



Your Dells TimberLand Camping Resort Employee Handbook 2012

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Welcome Message:

Welcome to the Dells TimberLand Camping Resort team. We wish you every success here.

We believe that each employee contributes directly to the growth and success of Dells TimberLand Camping Resort's growth and success, and we hope you will take pride in being a member of our team.

This handbook was developed to outline the policies, programs, and benefits available to eligible employees. Employees should familiarize themselves with the contents of the employee handbook as soon as possible, for it will answer many questions about employment with Dells TimberLand Camping Resort.

We hope that your experiences here will be challenging, enjoyable, and rewarding. Again, welcome to the team.

Sincerely,

Al and Margie King

Owners

Nature of Handbook:

This handbook will provide you as an employee with a general understanding of our personnel policies. Staff members are encouraged to familiarize themselves with the contents of the handbook, as it will answer many common questions concerning employment at Dells TimberLand Camping Resort. However, it is impossible to anticipate every situation or question regarding employment. If you have questions at any time about the appropriate actions to take, please speak with your supervisor at any time. If changes are made to this handbook, an amendment will be provided to you in your pay stub envelope.

At-Will Employment:

Please understand that you are an at-will employee. This means that you have the right to terminate your employment at any time, with or without cause, and Dells TimberLand Camping Resort has the same right. Further, no oral or written statement or other action will change your status as an at-will employee. Any employee benefits outlined in this handbook for which you may be eligible will cease to be effective if your employment relationship is terminated, either by you or by Dells TimberLand Camping Resort, except where otherwise provided by Federal or State law.

Equal Opportunity Employer:

It is Dells TimberLand Camping Resort policy that equal employment opportunities be available to all applicants and employees without regard to race, color, religion, sex, age, disability, or national origin. This policy applies to hiring, training, promotion, compensation, and disciplinary measures.

Americans with Disabilities Act (ADA):

Dells TimberLand Camping Resort judges individuals by their abilities, not their disabilities, and seeks to give full and equal employment opportunities to all persons capable of performing successfully in Dells TimberLand Camping Resort's positions. Reasonable accommodations will be provided to individuals who require them. Employees and applicants are urged to advise Dells TimberLand Camping Resort of their particular needs for reasonable accommodation.

Immigration Law Compliance:

Dells TimberLand Camping Resort is committed to employing only United States citizens and resident aliens who are authorized to work in the United States. Dells TimberLand Camping Resort does not unlawfully discriminate on the basis of citizenship or national origin. Each new employee must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility.

Forms:

All employees are required to complete an I-9, W-4, WI. New Hire Form, Employee Confidentiality Agreement and Employee Access Policy as well as supply all other required documentation before beginning work. Employees under the age 18 must also provide a work permit. All forms can be completed in the Office. All paperwork is required to be filled out correctly and turned in before any paychecks will be issued. Each employee must also return the signed last page of this handbook to the Office.

DRESS AND GROOMING STANDARDS:

Grooming Standards:

All Dells TimberLand Camping Resort employees must maintain a neat, clean, and professional appearance. This appearance must be in accordance with the following Dells TimberLand Camping Resort dress codes and grooming standards.

All employees must maintain good personal hygiene to prevent offensive odors.

Hair will be neatly trimmed, clean, and combed. The length, bulk, or appearance of an employee's hair or beard should not be excessive, ragged, bushy, unkempt, or neglected.

Cosmetics, if worn, will be in good taste, subdued, natural in appearance, and blended to match natural skin color.

Fingernails are to be clean, neatly trimmed, not exceed a moderate length, and not exceed a length which would interfere with work duties.

Jewelry, if worn, should be in moderation, may not be affixed to the uniform and not cause a safety hazard or interfere with work duties. Gauge-type earrings larger than standard ear piercings are not allowed.

Body piercing jewelry of any kind, other than earrings, may not be worn while on duty. This includes tongue, eyebrow, nose and any other areas of the face or body, excluding ears. Staff members with visible piercing will receive a written warning following the 3-step disciplinary process.

Dress Code:

Each position will follow Dells TimberLand Camping Resort dress code. However, certain policies will apply to the dress of all employees.

The following types of clothing are not appropriate:

- Clothes that are suggestive or in "poor taste," including but not limited to any clothing showing the midriff or the stomach, over-sized pants that show undergarments, emblems on the pants, or others that management feels are in "poor taste."
- Loose fitting pants that create a safety hazard.
- "Short" shorts or skirts (shorter than mid-thigh).

