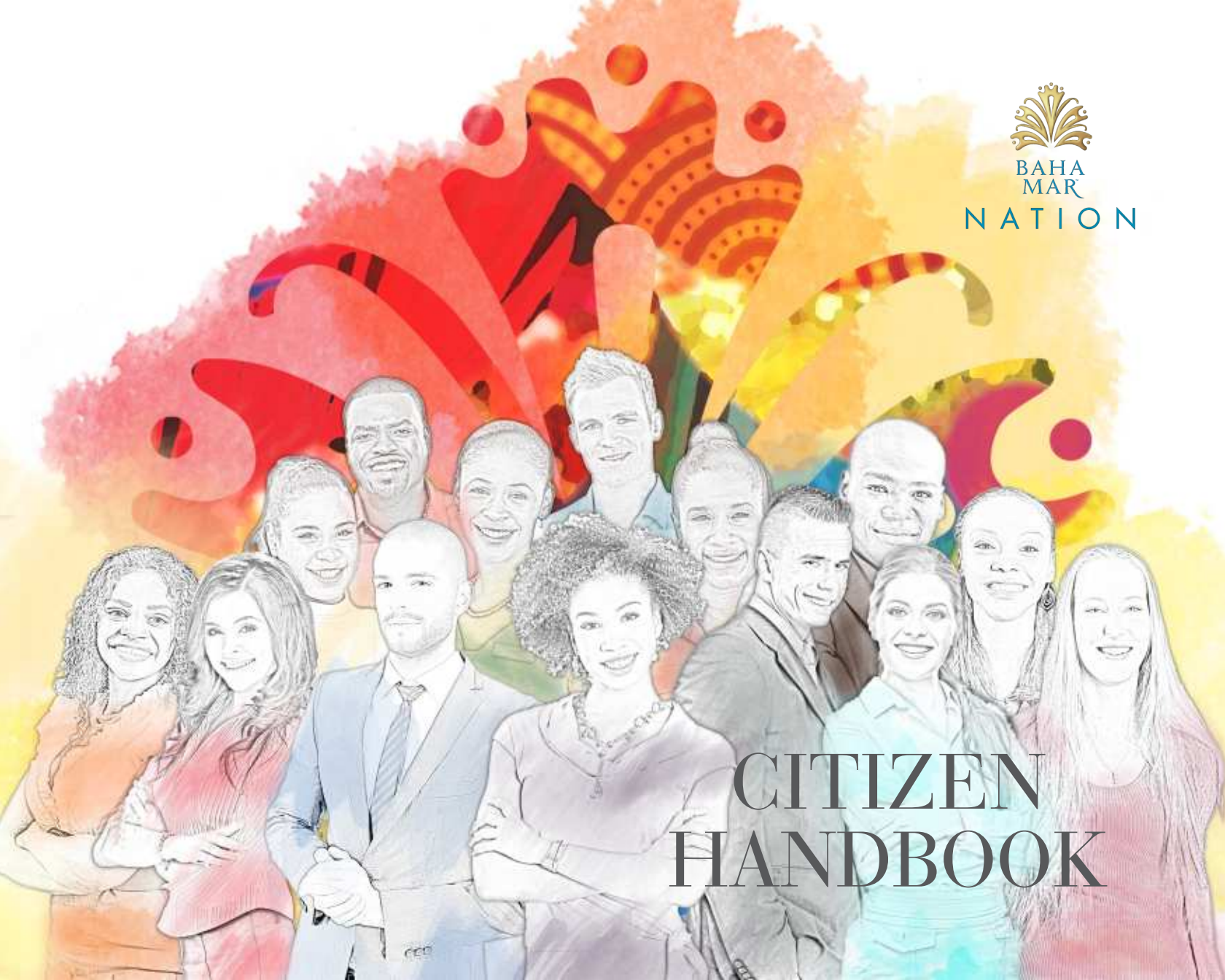




BAHA
MAR

NATION



CITIZEN HANDBOOK

Acknowledgment of Citizen Handbook

Welcome to Baha Mar!

Our Vision and Our Culture

TENETS OF THE NATIONS

I: WE ACT FAIRLY AND EQUITABLY (policies that ensure a fair and open workplace)

II: WE PUT GUESTS FIRST (policies that ensure guests never feel second-best)

III: WE MAINTAIN A PROFESSIONAL WORKPLACE/WE ARE PROFESSIONALS

IV: BE SAFE AND SECURE (everyone's job to ensure)

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I agree to embrace the Bahamian spirit as a part of the Baha Mar Nation, and to always thrive as part of the team. By signing below, I understand that the Handbook is a guide to the practices and policies of the Company, and failure to comply with the Company's policies and procedures shall result in disciplinary action up to and including termination. I also understand that the Company, in its sole discretion, can change, modify policies, practices, and benefits in this Handbook at any time. I also acknowledge that if the Company does not enforce a policy, guideline or rule, or delays enforcement of a policy, guideline or rule, it does not mean the Company has waived its ability to enforce any policy, guideline or rule in the future.

As an empowered Citizen ("Citizen") of Baha Mar Nation, I understand that I am responsible for reading the Handbook, and that I have the obligation to review this information regularly on the Company's internal information portal, with the Human Resources Department, or with a Supervisor as inevitably, there may be changes and additions to what is contained within this Handbook.



Print name _____

Citizen ID: _____

Signature _____

Department Name: _____

WELCOME TO THE BAHA MAR NATION!

Welcome to the Baha Mar family! We're glad to have you on our team!

This Handbook tells you what the Company expects from you, but what it can't give you is the passion and joy you need to Own the Wow! What does Own the Wow mean? It is our expectation that you will care deeply about your team members, have a generous spirit, thrive as part of a team, pay exacting attention to details, create emotional connections with our guests, and be strongly committed to Baha Mar's success.

At Baha Mar, we want you to thrive as a part of our team with passion for what you do every single day. The team is most important, because we believe that if we function as a team with a goal of providing the highest quality service, we will exceed the expectations of our guests. We also believe that our Citizens are our most valuable asset, and as such, how we treat them is just as important as how we treat our guests.

We hope that during your employment with Baha Mar, you will become a productive and successful member of the Baha Mar Nation. Again, welcome to Baha Mar!

Sincerely,



Thomas M. Dunlap
President
Baha Mar



Baha Mar's vision is to create an iconic global destination that reflects the soul of The Bahamas – the New Riviera. We have a passion for Better than Best that leaves a lasting impression on our guests, and creates a timeless resort experience that is glamorous, fun and sexy. Our success will transform generations, creating professional growth, and prosperity for ourselves, our families, and our country. Our culture – how we act – is bound by our six core values and expressed through our commitment to what we do – our service habits – every day to bring this vision to life.

BRAND

WHO WE ARE

VISION

To create an iconic global destination, that reflects the soul of the Bahamas-the New Riviera

PROMISE

- The authentic and adventurous destination for adults in the Caribbean.
- Lively, dynamic and glamorous experience.
- A special place full of discovery and surprises.
- Baha Mar is "The New Riviera."

CULTURE

HOW WE ACT

CORE VALUES

- Care deeply.
- Have a generous spirit.
- Thrive as part of a team.
- Pay exacting attention to details.
- Create emotional connections with each other and our guests.
- Be strongly committed to Baha Mar's success.

