

Our Club Inc



Employee Handbook

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GENERAL POLICIES

NEW EMPLOYEE ORIENTATION

When an employee starts work at **Our Club**, the employee's supervisor will request that the employee read this handbook thoroughly and become familiar with our policies. The new employee will be asked to sign the last page of the handbook, verifying that it has been read and its contents understood. This page will then become part of the employee's personnel file.

EQUAL EMPLOYMENT OPPORTUNITY (EEO)

Our Club is committed to offering equal employment opportunities in all of its employment practices. The Club does not discriminate on the basis of race, colour, religion, gender, sexual preference, national extraction, social origin, age, mental or physical disability, political opinion, family responsibilities, pregnancy, marital status or any other categories protected by legislation. **Our Club** practices of non-discrimination apply to all areas of employment

Our Club also expects each of our employees to honour EEO policies and to treat one another in a non-discriminatory manner. In particular, employees are expected to foster a productive work environment that is free from harassment or disruptive activity. No form of harassment on any grounds will be tolerated, including sexual harassment.

Employees aware of any violation of this policy are required to report the circumstances to a supervisor who is not involved in the violation. The reporting employee must bypass as many levels as necessary to make management aware of these problems. There will be no retaliation against the reporting employee. Any reports or complaints will be investigated in a confidential manner, consistent with the need to complete a reasonable investigation and take appropriate remedial action where indicated. If the Club determines that a violation of this policy occurred, prompt and appropriate disciplinary action will be taken against the violator, up to and including termination.

EMPLOYEES WITH DISABILITIES

Our Club is firmly committed to complying with the Disability Discrimination Act of 1992 and other legislation designed to ensure equal employment opportunities to persons with disabilities. **Our Club** prohibits discrimination on the basis of disability in regard to all employment practices or terms, conditions and privileges of employment. Consistent with this policy and applicable law, the Club will make reasonable accommodation to the known physical or mental limitations of qualified applicants or employees, unless to do so would cause an unjustifiable hardship on the operation of its business.

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HARASSMENT POLICY

Our Club expects that all employees will treat each other with fairness and respect. Harassment on the basis of race, colour, religion, sex, sexual preference, national extraction, social origin, age, mental or physical disability, political opinion, family responsibilities, pregnancy, and marital status or as otherwise provided under legislation, will not be tolerated and is strictly prohibited. Harassment of this type is illegal and contrary to the policy of the Club. The Club strives to foster a work environment free of harassment, discrimination, intimidation and insult. Harassment is a form of misconduct that undermines both personal and professional relationships in the workplace. Every staff member must be assured that he or she can work in an environment that is free from unwanted and unwelcome harassment and discrimination.

Any person who believes that he/she is the victim of any type of discriminatory conduct should bring that conduct to the immediate attention of his/her supervisor, or any member of management. The Club will conduct a prompt and thorough investigation of all the circumstances surrounding the alleged incident in a confidential nature. If the investigation discloses that an individual has committed an act of harassment, that individual will be subject to appropriate disciplinary action, up to and including termination. Retaliation in any form against an employee who complains of discrimination or harassment is strictly prohibited and will result in appropriate disciplinary action. Any supervisory employee to whom an employee brings a complaint of harassment but who fails to take appropriate action to resolve it will also be disciplined.

SEXUAL HARASSMENT

Sexual harassment is any unwanted, unwelcome or uninvited behaviour of a sexual nature, which makes a person feel humiliated, intimidated or offended. Sexual harassment can take many different forms and may include physical contact, verbal comments, jokes, propositions, the display of offensive material or other behaviour, which creates a sexually hostile working environment.

Examples of sexual harassment in the working environment include, but are not limited to, the following:

- uninvited touching, kissing or hugging;
- displays of sexually graphic material including posters, cartoons, screensavers, graffiti or messages left on notice boards, desks or common areas;
- repeated invitations to go out after prior refusal;
- gender-based insults, taunts, teasing or name-calling;
- staring or leering at a person or at parts of their body; and
- persistent questions or insinuations about a person's private life.