Medically related items are exempt from dress code requirements.

Any tattoos that are offensive in nature must be covered and out of sight of the guests.

Uniform shirts, along with hats and visors, should only be worn while on duty at Dells TimberLand Camping Resort and removed soon after the end of a shift.

Any staff member who reports for work out of uniform or in unprofessional dress will be sent home to change. On the second occurrence, a written warning in the 3-step disciplinary action will occur.

Uniforms:

Most employees will be required to wear a Dells TimberLand Camping Resort shirt. These will be provided to you when you begin work and remain the property of Dells TimberLand Camping Resort. Shirts or smock must be clean, fit properly, and worn correctly, not tied back. Please follow the specific uniform requirements for your position and department below.

Maintenance and Grounds keeping Staff Uniforms—

These staff members will wear the provided uniform shirt with their own pants or shorts. Shoes or boots must be worn at all times while on duty. Steel, toe protection is recommended but not required. For safety reasons, no open-toe shoes or sandals may be worn by anyone working in maintenance or grounds keeping. Additional uniform requirements can and do change with weather conditions and safety requirements.

Office Staff Uniforms—

These staff members will wear the provided uniform shirt or smock with their own pants, shorts or skirt.

Non-Uniform Employees:

Some employees will be expected to wear appropriate business attire rather than a uniform. Non-uniformed employees should dress appropriately to the business interactions they will encounter in appropriate business or business casual attire. If clothing with logos or words are worn, they must be logos of Dells TimberLand Camping Resort such as our Dells TimberLand Camping Resort shirts and hats. Skirt length should not be too far above the knee. Hats, if worn, should be an approved uniform hat. Sweaters can be worn as long as they are neat and not too large and baggy. Shoes should be professional and appropriate for the setting. Clean and appropriate fitting jeans are acceptable for some occasions.

INTERNET, E-MAIL, AND COMPUTER USAGE POLICY:

System Usage Policy:

The use of Dells TimberLand Camping Resort's electronic and automation systems, which include but are not limited to computers, telephones, fax machines, and all forms of Internet/Intranet access, are governed by the Dells TimberLand Access Policy and are for company business and for authorized purposes only. Brief and occasional personal use of the electronic mail system or the Internet is acceptable as long as it is not excessive or inappropriate, occurs during personal time (lunch or other breaks), and does not result in expense to Dells TimberLand Camping Resort.

Use is defined as "excessive" if it interferes with normal job functions, responsiveness, or the ability to perform daily job activities. Electronic communication should not be used to solicit or sell products or services that are unrelated to Dells TimberLand Camping Resort's business; distract, intimidate, or harass coworkers or third parties; or disrupt the workplace.

Use of Dells TimberLand Camping Resort's computers, networks, and Internet access is a privilege granted by management and may be revoked at any time for inappropriate conduct carried out on such systems,

including, but not limited to:

- Sending chain letters or participating in any way in the creation or transmission of unsolicited commercial e-mail ("spam") that is unrelated to legitimate Dells TimberLand Camping Resort purposes;
- Engaging in private or personal business activities, including excessive use of instant messaging and chat rooms (see below);
- Misrepresenting oneself or Dells TimberLand Camping Resort;
- Violating the laws and regulations of the United States or any other nation or any state, city, province, or other local jurisdiction in any way;
- Engaging in unlawful or malicious activities;
- Deliberately propagating any virus, worm, Trojan horse, trap-door program code, or other code or file designed to disrupt, disable, impair, or otherwise harm either Dells TimberLand Camping Resort networks or systems or those of any other individual or entity;
- Using abusive, profane, threatening, racist, sexist, or otherwise objectionable language in either public or private messages;
- Sending, receiving, or accessing pornographic materials;
- Becoming involved in partisan politics;
- Causing congestion, disruption, disablement, alteration, or impairment of Dells TimberLand Camping Resort networks or systems;
- Maintaining, organizing, or participating in non-work-related Web logs ("blogs"), Web journals, "chat rooms", or private/personal/instant messaging;
- Failing to log off any secure, controlled-access computer or other form of electronic data system to which you are assigned, if you leave such computer or system unattended;
- Using recreational games; and/or

- Defeating or attempting to defeat security restrictions on company systems and applications.

