

EMPLOYEE HANDBOOK

&

COMPANY POLICIES ACKNOWLEDGMENT

Grand Hotel & Resort

Employee Name:	John Doe
Employee ID:	EMP-12345
Position:	Front Desk Agent
Department:	Guest Services
Start Date:	January 15, 2025
Document Date:	August 01, 2025

TABLE OF CONTENTS

1. At-Will Employment
2. Workplace Violence Prevention Policy
3. Surveillance Policy
4. Pay, Pay Period and Pay Day
5. Electronic Communication and Internet Use
6. Telephone Use Policy
7. No Smoking Policy
8. Drug and Alcohol Policy
9. Punctuality and Attendance
10. Standards of Conduct
11. Internal Complaint Procedures
12. Anti-Retaliation Policy
13. Health and Safety
14. Sexual and Other Unlawful Harassment Policy*
15. Equal Employment Opportunity Policy*

* Requires Employee Initials

SECTION I: GENERAL COMPANY POLICIES

1. AT-WILL EMPLOYMENT

Your employment relationship with the Hotel is 'At-Will' which means that it is a voluntary one which may be terminated by either the Hotel or yourself, with or without cause, and with or without notice, at any time. Nothing in these policies shall be interpreted to be in conflict with or to eliminate or modify in any way the 'employment-at-will' status of Hotel associates. No supervisor, manager, or employee of the Hotel has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will. Only the CEO/President of the Hotel has the authority to make any such agreement and then only in writing signed by both parties.

2. WORKPLACE VIOLENCE PREVENTION POLICY

The Hotel strives to maintain a productive work environment free of violence and the threat of violence. We are committed to the safety of our associates, vendors, customers and visitors.

The Hotel does not tolerate any type of workplace violence committed by or against associates. Any threats or acts of violence against an associate, vendor, customer, visitor or property will not be tolerated. Any associate who threatens violence or acts in a violent manner while on Hotel premises, or during working hours will be subject to disciplinary action, up to and including termination.

Examples of prohibited conduct include but are not limited to:

- Physical assault, threat to assault or stalking an associate or customer
- Possessing or threatening with a weapon on hotel premises
- Intentionally damaging property of the Hotel or personal property of another
- Aggressive or hostile behavior that creates a reasonable fear of injury to another person
- Harassing or intimidating statements, phone calls, voice mails, or e-mail messages
- Racial or cultural epithets or other derogatory remarks associated with hate crime threats
- Conduct that threatens, intimidates or coerces another associate, customer, vendor or business associate
- Use of hotel resources to threaten, stalk or harass anyone at the workplace or outside of the workplace

3. SURVEILLANCE

For safety and security purposes, visual and audio recording devices are installed throughout the property and the footage is recorded. The Hotel reserves the right to use this footage for any lawful purpose including but not limited to: investigating accidents, investigating policy violations, security purposes, training, and legal proceedings. Employees should have no expectation of privacy in public areas of the hotel. Surveillance equipment is not placed in areas where employees have a reasonable expectation of privacy such as restrooms or changing areas.

4. PAY, PAY PERIOD AND PAY DAY

Associates are paid biweekly (every other week) for their hours worked during the preceding pay period.

Pay Period Information:

- A pay period consists of two consecutive pay weeks, at 7 days per week
- Pay periods run from Sunday through Saturday
- Payday is typically on Friday following the end of the pay period
- For employees who have elected direct deposit as payment method, a pay stub will not be issued at the Hotel. Contact your General Manager for electronic access to your pay stub through the payroll portal
- Paper checks must be picked up in person with valid ID. Checks not picked up within 30 days may be mailed to address on file

5. ELECTRONIC COMMUNICATION AND INTERNET USE

The Hotel's electronic communication systems, including computers, e-mail, internet, and telephones, are provided primarily for business use. Limited personal use is permitted provided it does not interfere with work responsibilities, violate any company policies, or incur additional costs to the Hotel.

All electronic communications using Hotel systems are property of the Hotel and may be monitored, accessed, and reviewed at any time without notice. Employees should have no expectation of privacy when using Hotel electronic systems. This includes all emails, internet browsing history, files stored on Hotel computers, and telephone conversations on Hotel phones.

