



ATHLETIC CLUB OF BEND

EMPLOYEE HANDBOOK

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WELCOME TO THE ATHLETIC CLUB OF BEND

It is my pleasure to welcome you as a new employee of the Athletic Club of Bend (ACB). You can take pride in becoming part of a capable, dedicated staff that has earned its reputation as one of the finest clubs in the Pacific Northwest. In 2000 the Club received the “Distinguished Business of the Year” award from the Bend Chamber of Commerce based on operational excellence and contribution to the community.

The goal of our organization is to enrich people’s lives through excellent service and high quality facilities and staff. The more you know about the operation of your club, the better able you will be to successfully help us meet this goal.

As an employee of ACB, you are expected to be familiar with its policies and procedures. The purpose of this handbook is to increase your knowledge of our organization and answer many of the questions you might have. It describes what you can expect from us and what we expect from you.

Please read this material carefully. If you have any questions, you are encouraged to discuss them with your supervisor. We strongly support open communication throughout the Club as we want to help all employees feel comfortable and secure in their job performance.

The best effort of each individual is essential for us to achieve our goals of life-enriching experiences for our members and guests. As we continue to improve and expand, you are invited to grow with us by taking advantage of the many opportunities open to you. I wish you success in your job and hope your association with the Athletic Club of Bend will be long and rewarding.

Sincerely,

Bob Smith
General Manager

PERSONAL FINANCES OF EMPLOYEES

All employees are expected to discharge their financial obligations promptly so that creditors will not have to ask for the ACB's assistance in collecting amounts owed to them. In the event that garnishment or similar proceedings are instituted against an employee, the ACB will deduct the required amount from the employee's paycheck as provided by law. Administration fees may apply for these services.

HEALTH REGULATIONS AND SANITATION

Employees are required to be familiar with and follow all health and sanitation regulations particularly with regard to food service workers.

Cleanliness: A clean environment is much more pleasant for both employees and members. We ask for your assistance in maintaining an impeccably clean Club at all times. Here are some ways you can help.

- Pick up litter that you see on the floor.
- Whenever you have a free moment, pick up a rag and wipe down any surface that you can see needs attention.
- Keep your work area and equipment spotlessly clean and orderly at all times.

OPEN DOOR POLICY

It is the Club's wish to treat every employee, regardless of position, with respect and in a fair manner. We recognize that mistakes may be made. We want to correct such mistakes as soon as they happen. The only way we can do this is to know of your problems. For this reason, the Club has an "Open Door Discussion Policy." If you have a problem, this is the procedure you should follow:

1. Talk to your department head. During the discussion, feel free to talk openly. Your department head will listen in a friendly, courteous manner because it is his or her desire to understand and aid in solving problems that arise in your work. Generally, you will be able to solve the problem together.
2. If the problem persists, ask your department head to make arrangements for you to see the General Manager. The General Manager will confer with you, and others involved, and carefully review the facts and circumstances in order to resolve the problem. Management wants to give full consideration to all employee suggestions and problems. There will be no reprisals against the employee following this procedure to resolve a problem. All matters discussed will be protected from disclosure to unauthorized persons and shared only on a "need to know" basis with management and other personnel. In the same manner, *personal problems, grievances and Club policies are not to be discussed with Club members or with fellow employees under any circumstances.*
3. If, at this point, you are still not satisfied with the outcome of your issue(s), you may refer to the ownership's Executive Board, who will, in turn, confer with you and others involved, and review the facts and circumstances involved in order to address the problem.

ATHLETIC CLUB OF BEND MEMBERSHIP CREED

Our Members are the most important people in our club.



Our Members are not dependent on us. We are dependent upon them.



Our Members are not an interruption of our work. They are the purpose of it.



Our Members do us a favor when they come into our club. We are not doing them a favor by serving them.



Our Members are partners in our business, not outsiders.



Our Members are not just money in the cash register; they are human beings with feelings.



Our Members are people who come to us with wants, needs and desires. It's our job to satisfy them.



Our Members deserve the most courteous attention and service we can give. They are the lifeblood of our club. They pay our salaries. Without them, this club would cease to exist.

Don't ever forget it!

THE ACB WAY

We believe that every one of our Club members is a very important person and we want every member to feel like a VIP during the entire time he or she is in our Club. What can you personally do to make our members feel special? The following are some ideas that have been proven successful by others:

1. Say "Hello" and "Good-bye" with a smile.
2. Use the member's name whenever appropriate. People like to be recognized.
3. See that every detail of orderliness and cleanliness is maintained.
4. Show genuine interest in our Club members and treat each one as an individual. Converse with them about something that you both find interesting.
5. Do everything within your power to honor any special requests that our members may make of you. The ACB way is to say "yes" whenever possible.
6. Be sensitive to each member's mood and current desires. Sometimes a member may wish to talk and make light conversation but at other times may be preoccupied and merely want to be left alone to enjoy the Club.
7. Treat our members as if they are always right, (even when they are wrong!). Let them know you are on their side.
8. Always be honest with Club members and give complete and accurate answers to their questions. Remember to get back to them as soon as possible with an answer.
9. Smile! Everyone wants to be liked; a smile is a very good way to let members know you genuinely care about them as human beings.
10. Turn negatives into positives. Solve members complaints as quickly as possible. Listen in an open manner and do not pass judgement.
11. Thank members for coming to our Club. Let them know that you want them to come back; not only verbally, but also by the way you treat them.
12. Appear calm and in control in front of the Club member even when you are feeling harried and rushed. Make members feel that you are there to assure a pleasant experience.
13. Hide your irritation with a "cranky" member. Do everything you can to turn his or her day around.
14. Anticipate our members' needs. Volunteer ideas and assistance.
15. Remember that you may have only one chance with each member. The first impression may be the last impression if he or she is not satisfied.