HABITS

WHAT WE DO

1. I use the 10-5 Rule with every guest, every time in a welcoming, genuine, and polished manner.
2. I remain humble and polite, giving guests the right of way and escorting them whenever possible.
3. I use last names and meaningful conversation to connect with the guests.
4. I anticipate the needs and am timely with requests for both external and internal guests.
5. I make recommendations and share insights enthusiastically.
6. I own guest concerns and follow up to ensure satisfaction.
7. I invite my guests to return every time.
8. I am responsible for the appearance and condition of our resort.
9. I make guest privacy a priority.
10. I am a proud ambassador of Baha Mar.

I: ACT FAIRLY AND EQUITABLY

AS CITIZENS OF THE BAHAMAR NATION, WE BELIEVE THAT POLICIES MUST EXIST TO ENSURE THAT ALL OUR CITIZENS ARE MANAGED AND MANAGE OTHERS WITH OPENNESS, FAIRNESS, AND A COMMITMENT TO ENSURING WE DO NOT DISCRIMINATE. WE EMBRACE THESE POLICIES AS PART OF OUR OVERALL COMMITMENT TO OUR CULTURE AND CORE VALUES.

OPEN DOOR POLICY

We commit to thrive as part of a team, creating memorable experiences for our global guests: this requires us to keep open communication with one another. You are encouraged to share your thoughts, ideas and feelings with your Supervisor or any other Baha Mar leader without fear of reprisal. We want to know our Citizens. Please remember that we can only act on things that we know about. We care deeply about your experience as a Citizen of Baha Mar Nation and promise to make this our priority.

NON-DISCRIMINATION

Regardless of your race, creed, sex, marital status, political opinions, religion, age, or national origin, Baha Mar will treat you equally.

Citizens are prohibited from discriminating against another Citizen, guest, or applicant on the basis of race, color, ancestry, creed, national origin, sex, marital status, political opinion, age, religion, sexual orientation, gender identity, pregnancy, age, disability, genetic information, veteran status, or Citizenship status. Only hard work and business needs dictate our recruitment, selection, training, and promotion process.

In case you witness any treatment that contravenes our commitment to non discrimination, please come and talk to a member of the Human Resources team immediately. We will assure confidentiality and relentless pursuit of fair and equitable treatment for all Citizens of Baha Mar Nation.

PERSONS WITH DISABILITIES EQUAL OPPORTUNITIES

The Company is strongly committed to equal employment opportunities for persons with disabilities. We will make good faith efforts to accommodate physical and mental limitations of qualified applicants, unless such accommodations would impose undue hardship on the Company's business or jeopardize the safety and security of Citizens, guests, environment, or general public. Requests for accommodations should be directed to your Supervisor and Human Resources.

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SECONDARY EMPLOYMENT

Subject to the Company's prior written approval, you may engage in secondary employment or a side business, but you will be expected to give up any outside employment or activity if it adversely affects your performance, the reputation of the Company, or is a conflict of interest with your primary employment. The Company reserves the right to restrict your employment solely to Baha Mar.

EMPLOYMENT CLASSIFICATION

- Regular Full-Time: Citizen is scheduled to work 32 or more hours per week on a consistent basis.
- Regular Part-Time: Citizen is scheduled to work fewer than 32 hours per week on a consistent basis.
- Project Worker: Worker is engaged for the purpose of performing a specific task or assignment, and whose tenure is not dependent on time period, but on the completion of the assigned project.
- Temporary Worker: Worker hired to do a specific job for a period not exceeding three months, except where that person is employed to replace a current Citizen of Baha Mar on maternity, sick, accident, or vacation leave, in which case the period of the replacement worker's term shall coincide with the leave of the absent

Citizen.

- On Call/Extra Worker: Worker engaged occasionally by the Company when business demands.

The benefits you are entitled to as a Citizen of Baha Mar Nation vary according to your job classification. The Company reserves the right to modify the benefits offered in its sole discretion. On the 1st of the month immediately following the completion of three months of service, Regular, Full-Time Citizens are eligible to join **LIVE BLU**, Baha Mar Nation's discretionary benefits program. Details of **LIVE BLU** are supplied to all Citizens upon joining and are available on the internal information portal under the **LIVE BLU** section. The Company will monitor the hours worked for all Citizens to determine benefits eligibility.

If you have any questions about your status or eligibility for benefits, please contact Human Resources.

PERSONNEL RECORDS

Your personnel file is maintained by Human Resources. Citizens may schedule an appointment with Human Resources to review their files. Please notify them in the event of changes to your:

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PERSONNEL RECORDS CONTINUED

Address, telephone number, legal name or marital status
Dependents and beneficiaries

Medical records, if any, will be kept in a separate confidential file. The Company is committed to maintaining secure, confidential files in accordance with the Data Protection Act. The Data Protection Policy is available for your review on the internal information portal or by request from the Human Resources department.

PROBATIONARY PERIOD

Your probationary period will give you an opportunity to find out if the hospitality industry and Baha Mar's environment and culture is a good fit for you. This period also gives us a chance to observe your professionalism, commitment, performance, and attendance. If necessary, your probationary period may be extended, or the Company may sever your employment without notice or pay in lieu during that time if you do not meet Baha Mar Nation standards. Please note that all internal promotions and transfers are followed by a three month probationary period.

TRANSFERS AND PROMOTIONS

Just as you are strongly committed to Baha Mar's success, we are committed to the success of your career with the Company. Your growth is a measure of our success and we provide extensive training and development opportunities to facilitate progression for all Citizens.

Job transfers are a great way to gain new experience and skills. They are possible for Citizens who have completed their probationary period and worked in a position within their brand/ division for a minimum of twelve months. Transfer requests are reviewed based on a variety of factors, including:

- Qualifications for the position
- Overall work record and performance
- Disciplinary record
- Availability of positions

Talk to your Supervisor and complete a Transfer Request Form if you are interested in an internal transfer. Human Resources can provide guidance on completing an online application for an open position. Approval for a transfer does not guarantee that you will be hired for a new opening, as the hiring resort or department are empowered to make hiring decisions.

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TRANSFERS AND PROMOTIONS CONTINUED

Promotion decisions are based on your qualifications, readiness for the new job and the Citizen's past performance. Baha Mar leaders will strive to review your performance at a minimum of once a year and during this review, your career progression prospects will be reviewed. If you think that you are ready for promotion outside of the review process, please inform your Supervisor of the position you are interested in, and then contact Human Resources.

Please note that all internal promotions and transfers are followed by a three month assessment period. You can refer to the Transfer and Promotion Policy for more details.

CITIZEN PARKING

In accordance with the Baha Mar parking policy, any cars found parked illegally or not in accordance with the parking policy within Baha Mar campus will be towed and the Citizen will be responsible for full cost of the recovery of their towed car.

The Company provides a comprehensive and safe shuttle bus service to get to and from

work. All Citizens are encouraged to use the shuttle as often as possible. Not only will it save you looking for space to park your car, you will also contribute to our Nation's efforts to be green and preserve the natural environment and beauty of The Bahamas for generations to come.

ENTERING & EXITING

We want our Citizens to make as grand an entrance as our guests!

Enter and exit the campus through the two designated Citizen entrances, and be prepared to proudly show off your ID of Baha Mar Citizenship.

IDENTIFICATION BADGES

To ensure a safe and secure environment for our guests and Baha Mar Nation overall, all Citizens must have their identification badge on their person during working hours, to gain entrance to access controlled areas and to receive a meal.

Citizens are required to proudly wear their ID badge, face out, in a conspicuous place on the front of their clothing.