Using Dells TimberLand Camping Resort's automation systems to access, create, view, transmit, or receive racist, sexist, threatening, or otherwise objectionable or illegal material is strictly prohibited. "Material" is defined as any visual, textual, or auditory entity. Such material violates Dells TimberLand Camping Resort's anti-harassment policies and is subject to disciplinary action. Dells TimberLand Camping Resort's electronic mail system, Internet access, and computer systems must not be used to violate the laws and regulations of the United States or any other nation or any state, city, province, or other local jurisdiction in any way. Use of company resources for illegal activity can lead to disciplinary action, up to and including dismissal and criminal prosecution. Dells TimberLand Camping Resort will comply with reasonable requests from law enforcement and regulatory agencies for logs, diaries, archives, or files on individual Internet activities, e-mail use, and/or computer use.

Unless specifically granted in this policy, any non-business use of Dells TimberLand Camping Resort's automation systems is expressly forbidden.

If you violate these policies, you could be subject to disciplinary action, up to and including dismissal.

Ownership and Access of Electronic Mail, Internet Access, and Computer Files:

Dells TimberLand Camping Resort owns the rights to all data and files in any computer, network, or other information system used within Dells TimberLand Camping Resort. Dells TimberLand Camping Resort also reserves the right to monitor electronic mail messages (including personal/private/instant messaging systems) and their content, as well as any and all use of the Internet and of computer equipment used to create, view, or access e-mail and Internet content. You must be aware that the electronic mail messages sent and received using Dells TimberLand Camping Resort equipment are not private and are subject to viewing, downloading, inspection, release, and archiving by Dells TimberLand Camping Resort management and system administrators at all times. Dells TimberLand Camping Resort has the right to inspect any and all files stored in private areas of the network or on individual computers or storage media in order to assure compliance with policy and state and federal laws. No employee may access another employee's computer, computer files, or electronic mail messages without prior authorization from either the employee or an appropriate Dells TimberLand Camping Resort official.

Dells TimberLand Camping Resort has licensed the use of certain commercial software application programs for business purposes. Third parties retain the ownership and distribution rights to such software. No employee may create, use, or distribute copies of such software that are not in compliance with the license agreements for the software. Violation of this policy can lead to disciplinary action, up to and including dismissal.

Confidentiality of Electronic Mail:

As noted above, electronic mail is subject at all times to monitoring, and the release of specific information is subject to applicable state and federal laws and Dells TimberLand Camping Resort rules, policies, and procedures on confidentiality. Existing rules, policies, and procedures governing the sharing of confidential information also apply to the sharing of information via commercial software. Since there is the possibility that any message

could be shared with or without your permission or knowledge, the best rule to follow in the use of electronic mail for non-work-related information is to decide if you would post the information on the office bulletin board with your signature.

It is a violation of Dells TimberLand Camping Resort policy for any employee, including system administrators and supervisors, to access electronic mail and computer systems files to satisfy curiosity about the affairs of others. Employees found to have engaged in such activities will be subject to disciplinary action.

Electronic Mail Tampering:

Electronic mail messages received should not be altered without the sender's permission; nor should electronic mail be altered and forwarded to another user and/or unauthorized attachments be placed on another's electronic mail message.

Internet/Intranet Browser(s):

The Internet is to be used to further Dells TimberLand Camping Resort's mission, to provide effective service of the highest quality to Dells TimberLand Camping Resort guests and staff, and to support other direct job-related purposes. Supervisors should work with employees to determine the appropriateness of using the Internet for professional activities and career development. The various modes of Internet/Intranet access are Dells TimberLand Camping Resort resources and are provided as business tools to employees who may use them for research, professional development, and work-related communications. Limited personal use of Internet resources is a special exception to the general prohibition against the personal use of computer equipment and software.

Employees are individually liable for any and all damages incurred as a result of violating company security policy, copyright, and licensing agreements.

All Dells TimberLand Camping Resort policies and procedures apply to employees' conduct on the Internet, especially, but not exclusively, relating to: intellectual property, confidentiality, company information dissemination, standards of conduct, misuse of company resources, anti-harassment, and information and data security.