SUPERSEDE STATEMENT

The Personnel Policies and Guidelines were developed to set forth the philosophies that will guide our employee relations and to answer the most commonly asked questions regarding personnel administration. The policies and procedures in this handbook are unilaterally established and are subject to unilateral revision, change or elimination from time to time at management's sole discretion and without notice. These policies supersede all previous policies of the Company, both written and oral, and all past practices.

These policies are not contractual and are not conditions of employment any employee may rely upon as being either a promise of continued employment for any specified or unspecified period or a promise of continued benefit for any specified or unspecified period. Nothing in this policy handbook or practices of The Athletic Club of Bend shall be viewed as a guarantee of employment of any duration.

CONDITIONS OF EMPLOYMENT**EQUAL EMPLOYMENT OPPORTUNITY**

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at ACB will be based on merit, qualifications, abilities, work-ethic and creativity. The ACB does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

The ACB will make reasonable accommodations for individuals with known disabilities, unless doing so would result in undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

EMPLOYMENT RELATIONSHIP

Employees of the Athletic Club of Bend (ACB) are employed on an "at-will" basis. That is, either the employee or the employer can terminate the employment relationship at any time and for any reason. Nothing in these personnel policies or any other related document and no oral representation by any ACB employee is intended to alter this basic *at-will* relationship. References to an introductory period do not infer a subsequent relationship other than *at-will*. Disciplinary guidelines do not create an entitlement to such procedures and a listing of examples of misconduct do not exclude actions based on other conduct. No statement in this manual is intended to create an obligation on ACB to demonstrate cause for any negative employment action. Decisions on discipline or discharge are solely at the discretion of the ACB. No expression of employment for a specified period or any contractual alteration of the *at-will* relationship is valid unless clearly and expressly created and contained in a written employment contract signed by the ACB. This Personnel Policy Manual is not an employment contract.

AUTHORIZATION TO WORK IN THE UNITED STATES

Under federal law, the ACB is required to verify both your identity and your right to work in the United States. By accepting employment with the ACB, you are acknowledging the legality of your employment status.

AGE LIMITATIONS

Minors, applicants who are between fourteen through seventeen years of age and/or applicants who qualify under State minimum age employment standards, may be considered for employment. All minors will be subject to the restrictions mandated by the Oregon Bureau of Labor.

INTRODUCTORY PERIOD

The first sixty (60) calendar days of your employment will be considered the introductory period. During this time, you will be able to decide whether or not the ACB will satisfy your career needs and desires. An introductory period also enables ACB personnel to evaluate your job interest, abilities, attitude and work performance. Certain benefits and privileges as described in this handbook are not available to introductory employees. During the introductory period or throughout your employment with ACB, if you have any questions or need help, feel free to discuss them with your supervisor.

MEETINGS

From time to time, your manager will announce individual and group meetings requiring your attendance. These meetings are designed as a communication tool for use in problem-solving, explaining new policies or procedures and to assist you in becoming more proficient in your job. Scheduled meetings are equivalent to regular working shifts; you must be on time and attendance is mandatory. Hourly employees will be paid their normal rate for that department. Group exercise instructors, personal trainers, massage therapists, tennis professionals or any other employee classification that works off commission for services rendered will be paid our standard meeting rate for attending such meetings.

SICKNESS

In case of sickness which may keep you off the job for more than three days, a doctor's certificate must be presented when you return to work. If you should become unable to work due to illness, please notify your department head or the MOD. Call at least two hours prior to the shift.

USE OF TELEPHONES

Personal phone calls are discouraged, except in emergencies and when absolutely necessary. All required telephone conversations are to be kept as short as possible.

Unauthorized phone calls could result in disciplinary action and/or termination.

USE OF COMPANY EQUIPMENT

All company equipment/materials (copiers, postage machines, computers, vehicles, operating supplies, etc.) are to be used exclusively for business related to the ACB. Employees may not remove any company equipment/materials from the premises without prior approval.

PERSONNEL RECORDS AND PERSONAL STATUS CHANGES

You should immediately report status changes (name, address, phone number, etc.) to your supervisor. The ACB will also need this updated information in order to contact you during your off-duty hours when emergencies or scheduling changes occur. It is also important to report changes in marital status, number of dependents and other factors that might affect your benefits or tax requirements. In addition, we need current information on whom to contact in case of an emergency.

An employee may have access to his own personnel file; however, the ACB may reserve the right to request advance notice and/or limit the frequency of such access. Employees are, therefore, encouraged to keep their own personnel records accurate and up-to-date for their own reference.

STORAGE OF PERSONAL BELONGINGS

Because storage space within the Club is extremely limited, we encourage you to keep your personal belongings at home or in your car whenever possible. All coats, shoes, etc. are to be stored in areas designated by the manager as employee storage areas. You are required to remove your uniform and work shoes from the Club each day and are encouraged not to leave any of your belongings in the Club overnight. We do not assume responsibility for lost or stolen articles.

USE OF COMPANY VEHICLES

Company vehicles may be used for official Club business by designated drivers only. Those operating company vehicles must first be approved by Club management and subject to further approval by the Club's insurance carrier. For approval by the latter, it will be necessary to examine personal driving records. No employee may drive a company vehicle prior to being approved and placed on our designated driver's list.

USE OF PERSONAL VEHICLES

From time to time employees may need to use their personal vehicles for business purposes. Those doing so must first be approved by Club management and the Club's insurance carrier. No employee is to use their vehicle for business use without these prior approvals.

EMPLOYEE PARKING

In order to provide our members and guests with optimal parking options, the Club will designate specific areas for employee parking. These areas are subject to change based on the seasonal needs of the Club. Employees are expected to use employee parking areas while recreating at the Club as well.