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IDENTIFICATION BADGES CONTINUED

Guest facing Citizens are only required to wear their badge in heart of house areas, however they must have their name tag displayed at all times.

Citizens are responsible for their own identification badges and may not transfer them to another person for any reason.

If a Citizen's badge is damaged through normal use, they will be issued a new badge at no cost.

If a Citizen's badge is damaged due to misuse, or is lost, Citizens must report this to Human Resources or the Security department immediately and get a new badge from Human Resources. A replacement fee will be payable.

LOCKER ROOMS AND ETIQUETTE

Locker bags, locks, and/or lockers will be provided to uniformed Citizens. Please keep the following in mind:

You are responsible for items in your locker/locker bag. Please do not leave valuables in them, as they may be lost, damaged, or stolen.

The Company is not responsible for personal items stored in locker bags.

Only locker bags provided by the Uniform Department are allowed; no trading.

Only locks provided by Human Resources are allowed; no outside locks on the lockers please.

Periodic inspections of lockers and locker bags will be conducted by Security, in the Company's sole discretion.



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II: PUT GUESTS FIRST

OUR GUESTS ARE THE REASON WE ARE HERE, AND THEIR SATISFACTION AND DELIGHT IS HOW WE CREATE A PROSPEROUS FUTURE FOR OURSELVES AND FOR OUR COMMUNITY. AT ALL TIMES WE FIND WAYS TO CREATE EMOTIONAL CONNECTIONS WITH OUR GUESTS THAT ARE POSITIVE AND SHOWCASE OUR ATTENTION TO THEIR NEEDS. THEREFORE, WE HONOR POLICIES THAT ENSURE OUR GUESTS NEVER HAVE REASON TO FEEL THAT THEY ARE NOT WELCOMED AND HONORED IN OUR HOME.

APPEARANCE/GROOMING STANDARDS

Good news! Baha Mar will provide laundry services and maintenance to all uniforms which require specialist cleaning, which means there is no need to take these uniforms home. You will be informed of your uniform cleaning arrangements when you pick your uniform up. Uniforms cleaned by the company may not be removed from the premises.

Our first impression must be our best impression. When preparing for work, imagine that every day you have an audience with the Queen, a meeting with the Prime Minister, and

a meal to prepare and serve to your beloved grandmother. Show your Baha Mar pride through a clean, professional, well-groomed appearance. Each hotel will define specific hygiene and appearance standards.

PUBLIC AREAS AND RESTROOMS IN GUEST AREAS

You are not permitted to be in a public area, unless specifically assigned to be there because of your job. These areas include, but are not limited to, restrooms in any guest area or public area, guest elevators, the lobby, banquet space, and guest rooms.

We put the same attention to detail into the design of our Citizen facilities as for those provided Front of House, so please, put our guests first and use only our fabulous Heart of House Citizen restrooms.

Please refer to your Heart of House map to become familiar with the location of our Citizen restrooms.

SMOKE-FREE WORKPLACE

Only smoke in designated Citizen smoking areas. Smoking in non-designated areas is strictly prohibited and may result in disciplinary action. It is not acceptable to leave the property

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WE PUT GUESTS FIRST



SMOKE-FREE WORKPLACE CONTINUED

to smoke, nor to find a place on property such as loading docks, stairwells, closets, rooms, work areas, or garages. This policy extends to the use of cigarettes, cigars, electronic cigarettes/e-cigarettes, pipes, and chewing tobacco.

VISITORS

We know you are proud of our resort and wish to show Baha Mar off! However, your primary focus at work should be to provide **Better than Best service**; entertaining visitors is a distraction from that focus and should be avoided. Visitors must have an appointment, and must check in with Security and/or other resort management. They must be escorted by the person with whom they have an appointment. Citizens are prohibited from bringing children into any work area for their safety and for the safety of all Baha Mar Citizens.

ON-CAMPUS WHILE OFF-SHIFT

Please do not visit your friends and co-workers while they are working, as this distracts them from delivering **Better than Best service**. The only reasons a Citizen should be on campus when they are not scheduled to work is to

attend a scheduled meeting, a company-sponsored event, or to be a paying guest. Citizens who need to be on property while they are not working must get permission from their immediate Supervisor prior to their arrival.

USE OF GUEST FACILITIES

Citizens are not permitted to utilize the restaurants, spa, swimming pools, or fitness centers of the resort, unless they are visiting Baha Mar as paying guests while they are off-duty. Citizens utilizing the property as paying guests are expected to conduct themselves as a representative of the Company and behave appropriately and professionally. Citizens may never ask for special treatment from co-workers while visiting Baha Mar as guests. We hope when you do choose to enjoy Baha Mar as a paying guest you are delighted with the experience!



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WE PUT CUSTOMERS FIRST







III: MAINTAIN A PROFESSIONAL WORKPLACE

AS CITIZENS OF THE BAHAMAS NATION, WE KNOW THAT OUR ENJOYMENT OF OUR JOBS HELPS TO CONVEY A SENSE OF FUN TO OUR GUESTS. PUTTING THE RULES OF CONDUCT FIRST REMOVES QUESTIONS AND CONCERNS THAT WOULD GET IN THE WAY OF ENJOYING OUR TIME AT WORK. WE TAKE PRIDE IN THE IMPECCABLE PROFESSIONALISM OF OUR WORKPLACE, BECAUSE WE KNOW THAT BEING BETTER THAN BEST REQUIRES NOTHING LESS. OUR PROFESSIONALISM EXTENDS TO ENSURING THE HEALTH AND WELL-BEING OF OUR CITIZENS.

WORK SCHEDULES

We provide access to fun and **Better than Best** hospitality 24/7 at Baha Mar. The Company work week begins on Monday at 12:00am and ends on Sunday at 11.59pm. The regular working week consists of five days scheduled with two days off.

Your schedule will depend upon your job and your assigned shift. Work schedules will typically be posted one week in advance, but no fewer than twenty-four hours prior to the effective date of each schedule.

The Company cannot guarantee that your shifts will remain the same each week. Changing schedules or blocking time for other jobs and personal commitments requires approval from your Supervisor, must be done in advance, and cannot be guaranteed.

If your schedule changes after it has been posted, your Supervisor will communicate the change to you as soon as possible. If you have questions about your work schedule, please ask your Supervisor. It is your responsibility to adhere to your posted schedule.

OVERTIME

One-point-five times the regular rate will be paid for time worked over the standard hours of work for overtime eligible Citizens. A Citizen working on a scheduled day off will receive two-times the regular rate of pay. Supervisors must pre-approve all overtime in writing. We commend your **generous spirit**, but unscheduled or “donated” work without written approval of your supervisor will not be paid.

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WE MAINTAIN A PROFESSIONAL WORKPLACE



WEATHER EMERGENCY CLOSINGS

“Hurricane a’ coming, you better batten down!”
—*Phil Stubbs, “Hurricane”*

All Citizens are expected to help protect and secure the campus and our guests in the event of severe weather. Closing procedures will be communicated in the event of weather-related closures.

CLOCKING IN & CLOCKING OUT

When you are in uniform and ready to begin working, you must clock-in. When you stop working, before you change and prepare to leave, you must clock-out. A three minutes grace period will be allowed for your clocking in and out. You may only work during scheduled shifts. Falsifying work records in any way is regarded as dishonesty and stealing, is strictly prohibited, and must be reported to Human Resources in case it is witnessed.

BREAKS/CITIZEN DINING ROOM

Hourly Citizens are entitled to one unpaid 30-minute meal break for each eight-hour shift.

