

**LE CHATEAU PET RESORT, LLC.**  
**POLICY AND DISCIPLINARY STATEMENT**

We provide equal employment opportunities to all qualified persons without regard to race, creed, color, sex, sexual orientation, age, national origin, or disabilities. We are a drug-free environment.



## AT WILL EMPLOYMENT

Your employment with this company is “At Will” meaning you or the company can terminate the employment at any time for any or no reason as subject to the laws of the state of Texas with no further liability either to the employer or the employee unless a contract has been signed between you and the company stating otherwise.

It is the company’s policy to provide a fair and equal opportunity to each staff member to continue their employment whenever possible through communication, write ups if needed, retraining, and reviews. Two weeks notice is requested for consideration by both parties prior to a change in employment. Le Chateau Pet Resort enlists the services of SWBC, a professional employment service. All employees of the resort are “leased” through SWBC and are considered paid employees of SWBC.

## 60 DAY PROBATION

A 60 day period of probation begins on your first day of work. During this probationary time you will receive training, instructions, and a task list to assist you in understanding and meeting our exemplary standards. **It is your responsibility to learn, understand, practice, and perform your duties according to procedures and the task list as shown.** You are encouraged to request additional information and training as needed to help you be successful. All staff members are required to complete Canine and Feline Basic education for a general understanding of dogs and cats including their behavior and safety in working with them. All staff members whose job duties include interaction with the pets in our care are also required to complete Knowing Dogs 101. Additionally, all staff members whose job duties include supervision of play groups are required to complete Knowing Dogs 201.

Your employment may be terminated at any time for failure to uphold our policies and procedures or failure complete required certifications within the probation period. Your success and permanent employment will be a direct result of your attitude, attendance, adherence to company policies and procedures, and ability to perform your job duties well. At the end of your 60 days, you will receive an evaluation and may receive an offer for permanent employment if all conditions have been met.

## DRUG TESTING

**Possession or consumption of drugs or alcohol on these premises or any time during or immediately before your shift is expressly prohibited.** Any individual found to possess or have consumed substance that could alter their judgement will be asked to leave the premise, and could be terminated. This policy includes any illegal

substance, legal substance obtained illegally, legal substance including prescription drugs not prescribed specifically to you or not taken according to proper dosage instructions, use of over-the-counter or prescribed drugs that may reduce your ability to be alert and responsive, and alcohol. **Any employee showing obvious signs of being unfit for duty, having observed patterns of unsafe or undependable work behavior, involved in an incident, accident, or unsafe practice, or otherwise having caused suspicion that drug or alcohol use is possible, may be tested without prior notice.** The employee may be placed on a three day leave to await results. A positive outcome that a substance is present at a level deemed unsafe by management will result in disciplinary action up to termination. Any staff member may be selected at random for drug testing at any interval determined by management.

## UNIFORM

As a member of this team you agree to uphold our company brand of professionalism. One way you do this is in your appearance, hygiene, and dress. Part of our branding strategy includes all staff members on shift exhibiting our brand through their uniform. Only approved uniform shirts, jackets, sweatshirts, sweaters, pants, etc. are to be worn during your shift. This is mandatory for all staff members including those not typically in front such as guardians and bathers. You may be dismissed from your shift for a uniform violation and will receive a write up for violation of company policies.

When you join our staff you have private access to our staff portal where you can choose from a variety of approved uniform items including shirts, hats, sweaters, and outerwear. **Your first three uniform shirts are reimbursed to you when you provide receipts from the portal.** You may be given a loaner shirt until your uniform arrives. This must be returned in wearable condition to avoid a replacement fee.

Portal username is lcprstaff  
Password is 06staff09.

You will find the link on our website [www.lechateaupetresort](http://www.lechateaupetresort) on the Join our Team Page. The pictures are not gender specific and you can find many options by clicking each box. Shirts must be ordered your first day during orientation.

**Uniform shirts must be worn at all times, properly sized, clean, and without holes.** For most positions, only solid colors of tan, khaki, denim, or black pants are considered uniform and must also be worn clean and without holes. Yoga pants, sweats, leggings, and tight fitting pants are not permitted this includes skinny jeans. Closed toe, non-skid shoes, such as tennis shoes, must be worn by all staff members to prevent injury. Cowboy boots, slippers, and sandals are not permitted.

Techs and Pet Guardians may choose tan or burgundy t-shirt style long or short sleeved shirts and may wear denim, khaki, or black pants. All pants must be worn without holes or tears and worn properly around the waist. During summer months long shorts are permitted if they are of approved color, loose fitting, and past the knee.

Reception staff must wear khaki, tan, or black slacks and burgundy collared shirts. Denim jeans and shorts are not to be worn for a front desk position.

Bathing staff have use of smock tops available in spa but a uniform shirt is to be worn under the smock. One pair of smock bottoms will be ordered for you.