Personal Computers:

Employees should not bring personal computers to the workplace or connect them to Dells TimberLand Camping Resort's electronic systems. Employees may connect to the Guest Network by obtaining a password from the office. Any employee bringing a personal computing device onto Dells TimberLand Camping Resort premises thereby gives permission to Dells TimberLand Camping Resort to inspect the personal computer at any time with personnel of Dells TimberLand Camping Resort's choosing and to analyze any files, other data, or data storage media that may be within or connectable to the personal computer in question. Employees who do not wish such inspections to be done on their personal computers should not bring such items to work at all.

Violation of this policy, or failure to permit an inspection of any device covered by this policy, shall result in disciplinary action, up to and possibly including immediate termination of employment. In addition, the employee may face both civil and criminal liability from Dells TimberLand Camping Resort or from individuals whose rights are harmed by the violation.

GENERAL POLICIES:

The Use of Cell Phones and Other Personal Electronic Devices:

If it is necessary for you to carry a Dells TimberLand Camping Resort radio or cell phone, one will be provided to you. Personal cell phones or other personal electronic devices may be used in conjunction with helping a Guest, however personal use of cell phones or other personal electronic devices is discouraged, should be used sparingly and not in direct view of Guests. Employees may use personal cell phones and other personal electronic devices while on break in any designated break area or smoking area.

Incoming Phone Calls:

Only emergency phone calls can be delivered to employees while on duty. Those who might need to reach you for an emergency can call 608-254-2429 ext 1.

Messages will be taken for non-emergency calls and given to staff on scheduled breaks. Those who need to call you should call 608-254-2429.

Use of Own Personal items:

Dells TimberLand Camping Resort is not responsible for lost, stolen, or damaged items. If you feel Dells TimberLand Camping Resort lacks the equipment needed to perform your work, please contact a manager.

Smoking:

All buildings and common areas at Dells TimberLand Camping Resort are smoke free, as are Dells TimberLand Camping Resort-owned vehicles including boats/golf carts. There is to be no smoking while on duty.

Smoking is allowed only while on break, only outside in designated areas, and only by adults legally allowed to smoke. Dells TimberLand Camping Resort's goal is to maintain a professional image by not allowing guests to encounter employees smoking. Please be discreet and use designated containers for cigarette butts.

Chewing Tobacco:

Absolutely no chewing tobacco shall be used while working. No spitting on our Dells TimberLand Camping Resort grounds shall occur at any time due to the use of chewing tobacco.

Possession of Alcohol:

Only licensed bartenders and (banquet managers or supervisors) handling a function at which alcohol is being served may be in possession of alcohol at any time. The possession of alcohol by anyone else will be grounds for immediate termination. Bartenders must obtain the appropriate license before they can serve from a bar.

Key Policy:

All keys provided by Dells TimberLand Camping Resort are the property of Dells TimberLand Camping Resort. These keys are vital to Dells TimberLand Camping Resort's functions and security. Care must be taken not to lose or misplace any Dells TimberLand Camping Resort keys. Failure to properly control keys will result in disciplinary action. Staff members are responsible for any replacement costs of keys not returned to management. Please note that some employee ID cards may also act as a key into many areas of Dells TimberLand

Camping Resort. If an ID card is lost, management must be notified immediately so the card can be turned off.

Lost and Found:

Lost and Found items may be found that were left behind by guests. These are to be turned in to our campground office and may not be taken off Dells TimberLand Camping Resort property.

Two Way Radios:

When using a two-way radio, be sure to communicate in a professional manner. When calling a specific person, say the person's name and wait for a response before continuing the message. Before using a radio, make sure other people are not on the radio at the same time. Remember, radios are located throughout the park. Guests are able to hear both what is said and the manner in which it is said. Inappropriate communication over the two-way radios will be subject to a written warning within the 3-step disciplinary process.

Cash Register Operations:

We have a cash register system in place. This system is of Dells Timberland Camping Resort's electronic network and daily operations and needs to be handled with care. Absolutely no beverages or food should be stored next to a cash register. You are responsible for any shortages in the drawer. Shortages/overages will be dealt with on a case-by-case basis. Excessive problems may result in termination. At no times are any bags, purses, backpacks, etc. allowed in a work station where a cash register is present.

Sexual Harassment & Mutual Respect:

Mutual respect among all employees is expected. Sexual harassment is a form of sex discrimination that violates Title VII of the Civil Rights Act of 1964. Detailed information can be found in the Dells TimberLand Policy Book section 1.14

Sexual Harassment can occur in several forms:

Quid pro quo or "something for something." This kind of harassment usually involves individuals who use threats or rewards if a person does not go along with sexual harassment.