Prohibited uses include but are not limited to:

- Accessing pornographic, sexually explicit, or offensive websites
- Sending harassing, discriminatory, or threatening emails or messages
- Downloading or distributing copyrighted materials without authorization
- Installing unauthorized software or applications
- Using Hotel systems for personal business ventures
- Sharing confidential Hotel or guest information without authorization

- Excessive personal use that interferes with work duties

6. TELEPHONE USE POLICY

Hotel telephones are primarily for business use. Personal calls should be limited to emergencies and kept brief. Excessive personal use of Hotel phones may result in disciplinary action. Long-distance personal calls are prohibited unless authorized by management. Employees may be required to reimburse the Hotel for unauthorized long-distance calls.

7. NO SMOKING POLICY

In compliance with state and local laws and to promote a healthy work environment, smoking is prohibited in all enclosed areas of Hotel property, including but not limited to: offices, hallways, waiting rooms, restrooms, lunch rooms, elevators, conference rooms, employee break rooms, and Hotel vehicles. This policy applies to all forms of smoking including cigarettes, cigars, pipes, e-cigarettes, vaping devices, and any other smoking devices.

Smoking is only permitted in designated outdoor smoking areas. Employees must dispose of cigarette butts and other smoking materials in designated receptacles. Violations of this policy will result in disciplinary action up to and including termination.

8. DRUG AND ALCOHOL POLICY

The Hotel is committed to maintaining a drug and alcohol-free workplace. The use, possession, sale, transfer, purchase, or being under the influence of illegal drugs or alcohol during work hours, on Hotel property, or while conducting Hotel business is strictly prohibited and will result in immediate termination.

Employees taking prescription medications that may impair their ability to safely perform their job duties must notify their supervisor. The Hotel reserves the right to conduct drug and alcohol testing as permitted by law, including but not limited to: pre-employment testing, reasonable suspicion testing, post-accident testing, and random testing where permitted.

9. PUNCTUALITY AND ATTENDANCE

Regular attendance and punctuality are essential job functions for all positions. Employees are expected to report to work on time and ready to work their scheduled hours. If you will be late or absent, you must notify your supervisor as soon as possible, preferably at least 2 hours before your scheduled start time.

Excessive absenteeism or tardiness, whether excused or unexcused, may result in disciplinary action up to and including termination. Three consecutive days of no-call, no-show will be considered job

abandonment and result in immediate termination of employment.

10. STANDARDS OF CONDUCT

Employees are expected to maintain high standards of conduct and professionalism at all times. This includes treating all individuals with respect and courtesy, maintaining confidentiality of Hotel and guest information, dressing appropriately according to Hotel dress code, being honest and ethical in all business dealings, following all safety rules and regulations, and reporting any illegal, unethical, or unsafe activities to management immediately.

11. INTERNAL COMPLAINT PROCEDURES

The Hotel is committed to providing a work environment free from discrimination, harassment, and retaliation. If you experience or witness any conduct that violates Hotel policies, you should immediately report it to your supervisor, Human Resources, or any member of management. All complaints will be promptly and thoroughly investigated.

Complaints may be made verbally or in writing, and anonymously if desired. The Hotel will maintain confidentiality to the extent possible consistent with conducting a thorough investigation. The Hotel strictly prohibits retaliation against anyone who makes a good faith complaint or participates in an investigation.

12. ANTI-RETALIATION POLICY

The Hotel strictly prohibits retaliation against any employee who in good faith reports a violation of Hotel policy, participates in an investigation, or exercises any right protected by law. Retaliation includes any adverse employment action such as termination, demotion, suspension, harassment, or discrimination. Any employee who engages in retaliation will be subject to disciplinary action up to and including termination.

13. HEALTH AND SAFETY

The Hotel is committed to providing a safe and healthy work environment. All employees must follow safety rules and regulations, use required safety equipment, report unsafe conditions immediately, and report all accidents and injuries no matter how minor. Workers' compensation insurance covers work-related injuries and illnesses. All injuries must be reported immediately to ensure proper medical treatment and documentation.

SECTION II: POLICIES REQUIRING SPECIAL ACKNOWLEDGMENT

14. SEXUAL AND OTHER UNLAWFUL HARASSMENT POLICY

We are committed to providing a work environment that is free from sexual discrimination and sexual harassment in any form, as well as unlawful harassment based upon any other protected characteristic. In keeping with that commitment, we have established procedures by which allegations of sexual or other unlawful harassment may be reported, investigated and resolved. Each manager and associate has the responsibility to maintain a workplace free of sexual and other unlawful harassment.