GENERAL INFORMATION

WORKING CONDITIONS

EXEMPT AND NON-EXEMPT EMPLOYEES

All employers in Oregon, except US government employers, must comply with state laws that establish appropriate working conditions for employees even though federal law does not require these same standards. (OAR 839-20-050) Some employees are exempt from the Oregon rules as well. For example, rules relating to rest and meal periods do not apply to adult employees in agriculture. (OAR 839-20-100).

REST PERIODS

Oregon law requires a period of rest of not less than 10 minutes (without deduction from the employee's pay) for every segment of four hours (or major part of four hours) worked in one work period. This time must be taken in addition to and separately from time allowed for meals. Insofar as feasible, the break should be taken approximately midway in the segment of work.

MEAL PERIODS

Meal periods of not less than 30 minutes must be provided to employees who work shifts of six or more hours. For work periods of seven hours or less (but at least six), the meal period is to be taken between the second and fifth hour worked. Oregon law prohibits employees from skipping lunch breaks in order to leave early. If the work period is more than seven hours, the meal period must be taken between the third and sixth hour worked. If an employee is required to remain on duty during the meal period or performs any tasks, the employee must be paid for the meal period.

NOTE: Meal periods must be 30 minutes without interruption to be unpaid time.

For more information, review mandatory wage and hour postings in the employee lounge area.

PAYDAYS

All employees are issued paychecks on the 7th and the 21st at the Administration Office after 9:00 a.m. It is the Club's policy not to give advances.

SIGN-IN/SIGN-OUT PROCEDURES

Please punch in on the time clock computer at the time designated by your schedule unless otherwise directed by management. Your manager will show you the location of the computer. Your punch-out time should also reflect your designated time, overtime *must* be pre-approved by your supervisor. Be punctual! Report to work on time. If you know you are going to be late, call your supervisor in advance. If this is not possible, report to your supervisor or the MOD immediately after arrival on the job and give an explanation of your late arrival.

SCHEDULE RESPONSIBILITIES

You are responsible for keeping track of the dates and times you are scheduled to work. Schedules will be clearly posted within the Club.

If you cannot work your schedule you may trade shifts with another qualified employee if you obtain your supervisor's approval prior to the change. It is your responsibility to get a replacement for any shift you are scheduled for but cannot complete and report the change to your supervisor in writing. Check your schedule each time you work to see if any changes have been made.

EMPLOYEE PERFORMANCE AND WAGE EVALUATIONS

The ACB strongly believes in the importance of conducting wage and performance evaluations. Your supervisor will be responsible for scheduling and conducting your evaluations.

The performance evaluation will be conducted in a private meeting with your supervisor. It is an important means of communicating your opinions and goals in regard to your employment with ACB.

Your performance review is an opportunity to identify the areas in which you are doing well, as well as those in which you need improvement. In addition, you will have the opportunity to express personal feelings about your job and your contributions to the ACB.

WARNINGS / RECOGNITION

Periodically, your manager may let you know how you are doing through the use of verbal or written warnings or recognition. You may be asked to sign the warning or recognition document to confirm that your positive or negative performance was discussed with you. The document will then be held in your personnel file.

EMPLOYEE CLASSIFICATION

Your department head will advise you of your classification and of the benefits which apply to that classification. If you have any questions concerning employee classification, please contact your supervisor. Definition of employee classification:

- A. FULL-TIME EMPLOYEE: An employee who has completed the introductory period and is scheduled to work thirty (30) hours or more per week on an annual average. Full-time employees are eligible for employee benefits as described in this handbook.
- B. PART-TIME EMPLOYEE: An employee who has completed the introductory period and is scheduled to work twenty-nine (29) hours or less per week on an annual average. Part-time employees are eligible for a limited number of benefits as described in this handbook.
- C. TEMPORARY EMPLOYEE: An employee who is hired for short term or seasonal work. Temporary employees are not eligible for participation in the ACB employee benefits.

All employees shall be paid on an hourly basis as a non-exempt employee unless placed in an exempt salaried position by the General Manager.

HIRING AND PROMOTION

It is the policy of the ACB to attempt to hire from within when it is possible to do so. Therefore, it is important that you have a complete application form on file and, if possible, a resume on yourself including achievements and work background. Ordinarily, the Company will post available positions internally. If you become aware of an opening and believe yourself qualified, you may discuss your interest and qualifications with your supervisor. Permission from your supervisor is required before interviewing for another position within the Company.

The ACB wants to have people who are interested in progressing within the organization. The Company retains the right, however, to select that person, whether an external or internal candidate, who is more qualified for a given position at the absolute discretion of the management.

TERMINATION

Termination is separation from employment. It may be voluntary, as in the case of resignation, or it may be involuntary, as in the case of discharge.

If you voluntarily reach a decision to resign, you should submit a letter of resignation to your supervisor. A minimum of two (2) weeks notice is requested and is considered good business practice.

The ACB reserves the right to terminate employees for non-disciplinary reasons including, but not limited to, the following:

- A. Reduction in work force.
- B. Abolishment or discontinuance of the job or position held by an employee.
- C. Displacement because of technological reasons.
- D. Closing of an area in which the employee was employed.

FINAL PAYCHECKS Final Paychecks are to be issued under the following guidelines:

- If employee is terminated By the end of next business day (M-F)
- Quit with 48 hours notice Final work day, excluding weekends and holidays
- Quit without 48 hours notice Five working days, excluding weekends and holidays or regular payday, whichever comes first

TERMINATION PROCEDURES

Upon termination, employees are required to return all keys, tools, uniforms or any other Club property they may have in their possession. Any balances owed the club must be paid as well.