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Complaint Process

Any employee who feels that he or she is being sexually harassed by anyone in connection with his or her employment should immediately bring the matter to the attention of his or her supervisor or more senior management. An employee is not required to report harassment to his or her immediate supervisor if the employee feels uncomfortable doing so or if the employee believes his or her supervisor is violating this policy. **Our Club** will promptly investigate all allegations of sexual harassment in as confidential and objective a manner as possible. This investigation will include interviewing those with information on the matter.

After the investigation, a determination will be made, based on the information collected during the investigation. Any employee who is found to have engaged in sexual harassment or in any conduct that could be construed as sexual harassment will be subject to disciplinary action, including immediate termination. **Our Club** also reserves the right to take such other action that at its sole discretion is deemed appropriate to prevent further harassment or to remedy the situation.

Protection against Retaliation

It is the responsibility of every employee of this Club to conscientiously follow this Sexual Harassment Policy, and to immediately bring to the Club's attention any concern they may have regarding any sexual harassment they believe they have experienced or witnessed. No employee will be subject to any form of retaliation for reporting any violation of this policy, or for participating in any investigation under this policy truthfully and in good faith. Any employee who believes that they have been retaliated against in violation of this policy should immediately bring this matter to the attention of the senior management.

ETHICS STATEMENT

It is the policy of the Club to promote teamwork, cooperation and a productive work environment among employees. In support of this policy, we ask that all employees treat co-workers, supervisors, subordinates, customers and visitors with respect, honesty and cooperation. **Our Club** encourages employees to use its open-door policy.

OPEN DOOR POLICY

We strongly believe in an open door, open-communication policy and feel it is an important benefit to us, as well as to other employees. This policy, we believe, will allow employees to come forward and discuss their problems with their manager or direct supervisor, to resolve the issues quickly and efficiently. However, if your immediate supervisor is not able to satisfy your questions regarding the interpretation or application of this Handbook or any other workplace issue, then you are free to contact the next higher level of supervision. If an employee has or foresees a problem, which may interfere with that employee's ability to adequately perform his/her responsibilities, the employee should discuss the matter with his/her supervisor or the next level of management.

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PERSONAL INFORMATION

Any change of name, address, telephone number, marital status, and number of children or other dependents in your family should be reported promptly. This information is needed for emergencies, payroll deductions, etc. Notification of these changes should be given in writing to your HR Manager at **Our Club**. This information will not be used as a basis for any employment decision.

Current employees are permitted to inspect their personnel files upon reasonable request to the Department Manager and, upon request, will be provided a copy of any document they sign. The personnel file remains the property of **Our Club** and may not be copied or removed from the premises.

NO SOLICITATION/NO DISTRIBUTION

To the extent permitted by applicable law, the conducting of external business, such as canvassing, collection of funds, pledges, circulation of petitions, solicitation of memberships, or similar types of activity is not permitted during the working time of either the employee doing the soliciting or the employee being solicited. The distribution of non-Club literature, leaflets, letters or other written materials by any employee is not permitted during the working time of either the distributing employee or the employee to whom the non-Club literature is being distributed.

COMPENSATION POLICIES

HOLIDAYS

The Club observes the following public holidays and other holidays prescribed by state and local legislation:

New Year's Day	Anzac Day
Australia Day	Queens Birthday
Good Friday	Labour Day
Easter Saturday	Christmas Day
Easter Monday	Boxing Day

ELECTRONIC FUNDS TRANSFER

The Club offers electronic funds transfer of payment of your wages to savings and/or checking accounts for all employees. You may have your salary or a portion of it directly deposited into your bank account by filling out the Direct Deposit form available from your supervisor. Once submitted, the electronic funds transfers become effective within 2 to 3 pay periods at various financial institutions. Any bank costs incurred will be debited automatically from your pay.

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RESIGNATION/TERMINATION

In the event of resignation, an employee is required to give **Our Club** notice in accordance with their employment conditions. Upon resignation, an employee can be required to leave the premises at once or at any time prior to the expiration of notice. An employee who fails to give proper notice will receive any wages owed as soon as practicable, while employees who give proper notice will receive their final wages at the time of the resignation, or in the following or end of week pay run unless otherwise agreed to by management..