During your scheduled breaks, you are invited to dine and refresh in the Baha Mar Citizen dining room, [Café Blue](#). [Café Blue](#) is the best

restaurant at Baha Mar! Citizens are provided with one (1) free, healthy, delicious and wholesome meal per shift worked.

Citizens must use their ID badge in order to receive entrance to the food area.

Additional meals may be authorized for Citizens who work overtime in excess of four (4) hours continuous with their regularly scheduled shift. The Supervisor in charge of scheduling the overtime may grant such authorization.

All Citizen meals will be served in [Café Blue](#). Under no circumstances is food served in the Citizen dining room to be carried out of that area. Citizens are also not permitted to bring their own food to work, with the exception of those with documented dietary or religious restrictions.

Citizens may choose to purchase additional meals to take home through the [LIVE BLU](#) benefits program. Further details can be obtained from the Human Resources department or on the internal information portal.

Citizens are invited to dine and/or relax in [Café Blue](#) only when on duty and no less than one hour prior to the beginning and one hour after their shift ends.

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ATTENDANCE AND PUNCTUALITY

We **care deeply** enough about our guests and fellow Citizens to make every effort to avoid creating undue burden through our lateness or absence. Lateness directly impacts our ability to deliver **Better than Best service**. Please ensure you read and understand your responsibilities for proper attendance and punctuality. If you have questions, please ask your Supervisor or Human Resources.

PROPER CALL-IN PROCEDURES

Notify your Supervisor at least two hours before your shift if you are unable to work. If you are unable to immediately speak with your Supervisor, please leave the following information with your Human Resources department or Duty Manager:

- Name and department
- Date and time you were scheduled for work
- Reason for not being able to report
- Phone number where you can be reached

Do not rely on friends, relatives, or fellow Citizens to report your absence.

EXCUSED ABSENCES

Whilst we understand that absences from work may happen for all sorts of unforeseeable reasons, we ask our Citizens to remember that having great attendance is an essential component of **Thriving as Part of the Team, providing Better than Best Service** and being **Strongly Committed to Baha Mar's Success**.

Absences must be reported daily unless other arrangements have been made with your Supervisor.

Absences due to previously approved bereavement leave, military obligation, jury duty, or leaves of absence arranged through the Human Resources department, or time off granted by your Manager, will not result in discipline under this policy. It is your responsibility to ensure that you have obtained prior approval for any such obligation, leave or time-off request.

There will only be six excused absences within a 12-month rolling period from the first absence, provided that proper call-in procedures are followed. For avoidance of doubt, if a Citizen leaves early with Manager approval, no occurrences will be noted. In this case, the Citizen will only be paid for hours worked.

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UNEXCUSED ABSENCES

A Citizen who has accumulated six excused absences within a twelve-month period will be subject to discipline under this policy, even if proper call-in procedures have been followed.

All unexcused absences will be documented on an attendance tracking form, and include but are not limited to the following situations:

Any absence after six excused absences within a 12-month rolling period

Failure to follow proper call-in procedures

Tardiness

Inability to complete a full shift

Absenteeism on a requested day off that was denied

Calling in the day before/after a vacation day/holiday

Any habitual patterns of absenteeism or tardiness that constitute abuse of the Company's policy

NO CALL/NO SHOW

A No Call/No Show occurs when a Citizen fails to call in or report for work within two hours after the start of their shift. The first No Call/No Show within a 12-month period will be documented as a Career Decision Day (see page 33 for a definition). A subsequent No Call/No Show during the same 12-month period will result in separation of employment. If you fail to report to work without calling for two consecutive scheduled shifts, your employment will be terminated for "job abandonment."

DISCIPLINARY SCHEDULE FOR UNEXCUSED ABSENCE

Progressive discipline for unexcused absences will be administered as follows:

First = Attendance Tracking Form and Coaching

Second = Attendance Tracking Form

Third = Attendance Tracking Form and Performance Improvement Plan

Fourth = Attendance Tracking Form

Fifth = Attendance Tracking Form and Career Decision Day

Sixth = Separation of Employment

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REPORT-IN PAY

Hourly Citizens who report to work on time for a shift and are able to perform their job but are sent home because of insufficient work load will be given a minimum of four hours pay at the regular hourly rate. However, an hourly Citizen who, after reporting to work and starting to perform the job, requests to leave before completion of the shift or refuses available alternative duties, will only be paid hours worked.

MEETING PAY

Hourly Citizens attending a mandatory meeting or training on a scheduled day off will be paid for a minimum of two hours, or the length of the meeting, at the regular hourly rate, unless overtime is incurred, in which case the applicable overtime rate will apply.

PAY DAY

Nobody likes standing in line at the bank. Your pay will be automatically deposited into the bank account of your choice. Our expat Citizens are paid monthly, whilst our local Citizens are paid on a weekly basis. Payroll advances are

not granted. The Company permits up to a maximum of two deductions to be set up from a Citizen's pay. For your convenience, your payslip will be available via our internal information portal on the day after your pay has been deposited. Please review your payslip: if for any reason the payment is inaccurate (overpaid or underpaid), please the notify Payroll department.

TIPS AND GIFTS

Citizens are allowed to accept, but not solicit, tips. When guests offer tips in the form of items (e.g., flowers, food, etc.), Citizens should inform their Supervisors and obtain a Property Pass in order to remove these items from the building. Please refer to the Compliance Program for the Company's policy on Gifts.

When guests offer tips in the form of casino chips, Citizens must politely decline. Casino Citizens should refer to the policy regarding casino tips for further details. If you work in a department that pools tips, tips should be treated according to departmental policy.



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WE MAINTAIN A PROFESSIONAL WORKPLACE



HOLIDAYS

“Mama bake a johnny cake Christmas comin’!”

The Company recognizes the following 11 holidays, which are set by the Government of the Commonwealth of The Bahamas:

- New Year’s Day
- Majority Rule Day
- Good Friday
- Easter Monday
- Randol Fawkes Day/Labour Day
- Whit Monday
- Independence Day
- Emancipation Day
- Heroes/Discovery Day
- Christmas Day
- Boxing Day

Overtime eligible Citizens who are required to work overtime on a holiday are paid twice their regular hourly rate. Non-overtime eligible Citizens will receive bonus time for work on a public holiday.

Bonus time must be taken within 3 months of accrual after which the days will be forfeited with the exception of Food & Beverage personnel who will have a 6 month accrual window.

COURT DUTY

Citizens selected for jury service or summoned to appear as a witness in a court proceeding must promptly notify their Supervisor. A copy of the summons must be submitted to Human Resources. A Citizen who is excused from jury duty or released as a witness shall report to work as scheduled. The Company reserves the right to require written confirmation of any selection or non-selection of the Citizen from the judicial official.

The Company will comply with laws regarding jury/witness duty service. Regular full-time and part-time Citizens selected as jurors will be paid at their basic rate, less any payment received from the court. Temporary Workers and On-Call Workers are not eligible for jury duty pay.

COMPASSIONATE LEAVE

You are eligible for bereavement leave and pay on your first day of employment. Citizens are eligible for a maximum of four days off with pay following the death of an immediate family member; and, two days off with pay upon the death of an uncle, aunt, nephew, niece, parent-in-law, brother-in-law or sister-in-law. Temporary and On-Call Workers are not eligible.