Hostile Environment: This type of harassment is best described as an environment where any associate creates an abusive work environment or interferes with an employee's work performance through words or deeds because of the victim's gender.

A hostile environment may be created by any of the following: discussing sexual activity, unnecessary touching, crude and offensive language or gestures, displaying sexually suggestive pictures, using demeaning or inappropriate terms, commenting on physical attributes, or any other behavior.

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment if such behavior creates a hostile, intimidating, or offensive work environment.

Any employee who engages in sexual harassment will be subject to disciplinary action, possibly including termination.

If you feel a violation of this policy has occurred, follow the steps listed below.

1. Tell the offender that the behavior or action is offensive and not acceptable. DO NOT go along with the behavior or allow it to continue.
2. Record the times, dates, places, and specifics of each incident
3. If the harassment does not stop, or you are uncomfortable confronting the individual, notify the supervisor.
4. If the supervisor is involved, or does not take action, see the Managing Director.

There will be no adverse action taken against any employee who makes such a report in good faith.

EMPLOYEE CONDUCT:

Reviews and Pay Raises:

Seasonal employees will have a review after 30-45 days of beginning work. This is a time for you and your supervisor or manager to discuss your performance and any assistance you may need, although you are encouraged to speak with your supervisor at any time with questions or concerns.

Pay raises are scheduled to be considered and given if appropriate once each year. Additionally, raises may be implemented when an individual has an increase in responsibilities due to a change in job position.

Reviews and pay raises for full-time year round staff are addressed in the full-time handbook addendum.

Employee Conduct:

Any employee who fails to perform his/her job satisfactorily or engages in misconduct will be subject to disciplinary action. The types of misconduct that may result in disciplinary action include but are not limited to the following:

- Arriving late to work or being late to the scheduled workstation.
- Discourtesy to Dells TimberLand Camping Resort guests, including the report of such discourtesy on a guest comment card or guest letter
- Neglect, carelessness, or misuse of property belonging to Dells TimberLand Camping Resort, a guest, or another employee.
- Not working the schedule that meets Dells TimberLand Camping Resort's requirements.
- Failure to adequately learn and perform the skills needed for a particular position.
- Failure to follow employee guidelines, policies, and procedures given in the handbook, in written procedures, or verbally by a manager.
- Violating the off-duty policy.
- Violating the dress code or grooming policies.
- Inappropriate communication over the radio.
- Failing to adhere to proper cash or inventory handling procedures.
- Violating policies concerning appropriate cell phone or personal electronic devices usage.

Three Step Disciplinary Process:

The above infractions will each result in a written warning given by a person's manager. Any employee with two written warnings on file within any 1-month period is, in effect, on probation. Receiving a third written warning within any 1-month period is considered grounds for termination.

Gross Misconduct:

Certain types of more serious misconduct may result in immediate termination. These include, but are not limited to, the following.

- Insubordination, failure to obey any directions from superiors or management, or refusing to perform work assigned.
- Deliberately taking or giving away any property, wristbands, merchandise, food, or service of our Dells TimberLand Camping Resort to oneself, other employees, or Dells TimberLand Camping Resort guests without obtaining full payment or the appropriate permission.

- Giving away staff discounts or privileges to other guests or friends without permission.
- Taking possession of any Lost and Found items. This includes all items and cash turned in for Lost and Found.
- Bringing onto Dells TimberLand Camping Resort property any alcoholic beverages, illegal drugs, or controlled substances. Use or possession of illegal drugs on or off Dells TimberLand Camping Resort may result in discharge.
- Coming to work under the influence of alcohol, illegal drugs, or controlled substances.
- Falsification of application for employment, records, or any other Dells TimberLand Camping Resort documents.
- Punching other employees in or out, or asking another employee to punch in or out for you on the time clock computer, or falsification or alteration of time recording in any manner.
- Absence without notification to manager.
- Use of profane, obscene, vile, or abusive language on Dells TimberLand Camping Resort premises.
- Fighting, attempting bodily injury, or threatening such behavior to another employee or guest.
- Using business e-mail to send or forward material that may be of offensive content.
- Removal from Dells TimberLand Camping Resort premises Dells TimberLand Camping Resort property, including cash, food, records, or the property of fellow employees or Dells TimberLand Camping Resort guests without written authorization.
- Unauthorized access to restricted areas, property, or records.
- Leaving Dells TimberLand Camping Resort during working hours without specific permission to do so from Dells TimberLand Camping Resort management.
- Serious neglect, carelessness, or misuse, which results in the loss, damage, or destruction of property of Dells TimberLand Camping Resort, fellow employee, or Dells TimberLand Camping Resort guest.
- Fraudulent requests for time off or fraudulent absence due to illness.
- Any conduct which compromises the safety of an employee or a guest.
- Making negative public comments about Dells TimberLand Camping Resort, or revealing secrets about the company, its guests, or other employees either verbally, written, or in any online format.