BENEFITS

CLUB USE

Employees must work a certain minimum average number of hours per week in order to qualify for complimentary Club use. The exact hours needed to qualify may differ from job to job and are subject to change without notice. Qualified employees may add spouses and children to their membership for an additional fee.

See your supervisor or the ACB Personnel Department for details.

CLUB USE RESTRICTIONS

Employees are encouraged to use the Club workout facilities, but they must always defer to the needs of the members when doing so. For example, employees will always make available to members cardio-equipment, lap lanes, weight training equipment, space in group exercise class, pick-up basketball, etc. Failure to allow members priority in the use of facilities will lead to loss of workout privileges. (More detailed information on employee use of facilities will be outlined in your new employee orientation.)

EMPLOYEE GUESTS

Employees may bring guests to the Club for one-half the prevailing guest fee. Employees are responsible for the behavior of their guests per the policies governing members and guests in the Club. From time to time the Club will provide free employee guest passes, see your supervisor for a request.

PAID TIME OFF

Employees who have worked continuously for one year or more, at a minimum of 30 hours per week average (not including overtime) are eligible for paid time off (PTO). This time is considered “personal” time and is in addition to vacation time. It may be used by the employee to cover sick leave, doctors appointments, personal business, etc. Like vacation, there will be no compensation for unused PTO, nor will PTO be carried over into the following twelve-month period.

PAID VACATION

After working twelve (12) consecutive months, at an average of 30 hours per week or more (not including overtime), you are eligible for one (1) week of paid vacation time. The number of vacation hours available is based on your one week average from the previous year. After the employees have reached their second anniversary date, they will have earned two (2) weeks paid vacation. Employees working five consecutive years or more are eligible for three (3) weeks of paid vacation. Vacation may not be taken before it is earned.

<i>Length of Service</i>	<i>Paid Vacation</i>	<i>Paid Time Off</i>
1 year	5 Days	1 Days
2-4 years	10 Days	2 Days
5 or more years	15 Days	3 Days

Vacation time is meant to be a period of rest; therefore the ACB requires that employees take vacations in the vacation year earned. Vacation time may not be used in larger amounts than 10 days at any one time.

Pay will not be given in lieu of vacation time. Unused vacation time does not accumulate from year to year. It must be taken within one year of the date of eligibility or it will be forfeited.

SEARCHES

The Athletic Club of Bend reserves the right to conduct searches of ACB property, including lockers, desks, closets and all other ACB property, to determine whether the above policy has been violated. Refusal to submit to such a search or to cooperate in any investigation may subject the employee to discipline up to and including discharge. If an employee is reasonably available during inspection, investigation or search, and it becomes necessary to open a locker or other area secured by a lock, the employee will be requested to open the locker or personal container, before any other means of access is used. If the Employee refuses or is not reasonably available, measures will be taken to open the locker or personal container as required. Any employee who refuses to permit or to cooperate with a properly authorized inspection, investigation or search, may be subject to discipline up to and including termination. ACB may contact local law enforcement officials if controlled substances are found on ACB property.

CONTROLLED SUBSTANCES

As used in this policy, “controlled substance” or “drugs” means the following:

1. Unauthorized substances, including alcohol, which can cause impairment of physical and/or mental functioning;
2. Any legal drug that has been obtained illegally;
3. Any substance defined as a “controlled substance” by law;
4. Any drug legally obtained but used for other than the prescribed purpose or in the prescribed manner;
5. Any drug or substance not approved for medical or other use by the U.S. Drug Enforcement Administration or the U.S. Food and Drug Administration.

ALCOHOL CONSUMPTION POLICY

Due to stringent liability laws, employees of the Athletic Club of Bend are not allowed to drink alcoholic beverages within the prior eight hours of any assigned work shift and never during any shift at any time. Employees scheduled to work in food or beverage services are required to be familiar with and follow all OLCC regulations.

CLUB PARTIES

Many events are hosted for our membership and guests throughout the year. If you as an employee take part in any of these activities it shall be considered as a guest, however all policies and procedures still apply as an important employee representative at all times when associated with our facility.

Any hosted or club sponsored employee function where you are required to attend, whether on premise or off site, shall be governed by all company policies and procedures.

Any function you are not required to attend “is not” a club hosted or sponsored event or party for employees. Events such as these shall be for “Guests”.

General Manager is the individual being accused of harassment, then the employee shall bring the issue to the attention of one of the Executive Board Members. The ACB recognizes that complaints such as these may be difficult to make. However, it urges all employees to report discrimination and harassment, even if the reporting employee is not the target. We will promptly investigate the complaint and take appropriate action.

The ACB will not tolerate retaliation of any kind against the employees based upon their reports of employment discrimination or harassment. If employees or supervisors engage in harassment or discrimination, they will be subject to immediate discipline, including possible termination. If the offending person is an ACB member, vendor, or other non-employee, they may be subject to actions up to and including being barred from the premises.

Employees should keep in mind that allegations of harassment and discrimination are potentially very serious to the person charged; and while such allegation should be made whenever warranted, they should be made with accuracy.

Sexual harassment and other discrimination or harassment negatively affects morale, motivation, and job performance. It results in increased absenteeism, turnover, inefficiency and loss of productivity. It is inappropriate, offensive and illegal, and it will not be tolerated.

DRUG AND ALCOHOL POLICY

The ACB recognizes its responsibility to its employees, customers and shareholders to maintain a safe and productive work environment. As such, the ACB is committed to maintaining a drug-free workplace. This is particularly of concern, given the nature of our business.

ACB policy also prohibits employees from manufacturing, distributing, dispensing, using or being under the influence of alcoholic beverages on ACB premises. Employees are expected to exhibit professional decorum and exercise good judgment.