Black shirts are reserved for management or trainers.

A uniform violation may result in being sent home to change or given a new shirt to wear at the cost of \$25 if not returned clean within 3 days. If employment is terminated, you must return any uniform item that the company reimbursed or be the cost of those items will be deducted from your final pay.

Appropriate personal protection attire is required when working outdoors. This includes coat, hat, and gloves in cold weather as well as proper sun protection such as hat, sunglasses, cooling band, and sunburn protection in summer months.

Good personal hygiene is expected in all departments. This includes clean and presentable appearance. Only hair dye of natural colors is permitted. Due to safety regulations, loose fitting jewelry such as large earrings, long necklaces, and face jewelry are not allowed. This policy prohibits nose and lip jewelry. A clear or skin tone spacer is permitted for such piercings. Tattoos may require covering if management deems them unprofessional, disrespectful, or otherwise inappropriate. Guardians are required to wear a lead to assist in handling pets at all times. Techs are also encouraged to wear leads.

Walkie talkies are a necessary part of your uniform and will be treated as a uniform violation if not worn as instructed.

## PERSONAL BELONGINGS

Le Chateau Pet Resort is not responsible for lost or damaged belongings either inside or outside the facility. It is recommended you keep valuables at home. You may request a locker to keep personal belongings or you may keep them in your vehicle. **If you must bring in personal items, a small bag, no bigger than a bank bag or a larger CLEAR bag is allowed.** As a condition of employment you must submit to an inspection of your property including but not limited to automobiles, lockers, hand bags, etc. when deemed necessary by management.

## CLOCKING IN/OUT

**You are expected to be on time, in uniform, and ready to work when your shift begins.** If using daycare, allow enough time to get your pets in their suite before clocking in for your shift. Also allow enough time to do personal things including putting belongings in locker, eating, making phone calls or texts, getting coffee, etc. before you clock in to work. You are not allowed to clock in more than 15 minutes

before your shift unless authorized by a manager. You are expected to continue working until your shift is complete or you have been given approval to clock out early. If you are waiting for a ride, need to change out of uniform, need to check out your pets from daycare, make a purchase, or other personal tasks, it is expected you have completed your shift and will clock out before you do complete such personal tasks.

**Staff members are required to clock in and out for shifts and lunches.** We use Time Force to track time worked. It is your responsibility to log in to Time Force on the computer in training room. Login information is as follows:

Login	firstname.lastname
Password	1234
Company Code	lcpr

You will be prompted to create your own password at your first login. Once logged in you will click **Clock In/Out** and then click **Create Punch**. Once the punch is processed you will see it on your onscreen time card. Logout of Time Force before leaving the computer. At the completion of the week **you must verify your time card** is accurate. Verification of timecards is due the last shift worked for that pay period. If missed punches were entered you must re-verify your timecard. **Failure to verify your time card 3 times will result in a write up for violation of company policies.**

## MISSED PUNCHES

Missed Punches should be very rare for extenuating circumstances only. A *Missed Punch Slip* must be completed with a MANAGER's signature. As soon as you realize you have missed a punch you must complete the missed punch slip and create a message under the Time Force MY SCREEN tab to notify the punch must be manually entered. **Three missed punches in three months or less will result in write up for violation of company policies. An employee found to have presented inaccurate information on a missed punch form can be terminated.**

## PAYCHECKS

Pay is distributed every week on Thursday through direct deposit. If you do not have a bank account you will receive your pay on a Pay Card. Pay stubs can be viewed or printed at anytime from a web portal as follows:

1. Go to Web address: <https://www.hrpyramid.net/swb/EmployeeLogin> from any computer with internet access
2. Enter User Name (Your full social security number INCLUDING dashes, example: 000-00-0000) and Password (Your full social security number INCLUDING dashes, example: 000-00-0000)

3. Select "Inquiries" from the left side menu to view Check Stub, Direct Deposit, Benefits, Paid time off or to reprint W2's.

## OVERTIME/HOLIDAY PAY

Overtime pay is time and one-half the employee's regular rate for time worked over 40 hours in a work week. Unauthorized extensions of breaks will not be counted as hours worked for overtime calculation. *All overtime must be approved if not scheduled.* Working unauthorized overtime will result in write up for violation of company policies. Staff members working on Thanksgiving Day and Christmas Day will be paid time and one-half of the employee's regular rate.

## TIME OFF REQUESTS

All time off request must be made in Time Force. Do this by selecting *Time off Requests* under the MY SCREEN tab. **Requested days off must be made 10 days prior to the requested days off.** Choose Requested UNPAID Time Off for your request under attendance policy. All time off is unpaid unless you have earned PTO. **All requested days off are subject to approval based on a staff member's dependability, tenure, number of past requests, as well as expected hotel occupancy and season.** No more than one staff member may be approved for a single day. Requested days will be approved or not approved before the schedule is posted on Friday. Due to the nature of our business and expected occupancy of the hotel, ***time off requests during major holidays such as Spring Break, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas are not allowed.*** See more information below for PTO (Paid time off) Policy information.