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COMPASSIONATE LEAVE CONTINUED

An immediate family member is defined as a spouse, common law spouse, mother, father, foster parent, grandparent, brother, sister, child, foster child or grandchild. The Company may request verification of a Citizen's relationship to the deceased in the form of a copy of the death certificate, obituary or funeral service program.

VACATION

Rest and rejuvenation are an important part of being a healthy Baha Mar Citizen. Regular full-time Citizens are entitled to time off with pay according to the following schedule:

Completed Years of Service	Paid Time Off
Up to 5 years of service	10 days total
Six years and above	15 days total

Regular Part-Time, Temporary Workers, and On-Call/Extra Workers are not entitled to vacation benefits.

Because the Company feels it is important for all Citizens to enjoy time off for rest and relaxation, pay is not given in lieu of vacation.

Citizens are encouraged to take each year's earned vacation time before the end of the calendar year, but, as necessary, Citizens will be allowed to use up accrued vacation time until March 31st of the following year.

Any carry of vacation days past March 31st of the following year needs approval of senior management and will only be considered for extreme circumstances.

LEAVES OF ABSENCE

All requests for a Leave of Absence must be submitted through Human Resources, and must state the specific reason, the expected duration, and include the appropriate certification. In the case of foreseeable leaves, such as leaves for planned medical treatment, or for the birth or adoption of a child, you must complete the appropriate Leave of Absence documents at least 30 days in advance of the leave.

For unforeseeable events, such as accidental injury or a sudden change in health, or premature birth covered under Maternity Leave, you are expected to notify the Company of the leave as soon as possible. If you fail to comply with these notice requirements, your leave may be delayed or denied.

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LEAVES OF ABSENCE CONTINUED

To extend a leave of absence, it is important that your written request for an extension be received prior to the expiration of the original leave.

TYPES OF LEAVE

Sick Leave

After completing six months of service, regular full-time Citizens are eligible for five days paid sick leave per year for personal illness, or to attend a medical appointment for their own health exam or condition. Citizens are required to provide Human Resources with a medical certificate for every day following the 1st day of sick leave.

Absences of more than two (2) working days due to illness or injury require a doctor's note. A doctor's note may also be required by Human Resources for each separate instance of absence, repeated absence, or extended absences.

Any National Insurance Sick Benefit payments received by the Citizen will be deducted from the Citizen's salary. Sick days do not carry over from year to year, and a Citizen who is leaving the Company will not be paid for any unused

sick days. Temporary Workers and On-Call/Extra Workers are not eligible for paid sick leave.

Family Leave

Full-time Citizens are entitled to up to one week of unpaid Family Leave for the following reasons:

- Birth of a child
- Death or illness of a child, spouse or parent

Citizens must provide proof of birth, death, or illness, and in the case of family medical situations, the Company may require a Medical Certification form completed by the health care provider.

Maternity Leave

After a year of continuous employment, female Citizens are entitled to up to twelve weeks paid Maternity Leave, including time taken before and after birth, at their normal rate of pay. Citizens returning from Maternity Leave will be reinstated in their former position without loss in seniority, benefits, or wage.

A Citizen who has not completed one year of continuous full-time employment may be granted unpaid maternity leave. If a Citizen

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Maternity Leave continued

requires extra time off for any illness arising during this leave after using all twelve weeks of leave, she will be granted up to an additional six weeks of unpaid leave, as required by her doctor.

Citizens applying for Maternity Leave are entitled to receive the National Insurance Maternity Benefit, which pays the Citizen 66.33% of her average, insured income. The Company's policy is to allow the Citizen receiving the National Insurance Maternity Benefit to determine whether she will accept her full salary and pay the National Insurance Benefit to the Company, or whether she will retain the National Insurance Benefit and therefore accept 33.33% of her average, insured income from the Company. The Citizen should communicate her choice to the Human Resources department in advance of her Maternity Leave.

Paternity Leave

After six months of continuous employment, male Citizens are entitled up to five days unpaid leave per year upon the birth of a child. Citizens will be required to produce a copy of the child's birth certificate to be eligible for Paternity Leave.

Personal Leave

Citizens employed full-time for six months are entitled to request unpaid Personal Leave for periods up to 30 days for compelling personal reasons. The Company may grant personal leave, based on the nature of the request and business needs. An extension may be requested for up to an additional 30 days in the event of serious or extenuating circumstances. Personal Leave does not accrue.

Military Leave/Reservist Duties

Time off may be given to Bahamian Citizens who serve as Reservists on the Royal Bahamas Police Force or Royal Bahamas Defense Force to permit them to perform such duties in case of national emergencies where the performance of those duties conflict with the Citizen's duties to the Company.

Time Off for Voting

Citizens are encouraged to vote. Citizens scheduled to work at or after 10:00am, or whose shift end at or before 4:00pm, are asked to vote prior to arriving at work or once their shift ends. Citizens scheduled otherwise will be given time off with pay, up to two hours. Once voting is complete, Citizens must report to work for scheduled shifts.

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NO DISTRIBUTION OR SOLICITATION

“Caring deeply” is a part of our DNA at Baha Mar. We admire our Citizens’ commitment to charitable causes and encourage you to make suggestions and become involved with the [Believe Foundation’s](#) activities in the community.

Solicitation is defined as an invitation to support a cause, the selling or marketing of any products or services unrelated to Company business, or the requesting of donations or contributions for any purpose. Solicitation is prohibited on Company property at any time.

Distribution is defined as the dissemination or circulation of any type of written, printed, audio, or video material other than materials related to Company business. Distribution is prohibited at all times in public areas on Company property. Distribution is prohibited on Company property at any time.

Persons not employed on the campus may not solicit or distribute for any purpose at any time anywhere on the property.

EMPLOYMENT OF RELATIVES

The Company does not permit one relative to supervise, check, process, approve, audit, or

review the work or influence the remuneration of another relative. Relatives are defined as a spouse, parent, grandparent, sibling, child, aunt, uncle, nephew, first cousin, parent-in-law, brother- or sister-in-law. Someone who is cohabiting with a Citizen is also considered a relative for the purpose of this policy.

Citizens are required to report any members of their family that are employed by the Company. If a Citizen becomes a relative of a colleague, it is the responsibility of both Citizens to advise the HR department. The company may limit the employment of relatives if there is a conflict of interest. Citizens whose immediate family members are now or seeking to become a contractor or vendor to the Company, whether they own or work for the contractor or vendor, are asked to notify Compliance at compliance@bahamar.com

FRATERNIZATION

Members of management, including Supervisors, are prohibited from dating Citizens who they supervise, directly or indirectly. Citizens are not permitted to date colleagues whose work they check, process, approve, audit, or review, or if they influence that Citizen’s remuneration.

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DRIVING COMPANY VEHICLES

As a condition of employment at the Company, Citizens who operate a company or personal vehicle as a part of their responsibilities must provide the Company with a copy of a valid Driver's License, a copy of valid insurance, and registration. Citizens who drive Company vehicles must also report suspension, revocation, or changes in their Motor Vehicle Records to Human Resources.

LOST & FOUND

A Citizen finding any lost or misplaced item anywhere on campus must give the item to Security immediately. Citizens who may have lost money or any item of value must report the matter to a Supervisor immediately.



FOUND CASINO VALUE CHIPS

All found casino chips must be reported to a Pit Manager. The Pit Manager will contact Surveillance for further review.