Fair Treatment and Complaint Procedure:

Dells TimberLand Camping Resort's policy provides that each and every employee be treated fairly, respectfully, and justly at all times. We recognize that mistakes will be made in spite of our best efforts. We hope that you will not experience any problems while working at Dells TimberLand Camping Resort. However, if you do experience a problem, we want to know about it and be given the chance to offer you a resolution or explanation. The only way we can do this is to know of these mistakes, your problems, concerns, and any opportunities you may identify for us to change and improve.

Example: If you have any problems or concerns related to your work environment, please speak first with your manager/supervisor. If you feel the situation is not resolved, address the situation to the Owner/Director whom you work under, if this is different than your direct manager or supervisor. If, after discussing a situation with your direct supervisor and Director, the situation is not satisfactorily resolved, please address the concern to the Managing Director, who will then review with everyone involved all of the facts and circumstances surrounding the situation before a final decision is made.

There will be no discrimination or recrimination against any staff member because he or she in good faith presents a concern, problem, or opportunity for improvement.

TIME CLOCK AND PAYROLL PROCEDURES:

Payday:

Employees are paid in 1 week intervals. Employees are not paid in advance of regular paydays. Paydays are on Mondays, 8 days after the end of the pay period. Pay checks are available Monday of each week. If there is ever a question or error on a pay calculation, please go to the Office to speak privately with an Owner. Employees are not to discuss or reveal their wages with co-workers. This is confidential information and bad for morale.

Employee Breaks:

All employees are expected to take a 30 minute meal break if working 6 hours or more. The break should be taken away from your work area. The purpose of a break is to give you a break from guest service and time to care for your personal needs.

Under Federal law, all minors (under 18) are required to take a 30-minute break after 6 hours of work.

Drinks may be kept at workstations as long as they are safely away from computers, cash registers, and other equipment, and out of the sight of guests.

Dells TimberLand Camping Resort management recommends that any valuables be kept locked in the employee's car.

Time Card Procedures:

Employees will (sign in) or record their own work hours on a time card in a neat legible manner. Each time card should be filled in with the NAME, Pay Period ENDING DATE as well as a time entry. Each time entry should include a date as well as a start and stop time. Employees should not record a time more than 10 minutes before scheduled start times.

Hours to be paid will be based on your posted schedule. If your actual work time varies for any reason from the posted schedule, you must have manager approval.

At the time the shift begins, employees should be in full uniform, signed in, and ready to work at their stations. Employees who use uniforms provided by a uniform service at their department should punch in, change into uniform, and proceed to their work station by the scheduled time. An employee is expected to sign out when their shift ends, as well as for their scheduled break. Punch in and out as scheduled by the supervisor.

Employees will not be compensated for hours worked which were not requested by Dells TimberLand Camping Resort. Employees will be paid for all hours required by Dells TimberLand Camping Resort, including training sessions and employee meetings.

If the employee leaves the grounds for any reason except for a work-related reason approved by a manager, the staff member must sign out.

Employee Meetings:

As a member of a team, each employee's ideas and concerns are important to every other employee. Working together, the staff can make our Dells TimberLand Camping Resort a better place for everyone. Each Manager will schedule meetings and distribute newsletters as needed for communication.

Employee meetings are mandatory and staff members will be paid for attending them. If you are unable to attend a scheduled meeting, it is your responsibility to notify the person

scheduling the meeting in advance, and to get an overview of the meeting with your manager within 48 hours of the meeting.

Work Schedule:

Work schedules are posted in advance. Employees are expected to work as scheduled unless excused by their supervisor. Only Managers may make changes to the work schedules. An employee requiring time off must submit the request to the Manager as soon as possible.