## SCHEDULE

Schedules are created to ensure staff is available when and where needed to provide services to our clients and their pets. It is your responsibility to know your schedule for the week. Work weeks begin on Monday and end on the following Sunday. Schedules are posted the Friday before the work week begins. **Once the schedule has been posted, it is your responsibility to trade shifts or otherwise find a replacement if you become unable to work for your scheduled shifts for any reason.** **Management must be informed of any trade.** It is recommended you keep a current employee phone list at all times. You may request a current list from management. **Missing a scheduled shift without covering that shift will result in write up for violation of company policies.** Failure to work your scheduled times whether clocking in early or late, leaving early or late, taking unauthorized or extended breaks, or failure to take lunch break will result in a write up as a violation of company policy.

## ATTENDANCE

**No Call, No Show anytime during your scheduled shift is considered job abandonment and your employment will be considered voluntarily terminated on that day.**

As a member of this team, your dependability is very important. We are counting on you to work your shift to provide proper care for the pets in the hotel and customer service for our clients. **Once the schedule has been posted, it is your responsibility to trade shifts or otherwise find a replacement if you become unable to work for your scheduled shifts for any reason.** Management must be informed of any trade. You may request a current employee list from management to assure you have everyone's contact information. ***Failure to cover your shift will result in write up for violation of company policies.*** Attendance to mandatory staff meetings will be treated as a scheduled shift and attendance policies will apply.

## **Occurrences**

An occurrence is any scheduled shift, or traded shift, for which you are absent. Receiving 3 occurrences in 30 days will result in an attendance write up and could lead to termination. If you are absent due to one of the following events and have provided proof you will not receive an occurrence for that absence.

**Jury Duty** – If you have been summoned for jury duty you are expected to notify management as soon as you are aware you will need to be absent as well as *each subsequent day* you are expected to serve on the jury. You must present a signed note upon completion of the jury duty. Failure to provide court notice of your participation can result in disciplinary action.

**Bereavement** – If you must be absence due to the death of an immediate family member (spouse, child, domestic partner, domestic partner's child, parents, siblings, grandparents including in-law or step relations) you must notify management as soon as you know you need to be out. You must present the official funeral program upon return to work. Obituaries are not accepted in replace of program. Failure to provide program can result in disciplinary action.

The following events will result in an occurrence. In addition to covering your shift, the following situations require further notification as shown.

**Calling in Sick** – Calling in sick will result in an occurrence for each day you are out. If you must be out more than two days due to illness or illness of a dependant, a doctor's note is required. Failure to produce a doctor's note will result in an occurrence for each day you were absent and could result in a write up if occurrence limit is reached.

**Medical Leave** -- As an employer with fewer than 50 employees, FMLA does not require the company to allow for medical leave. However, we have generously allowed a 7 day unpaid leave absence for personal or immediate family medical reasons with a doctor's note indicating the dates you must take leave. We cannot guarantee your position will be available after 7 days of leave. A doctor's release must be provided upon return to work. Failure to provide physician's work release form will result in a

write up for violation of company policies. Duties and hours may be limited based on conditions of leave to help you recover.

Attendance is considered before granting requests for days off, pay increases, or department changes. Excessive absences, tardies, extended breaks, or leaving early will result in disciplinary action.

## BREAKS

*Fair Labor Standards Act (FLSA), does not require employers to provide meal or rest breaks. Federal law does not require lunch or coffee breaks. However, when employers do offer short breaks (usually lasting about 5 to 20 minutes), federal law considers the breaks as compensable work hours that would be included in the sum of hours worked during the work week and considered in determining if overtime was worked. Unauthorized extensions of authorized work breaks need not be counted as hours worked when the employer has expressly and unambiguously communicated to the employee that the authorized break may only last for a specific length of time, that any extension of the break is contrary to the employer's rules, and any extension of the break will be punished.*

*Bona fide meal periods (typically lasting at least 30 minutes), serve a different purpose than coffee or snack breaks and, thus, are not work time and are not compensable.*

While the company is not required to provide rest breaks, to ensure staff are alert and rested in order to provide safe and exceptional service, full-time staff members are allowed two paid breaks of 10 minutes. Shifts under 6.5 hours are allowed a total of one 15 minute break. Breaks must be taken at appropriate times in the appropriate place and are over as soon as you are needed to assist a client or staff member. Excessive or extended breaks will result in write up for violation of company policies. Any break times totalling over 20 minutes during the shift are not compensated since they are *Unauthorized extensions of authorized work breaks.*