Employees are required, as a condition of employment, to notify the Company within five (5) days of any criminal conviction for a violation of a drug or alcohol-related statute.

Any violation of the above policy may result in discipline, including discharge. Compliance with this policy is a condition of each employee's employment with the ACB. Consistent with any requirements specifically mandated by law, ACB reserves the sole discretion to determine infractions of this policy, and to determine the resulting discipline or remedial action.

Any prescription drug or over-the-counter medication should be used only in accordance with the prescribing doctor's or the manufacturer's directions. Employees should notify their supervisor or management when taking any substance that may affect safety or work performance.

TESTING

Pre-Employment Screening All perspective employees who have been offered a job at ACB shall submit to a urine analysis (UA) drug screening test prior to beginning their job duties. The ACB will pay for the initial drug test.

Applicants agree to complete an Alcohol and Drug Screen consent form.

Other Testing The ACB reserves the sole discretion to require testing for drugs or alcohol, including, but not limited to, the following circumstances:

1. Where an employee has been involved in an accident during work hours, and that involves personal injury to the employee or others, or property damage; or
2. When the ACB believes that the employee is under the influence of drugs or alcohol; or
3. When an offer of employment has been made to a job applicant; or
4. When the ACB feels that random testing of a particular department or employee group is necessary.

The ACB also reserves sole discretion to determine whether an employee is under the influence of alcohol or a controlled substance. One basis for such a determination may be the presence of the blood alcohol level of .02% or higher. If an employee tests positive for drugs or alcohol, as an alternative to discharging an employee, the employee may be suspended without pay in order to voluntarily enroll in, and successfully complete, a professionally administered counseling, treatment or rehabilitation program at the employee's expense. The employee may, at the ACB's discretion, be reinstated following treatment, subject to periodic retesting and other conditions. Any positive test results may result in immediate termination. Reinstatement after treatment will be at ACB's sole discretion, based on job availability.

Vacation time shall be scheduled with your supervisor and approved in advance by the General Manager. Please give a minimum of two weeks notice. Schedules may dictate vacation time being altered or denied for requested dates. Do not expect to use paid vacation during peak business times.

If a holiday occurs during an employee's vacation, the employee will not be granted an additional day off.

An employee who resigns or is terminated forfeits any earned vacation time.

HOLIDAYS

The following holidays may be observed: New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the Friday following, Christmas Eve, Christmas Day.

If any of these holidays falls on a weekend, the Company will decide whether to observe the preceding Friday or the following Monday. The club may decide to operate on any given holiday or portion thereof. Both hourly and salaried employees need to be prepared to staff and work on scheduled holidays as a service to our members.

Hourly employees who are scheduled to work on a holiday will be paid one and one half the regular rate of pay for hours worked on the following holidays: New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day.

In the private club and restaurant industry, holidays and weekends are often the busiest times and you should expect to work a normal shift on most national holidays.

BIRTHDAYS

After one year of continuous employment, full-time employees (30 hours per week average) may, at their request, receive their birthday off. Request shall be received in writing two weeks in advance.

401K AND 125 PLAN

Full-time, year-round employees that have completed twelve months of consecutive employment and a minimum of 1,000 hours are eligible for the 401k savings program and the 125 cafeteria plan.

- The 401k, through payroll deductions, provides employees with the opportunity to set up a personal retirement savings plan, using "pre-tax" dollars.
- The 125 plan allows employees, through payroll deductions, to set aside dollars "pre-tax" for such things as unreimbursed medical expenses and unpaid medical insurance premiums.

Employees may check on their eligibility with their supervisor.

HEALTH INSURANCE

After 90 days of working an average of 30 hours per week, every week, employees are eligible for health insurance. The club pays 100% of the premium for the employee only (no spouse/family). The employee is responsible for the difference when adding a spouse or children. Health insurance policies and benefits may change from policy year to policy year.

WORKER'S COMPENSATION INSURANCE

Oregon State Law provides that you be paid compensation if you incur an on-the-job, accident-related injury, as defined by the Workers' Compensation law. If you are injured while working on the job, you *must* report the injury to your supervisor or the manager on duty *immediately* if possible, regardless of how slight it might be. If you need medical treatment, and except in emergencies, you should obtain authorization from your supervisor or the manager on duty. Your supervisor or the manager on duty will complete an "Incident Report" with you.

Before any medical and/or compensation payments can be processed, you must complete an "801" Workers' Compensation Report. Your supervisor or the manager on duty has these forms. An employee who incurs an injury requiring medical attention is required to undergo an immediate drug and alcohol screen. An injured employee will be returned to work according to the guidelines established by the attending physician and the employee's supervisor or the manager on duty. Adherence to the Return to Work Policy is mandatory and will be fully outlined for you as part of our workers' compensation claims process.

If an employee is off work due to an off-work injury, and receives medical clearance to return to full or partial duty, the employee must supply a copy of the release to their employer within seven days of the date they are informed of the release. If the employee has not made a timely request for reinstatement after they are released for work they may lose their rights to be reinstated.

LEAVES OF ABSENCE WITHOUT PAY

All leaves of absence must be approved by your supervisor, and the General Manager of The ACB. The ACB will make no commitment, unless required by law and specifically written, that the Company will continue employment after the expiration of the leave of absence. All group insurance programs, except medical insurance, will be suspended during a leave of absence. The entire cost of the medical insurance will be the responsibility of the employee, unless otherwise mandated by law.

Personal Leave of Absence- Upon written request, a leave of absence for good cause, normally for a period not exceeding two weeks, can be granted provided that the absence does not disrupt your department. Such requests might be for jury duty, military training or funerals.