Absences:

Dells TimberLand Camping Resort management recognizes that instances will arise when staff will be away from work due to such reasons as illness, death or illness in the immediate family, emergencies, or urgent personal business. The objective of policies with reference to absences is to ensure that those excusable absences are granted.

Previous notice of desired absence is essential for Dells TimberLand Camping Resort to make arrangements for carrying on the duties and responsibilities of absent staff.

If you are unable to report to work at the scheduled starting time due to illness, injury, or other emergency, you must call 608-963-5094 to report. To convey responsibility and the desire to continue in your position, you must contact Dells TimberLand Camping Resort for time off, as soon as you are able, even in an emergency.

If you need to leave early for any reason, a manager must be informed.

Excessive absences or absence without advance permission reflects indifference to the job and will lead to termination.

Overtime:

In accordance with state law, overtime for minors is calculated at 1.5 times the regular rate of pay after 40 hours in one week or 10 hours in one day. Other employees paid by the hour receive 1.5 times the usual rate of pay for hours after 40 in one week.

Inclement Weather:

Due to the nature of our business, Dells TimberLand Camping Resort will be considered "open" 24 hours a day, 7 days a week. Therefore, employees should assume that they are required to report to work at their regularly scheduled times even during inclement weather. If, however, you believe that the weather conditions make your trip to work hazardous, you may opt to stay at home. You should notify your supervisor as soon as you are able.

SAFETY PROCEDURES:

Safety:

In the daily operation of a Dells TimberLand Camping Resort, many chemicals are encountered, including cleaning and maintenance supplies. These chemicals must be handled with extreme caution to keep Dells TimberLand Camping Resort safe for everyone. Material Safety Data Sheets (MSDS), which provide detailed information on each chemical used at Dells TimberLand Camping Resort, are always available in the following locations:

- Dells TimberLand Camping Resort Office.
- Pool pump room

First Aid:

Dells TimberLand Camping Resort strives to provide a clean, safe, and healthy place to work. Employees are expected to do their part in helping to maintain safety standards, work safely, wear equipment when required, observe safety rules, and to keep their work areas neat and clean.

All employees are covered by Dells TimberLand Camping Resort's workers compensation policy. If you are injured while on duty for Dells TimberLand Camping Resort, you must report this and fill out an incident report with: AI King no later than 24 hours after the incident of injury.

If a guest reports an injury, please contact security personnel to fill out an incident report.

Rubber gloves are made available in a variety of locations for your use. Please wear them whenever handling a substance that could be unsafe, including chemicals and bodily fluids.

First Aid Stations for employees or guests are located: in the office

Vehicle Safety:

Safety is of the utmost importance to our Dells TimberLand Camping Resort. Staff members must always operate all equipment with safety in mind.

Extreme caution must always be used while driving in Dells TimberLand Camping Resort either in personal vehicles, Dells TimberLand Camping Resort vehicles, tractors, boats or golf carts. No racing or speeding while driving will be tolerated. Misuse is reason for immediate termination.

Staff members must not allow guests to ride in or on any vehicle or equipment for any reason, except in an emergency.

All vehicles that are property of Dells TimberLand Camping Resort must be kept clean and free of trash. Please notify the manager when a vehicle needs repair. There is NO SMOKING allowed in company vehicles including boats/golf carts.

Procedure for Reporting Damaged, Broken, or Lost Equipment:

1. Report the damage to the manager on duty as soon as possible
2. Fill out a damage/loss report with security and return it to your direct supervisor within 24 hours.
3. Follow up with your direct supervisor as necessary.

Failure to follow the above procedure may result in suspension or termination of the staff member.

Drug Testing:

Dells TimberLand Camping Resort is strongly committed to maintaining a safe and healthy working environment for all its employees with the expectation that all employees will carry out their duties at an acceptable performance level and be unimpaired by drug and alcohol abuse. The abuse of alcohol and/or drugs can significantly undermine employee productivity, guest service, and staff and guest safety.

Being at work under the influence of alcohol or illegal drugs is grounds for immediate termination.

Employees may be tested for appropriate cause such as:

- When the company has reason to suspect, based on observed employee behavior, credible reports, or other information, that the employee may be under the influence of alcohol or illegal drugs.
- When the employee is involved, by action or omission, in an accident or near miss which results or was capable of resulting in injury to any person or damage to property. This testing will be done regardless of any fault that may be determined in a subsequent investigation. All employee accidents must be reported to Management within 24 hours.