TIME-OFF BENEFITS

ANNUAL LEAVE

After the completion of each twelve months service, each permanent employee shall be entitled to annual leave. (Note this is only for full- time and permanent part time employees).

Length of service will be determined from the employee's starting date. Annual leave must be scheduled and approved in advance by the manager for whom the employee works. In order to take leave, employees must request their leave in writing no less than 30 days prior to their departure date. During certain busy times of the year, annual leave requests may be denied. Upon termination of employment, employees will be paid for any unused accruals of annual leave.

PAID SICK LEAVE

All staff are entitled to Personal/Carers Leave in accordance with their conditions of employment.

In the event of personal sickness or carer's leave an employee must advise their manager/supervisor on the morning that they are away and any subsequent days.

A Doctor's certificate must submitted for any absences greater than 1 day.

Following an absence before or after a public holiday or multiple single sick days, the manager may also request you to provide a Doctor's certificate.

Our Club has the right to request that the employee provide satisfactory medical evidence of illness in the case of extended sick leave or unpaid sick leave. This may include, where appropriate, **Our Club** arranging an independent medical examination.

Employees are able to access their Personal/Carers Leave in the case of:

- personal sickness
- carer's leave

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If an employee exceeds their personal/carers leave entitlement, leave may be granted without pay. The employee upon termination forfeits any unused personal/carers leave.

Personal sickness

An employee may use all of their Personal/Carers Leave entitlement in the case of their personal illness or injury.

Carer's leave

An employee may take up to 5 days per annum of their Personal/Carers Leave entitlement to provide care or support for a person when they are ill. This person must be a member of the employee's immediate family or a member of the employee's household.

A member of an employee's immediate family includes the employee's spouse, ex-spouse, de-facto, same sex partner, child, adult child, parent, grandparent, grandchild, or sibling of the employee or their spouse.

PAID BEREAVEMENT LEAVE

The supervisor for whom the employee works must approve Bereavement Leave.

All staff are entitled to take up to 2 working days on the death of a member of the employee's immediate family. Further, an employee is entitled to an additional 2 days leave to attend a funeral outside Australia. Employees must notify their manager when they will be absent from work.

JURY DUTY

Employees must notify their manager or supervisor if they will be absent from work due to Jury Service. A copy of Service of Attendance and payment documentation from the Court must be submitted on the employee's return to work

An employee required to attend Court to serve on a jury will be granted leave without loss of pay. In respect of Jury Service **Our Club** will continue to pay salary payments for the period of service. However, the employee is required to reimburse to **Our Club** any Service of Attendance Fees received from jury service.

An employee is required to attend work when not required for jury service on the day.

PARENTAL/ ADOPTION LEAVE

After the completion of 12 months' continuous service, permanent employees (both full and part time) are entitled to a maximum period of 52 weeks' leave, inclusive of paid leave (eg annual leave or carer's leave) in connection with the birth or adoption of a child.

Parental leave, for the purpose of this policy, is taken to include maternity, paternity or adoption

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leave and is defined as follows:

Maternity leave

- applies to female employees;
- **Our Club** may require an employee to commence maternity leave at anytime within the six weeks immediately prior to the presumed date of confinement upon giving the employee 14 days' written notice; and
- an employee requesting to return to work within six week's following confinement must provide appropriate medical certification.

Paternity leave

- is available to an employee in connection with the birth of a child of the employee or of the employee's spouse.
- paternity leave consists of:

- (i) up to 1 week unbroken paternity leave at the time of the birth of the child
- (ii) a further unbroken period in order to be the primary carer giver of the child

Adoption leave

- is leave taken by a female or male employee in connection with the adoption by the employee of a child under the age of 5 years.
- adoption leave consists of:

- (i) An unbroken period of up to three weeks at the time the child is placed with the employee.
- (ii) a further unbroken period in order to be the primary care-giver. Adoption leave must be taken within 1 year of the child's placement.