Lunch breaks are 30 minutes to 1 hour as scheduled. Any staff member working a shift over 6.5 hours is required to clock out for lunch and discontinue duties during this period to rest before resuming duties. All lunch breaks must be taken at an appropriate time when the shift can be covered by another employee or as scheduled. Inability to take a lunch due to staffing or client traffic is rare. **Failure to clock out for lunch will result in write up for violation of company policies.**

Any break, paid or unpaid, is confined to training room and no longer than 10 minutes in gym yard. Unless you are clocked in and prepared to work you are not to be in hallways, lobby, kitchen, spa, or play yards. In addition, you may not take your breaks on the lobby couch, behind the reception desk, or front of the building. Taking breaks in unauthorized areas and disturbing the work of others will result in a write up for violation of company policy.

Smoking is permitted behind the gym only and all butts and trash must be disposed of properly in the receptacles provided. If you use our facilities including kitchen or breakroom, you are responsible for cleaning up after yourself. This includes picking up

your trash, washing your own dishes, and removing your expired meals from the refrigerator. Respect others belongings and do not take food or drinks that you did not bring.

## EQUIPMENT USE

You are responsible for the proper use of all equipment entrusted into your care. All equipment such as communication devices, cameras, computers, other electronics, grooming, cleaning, and maintenance equipment are the property of Le Chateau Pet Resort. You agree to reimburse damages due to misuse, neglect, or theft to a reasonable limit if repair or replacement is needed.

## COMMUNICATION

As a company conscientious of our environment most communication will be passed through electronic means. We utilize google to share documents both for viewing and editing as your position may require. All staff must maintain a working gmail account. You are responsible for all communications that have been distributed to your gmail. This includes handbook, memos, policy updates, and schedules. Additionally, items such as the most recently updated policy manual can be found in the staff portal.

## SAFETY

As a member of this team you are responsible to know and adhere to each point of our Pledge to Safety.

Always use caution and watch for signs of fearfulness or aggression when approaching animals you do not know. **Do not force yourself on an animal** exhibiting such signs. Request help if you must leash, move, feed, or clean the area the animal is occupying. **Never stare down, bully, or intimidate animals in our care.** Be alert and watchful at all times. **Never enter a playgroup without consent of the guardian.**

Walkie-talkies and harness must be worn at all times with wires securely tucked away to avoid an animal pulling on it. **All staff are required to communicate on walkie before entering an area with pets or visitors.**

**Cell phones are not permitted** for any reason during your shift for safety reasons. You may keep phones in your locker but not on your person. Should you be found with a cell phone during your shift, with the exception of a scheduled break, management has the right to hold your phone until your shift ends. Company cameras are available for use for pet pictures. All pictures taken on the premises, regardless of device, are the property of Le Chateau Pet Resort.

All equipment, including but not limited to suite cleaners, floor machine, fogger, and chemical dispensing units will be used for its intended purpose only. Training in proper operation will be included during your probation. MDS information with the ingredients and use of chemicals may be requested at anytime. **Never put chemicals in**



**unlabeled bottles. Always use proper dilution rates as instructed on chemical labels.**

**Unauthorized visitors are not permitted in work areas.** This policy includes anywhere on the premise when the lobby is closed. Visits from friends or family members are limited to your break times. You may request permission to give a brief tour to a friend or family member during your break. Be certain to inform your visitor never to reach inside suites or otherwise intimidate or provoke guests. Always make sure a hallway is clear of pets before entering. Never enter a play yard with a group of dogs in the yard when you are with guests.

Always use personal protection equipment such as proper clothing for inclement weather, sunscreen and bug spray, and non-slip shoes. Rubber gloves and safety masks as well as back braces are available as needed.

Attendance to safety meetings as well as regular staff meetings will be treated as a scheduled shift and attendance is mandatory.

Failure to comply to any safety regulation will result in write up for violation of safety protocol.

## **ANIMAL SAFETY**

**Striking, hitting, kicking or otherwise mishandling, provoking, intimidating any animal is grounds for immediate termination.**

**Animals must be placed in a suite or otherwise supervised at all times.**

**Animals not of the same size or family are never put together in a suite, play area, or spa unless preapproval and evaluation have been completed. Never mix large dogs with small dogs unless they are of the same household.**

**All suites must have water at all times. All private yard gates and suite door must have a latch on the at all times to prevent accidental opening.**

**Avoid fence fighting by using a lead, body blocking, or moving the pets quickly through hallways when traveling. Door blinders may be used as needed to prevent injury or over stimulation. Shut dog doors if necessary while in the yards.**

**To prevent food aggression, make sure food is in a diner away from the suite door. Food should never be placed in window sills or other common areas that dogs may reach when travelling. Prevent dogs from gathering at food carts.**