FAMILY AND MEDICAL LEAVE

The ACB is in compliance with the Federal and Oregon Family and Medical Leave Acts (FMLA/OFLA). These laws provide eligible employees with up to twelve (12) weeks of unpaid leave within a 12-month period.

“Eligible Employees” are those employees who were employed for 180 or more days immediately prior to the first day of the leave, and who work an average of 25 or more hours per week.

If leave is taken for the purpose of parental leave, the employee need only comply with the 180-day requirement.

Leave can be taken under the following circumstances:

1. To care for family members who suffer serious health conditions;
2. To recover from or treat the employees’ own “serious health condition;”
3. To care for a child of the employee who suffers from an illness, and a condition that is not a serious health condition, but that requires home care; and
4. To care for an infant or newly adopted or new foster child under 18, or the care of an adopted or foster child older than 18 if the child is incapable of self care. Leave for this reason must be taken within the first year after the birth or placement of the child.

Family and Medical Leave will be unpaid leave. If leave is requested for an employee’s own serious health condition, the employee must use all of his or her accrued paid vacation or personal leave. The remainder of the leave period will then consist of unpaid leave.

TERM OF LEAVE

Employees are entitled to an additional twelve (12) weeks of leave in any 12-month period, for disability due to pregnancy or childbirth. Further, if an employee takes parental leave under Item 4 above, the employee is entitled to an additional twelve (12) weeks per 12-month period, to care for that employee’s child under Item 3, above. The twelve (12) weeks will be determined from a “rolling schedule” measured backward from the date leave is used, and is calculated for the individual employee by multiplying the number of hours the employee is normally employed to work per week by 12. Employees who have been employed for at least 180 days (approximately six (6) months), and have worked at least 25 hours per week immediately preceding the leave, are eligible for leave of absence. If the leave is for the birth, adoption or placement of a foster child, there is no minimum work hour requirement.

DEFINITIONS

“Family members” includes children, spouses, domestic partners, parents and parents-in-law.

“Children” and “parents” also include any child or individual who stands as a child or parent “in loco parentis” (involving the day-to-day responsibilities of care and financial support) to the employee. “Children” means biological, adopted, foster or step-children of the employee, including a child under the age of 18, or an adult-dependent-child who is substantially limited by physical or mental impairment as defined by applicable law.

“Domestic partner” means any person who cohabits with employee in a long-term relationship.

“Serious health condition” means:

1. An illness of a child of an Employee requiring home care; or
2. For the employee or other family members, an injury, disease or condition that, according to the judgment of the treating medical physician:

WORKPLACE SAFETY COMMITTEE

The Safety Committee meets regularly and circulates minutes of their meetings and recommendations. You are required to familiarize yourself with all safety recommendations and policies from the Committee, as well as all posted safety procedures. Employees are required to follow all safety procedures, including a mandatory report of any injury or accident, no matter how small.

EMERGENCY ACTION PLAN

All employees must be familiar with the emergency action plan (EAP) as it pertains to the overall club and their individual department responsibilities and procedures. The EAP is initiated in the event of medical or facility emergencies.

FIRE PROCEDURES

Familiarize yourself with the locations of fire extinguishers and alarm stations for calling the fire department. Read the instructions to familiarize yourself with its operation in case of an emergency.

MATERIAL SAFETY DATA SHEETS (MSDS)

MSDS are books of information pertaining to any chemicals or hazardous materials used in the course of our business. The master MSDS binders are located in the maintenance office and the front desk. This information may also be viewed in the pool office, kitchen and laundry rooms. All employees should acquaint themselves with the materials used in their jobs.

KEEPING WORK AREAS NEAT

It is the responsibility of each employee to keep his or her work area neat and orderly. By practicing good housekeeping, an employee will be more efficient, better organized and have made his or her work area safer for all who may pass through it. All desks and work stations must be cleared prior to the responsible employee leaving for the work day.

ACCIDENTS

If you are injured, no matter how slight it may seem, report immediately to your supervisor or the Manager on Duty (MOD). First aid treatment is available at the Club. Serious injuries can be transported for medical treatment. Fill out a Worker’s Compensation Form (available at the doctor’s office or hospital) refer to Workers Compensation section on page 8.

If a Club member is injured, inform the MOD immediately. Do not make any comment to any member regarding the cause of the accident or the condition of the ill or injured person. Remember to always inform the MOD no matter how minor the accident may seem.

NONDISCRIMINATION/NONHARASSMENT POLICY

It is the policy of the Athletic Club of Bend that applicants or employees will not be discriminated against or harassed because of race, color, creed, national origin, religion, disability, gender, age, family, sexual orientation, or on any other basis prohibited by law. Further, we will not tolerate harassment of any employee on these basis. An example of harassment that will not be tolerated, “sexual harassment” includes any sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature, when:

1. Submission to the request or advance is explicitly or implicitly a term or condition of an individual’s employment. (*For example, a supervisor requires an employee to give sexual favors in order to keep his/her job.*)
2. Submission to or rejection of the requests or advances is used as the basis for employment decisions affecting the harassed individual. (*For example, an employee’s refusal to go out with the supervisor results in a loss of promotion for that employee.*)
3. Such conduct has the purpose of, or effect of, unreasonably interfering with an individual’s work, performance, or creating an intimidating, hostile or offensive working environment. This kind of harassment can appear at all levels.

Harassment may include, but is not limited to, off-color language, offensive jokes, propositions or threats, remarks about anatomy, inappropriate touching, or derogatory comments about gender, race, religion, disability, national origin, and any other category protected by law. Harassment may also be nonverbal or physical, and can include distribution of written or graphic offensive materials, magazines or posters, displays of nude or offensive pictures, or touching, invading personal privacy and threats.