LEAVE NOTIFICATION

All employees intending to take Parental leave must complete a request form stating the period of leave required and the expected return to work date, at least 4 weeks prior to the commencement of leave. Employees should attach a doctor's certificate confirming the pregnancy or statement confirming adoption and forward the completed form to their manager at least 10 weeks prior to the expected date of birth or placement.

Note: A statutory declaration must be attached to the request form – stating period of Paternity/ Adoption leave sought or taken by the employee's partner (if applicable). Where Paternity /AdoptionLeave is sought the declaration must also state that the employee is the primary caregiver for any extended period requested.

Parental leave may be lengthened or shortened once by giving 14 days written notice. Further

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changes can be made by mutual agreement between **Our Club** and the employee.

Whilst on paternity leave an employee's status is effectively "suspended", that is, the employee is still "employed" in the sense of continuity of service. However, entitlements such as annual leave, long service leave and sick leave will cease to accrue.

UNPAID LEAVE

Our Club recognises that there may be instances when for various reasons, employees may require time off from their jobs in addition to annual leave and other leave provided by **Our Club**. **Our Club** further recognises that under these circumstances it may be in the best interest of both the Club and the employee for the employee to be granted an unpaid personal leave of absence. An unpaid personal leave of absence is defined as all time away from work other than for annual leave, personal/carers leave and any other paid leave benefit.

Personal leaves of absence will only be granted to regular full-time employees with a minimum of one year of continuous employment. Each request for unpaid personal leave will be considered on an individual basis, and **Our Club** will determine, at its sole discretion, whether to grant the leave.

Personal leave of absence shall be without pay. Whilst on unpaid leave an employee's status is effectively "suspended", that is, the employee is still "employed" in the sense of continuity of service. However, entitlements such as annual leave, long service leave and sick leave will cease to accrue.

GROUP BENEFITS

WORKPLACE HEALTH & SAFETY

Our Club has a responsibility under the *Occupational Health and Safety Act 1983* to accept a duty of care for the health, safety and welfare of all its employees in the workplace. This involves identification; assessment and control of workplace hazards to ensure risks are reduced or eliminated. This requires everyone in the workplace to be aware of potential hazards and to also take steps to prevent workplace accidents, injuries and illness.

Managers and Supervisors are responsible for the safety and working conditions of all employees working within their teams and are required to:

- ensure safe work methods and practices are in place
- ensure necessary information, instruction, training and supervision is provided to employees
- respond to concerns and ensure that incidents, hazards and accidents are investigated, evaluated and preventative procedures are put into place
- consider health and safety issues when making operational decisions

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Employees are required to ensure that they take care to protect their own health and safety as well as considering the health and safety of others. These responsibilities may include:

- complying with all policies and procedures aimed at protecting their health and safety
- reporting hazards and assisting with health and safety improvements

All contractors, secondees and consultants engaged to perform work for **Our Club** on its premises or other locations are required, as part of their contract, to comply with the occupational health and safety policies and procedures of **Our Club** smoke-free working environment.

Our Club has a duty of care to ensure the health and safety of its employees and accordingly is committed to ensuring a smoke-free environment exists in all its workplace premises.

EMPLOYEE CONDUCT

All employees should realise that they are representatives of **Our Club**, and as such, their contacts with fellow employees, members, guests, business associates and other persons reflect upon the quality and integrity of **Our Club**. Such attributes as personal appearance, behavior, habits, and communications skills play a major role in supporting **Our Club**. Employees will be expected to conduct themselves in an appropriate manner befitting a Club image of this nature.

CONDUCT

Responsible employees recognize the importance of courteous and ethical behavior in the workplace. Listed below are examples of misconduct that could result in discipline, up to and including termination of employment.