**Always make sure a hallway is clear before entering or traveling with an animal off leash. When with a pet, always communicate entry to an area by walkie talkie prior to opening doors.**

**All play times must be strictly supervised at ALL times. Dogs in play groups are never to roam hallways or play areas unsupervised. Never let single dogs roam hallways.**

**Never place intact animals of the opposite sex in the same group. Practice extreme caution anytime intact males or females are in a play group.**

**Notify management immediately if medical care is needed.**

**Any incident or bite must result in immediate examination of each animal and staff member involved. A second examination in one hour is required. Notes must be entered in pet's file for future reference. An incident report must be completed before the end of shift in which it occurred including manager's report. *Any individual involved in an incident resulting in vet visit or medical visit of personnel will be drug tested.***

## **CERTIFICATION**

As an IBPSA (International Boarding and Pet Services Association) accredited facility, we have made a commitment to excellence in staff training and certification. All staff members will receive information in Basic Canine and Feline Education. **You are required to pass the certification exam to be eligible for continued employment and future pay advances.** The material for the certification exams can be found in your employee handbook. As a member of our team, you are expected to **complete your Basic Canine and Feline Certifications within the first 30 days of employment.** Additionally, you will complete Knowing Dogs 101 for training in understanding dog behaviors and body language. This course must be completed during your orientation before working with pets on your own. Pet Guardians will also be required to complete Knowing Dogs 201 for effective leadership skills in providing safe off leash group play before working in playgroups alone.

## **PROFESSIONALISM**

All staff members are expected to behave with utmost professionalism and friendliness towards coworkers and clients. If your position does not require you to be at the front desk ***you should not be in the lobby area unless you are specifically working with a client or quickly obtaining information about guests.*** However, if you are in an area and ***a client is waiting for service, you are expected to greet them*** and either address their need or let them know someone can help them shortly if you are not trained in how to handle their need. Clients pulling up to door should be viewed as requesting help. **All staff are responsible to *go to door to assist if you see a client pull up to door.*** Proper email and phone etiquette is required for any individual communicating with clients. **All communication on behalf of the resort must be**

**made by company phone or email. *Do not call clients on your cell phone or give out your personal number to a client for pet updates.*** You are expected to be attentive and helpful to clients and treat co-workers with respect. Rude, negative, offensive, or otherwise inappropriate speech or body language will result in disciplinary action. This includes proper communication on the walkie talkies.

## HARASSMENT

All staff members deserve to be treated with respect and kindness regardless of race, creed, color, sex, sexual orientation, age, national origin, or disabilities. Professional appropriate language is expected at all times. Harassment of *any* type is a violation of company policy and will result in disciplinary action. If you have a complaint with regard to harassment whether sexual, bullying, physical, or otherwise offensive or inappropriate language or actions, you are encouraged to discuss the issue with a manager. All such complaints will be investigated as timely and confidentially as possible.

Complaints are taken very seriously and will result in a meeting with the manager and both parties to attempt to settle the issue. If you feel the situation has not been resolved, a grievance may be filed. A copy of the grievance will be placed in the permanent files of the staff member filing the complaint as well as all those for whom it was filed against. A grievance, upon investigation, may result in a written warning or termination of employment as determined by management.

## SOCIAL MEDIA

As a staff member of Le Chateau Pet Resort you are a respected member of this team and you will be known by many of our clients as one of the caring, friendly professionals in our company. You are encouraged to consider how your behavior outside of the resort, including social networking, could potentially affect the branding and reputation of the company. Internet postings, whether professional or personal, may not disclose any information that is confidential or proprietary to the company or to any third party that has disclosed information to the company. This includes photos during play times or activities of the resort unless expressly authorized. If an employee comments on any aspect of the company's business they must clearly identify themselves as an employee and include a disclaimer. An example disclaimer would be "the views expressed are mine alone and do not necessarily reflect the views of Le Chateau Pet Resort."

**Personal internet posts may not include company logos, trademarks, or other property including pictures or videos unless permission is expressly provided** and must respect copyright, privacy, fair use, financial disclosure, and other applicable laws. The company reserves the right to request certain subjects are avoided, to ask you to withdraw certain posts, or remove inappropriate comments. You are asked to direct any complaints or concerns about your job or working environment to management to seek resolution as opposed to using a social media platform to express your concerns.

## TASK LISTS AND SUBSTANDARD WORK

If you are working on our team you are expected to take pride in your work and exhibit care for the pets that stay here by providing a clean, safe, and friendly environment. Each position has a task list to maintain quality control. **USE OF TASK LIST IS REQUIRED DURING EVERY SHIFT.** Each task list serves as a checklist to assist you in completing your work to the degree expected every time you work. It is your responsibility to obtain the appropriate task list and complete the work as required. All task lists are in your handbook and can be requested from management. You will be held accountable for duties of your shift and position. If you feel you need additional training, equipment, or supplies you are encouraged to request what you need to perform your job duties to the best of your ability. A peer substandard work report may be completed anytime someone who notices a quality of work that is not consistent with our exemplary standards. Date stamped pictures may to be included or stored electronically. Substandard work will result in investigation and disciplinary action if needed.