SEARCHES OF THE WORKPLACE

The Company reserves the right to search Citizen work areas and possessions. The Company may request that Citizens turn out their pockets and empty their bags, and may open and inspect lockers and locker bags. Personal belongings in the lockers and locker bags are also subject to search. The Company reserves the right to inspect any personal packages you may be carrying, including purses, bags, or briefcases, as you enter or leave the resort. Under no circumstances will a Citizen be permitted to take food or alcohol off campus.

PERSONAL PACKAGES AND PROPERTY PASSES

A property pass procedure for the removal of materials or equipment from the Company will be used. If you wish to leave with a parcel, package, or any other item, you will need to present a signed Property Pass to Security when leaving. You may obtain a pass from your Supervisor.

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IV: BE SAFE AND SECURE

JUST AS WE WOULD NEVER INVITE SOMEONE TO STEAL FROM US OR CAUSE INJURY TO OUR FAMILY OR FRIENDS, WE FOLLOW POLICIES THAT ENSURE WE WOULD NEVER DO THE SAME IN OUR WORKPLACE.

IN A RESORT OF OUR SIZE, WE KNOW THAT WE MUST ALWAYS BE VIGILANT TO ENSURE WE PROTECT OUR GUESTS, PARTNERS AND CITIZENS FROM HARM, THEFT, OR HARASSMENT. WE TAKE A “NO COMPROMISES” APPROACH TO FOLLOWING THE POLICIES THAT KEEP ALL INDIVIDUALS ON OUR PROPERTY SAFE AND SECURE. WE KNOW THAT OVERLOOKING INFRACTIONS COMMITTED BY OTHERS PUTS EACH OF US AT RISK, AND THEREFORE MUST BE REPORTED AND ADDRESSED.

SAFETY

The following policies deal with any violence that may occur on the premises, and are used to ensure the safety of our Citizens and guests:

Report all threats of violence, direct and indirect, to your Supervisor. Be specific.

Report all suspicious individuals or activities to your Supervisor.

Do not put yourself in danger.

If you hear any violent activity or commotion near your workplace, do not attempt to see what is happening. Go to the nearest telephone and dial the resort emergency number, and then state your name and location. Depending on the severity of the situation, you may also instruct the resort Operator to call 911.

Warn others, if it is possible to do so safely, and hide from any potential danger or threats.

Cooperate fully with security, law enforcement, and emergency medical personnel that respond to call for help.

Do not respond to inquiries from the media. Direct the media to the designated public relations representative.

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INJURIES & ACCIDENTS/NATIONAL INSURANCE SCHEME

You must immediately report injuries or accidents to your Supervisor and Human Resources. Prompt reporting of an injury or accident is important not only to your welfare, but also for that of your fellow Citizens. A copy of the completed Accident/Incident Form must be forwarded to Human Resources, and then it will be sent to the National Insurance Board. Note that the Board may delay or even deny a claim that is not reported in a timely manner.

UNDERAGE GAMBLING AND DRINKING

The Company has a zero tolerance policy for underage gambling and alcohol consumption. Citizens are responsible for preventing anyone under eighteen from participating in gambling or purchasing and consuming alcohol. If a Citizen suspects that a guest who is gambling or purchasing/consuming alcohol is younger than eighteen, the Citizen must either check the guest's identification or notify Security.

GAMBLING ON PROPERTY

Casino gambling by Citizens, residents of the Bahamas, work permit holders and their spouses is prohibited by law. Citizens may not

participate in Company sponsored gaming related raffles, sweepstakes, drawings, trips or promotions. Please see contest rules for further details. Betting pools for sports events and similar activities, such as office pools ("asue", lotteries, etc.) are prohibited.

SUBSTANCE ABUSE

The Company's goal is to maintain a work environment that is free from the effects of illegal drugs and alcohol. For the safety of Citizens and guests, the Company expects its Citizens to remain free of the influence of alcohol or narcotics, controlled substances, and illegal drugs while on campus and/or performing work duties off campus. The use, possession, sale, attempted sale, purchase, attempted purchase, or distribution of alcohol, narcotics, drugs, or controlled substances while on the job is a terminable offense.

Drug use that could adversely affect a Citizen's job performance, or which could jeopardize the safety of others, may result in progressive counseling up to and including a reasonable suspicion drug test and/or separation of employment pursuant to applicable laws. All illegal substances will be turned over to the appropriate law enforcement agency, and may result in criminal prosecution.

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MEDIA INQUIRIES

All Citizens are prohibited from making statements regarding the Company or the resort, its business or customers, policies or procedures. If contacted by a member of the press, be courteous and tactfully direct them to the Marketing Department.

GUEST CONFIDENTIALITY AND PRIVACY

Guest privacy is our priority!

Citizens may not discuss guests, their whereabouts, spending habits, and/or activities, unless it is with a colleague for Company purposes. Please respect the privacy of the Company's guests, and of your colleagues. Taking photographs, asking guests for photographs or autographs is strictly forbidden. Citizens must also refrain from staring, or going to public areas just to see a guest. The Company asks for your absolute discretion when dealing with personal information for our guests and Citizens.

INFORMATION PRIVACY

In accordance with the Data Protection Act, the Company is committed to protecting the privacy of personal information gathered about

guests and prospective, current, and former Citizens. As a Citizen, you have an obligation to protect the personal information you are entrusted with, whether that information refers to a guest or a colleague. If you have any questions, or if you believe that there has been a violation of privacy, you should notify your Supervisor.

COMPUTER/INTERNET/E-MAIL/ TELEPHONE/MOBILE DEVICES

The Company provides computers, computer files, software, Internet access, email, and telephone systems to assist you in completing your job duties as quickly and efficiently as possible. All technology resources are property of the Company and use of the Company's technology resources is subject to monitoring by the Company. Please refer to the Information Technology Policy for further details.

Citizens are not permitted to carry a personal cell phone while working. **Personal calls and texting during work periods is not permitted.**

SOCIAL MEDIA POLICY

Citizens may not utilize social media to discuss guests or private Company information. Citizens are personally responsible for the content they publish online. Do not use social

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SOCIAL MEDIA POLICY CONTINUED

media on behalf of the Company unless you are specifically authorized to do so. The Company may review Internet sites open to the public to ensure compliance with its policies. Citizens are reminded that they should have no expectation of privacy when using the Internet or social networking sites during working time from the Company's equipment. The full Social Media policy is available on internal information portal for your review.

COMPLIANCE PROGRAM

It is the Company's strict policy to conduct its business with honesty and integrity, and in accordance with high moral, legal, and ethical standards. The Compliance and Ethics Policies is intended to provide guidelines for ethical and professional conduct; however, ultimately, each Citizen must exercise good judgment and common sense in interpreting and applying these procedures in any given situation. Citizens are required to attend compliance training when scheduled by the Company.

REPORT VIOLATIONS OF BAHAMAR POLICIES

Citizens should report any violation, or suspected violation of the Compliance and

Ethics Policies or any violation of the Handbook to the appropriate Supervisor, and/or to compliance@bahamar.com.

Any person may email to report concerns of unethical or improper behavior in violation of the program.

No person subject to this policy will suffer adverse consequences for refusing to offer, promise, pay, give, or authorize any improper benefit, advantage, or reward, even if such refusal results in the loss of business or other opportunities for the Company.

POLICY AGAINST HARASSMENT

The Company maintains a zero tolerance policy towards harassment. Harassment of Citizens, applicants, clients, guests, or vendors is strictly prohibited. Any form of harassment will be treated as a disciplinary matter. Harassment may take many forms, including the following:

Offensive verbal conduct, such as remarks, comments, jokes, slurs, or lyrics.