- Theft, misuse, abuse or destruction of Club property or another employee's property.
- Use, possession, purchase, sale, negotiation of purchase or sale, or being under the influence of illegal drugs or controlled substances (other than drugs for which the employee has a current prescription), or unauthorised possession of or being under the influence of alcohol, during working hours or on Club premises.
- Assault on a fellow employee, customer or guest.
- Insubordination.
- Use of profanity or abusive language.
- Unauthorised use of Club equipment.
- Poor work performance.
- Excessive absenteeism or tardiness.
- Breaking confidentiality requirements or conflict of interest rules related to Club business.
- Violation of any of the rules set forth in the **Our Club** Employee Handbook.

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ALCOHOL & DRUGS

All employees have a responsibility to ensure that alcohol or drugs, which may endanger themselves or the health and safety of others, do not affect them. It is illegal for employees under the age of 18 to consume alcohol and therefore **Our Club** does not condone this behavior.

A workplace free from illegal drugs and alcohol impairment is vital to **Our Club**, to the safety of our workplace, to the quality of the services **Our Club** provides, to the well being and productivity of employees and to the general public. For these reasons, **Our Club** requires its employees to report to and be at work in the mental and physical condition that is conducive to the maintenance of safe working conditions and expected levels of job performance, productivity and efficiency.

Accordingly, the use, possession, manufacture, distribution, dispensation, purchase and/or sale of alcohol or illegal drugs (which includes controlled substances), or the abuse of legal drugs or being under the influence of either illegal drugs or alcohol while on or in **Club** property or premises or on **Club** business, is prohibited and will usually result in immediate termination. Further, conviction in any court for, entry into a rehabilitation program or proof of the use, possession, distribution, dispensation, purchase or sale of illegal drugs off Club property or while not on Club business will also usually result in immediate dismissal. The only exception to this policy is the use of alcoholic beverages at Club sponsored events when such use strictly conforms to Club policy.

CLUB PROPERTY

All employees are responsible for helping to prevent the loss, damage, misuse, or theft of **Club property**. **Club** property in whatever form it takes - tools, vehicles, office equipment, or sporting equipment, should be protected and used only for Club business. Except under approved Club procedures, it should not be used for personal benefit, taken, sold or given away. Employees who become aware of damage or theft of Club property should report it promptly to the General Manager.

RIGHT TO INSPECTION/SECURITY OF EMPLOYEE PROPERTY

Our Club reserves the right; to inspect desks, lockers, packages, boxes, backpacks, handbags, and other items for belongings of the Club or received by the Club on our premises.

It is the practice of **Our Club** to assist employees in safeguarding both Club and personal property. However, **Our Club** cannot assume the responsibility for the loss or theft of personal belongings. Employees are advised not to carry large sums of money or other valuables with them when they come to work.

PERSONAL PHONE CALLS

Because our telephone system is of vital importance to our business, all personal calls must be of short duration and held to an **absolute minimum**.

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Abuse of the phone system through personal telephone calls is grounds for discipline including termination. **All mobiles are to be on silent mode whilst in a paid shift.**

E-MAIL AND VOICE MAILBOXES

Electronic mail and voice mail systems are maintained by the Club to facilitate Club business. Therefore, all messages sent, received, composed and/or stored on these systems are property of the Club. The systems are not designed for personal use, and employees should not send, receive, compose or store private messages on the systems. The Club reserves the right to monitor Club voice mail and e-mail systems to ensure that these systems are used for business purposes only. Accordingly, employees cannot expect their privacy rights to extend to use of Club voice mail and e-mail system.

In addition, communications on the Club's voice mail and e-mail systems are subject to the same policies regarding harassment and discrimination that govern all other workplace communications. Personal or other inappropriate use of the Club's voice mail and e-mail systems may result in termination or other disciplinary action.

COMPUTER USAGE POLICY

Employees should refrain from unauthorised use of the Club's computers, including unauthorised access to the Internet, World Wide Web, or any other computer program accessed through the use of Club property or phone lines. The Club may monitor any and all computer usage to ensure compliance with this rule. Failure to abide by this requirement may result in discipline up to and including termination.