## DISCIPLINARY ACTION

Every team member is expected to follow all policies and procedures to the very best of their ability. Disciplinary action will be initiated by a manager as needed for any infraction of company policies and procedures including, but not limited to rudeness to clients or co-workers, improper time management, unprofessionalism, insubordination, failure to follow safety protocol, improper treatment of or to animals in our care, substandard work, attendance issues, or otherwise violating any company policies.

**Unless otherwise stated in this handbook, discipline procedures are as follows:**

First Infraction (Step 1)	Verbal Warning
Second Infraction (Step 2)	First Written Warning
Third Infraction (Step 3)	Second Written Warning and Suspension

**If you reach a Step 3 discipline you will be immediately put on a three day decision-making suspension.** During this suspension, you are given the opportunity to decide if you will return with renewed commitment to be an effective team member, or voluntarily terminate your position, with a two week notice following your suspension. Upon your return to work, **you must provide management a written personal improvement plan. Failure to present this plan will be viewed as voluntary decision to end your employment.** After discussion of your plan for improvement, you will then be placed on a 30 day probation during which any infraction will result in termination.

## REVIEWS AND PAY INCREASES

Performance reviews provide an opportunity to receive and give input regarding your work performance and working environment as well as set personal goals of improvement. Raises in pay are based on certifications, skill set, job performance, dependability, attitude, and attendance and are not necessarily given with a review.

Exceptional performance and dependability, as well as professionalism and teamwork, may result in a pay increase or other compensation at the manager's discretion. Attitude is considered over performance before pay raises are granted.

## **BENEFITS**

### Discounts on Services and Products

Discounted services and products are offered to employees and are subject to change. You may request a list of current discounts available at anytime. The list can also be seen on the staff portal on our website.

### Incentives and Prizes

Incentives such as gift cards, prizes, and earned PTO are given for various programs often related to attendance or exemplary performance and teamwork.

### Holiday Pay

Because the lobby of the resort is open 363 days of a year, only two holidays are subject to holiday pay. Any individual working on Thanksgiving Day or Christmas Day will receive time and a half for the hours worked.

### Bonuses

Bonuses are solely based on management discretion.

## **ADDITIONAL FULL TIME BENEFITS**

Eligibility for benefits is subject to the length of time a staff member has been employed as described below.

### **Free Life Insurance**

Full-time employees receive \$2000 in free life insurance besides what life the elected in Wellness Program. This policy is through SWBC.

### **Wellness Program**

After 60 days of working an average of 30 hours per week, employees are eligible to participate in our group Wellness Program. Eligible employees receive up to a \$50 contribution towards their personally designed program. Any remaining plan premiums are deducted weekly from your paycheck. Spouses or children may be added to your plan at your cost. Changes to your plan, with the exception of life changes due to death, marriage, or child bearing, can be requested only during open enrollment of each year. Life changes may be updated within 60 days following the event. Staff members falling below 30 hours a week consistently for a period of 4 weeks or longer, with the exception of approved leave of absence, will no longer be eligible for the \$50 employer contribution, but may continue the policies at their own cost. Your direct care membership and policies may all be continued in the event of termination with a state

continuation election. If declining continuation, coverage will be ended the 1<sup>st</sup> day of the month following ineligibility or termination.

What the Wellness Program provides you:

\*A Personal Consultant

Your personal consultant assists you with all major medical and supplemental insurance questions and helps you obtain the most credits and supplements you are eligible to receive towards insurance from the marketplace, walking you through the process to enroll in a plan customized for you.

\*Access to Direct Primary Care

Direct primary care is a healthcare model focused on putting the patient first. That means treating them when they need it, never rushing patients through appointments, and being proactive with healthcare treatment plans. DPC offers patients the full range of comprehensive primary services, including routine care, regular checkups, preventive care, and care coordination in exchange for a flat, recurring retainer fee.

\*A Choice in Supplemental Plans

Various volunteer supplemental plans including dental, vision, life, accident, and more are offered at affordable group rates and can be paid through payroll deduction.

\*A \$50 per Month Employer Contribution

You customize your plan and the company contributes \$50/month towards your plan fees.

\*Emails with information to encourage healthy living

\*Contests to promote making healthy choices

\*Birthday Pay

In an effort to encourage good health habits, non-tobacco users (including e-cigarettes, or other substance) may request the birthday bonus pay of 4 hours on the pay period that includes your birthday. This pay is rewarded whether or not you work that day. Your request for birthday pay must be submitted by Sunday at midnight the week for which the pay is earned. You must have completed your 60 day probationary period to be eligible.