Employees shall promptly report to management any instances of discrimination, including sexual or other forms of harassment. If an employee’s complaint involves a supervisor, the employee may report the incident or situation to the General Manager. If the

cause for serious disciplinary action. This action can lead to or include termination. Two (2) days of consecutive unexcused absence is considered a voluntary termination.

ERRORS

Certain computation errors are obviously costly to the Club, members, and oftentimes, the employee. Flagrant or persistent errors can result in the employee's dismissal.

VISITORS

Friends, relatives and other employees who are not on shift should not be invited to visit you while you work. Your friends and relatives are welcome to wait for you in the lobby. However, please ask them not to wander throughout the Club while waiting.

CONFIDENTIAL NATURE OF COMPANY AFFAIRS

It is the policy of the ACB that the business affairs of the ACB should be discussed with no one outside the organization except when required in the normal course of business.

The operations of the Club should not be discussed with outsiders, and particularly not with competitors. Information concerning operating methods, computer operations, sales techniques, facility design (photographs) and similar subjects should be regarded as trade secrets - the disclosure of which to unauthorized persons would be harmful to the ACB's business.

Subjects such as pricing should be particularly avoided when speaking to directors, officers or employees of competitors, as such discussions could give the impression of an illegal agreement in restraint of trade.

Nothing contained in this policy is intended to prohibit the disclosure of information about the Club that is routinely made available to the public through our marketing programs, advertising, etc.

CONFLICTS OF INTEREST

The ACB has no wish to influence what you do outside of your working hours as long as what you do does not unfavorably affect your attendance, your efficiency, any confidential information or our reputation in the community.

It is our policy to prohibit our employees from engaging in any activity or practice in conflict with the interests of ACB or its members. Examples of conflicts of interest which should be avoided are set forth below:

- No employee shall accept full-time, part-time or temporary employment in any organization that does business with the ACB or is a competitor of the ACB without first discussing such employment with the employee's supervisor.
- No employee shall accept gifts from any person or firm doing business or seeking to do business with the ACB under circumstances from which it might be inferred that the purpose of the gift is to influence the employee in the conduct of Club business with the donor. Such gifts should be returned with a note of explanation. Employees are not prohibited from accepting small gifts of nominal value when circumstances clearly indicate that such gifts are offered for reasons of personal or professional gratitude.

NO SOLICITATION POLICY

Conducting personal business, including the solicitation of membership for funds, within the Club, is strictly prohibited. Membership lists shall not be used to solicit or contact members for any purpose, unless authorized or directed by the General Manager. It is every employee's responsibility to maintain the confidentiality of the Club's business and our member's privacy. Information about our members shall not be discussed or revealed to anyone outside Club management. Violation of this policy can subject employees to immediate termination.

SAFETY

To provide you with a safe working environment, the ACB has carefully established on-the-job safety rules and practices. These rules are in compliance with both the Occupational Safety and Health Act (OSHA) and the Industrial Safety and Health Act (ISHA). Your supervisor will advise you of the guidelines that are pertinent to your department, as well as the location of first aid and other medical supplies.

If you observe unsafe conditions anywhere on the premises, immediately report them to your supervisor or manager on duty.

- a. poses an imminent danger of death;
 - b. is terminal in prognosis, with a reasonable probability of death in the near future;
 - c. requires constant or continuing care.
3. Any period of disability due to pregnancy, childbirth, or absence for prenatal care; or
 4. Any condition that requires inpatient care (with some restrictions available for family members residing in a long-term residential care facility); or
 5. Any condition that requires treatment by a health care provider involving one or more of the following:
 - a. A period of incapacity of more than three (3) consecutive calendar days that involves either treatment for two (2) or more times by a health care provider, or a single treatment by a health care provider that results in a regimen of continuing treatment under the supervision of the provider;
 - b. Any period of incapacity due to pregnancy or prenatal care;
 - c. Any period of incapacity or treatment for that incapacity due to a serious health condition that requires periodic visits for treatment, continues over an extended period of time, and may cause episodic rather than continuing periods of incapacity;
 - d. Any period of incapacity which is permanent or long-term due to an illness for which treatment may not be affective; or
 - e. Any period of absence to receive multiple treatment, either surgery after an injury, or for a condition that would likely result in a period of incapacity of more than three (3) days of medical intervention.

EMPLOYEE RESPONSIBILITY

If the need for family and medical leave is foreseeable, the employee shall give his/her supervisor a "Request for Family and Medical Leave form" at least fifteen (15) days prior to the leave. If requested, the employee shall also provide a "Medical Certification form" or "Certification of Adoption or Foster Care." In the event of any medical emergency or other unforeseeable event, the employee shall provide verbal notification of the FMLA/OFLA qualifying event to the employee's supervisor as soon as is practical, generally within 24 hours, but no more than three (3) days from the date of occurrence, and shall provide a "Leave Request form" as soon as possible, but no later than three (3) calendar days after returning to work.

If an employee fails to provide fifteen (15) calendar days' notice for foreseeable leave, with no reasonable excuse for the delay, the leave request may be denied, until at least fifteen (15) days from the date the supervisor receives notice.

Whenever possible, an employee shall schedule family and medical leave to accommodate the operations of the ACB and the employee's department. While on leave, the employee shall report periodically to the employees' supervisor regarding the status of the employees' medical condition and the timing of the employee's return to work. The employee should arrange a time on no less than a weekly basis, to contact the employee's supervisor.

DISCOUNTS

Employees will be entitled to a discount on all food and nonalcoholic beverage purchases. Restaurant reservations may be made upon management approval; the discount (on food items only) will be applied to employee and one guest, or employee and two family members.

You, as an ACB employee, are also entitled to a 20% discount on any purchases made in the Pro Shop.

