members via malicious gossip and acts.

- 1) HRCR will appropriately safeguard all personally identifiable information (PII) in its possession.
- 2) HRCR will limit the collection of personally identifiable information to only that which is necessary to accomplish its mission, administrative function, or regulatory or statutory requirements.
- 3) HRCR will manage information and technology to protect PII from unauthorized disclosure and misuse.
- 4) HRCR will not disseminate or publish PII information without the prior consent of the individual, unless provided for by law.
- 5) HRCR will ensure appropriate and prompt notification to affected individuals in the event of a breach of sensitive PII commensurate with risk of harm to the individual(s) and consistent with federal and agency standards and requirements.
- 6) HRCR will report all incidents involving the security, loss, misuse or unauthorized disclosure of PII regardless of form or format immediately in accordance with established security incident reporting procedures and requirements.
- 7) HRCR employees, when taking a member's credit card for services rendered, will:
 - a) Assure that the name on the credit card matches the ID provided.
 - b) Assure that the documents provided for identification do not appear altered or forged.
 - c) Assure that the photograph on ID is consistent with appearance of customer.
 - d) Assure all credit card information is secured. After credit card information is utilized, the information will be shredded. Until that point, information will be guarded and placed in a locked cabinet when not being used.
- 8) HRCR will, upon notification that unauthorized charges or transactions have appeared on a member's account, will investigate the issue and inform law enforcement if necessary.
- 9) HRCR will safeguard proprietary information, and member and employee information. Information will be safeguarded when in use, filed properly when not in use, and discussed only with those who have a legitimate business need to know. Information includes but is not limited to:

- a) Social security numbers.
 - b) Bank account numbers.
 - c) Membership numbers.
 - d) Income information.
 - e) Personally identifiable information such as:
 - a. Member and employee e-mail addresses.
 - b. Names.
 - c. Home or work address.
 - d. Telephone numbers.
 - e. Demographic information.
 - f) Personal information such as:
 - a. Employee wage.
 - b. Employee contractual information.
 - c. Payer sources for services.
 - d. Bank account numbers.
 - e. Health information.
 - g) Proprietary information such as:
 - a. Bank statements.
 - b. Financial statements.
 - c. Vendor information.
 - d. Federal ID number.
 - e. Bank account numbers.
 - f. State account numbers.
 - g. Merchandise markup percentages.
 - h. Sales department process and policies
 - 1. Sale prices of memberships.
 - h) Reservation and registration information such as:
 - a. Payment method.
 - b. Member, visitor, and employee PII.
 - i) Mail room information such as:
 - a. Mail received.
 - b. Mail forwarding addresses.
 - j) Security incidents kept in confidence.
 - k) Customer purchases from any department.
- 10) Violations of this duty of confidentiality can lead to disciplinary action up to and including termination. HRCR employees, managers, and contractors working on behalf of HRCR must adhere to the Privacy Safeguard Rules of conduct and are subject to appropriate administrative, civil, or criminal penalties if they knowingly, willfully, or negligently disclose Privacy Act information to unauthorized persons. Each case will be handled on an individual basis with a full review of all pertinent facts. The severity of the violation will determine the action taken.

Section 21 - Ending Employment

21:1 Final Paychecks

Employees who resign will receive their final paycheck at the next pay period following resignation. Employees who are terminated involuntarily will receive their final paycheck at the next pay period following termination, after returning all company property.

Final paychecks will include all compensation earned but not paid through the date of termination.

21:2 Continuing Your Health Insurance Coverage (COBRA)

Our Resort offers eligible employees group health insurance coverage as a benefit of employment. If you are no longer eligible for insurance coverage because of a reduction in hours, because you quit, or because you are terminated for reasons other than serious misconduct, you have the right to continue your health insurance coverage up to current law limits. You will have to pay the cost of this coverage.

Others covered by your insurance (your spouse and children, for example) also have the right to continue coverage if they are no longer eligible for certain reasons. If you and your spouse divorce or legally separate, or if you die while in our employment, your spouse may continue coverage under our group health plan. And once your children lose their dependent status, they may continue their health care as well. In any of these situations, your family members are entitled to up to current law limits of continued health care. They must pay the entire cost of this coverage.

You will receive an initial notice of your right to continued health insurance coverage when you first become eligible for health insurance under the Resort's group plan. You will receive an additional notice when your hours are reduced, you resign, or you are terminated. This second notice will tell you how to choose continuation coverage, what your obligations will be, and how much the insurance will cost. You must notify us if any of your family members becomes eligible for continued coverage due to divorce, separation, or reaching the age of majority.