Sexual harassment is a form of associate misconduct which interferes with work productivity and wrongfully deprives associates of the opportunity to work in an environment free from unsolicited and unwelcome sexual advances, requests for sexual favors and other such verbal or physical conduct.

Prohibited conduct includes, but is not limited to, unwelcome sexual advances, requests for sexual favors and other similar verbal or physical contact of a sexual nature where:

- Submission to such conduct is either an explicit or implicit condition of employment
- Submission to or rejection of such conduct is used as a basis for making an employment-related decision
- The conduct unreasonably interferes with an individual's work performance
- The conduct creates a hostile, intimidating or offensive work environment

All associates are required to report any incidents of sexual or other unlawful harassment. If you ever feel aggrieved because of sexual harassment, you have an obligation to communicate the problem immediately and should report such concerns to your manager, and/or the offending associate directly. If this is not an acceptable option, you should report your concern directly to the administrative office confidentially at (908) 444-8139 or via email at njbackoffice@lakecrest.com.

I have read and understand the Sexual and Other Unlawful Harassment Policy: **JD**

15. EQUAL EMPLOYMENT OPPORTUNITY POLICY

Your employer (the "Hotel") provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, genetic predisposition, military or veteran status, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including but not limited to, hiring, placement, promotion, termination, transfer, leaves of absence, compensation, and training.

The Hotel will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. The Hotel will also make reasonable accommodations for

employees whose work requirements interfere with a religious belief, unless doing so would result in undue hardship.

Any employee who believes they have been subjected to discrimination should immediately report the matter to their supervisor, Human Resources, or any member of management. All complaints will be promptly and thoroughly investigated. The Hotel will not tolerate retaliation against any employee who makes a complaint or participates in an investigation.

I have read and understand the Equal Employment Opportunity Policy:

JD

ACKNOWLEDGMENT AND AGREEMENT

In consideration of my employment, I agree to conform to the rules and regulations of the Hotel. I understand my employment and compensation can be terminated, with or without cause, with or without notice, at any time and at the option of either the Hotel or myself. I understand that no representative of the Hotel has any authority to enter into any agreement of employment for any specific period of time or to make any agreement contrary to this paragraph. I further understand that if, during the course of my employment, I acquire confidential or proprietary information about the Company or any division thereof, and its clients, that this information is to be handled in strict confidence and will not be disclosed to or discussed with outsiders during the term of my employment or any time thereafter. I acknowledge that I have received and read a copy of the Hotel's Employee Handbook and Company Policies. I understand the policies and procedures described within and agree to comply with them. I understand that the Hotel has the right to change, modify, or abolish any or all of the policies, benefits, rules, and regulations contained or described in the handbook at any time, with or without notice. I understand that this handbook supersedes all previous employment policies, written and oral, expressed and implied. I also understand that this handbook is not a contract of employment and does not guarantee employment for any specific duration. I acknowledge that it is my responsibility to read, understand, and comply with all policies contained in this handbook. If I have questions about any policy or procedure, I will seek clarification from my supervisor or Human Resources. I also understand that should I have any questions or concerns, at any point during my employment, I may speak to my direct supervisor, or if necessary, contact the administrative office at (908) 444-8139 or via email at njbackoffice@lakecrest.com. Note - while every attempt has been made to create these policies consistent with federal and state law, if an inconsistency arises, the policy(ies) will be enforced consistent with the applicable law.

ELECTRONIC SIGNATURE

I hereby acknowledge that I have read, understood, and agree to all the policies and procedures outlined above.

John Doe

Electronic Signature:	John Doe
Signature Type:	Electronic Signature
Date & Time Signed:	2025-08-01 11:11:55

IP Address:	192.168.1.100
Signature ID:	SIG-20250801-111155
User Agent:	Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWeb...
Legal Compliance:	E-SIGN Act Compliant Electronic Signature

This document has been electronically signed and is legally binding under the Electronic Signatures in Global and National Commerce Act (E-SIGN Act) and the Uniform Electronic Transactions Act (UETA). The electronic signature and associated metadata constitute a valid and enforceable signature. A copy of this acknowledgment will be maintained in your personnel file for the duration required by federal and state law. The Hotel reserves the right to update these policies at any time. Employees will be notified of significant changes.