RULES AND REGULATIONS

EMPLOYEE CONDUCT

It is the policy of the ACB that certain rules and regulations regarding employee conduct be a matter of record for efficient operation of the Club and for the protection of the rights and safety of all. Conduct which interferes with operations, brings discredit to the Club, or is offensive to members, guests or fellow employees will not be tolerated. While ACB reserves the right to terminate any employee "at will," disciplinary action up to and including dismissal will result from the following:

- An incident of disrespect or rudeness to a member.
- Possession, purchase, sale or use of a controlled substance (other than a drug prescribed by a physician) on ACB property; reporting for work under the influence of a controlled substance.
- Possession or use of firearms or any dangerous instrument on ACB property.
- Dishonesty, falsification of employment applications or other company records and/or documents.
- Theft, unauthorized possession or misuse of property belonging to members, guests or co-workers.
- Assault or physical force against employees, members or guests.
- Use of profane or abusive language; lewd, obscene, loud, boisterous or other unbecoming behavior.
- Violation of safety, health or departmental work rules, procedures or policies.
- Leaving scheduled shifts without authorization, signing or clocking other employees in or out.
- Repeated failure to appear for work on time.
- Insubordination - the refusal by an employee to follow instructions of management concerning a job-related matter.
- Failure to perform work assignments, negligence, and/or carelessness in performance of duties.
- Indicating that gratuities, tips or tokens are expected or required for services.
- Accepting remuneration directly from a member for services provided. (This applies to all employees, including fee-for-services employees.)
- Unauthorized use, disclosure or removal of confidential ACB information.
- Gambling or conducting unlawful games of chance on ACB property.
- Smoking while on duty or in any section of the Club not designated as a smoking area.
- Personal use of the Club during non-operating hours.
- Unauthorized long distance telephone calls.
- Malicious or idle gossip detrimental to ACB, its members or employees.

This list is not intended to be all inclusive and there are exceptions to these rules. Please consult your supervisor immediately if you have any questions.

PERSONAL APPEARANCE AND DRESS CODE

A neat, well-groomed appearance is essential when dealing with our members, guests and even vendors. The ACB requires that an employee's dress, grooming and physical appearance be appropriate to the work situation. Departures from conventional dress or personal grooming are not permitted, regardless of the nature of the job performed.

Virtually every employee has some contact with members and guests, and therefore, represents the Club in his/her appearance as well as his/her actions. Properly attired employees help create a favorable image for the Club.

Dress well anytime you are at the Club, even on your days off. You are associated with the professional image of the Club (see below), and most members would not know it is your day off. When "working out" your clothes should always be neat. Employees are expected to set the example as to proper attire for the Club.

- Nametags, uniforms (and/or appropriate dress) must be worn at all times.
- Keep hair clean, combed and neatly trimmed and arranged. Sloppy, unkempt hair is not permissible regardless of length.
- Sideburns, mustaches and beards shall be neatly trimmed.
- Make-up shall be tastefully and conservatively applied. A fresh, wholesome appearance shall be maintained.
- Jewelry worn in moderation is acceptable.
- Clothing should be kept clean and neatly pressed at all times.
- Shoes should be kept clean and polished. We recommend stylish, low-heeled dress, casual or athletic footwear. For safety reasons, thongs and sandals are not permitted with the exception of pool employees or youth staff working in and around water.
- Be aware of personal grooming and cleanliness, paying particular attention to the face, hair, nails and hands.
- Body piercings of any kind may prove to be a safety hazard. Your supervisor may ask for removal at anytime.

Employees not complying with dress, uniform and personal appearance standards may be sent home.

THE PROFESSIONAL IMAGE

Our members deserve and demand superior treatment and quality staff to help them achieve the most personal satisfaction from the Club. Every employee must be professional in behavior and job performance.

The immediate first impression of the ACB is determined by your appearance, attire, personality and, most importantly, your attitude. How you speak and communicate, both verbally and non-verbally, with the members and your co-workers is also a major factor in creating a warm and welcome atmosphere. If you project enthusiasm and a positive attitude, the ACB will be a place where people will want to come, and will directly benefit all of us.

WORK SCHEDULES

Work schedules have been established to maximize productivity and effectively utilize our manpower and minimize our costs. All employees are responsible to know their working hours, to be punctual and to allot a few extra minutes before going on duty to take care of personal items. If you are unable to work certain days or hours, you must immediately bring the matter to the attention of your supervisor.

The established work week is a period of seven consecutive days beginning on Sundays and ending on Saturdays.

All hourly and designated employees are to use the time clock and/or phone to log in and out.

OVERTIME

The workweek is usually scheduled to allow for up to forty hours of work per week. When overtime is necessary, a non-exempt employee will be paid overtime based on one and one-half times his or her equivalent hourly rate for any time worked over the regular 40-hour workweek. Overtime will be kept to a minimum and all overtime must be approved in advance by your supervisor. Except in emergency situations, unauthorized overtime will be cause for disciplinary action up to and including termination.

ATTENDANCE

The job you do for the ACB is important. To perform it efficiently you must report to work on time and have a good attendance record.

Many people depend on you. Members need you. Co-workers need you. Therefore, you must be on the job whenever possible and put your best efforts into your assignments.

You may have to be absent from work due to occasional illness, accident or personal emergency. This is understandable. Report anticipated absences to your supervisor well in advance of your scheduled shift. At the very least, you should telephone your supervisor prior to your shift. (See Sickness, page 18.)

Time off without pay will be granted at the management's discretion.

You CANNOT trade days or shifts with other employees without prior approval from your supervisor.

Frequent absence and/or repeated tardiness without a legitimate excuse, or failure to report an absence to your supervisor, will be