21:3 References

When we are contacted by prospective employers seeking information about former employees, we will release the following data only: the position(s) the employee held, the dates the employee worked for our Resort, and the employee's salary or rate of pay. Only Human Resources, Business Office personnel or the Resort Manager may give references.

Appendix



Key Control Policies and Procedures

Purpose

The purpose of the Key Control Policy is to protect the property, privacy and safety of the Hart Ranch Camping Resort (HRCR) facilities and all individuals assigned to use HRCR facilities, by limiting access to such facilities to assigned individuals and to their Supervisors. For purposes of this Policy, "Key" includes keys, key cards and other security combinations. Recognition has been given to the fact that the Maintenance Department has responsibility for the maintenance of all spaces, including all building systems and as such, may have a need for access to certain spaces occupied by others. Management has the responsibility to effectively manage and control distribution of keys to employees and contractors on HRCR property.

Scope

This policy applies to all HRCR employees, members, visitors and contractors having a need to access locked facilities. It applies to all facilities owned, leased, or otherwise occupied by HRCR.

Issuing Keys

Keys to HRCR spaces; e.g. offices, buildings, cabins, storage spaces, mechanical spaces, high voltage spaces, etc., will be issued with the written approval of the appropriate Supervisor, Resort Manager, Human Resources Director or Accountant. Each key issued to HRCR employees, contractors, etc., shall be documented by the Management. **No key shall be transferred temporarily or permanently from one person to another without being returned to Management for appropriate re-issue.** Each key will be stamped with a unique number and issued by number to a specific individual.

Duplication

All keys referred to in this policy are the property of HRCR and are not to be duplicated by anyone other than Managements. **Duplication of a key, or the possession of an unauthorized duplicate, may result in appropriate disciplinary action.**

Loss of Keys

Lost keys must be reported and broken keys must be returned to the Managements as soon as the keyholder is aware of the problem. Failure to do so may result in adverse actions being implemented against the keyholder as appropriate.

Key Retrieval

Upon termination of employment, contractor or other status requiring a key, all keys must be immediately returned and documented by signature to the Managements. **Failure to return keys upon ending employment or other status requiring a key may result in holding the key holder responsible for the cost to re-key a room, office or building (or buildings) if they do not return their key(s) prior to leaving HRCR. Failure to return issued key(s) will result in a \$100 fee per key to be deducted from final pay and/or result in barring key access in the future.**

Forms and Procedures

Keys may only be issued when the Management is in receipt of an appropriately completed Key Request/Authorization Form.

Enforcement

The policy, its enforcement and implementation are the responsibility of Management. All supervisory personnel and administrators shall ensure that keys are not issued to individuals which would provide access to areas other than those to which the person issued the key would ROUTINELY need access. Management shall have the responsibility to ensure that key requests and all appropriate authorizations have been obtained prior to issuing keys. Management shall implement and maintain appropriate procedures to ensure that all keys issued are accounted for, securely deposited in a lock box when not in use, and securely maintained through the Master Key Systems used by the HRCR.

Effective 2/1/24



Hart Ranch Camping Resort Workamper Program

Hart Ranch Camping Resort workampers are an integral part of our team of employees. They bring integrity, a strong work ethic, and great moral character to our organization.

Workampers are expected to commit to a time period of **May 12 - September 14**, unless otherwise determined between the workamper and department supervisor. Each workamper is required to work a minimum of: **20 hours per week (members) or 26 hours per week (non-members)**. Workampers must either be members of the resort or named on the site reservation. If two workampers are on the same site, they can split the time evenly between them. All schedules will be determined by the department supervisor.

Hiring Process

Applications are collected year-round online at www.hrresort.org > About Us > Campground Employment > select the position and complete the application.

- Workamper positions are limited
- Workampers from previous seasons must still apply or communicate with department supervisors to confirm employment status for a new season

The department supervisor will contact candidates to set up interviews if they feel like it would be a good fit.

If the supervisor decides to move forward with hiring, work history and references will be checked, and a background check will be run.

Workampers will then arrange their arrival and departure dates as well as the specific job duties required with the department supervisor.

A New Employee Orientation packet will be assigned for the workamper to complete prior to their first day. Orientation will include any necessary employment forms, the employee handbook, and other training.

Workamper Requirements

Workampers are required to know and abide by all HRCR policies and bylaws. Sites occupied by workampers should set an example of care and guidelines for campsites.