**Paid Time Off**

PTO is used for reasons other than pre-approved time-off such as time-off given by the Company to employees in accordance with another leave policy including scheduled holidays, bereavement, jury duty, or company initiated time-off.

The following are Le Chateau Pet Resort PTO guidelines:

- Eligibility
  - Must be a full-time employee (salaried/exempt or hourly).
  - Hourly employees must regularly work forty (40) hours per week.
  - Part-time and Temporary employees are not eligible for PTO.
- PTO can be used for
  - Vacation
  - When the employee or their dependent(s) is sick
  - Time off to take care of personal business
- Hourly Employees
  - PTO is used for hourly employees who are not at work during their normal scheduled work hours for a reason other than pre-approved time-off (as defined above).
  - PTO is paid at the rate of 8.0 hours per day. For hourly employees, PTO may not be taken in increments of less than eight (8) hours.
  - Other than pre-approved time-off (as defined above), hourly employees who have used all of their accrued PTO will not be paid for missed time.
  - No more than forty (40) hours of PTO can be taken consecutively.
- Salaried / Exempt Employees
  - Salaried/exempt employees who miss a half (1/2) or more of a workday for a reason other than pre-approved time-off must use any available PTO.
  - PTO may not be taken in increments of less than a half (1/2) day.
  - A salaried/exempt employee, who misses a full day or more after they have used all accrued PTO, hereby understands and authorizes Le Chateau Pet Resort and SWBC PEO to deduct from their salary an amount of money corresponding to each full day missed from work that is not covered by PTO or other pre-approved time off.
  - No more than five (5) days (i.e. forty (40) hours) of PTO can be taken consecutively.
- Accrual

(Anniversary year basis)

- Accruals are based on an employee's anniversary date.
- Full-time employees will accrue PTO based on their years of service according to the following schedule:

For all full time eligible employees	Years of Service		
	1 - 2	3 - 9	10+
<b>PTO hours accrued per anniversary year</b>	<b>24 hrs</b>	<b>40 hrs</b>	<b>80 hrs</b>

- No employee may carry-over more than sixteen (16) hours of PTO from one anniversary year to another. Any PTO hours accrued, but unused at the end of each anniversary year in excess of sixteen (16) hours are forfeited.
- Maximum Accrual
  - Eligible employees may only accrue up to 80 hours of PTO. Once the maximum accrual has been reached, accruals will suspend until PTO has been used and the balance has been lowered.
- Waiting Period
  - Employees may not use accrued PTO until after they have completed one (1) year of service.
- PTO Requests
  - Except in the case of personal or dependent illness or an emergency, a request to use **PTO must be submitted to the manager, seven (7) business days in advance. Employees will receive a written approval or denial within three (3) business days of the request.**
  - **Le Chateau Pet Resort will make every effort to accommodate an employee's PTO request but there is no obligation to do so.** Too many requests for concurrent PTO from several employees may cause a staffing hardship. In this instance, seniority with Le Chateau Pet Resort and/or unusual circumstances may require Le Chateau Pet Resort to deny a request and require the employee(s) select different dates for the PTO.
- Resignation
  - An employee who resigns their employment after providing a minimum of two-weeks' prior notice of such resignation and after working as scheduled throughout such minimum two-week period will receive payment for up to sixteen (16) hours of accrued, unused PTO time with their final paycheck. All other accrued, but unused PTO will be forfeited upon resignation of employment. An employee who resigns without providing and working through a minimum two-week notice period will forfeit all accrued, unused PTO time.
- Termination for Violation of Worksite Policy or Misconduct
  - An Employee who is terminated by the Company for violation of a policy, procedure, standard, work or safety rule, or directive established by the Company will forfeit all accrued, unused PTO time.
- Termination for Reason other than for Violation of Worksite Policy or Misconduct



- An employee, who is terminated for a reason other than for violation of a Worksite Policy or for Misconduct, will forfeit all accrued, unused PTO time.

Notwithstanding the above provisions allowing for the payment of accrued, but unused PTO, given in connection with an employee's resignation with notice or termination for a reason other than for misconduct, the right to receive payment for up to sixteen (16) hours of accrued, but unused PTO, will be reduced by each hour of PTO taken by the employee in the ninety (90) day period immediately preceding the date of the employee's separation. For example: On April 30<sup>th</sup> an employee has 70 hours of accrued PTO. On that date, the employee gives two weeks' notice of their intention to terminate their employment on May 15<sup>th</sup>. Previously, on April 10<sup>th</sup> the employee took 21 hours of PTO. The employee works as scheduled from the date of notice until the date of their separation. The employee will be entitled to receive payment of 49 hours of accrued, but unused PTO, with the balance being forfeited (70 hours minus 21 hours = 49 hours).