Dells TimberLand Camping Resort also reserves the right to conduct searches of employees' personal effects and to conduct random drug testing of employees unannounced and with or without cause. Entry on to Dells TimberLand Camping Resort property to work constitutes consent to these searches and/or testing.

MERCHANDISE AND VISIT BENEFITS:

Employee Discounts:

Employees are eligible for a 10% discount on all food and merchandise purchased at any retail or food service location within Dells TimberLand Camping Resort.

Off Duty Visits:

The purpose of off-duty policies of Dells TimberLand Camping Resort is to allow employees and their families to enjoy Dells TimberLand Camping Resort without inhibiting guests from being able to utilize the facilities, and while continuing to project a professional image at all times. For these purposes, the following policies will apply to all staff members who are on Dells TimberLand Camping Resort grounds while not working.

- Any employee who is not working should not wear any portion of Dells TimberLand Camping Resort uniform. If you stay after your shift, please change from your uniform when you punch out.
- Employees not working or not in uniform may not be in any employee-exclusive areas that would not be accessible to other guests. These include being behind service counters, being in any kitchen area, or any location with signage designating "Employees Only."
- Off-duty employees may not interact with employees who are currently working in any way which keeps on-duty staff from promptly and professionally doing their jobs. Please do not loiter at service counters or have long conversations with on-duty staff.
- Employees may use any of Dells TimberLand Camping Resort facilities as regularly paying guests at any time without permission or notification to management by paying the regular fees for the activity they choose.
- Special discounts for employees to rent campsites or lodging units will be available from time to time based on occupancy. Employee discounts for stays are applicable to those employees on the current payroll. Abuses of this privilege will result in disciplinary action.
- Employees staying at Dells TimberLand Camping Resort either at full or discounted rates must follow all the rules of other Dells TimberLand Camping Resort guests.

Discounted day use rates are valid for you personally and either your family or up to two non-related guests. If you are married, your family is defined as your spouse and children. If you are not married, your family is defined as your parents and siblings. Discounted rates are not valid for your family or guests unless you are attending with them and are not valid for your family or guests while you are on duty. Employee discounts for day use are for employees on the current payroll.

ADDITIONAL BENEFITS:

Family and Medical Leave Act:

The Family and Medical Leave Act (FMLA) provides an entitlement of up to 12 weeks of job-protected, unpaid leave during any 12-month period to eligible, covered employees for the following reasons: 1) birth and care of the eligible employee's child, or placement for adoption or foster care of a child with the employee; 2) care of an immediate family member (spouse, child, parent) who has a serious health condition; or 3) care of the employee's own serious health condition. FMLA may be denied if requirements are not met. Medical certification will be required to support a request due to a serious health condition.

For an employee who is already on our Dells TimberLand Camping Resort's group health insurance plan, the employee's group health benefits will be maintained during the leave. Dells TimberLand Camping Resort will continue to pay the same percentage of the premium that it has been paying, and the policy will remain active as long as the employee continues to contribute the employee's percentage payment of premiums. If an employee does not return after 12 weeks of FMLA leave, he or she will be responsible to reimburse the premiums paid by Dells TimberLand Camping Resort during the leave.

To be eligible for FMLA leave, an employee must have worked for Dells TimberLand Camping Resort for at least 12 months and at least 1,250 hours during the 12 months prior to the start of the FMLA leave.

Upon return from FMLA leave, the employee will be restored to his or her original job, or to an "equivalent" job, which means a similar job to the original job in terms of pay, benefits, and other employment terms and conditions.

In addition, an employee's use of FMLA leave cannot result in the loss of any employment benefit that the employee earned or was entitled to before using (but not necessarily during) FMLA leave.

Employee Name: (please print) _____

I have received information about Material Safety Data Sheets and am aware that these are available for my information and know where to locate them and how to use them.

I have received training on sexual harassment, its consequences, and the appropriate procedures to follow if victimized.

I am aware of the location of the OSHA log of workplace injuries posted for my perusal.

I am aware that Dells TimberLand Camping Resort operates seven days a week, 24 hours a day and that my schedule may be changed by management in order to accommodate guests. I understand that I may be asked to work at a different job (other than the one for which I was hired) and different hours (other than the ones which I normally work) to meet business demands.

I have read, understand, and agree to all of the Employee Guidelines set by Dells TimberLand Camping Resort in this handbook.

Signature: _____

Date: _____