Time Period	May 12 - September 14 unless otherwise arranged with supervisor
Time Per Week	Members - 20 hours
	Non-Members - 26 hours
	Time can be split evenly between two adult workampers on a site
Department	Learn job duties and perform them up to expectations
	Willingness to possibly work in other positions if necessary

Some positions at the HRCR may require more than the minimum hours required to be a workamper.

Any hours over the required time will be paid at an hourly rate. Banking of hours is not allowed. EX: work 40 hours one week to have a week off. Work weeks at the Hart Ranch are Sunday-Saturday, workamper hours will be calculated in the same weekly structure, so each week workamper hours must be met between Sunday and Saturday.

Workamper Benefits

Grace Period: Workampers are eligible for "Grace Periods" under certain circumstances. Workampers arriving prior to May 12 may take the week before starting work and workampers who stay past September 14 can take a week after the week of the 14th. Year round workampers are able to take a grace week in the fall after September 14 and in the Winter/Spring before May 12.

Lodging:

Workamper Site/ Wage Options	
First 20 hours covers the cost of RV site (barter)	Site included, electric, water, sewer included - no moves required
Choose to be paid for all work hours	\$1000/month, water, sewer included - no moves required, electric at workampers cost
Choose to be paid for all work hours	\$825/month, move 21/9, electric, water, sewer included - site moves required at workampers cost

The minimum workamper hours must be met each week regardless of lodging choice. When the workamper employment ends campers who want to stay on site must work with reservations to find another site to stay on according to resort bylaws.

- *VIP Discount:*
 - 15% Discount at Spring Creek Grille, Hart Mart, Propane, and Cabins during the offseason
 - FREE Bike Rentals
 - FREE Entrance to Rodeos
 - FREE fountain drink
- \$5 employee meals at the restaurant
- End of Season Bonus - Workampers who fulfill their workamper hours each week between May 12 and September 14 will be eligible for a \$0.25/hour worked for the season bonus
- Pre-Season Welcome picnic and end of season Celebration picnic
- Free site move from storage at the beginning of the season and back to storage at the end of season

*Employment at HRCR is "at will". This means there is no contract, promise or guarantee of employment under any circumstance, and employment can be terminated by management or the workamper at any time without having cause or stating a reason.



Motor Vehicle Form

Personal Information

Name: _____ Department: _____

Address: _____ City: _____

State: _____ Zip: _____ Phone Number: _____ Home Phone Cell Phone

Driver's License Number: _____ State of Issuance: _____ Expiration Date: _____

Personal Vehicle

Vehicle Make: _____ Year: _____ Color: _____

Owner Name: _____ License Plate Number: _____ State: _____

Insurance Carrier _____ Policy # _____

You MUST have and provide proof of liability coverage to drive on Hart Ranch property.

Traffic Rules

1. Issuance of a vehicle decal is a privilege extended to permit your vehicle access to Hart Ranch Resort. A vehicle without a decal may be required to park at the entrance gate parking lot.
2. I understand that the posted speed limit on the main entrance road is 25 miles per hour, the posted speed limit in the campground is 10 miles per hour, and speeding violations will result in the loss of my decal. In addition I understand that subsequent violations may result in termination of employment. Lastly, I understand that once a decal is pulled I will be required to park at the entrance gate and will be obligated to walk to work.
3. I understand that I am not permitted to park my employee vehicle in any of the guest parking areas. I will check with my supervisor and the Employee Handbook for the proper parking area. I also understand that improper parking may also result in loss of my decal.
4. I understand that if at any time during my employment I change vehicles, I will remove the decal from that vehicle if I no longer own it. Also, at the termination of my employment with Hart Ranch Camping Resort, I will return the vehicle decal to Security.
5. As the driver of a vehicle, I understand that I am responsible to operate the vehicle in a safe manner and to drive defensively to prevent injuries and property damage.

6. As a possible driver of Hart Ranch Camping Resort Club vehicles, I understand that my employer and its insurance carrier will periodically review my Motor Vehicle Record to determine continued eligibility to drive a vehicle. In accordance with the Fair Credit Reporting Act, I have been informed that a Motor Vehicle Record will be periodically obtained on me for continued employment purposes. I acknowledge receipt of this disclosure and authorize my employer, or its designated agent, to obtain a Motor Vehicle Record report. The authorization is valid as long as I am an employee or employee candidate and may only be rescinded in writing.

Employee Signature _____

Date: _____