### **Retirement Benefits**

Full time employees may be eligible to participate in the 401k plan offered by SWBC.

### **Financial Education Information**

## **DISPUTES**

If an employment dispute arises while you are employed at Le Chateau Pet Resort LLC., you agree to submit any such dispute arising out of your employment or the termination of your employment (including, but not limited to, claims of unlawful termination based on race, gender, age national origin, disability, breach of contract or any other bias prohibited by law) exclusively to binding arbitration under the federal Arbitration Act, 9 U.S.C., Section 1. Similarly, any disputes arising during your employment involving claims of unlawful discrimination or harassment under federal or state statutes shall be submitted exclusively to binding arbitration under the above provisions. This arbitration shall be the exclusive means of resolving any dispute arising out of your employment or termination from employment by Le Chateau Pet Resort LLC. or you, and no other action can be brought by employees in any court or any forum.

By simply accepting or continuing employment with Le Chateau Pet Resort, LLC, you automatically agree that arbitration is the exclusive remedy for all disputes arising out of or related to your employment with Le Chateau Pet Resort, LLC. and you agree to waive all rights to a civil court action regarding your employment and the termination of your employment with Le Chateau Pet Resort, LLC.; only the arbitrator, and not a judge nor a jury, will decide the dispute.

If you choose to dispute your termination or any other alleged incident during your employment, including but not limited to unlawful discrimination or harassment, you must deliver a written request for arbitration to Le Chateau Pet Resort, LLC. within one

(1) year from the date of termination, or one (1) year from the date on which the alleged incident(s) or conduct occurred, and respond within fourteen (14) calendar days to each communication regarding the selection of an arbitrator and the scheduling of a hearing. If Le Chateau Pet Resort, LLC. does not receive a written request for arbitration from you within one (1) year, or if you do not respond to any communication from Le Chateau Pet Resort, LLC. about the arbitration proceedings within fourteen (14) calendar days, you will have waived any right to raise any claims arising out of the termination of your employment with Le Chateau Pet Resort, LLC, or involving claims of unlawful discrimination or harassment, in arbitration and in any court or other forum.

You and Le Chateau Pet Resort, LLC. shall each bear respective costs for legal representation at any such arbitration. The cost of the arbitrator and court reporter, if any, shall be shared equally by both parties, or as determined by the arbitrator.

Acknowledgment of and Agreement with Le Chateau Pet Resort LLC. Arbitration Policy

This policy is included in the actual Arbitration Agreement you signed upon your acceptance of employment with Le Chateau Pet Resort LLC.

## **ADDITIONAL INFORMATION REGARDING EMPLOYMENT**

Le Chateau Pet Resort enlists the services of SWBC, a professional employment service. As such employment shall be governed by the SWBC conditions of employment in addition to the policies listed above. W2s will come directly from SWBC. If there is a separation from our company be sure to sign the Reassignment Notice to be eligible to work for other SWBC Employers.

## **ADDITIONAL INFORMATION REGARDING THIS POLICY**

Le Chateau Pet Resort management may modify all or portions of this document at their discretion. The latest revision supersedes all other copies of this document. You may obtain the most current information in the staff portal.

## **ACKNOWLEDGEMENT OF RECEIPT**

I acknowledge receipt of the Policies of Le Chateau Pet Resort. I understand it is my responsibility to read and become familiar with the most current policy. I understand from time to time the company may amend the policy and the amended policy replaces all previous versions. I agree to adherence to these policies as an employee or associate of this company. I understand I can be drug tested at anytime as according to the terms described. I understand this policy is subject to change, can be modified, or additional amendments can be made at the discretion of Le Chateau Pet Resort at any time and without advance notice.

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Employee's Signature

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Date

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Employee's Printed Name

## **UNDERSTOOD, AGREED, AND ACCEPTED**

My signature on this document acknowledges that I understand the above Arbitration Policy and agree to abide by its conditions. I also acknowledge that I understand my employment is at-will and may be terminated at any time, with or without reason, by either Le Chateau Pet Resort, LLC. or myself. I further agree that, in accordance with Le Chateau Pet Resort's Arbitration Policy, that I will submit any dispute — including but not limited to my termination — arising under or involving my employment with Le Chateau Pet Resort to binding arbitration within one (1) year from the date the dispute first arose. I agree that arbitration shall be the exclusive forum for resolving all disputes arising out of or involving my employment with Le Chateau Pet Resort or the termination of that employment. I agree that I will be entitled to legal representation, at my own cost, during arbitration. I further understand that I will be responsible for half of the cost of the arbitrator and any incidental costs of arbitration.

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Employee's Signature

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Date

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Employee's Printed Name