Offensive sexual remarks, sexual advances, or requests or sexual favors, regardless of the gender of the individuals involved.

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POLICY AGAINST HARASSMENT CONTINUED

Offensive visual conduct, including pictures, cartoons, drawings, photographs, or other communications, including videotape, email, Internet programs, or websites.

Offensive physical conduct, including touching, staring, and blocking, regardless of the gender of the individuals involved.

Threatening reprisals for a Citizen's refusal to respond to requests for sexual favors or for reporting a violation of this policy.

As a Manager or Supervisor, treating a Citizen differently because of that person's race, color, gender, sexual orientation, gender identity, marital status, pregnancy, national origin, ancestry, age, religion, disability, genetic information, veteran status, or Citizenship status; or, engaging in unfair practices and targeting a Citizen for refusal to respond to requests for sexual favors, or for reporting a violation of this policy, including denying requests for days off, vacation time, etc.

How do I report incidents of harassment?

If you feel that you are being harassed, you

should tell that individual to stop the harassing conduct. Additionally, you should report the matter to Human Resources immediately. Your complaint will be kept as confidential as possible.

Any Citizen who is aware that a colleague is being harassed should report the harassment to Human Resources. Appropriate action will be taken. We cannot help to resolve a harassment problem unless we know about it. Therefore, you should bring those kinds of problems to Human Resources' attention immediately so that they can take whatever steps are necessary to correct the problem. All complaints of unlawful harassment that are reported will be investigated as promptly as possible and corrective action will be taken where warranted.

What happens to Citizens who violate this policy?

Violation of the Company's Policy Against Harassment will subject a Citizen to disciplinary action, up to and including separation of employment. No individual has the authority to suggest that an applicant's employment or opportunity for advancement will be contingent upon a personal relationship. If you have any questions about what constitutes harassing behavior or the Company's Policy Against

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What happens to Citizens who violate this policy? continued

Harassment, please discuss them with Human Resources.

POLICY AGAINST RETALIATION

Retaliation is prohibited against anyone who, in good faith, reports known or suspected violations of our policies, or cooperates in investigations. Any reprisal or retaliation will be subject to progressive discipline up to and including separation of employment.

FIREARMS AND WEAPONS

The possession, carrying, and/or use of any types of firearms or weapons on campus is prohibited. Campus property is defined as all property and facilities including parking areas, buildings, grounds (grass and sidewalk areas), resort vehicles, personal vehicles used for business, and all other locations where Citizens of Baha Mar Nation are conducting business or providing services.

VIOLENCE AND BULLYING IN THE WORKPLACE

The Company has zero tolerance for workplace violence or bullying of any kind.

Bullying is any repeated, unreasonable behavior toward a coworker, guest, or vendor that is intended to intimidate, create risk to health and safety, or result in threatened or actual harm. Here are a few examples that are unacceptable in our work environment, which are in addition to the examples listed under Harassment:

Deliberate and calculated exclusion of someone from workplace activities

Verbal abuse including name-calling, profanity and demeaning comments

Stalking of Citizens, tenants, vendors, or guests

Physical attack on any Citizen, tenant, vendor, or guest

Throwing objects at any person

Direct, conditional, or veiled threats

Hostility including glaring, clenched fists, or a threatening posture

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REPORTING ARRESTS

If a Citizen is arrested, it is his or her responsibility to report the arrest to Human Resources upon being released from custody. They will notify the appropriate management personnel, and a decision will be made if the situation requires that the Citizen be suspended pending investigation, terminated, or if no disciplinary action is required. Failure to promptly report an arrest is cause for separation of employment. Attendance policy rules still apply to Citizens facing imprisonment.

RULES OF CONDUCT

To ensure **Better than Best service** for our guests, and to provide Citizens with the best possible work environment, the Company expects everyone to follow rules of conduct that will protect the interests and of the Company and all its Citizens. To clearly communicate expectations and the consequences of failing to meet these expectations, the company has established Rules of Conduct. Generally, no conduct that is immoral, unethical, or illegal will be tolerated by the on or off the resort.

The following provides general guidelines on what is normally the appropriate level of discipline for each infraction. These guidelines are designed to create greater consistency,

and are not intended to identify every type of infraction that may occur. As they are only guidelines, the following is designed to give Citizens fair notice of which infractions can lead immediately to serious consequences. The Company reserves the right to determine the level of infraction and apply discipline accordingly.

Level I Infractions

The following are cause for immediate suspension, pending investigation and/or termination of employment (other similar infractions may be deemed cause for suspension based on Company policy):

1. Knowingly making false statements or material omissions on personnel or other Company records, including benefit claims.
2. Willful destruction or sabotage of Company property.
3. Any unauthorized possession or removal of property belonging to the Company, another Citizen, or a guest (including currency).
4. Sexual harassment of guests, vendors, clients, or Citizens.
5. Sleeping during an assigned work period and/or in a working area.

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Level I Infractions continued

6. Suggesting that a tip or token is expected or required for performing any service.
7. Fighting or otherwise causing a disturbance on the premises.
8. Falsifying reasons for a leave of absence, or not reporting to work after completion of an authorized leave.
9. Use or possession of alcohol or narcotics and illegal drugs on campus, or in Company vehicles, or being under the influence of alcohol or narcotics and illegal drugs during working time. Properly used prescribed drugs or over-the-counter drugs are excepted.
10. Failure to pass any mandated drug/ alcohol test.
11. Failure or refusal to submit to a physical examination of blood, urine, or other test requested by the Company.
12. Unauthorized removal or sharing of confidential Company information.
13. The use of Company assets for personal gain.
14. Willful creation of a fire or safety health hazard, gross negligence, or carelessness.
15. Possession of firearms, explosives, and illegal weapons while on campus or in Company vehicles.
16. Use of profanity with or in the presence of guests.
17. Failure to maintain any licenses required for your position.
18. Walking off the job.
19. Failure to submit to an inspection by Security or management.
20. Lending money to, or borrowing money from, guests or subordinate Citizens.
21. Felony arrest, or arrest for other serious offense(s), which could adversely affect the Company or its reputation, and/or conviction of a felony.
22. Clocking in/out or signing in/out for another Citizen, or having someone do it for you.
23. Charge or conviction of a criminal act that may adversely affect the Company. Examples of this include charges or convictions of dishonesty, murder, fraud, possession of drugs, and/or firearms, and violent crimes.
24. Dishonesty, fraud, or deception of any type, or involvement in any scheme to defraud or steal from the Company to cover up such actions.

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Level I Infractions continued

25. Unexplained, frequent, or unacceptable cash shortages.
26. Gross insubordination, meaning the repeated refusal to comply with a lawful instruction by a Supervisor.
27. Failure to cooperate with, or interfering with, any Security Officer in the performance of his or her duties, or with any investigation.
28. Unauthorized or improper possession of, or use of, any company or master key, including but not limited to loaning, duplicating, altering, misappropriating, or removal from any area, or entering any unauthorized or restricted area.
29. Unauthorized monitoring of telephone calls or other records, whether electronic or paper.
30. Behaving in any manner that is or could be construed as discriminating, harassing, or otherwise in conflict with local laws and Company policies relating to individual civil rights.
31. Threatening, intimidating, harassing, coercing, or stalking other Citizens.