CONFLICT OF INTEREST/CONFIDENTIALITY POLICY

All employees are expected to work in the best interest of the Employer and to further the goals and aims of **Our Club**. Therefore, employees are prohibited in engaging in any activity or conduct both within and without the workplace that is contrary to the economic, business, or public interest of **Our Club**. Failure to abide by this policy may result in immediate dismissal.

All employees are required to respect and maintain the confidentiality of all information, including but not limited to, business documents, reports, records, files, correspondence and communications, to which the employee has access in carrying out responsibilities and duties both during and after employment. None of the above may be copied or removed from **Our Club** premises. All employees are expected to show the highest regard for the privacy of each patron and will strictly observe the confidentiality of records and other information associated with a guest.

Confidentiality is essential to the sound relationship with our clients; it is also a legal and ethical matter of the utmost importance. All personnel will be careful to discuss confidential information only when necessary and appropriate in the context of business operations. Care should be taken

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to prevent confidential discussions from being overheard by other clients or staff members who are not involved. Any discussion of confidential information outside the property or similar violation of these standards will result in immediate dismissal.

LOST & FOUND

Items found on Club property should be reported to your Supervisor. Every reasonable attempt will be made to return items to the rightful owner. Items not claimed after sixty days will be deposited in the Club Lost & Found box.

LIQUOR/GAMING LIABILITY

Our Club employees, at all levels, are directed to follow national and local state laws concerning the sale of alcoholic beverages and the provision of gaming facilities. The staff are directed to monitor closely any person, member or guest who has been drinking or appears intoxicated. Intoxicated persons should not continue to be served, and the manager on duty should be notified immediately. Unduly intoxicated persons and minors must be refused entry to the Gaming Room. **Strict RSA and RSG standards must be enforced at all times**

If your position on the premises requires you to serve alcohol, please note the following:

Under the, legislation you are liable for penalties related to serving minors and should take all possible steps to avoid jeopardising the Licence of the Club by refusing service of liquor to minors. If at all in doubt as to whether or not a given customer is a minor, proof of age must be insisted upon. If proof of age is not provided, liquor must not be supplied.

SECURITY/KEYS

Keys will be issued to those employees whose duties require them to have keys. Employees will be required to return issued keys when the nature of their jobs change or when their employment is terminated. All keys will remain the property of **Our Club** and should not be loaned to another employee under any circumstance. If keys are lost, misplaced, or stolen, the employee should report the occurrence immediately so that new keys may be issued and the designated locks changed or re-keyed. The loss of any such key will be paid for by the employee, should lock change be required this also will be the employee's cost. The unauthorised duplication of keys will subject the employee to disciplinary action, up to and including termination.

FIRE & MEDICAL EMERGENCY PROCEDURES

In the case of a fire or medical emergency, it is important to call for emergency assistance immediately. Once the proper authorities have been notified, inform the General Manager, Department Manager, or the Superintendent of the situation at hand.

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DRESS CODE

Discretion in style of dress and behavior is essential to the efficient operation of the Club. Employees are required to dress for work in appropriate work attire and to behave in a professional manner. **At times you may need to visit the Club when you are not working. Your dress on these occasions should also be in keeping with our standards and be in good taste.**

In addition, employees are expected to adhere to acceptable grooming standards. This includes maintaining hair in a clean, combed and businesslike style, preferably not falling below the collar.

Any employee who does not follow the dress code guidelines may be sent home by his or her Manager to change clothes. The time spent in doing so will be without pay.

EXIT INTERVIEWS

Exit interviews with the manager will be scheduled for outgoing employees. During this interview, the manager will review eligibility for benefit continuation and conversion; ensure that all necessary forms are completed; collect all Club property that may be in the employee's possession; and provide the employee with an opportunity to discuss job-related experiences.

EMPLOYEE ACKNOWLEDGEMENT OF RECEIPT OF HANDBOOK

I acknowledge receipt of a copy of the employee handbook. I confirm that it is my responsibility to read the handbook (or have it read to me) and understand and operate under the policies and standards outlined therein. I understand that this employee handbook is not intended to alter the nature of my employment, nor is it intended as a contract of employment contract or a guarantee of employment.

Employee Name

Signature

Date