32. Sexual conduct on property, unless the Citizen is a registered guest utilizing his or her guest room.
33. Acting in a manner that reflects a poor image, embarrasses, or negatively impacts the image or reputation of the Company to our guests or other Citizens.
34. Serious failure to provide **Better than Best service.**

Level II Infractions

The following are generally cause for an immediate Career Decision Day - other similar infractions may be deemed cause for a Career Decision Day based on Company policy (refer to Discipline policy for information on Career Decision Day):

1. Arguing with or being rude to guests or another Citizen.
2. Misusing or abusing company tools and equipment.
3. Failure to report to work as scheduled without prior authorization and/or sufficient cause, including No Call/No Show.
4. Falsifying a reason for a day off.

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Level II Infractions continued

- Asking for a day off, having the request be rejected, and then calling in sick on that day without a doctor's note.
- Insubordination – failure or refusal to carry out lawful orders or instructions of a Supervisor.
- Being lewd and/or vulgar toward guests or other Citizens.
- Violation of any Gaming Board rules.
- Failure to attend mandatory general meetings, special meetings, or training sessions without a Supervisor's approval for the absence.
- Any actions which, if continued, would create a hostile work environment or constitute unlawful discrimination.
- Refusal to cooperate with, or identify yourself at, the request of any member of management or Security.
- Improper possession of, use, or losing of any Company or master key.
- Working without valid licenses, certificates, or permits as required by your job.
- Failure to immediately report a missing key to your Supervisor.

- Violating the Company's No Solicitation/ No Distribution policy.
- Not cooperating in a workplace investigation being conducted by the Company.
- Unauthorized issuance or acceptance of complementaries, accepting, or using clearly fraudulent complementaries. "Complementaries" shall refer to items, products, or services, including small promotional gifts, special giveaways, or contests offered by the Company to its guests as part of its marketing strategy.
- Unauthorized presence at guest functions or in hotel corridors, suites, or elevators when not required by your job, without the permission of a Supervisor.

Level III Infractions

The following are generally handled through the progressive discipline process: Coaching, Performance Improvement Plan, Career Decision Day, and then termination of employment (see Discipline policy for details):

- Violation of appearance standards.
- Failure to comply with safety and sanitation standards.

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Level III Infractions continued

3. Wasting supplies or materials.
4. Abusing telephone privileges.
5. Carrying a personal cell phone while on duty.
6. Failure to report a work-related injury to a Supervisor and Human Resources on a timely basis.
7. Unsatisfactory work performance, or failure to meet Company or departmental standards of performance.
8. Loitering during your work period.
9. Failure to work overtime when required.
10. Use of the Company's facilities, except under the conditions set by Company policy.
11. Smoking, gum chewing, or snacking while on duty, at any time other than during meal or break periods, or in areas other than those designated by the Company.
12. Engaging in horseplay, shoving, pushing, shouting, throwing items, or otherwise causing a disturbance on the premises.
13. Conducting personal work on Company time.
14. Excessive absenteeism, habitual tardiness, unauthorized breaks, or leaving your work area during shift without authorization.
15. Parking in unauthorized locations or improperly.
16. Driving unsafely on Company property.
17. Operating a Company vehicle in an unsafe manner, including speeding or driving in a discourteous manner.
18. Negligent creation of a fire or safety health hazard that does not rise to the level of gross negligence.
19. Leaving a scheduled shift without authorization due to a personal emergency.
20. Failure to badge in/out or failure to sign in/out on the daily payroll sheet.
21. Entering or leaving the premises other than through designated Citizen entrances/exits, except while visiting as a paying guest.
22. Being present in any unauthorized area during a work shift.
23. Failure to notify a Supervisor of employment outside the Company.
24. Minor violations of safety policies.

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PROGRESSIVE DISCIPLINE

The purpose of progressive discipline is to encourage improvement and achieve performance that complies with policies and meets or exceeds the Company's standards. Discipline will vary based on the seriousness of the infraction, and the Company is not limited in its discipline by the mere classification of the infraction. In general, discipline will be applied as follows:

Level I infractions are cause for immediate termination.

Level II infractions are cause for immediate Career Decision Day (see explanation below).

Level III infractions are subject to the progressive discipline process.

Coaching Meeting

In a Coaching Meeting, the Supervisor will meet with the Citizen to clarify the behavior that is required, discuss any reasons for the policy infraction or substandard performance, and get the Citizen's commitment to resolve the problem. If the problem is caused by lack of training, the Supervisor may organize training.

A follow-up date is set to check on compliance/progress. The Supervisor records the details of the conversation in the Citizen's file. If the Citizen's performance fails to improve, progressive discipline will follow. The steps of the progressive discipline process are:

1. Performance Improvement Plan – If the performance problem continues or there is another Level III infraction, the Supervisor and Citizen have a meeting similar to the Coaching Meeting, but in this case there will be a written document specifying what the Citizen commits to do to resolve the problem.
2. Career Decision Day (CDD) – The purpose of the Career Decision Day (CDD) is to allow the Citizen to decide if he/she is willing to commit to correcting the performance problem or behavior and complying with company standards. The Career Decision Day is not paid.
3. Termination of Employment – If the performance problem is not resolved, or the policy infraction reoccurs, or the infraction is very serious, the Citizen's employment will be terminated.

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PEER REVIEW

If a Citizen who has completed his/her probationary period receives a CDD or is terminated, the Citizen can request a Peer Review.

Citizens may not request Peer Reviews in the following situations:

If the Citizen is not legally eligible to work.

Termination was due to reduction in force, departmental reorganization or elimination of a position.

Citizen did not return on time from a leave of absence.

Citizen failed a drug or alcohol test.

The termination was based on a charge of harassment (due to the need to maintain confidentiality).

Suspension Pending Investigation or termination of anyone under investigation for, charged with, or found guilty of a criminal act or violation of gaming regulations.

Willful misconduct that threatens to or

actually brings harm to a guest, Citizen, or company property.

The Peer Review shall be conducted by a Peer Review Board, which will be made up of three (3) line level Citizens and two (2) managers/leaders chosen at random. The Director of Human Resources/Employee Relations moderates the meeting.

The Peer Review Board hears the details of the situation that led to the discipline from the Citizen and from the manager involved and then votes secretly on whether the discipline was consistent with the company's policies. If a termination is overturned, the Peer Review Board decides if the Citizen is returned to work with or without back pay. The Director of Human Resources/Employee Relations will advise the Citizen of the review board's decision.

VOICING AND RESOLVING INDIVIDUAL CONCERNS

Problems, misunderstandings, and frustrations may arise in the workplace. It is the Company's intent to be responsive to our Citizens and their concerns. Therefore, an individual who is confronted with a problem should direct it to a Supervisor. The Citizen may seek the assistance of Human Resources to help in the resolution of a concern.

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VOICING AND RESOLVING INDIVIDUAL CONCERNS CONTINUED

Human Resources will counsel the Citizen, and participate in a meeting with the Supervisor, to assist with finding a mutually agreeable solution. Human Resources may also investigate the details of the complaint, if there is disagreement on the facts that led to the complaint.

No later than seven days after meeting with the Citizen, the Supervisor should endeavor to resolve the concern and provide an explanation for any decision taken with respect to the concern. Only when the Supervisor is unable to resolve the concern should the matter be referred to the Department Head, who shall consult with the HR Director to discuss the concern and advise the Supervisor of the decision made to resolve the matter. The Supervisor will then meet with the Citizen to communicate a decision, which shall be final. No one will be retaliated against for raising a concern under this procedure. All complaints must be made in good faith.



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