



MacGregor Downs Country Club

Employee Handbook

North Carolina

October 2014

ABOUT THIS HANDBOOK / DISCLAIMER

We prepared this handbook to assist you in finding the answers to many questions that you may have regarding your employment with MDCC. Please take the necessary time to read it.

We do not expect this handbook to answer all of your questions. Your supervisor and Human Resources also will be a major source of information.

Neither this handbook nor any other verbal or written communication by a Management representative, is, nor should it be considered to be, an agreement, contract of employment, express or implied, or a promise of treatment in any particular manner in any given situation. MDCC adheres to the policy of employment at will, which permits the Club or the employee to terminate the employment relationship at any time, for any reason, with or without cause or notice.

No one is authorized to provide any employee with an employment contract or special arrangement concerning terms or conditions of employment.

Many matters covered by this handbook, such as benefit plan descriptions, are also described in separate Company documents. These Company documents are always controlling over any statement made in this handbook or by any member of Management.

This handbook states only general Company guidelines. The Club may, at any time, in its sole discretion, modify or vary from anything stated in this handbook, with or without notice, except for the rights of the parties to terminate employment at will.

This handbook supersedes all prior handbooks.

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Welcome Statement

Welcome to MacGregor Downs Country Club

MacGregor Downs is a private country club that combines over 40 years of history, heritage and tradition with all of the modern amenities of the country club of today. Nestled on the shores of Lake MacGregor, within the tranquil setting of the well-established MacGregor Downs neighborhood in Cary, North Carolina, the Club offers championship golf and tennis facilities, private dining and a year round social calendar for the entire family.

Since the Club opened in 1967, it has continued to build on its legacy of being one of the most prestigious private clubs in the state. MacGregor is defined by its history, but also by the close-knit, friendly and loyal family of over 650 members.

In this handbook, we explain certain guidelines, procedures and benefits that apply to you as an employee of MacGregor Downs Country Club (“MDCC” or The Club”). If you have questions or need more information, consult your supervisor, Club General Manager or Club’s Human Resources administrator. We are ready to help.

Welcome to the MDCC Team!

MacGregor Downs and Country Club’s Mission Statement

Mission Statement

MACGREGOR DOWNS COUNTRY CLUB is dedicated to delivering the highest quality personal service in an atmosphere of camaraderie and fellowship for the enjoyment of our members, their families, and invited guests.

Vision Statement

“Why Not The Best!”

1. We will provide the Best product for the available dollar.
2. We will provide the Best service in all area of the Club.
3. We will be the Best at communication with our three most important constituents:
 - a. MacGregor Downs Country Club Members
 - b. MacGregor Downs Country Club Employees
 - c. The community of Cary, and its surrounding areas.
4. We will be the Best at operating financially efficient and effective.
5. We will be the Best at providing opportunities for our employees

Governing Principles of Employment

1-1. Equal Employment Opportunity

MDCC is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, creed, color, religion, alienage or national origin, ancestry, citizenship status, age, disability or handicap, sex, marital status, veteran status, sexual orientation, arrest record, or any other characteristic protected by applicable federal, state or local laws. Our Management team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities and general treatment during employment.

The Club will endeavor to accommodate the sincere religious beliefs of its employees to the extent such accommodation does not pose an undue hardship on the Club's operations. If you wish to request such an accommodation, please speak to the supervisor.

Title II of the Genetic Information Nondiscrimination Act (GINA) of 2008 protects applicants and employees from discrimination based on genetic information in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral and other aspects of employment. GINA also restricts employers' acquisition of genetic information and strictly limits disclosure of genetic information. Genetic information includes information about genetic tests of applicants, employees or their family members; the manifestation of diseases or disorders in family members (family medical history); and requests for or receipt of genetic services by applicants, employees or their family members.

Any employees with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of the supervisor. The Club will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. To ensure our workplace is free of artificial barriers, violation of this policy will lead to discipline, up to and including discharge. All employees must cooperate with all investigations.

1-2. Americans with Disabilities Act (ADA)

MDCC complies with all applicable federal, state laws, and other laws concerning the employment of persons with disabilities. MDCC does not discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment. MDCC will not tolerate harassment on the basis of disability. Any concerns regarding discrimination or harassment on the basis of disability should be reported to the HR Department and are protected under MDCC's policies forbidding retaliation.

MDCC will provide reasonable accommodations to qualified individuals with disabilities who need them to perform the essential functions of their jobs. Employees who may need accommodations should notify the HR Department. Employees are expected to cooperate with MDCC and engage in an interactive process to determine what reasonable accommodations might be available.

1-3. Non-Harassment

It is MDCC's policy to prohibit intentional and unintentional harassment of any individual by another person on the basis of any protected classification including, but not limited to, race, color, national origin, disability, religion, marital status, sexual orientation or age. The purpose of this policy is not to regulate our employees' personal morality, but to ensure that in the workplace, no one harasses another individual.

If you feel that you have been subjected to conduct which violates this policy, you should immediately report the matter to the HR Department. If you are unable for any reason to contact this person, or if you have not received a satisfactory response within five (5) business days after reporting any incident of what you perceive to be harassment, please contact the General Manager. Every report of perceived harassment will be fully investigated and corrective action will be taken where appropriate. Violation of this policy will result in disciplinary action, up to and including discharge. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. In addition, the Club will not allow any form of retaliation against individuals who report unwelcome conduct to Management or who cooperate in the investigations of such reports in accordance with this policy. Employees who make complaints in bad faith may be subject to disciplinary action, up to and including discharge. All employees must cooperate with all investigations.

1-4. Sexual Harassment

It is MDCC's policy to prohibit harassment of any employee by any supervisor, employee, customer or vendor on the basis of sex or gender. The purpose of this policy is not to regulate personal morality within the Club. It is to ensure that at the Club all employees are free from sexual harassment. While it is not easy to define precisely what types of conduct could constitute sexual harassment, examples of prohibited behavior include unwelcome sexual advances, requests for sexual favors, obscene gestures, displaying sexually graphic magazines, calendars or posters, sending sexually explicit e-mails, text messages and other verbal or physical conduct of a sexual nature, such as uninvited touching of a sexual nature or sexually related comments. Depending upon the circumstances, improper conduct also can include sexual joking, vulgar or offensive conversation or jokes, commenting about an employee's physical appearance, conversation about your own or someone else's sex life, or teasing or other conduct directed toward a person because of his or her gender which is sufficiently severe or pervasive to create an unprofessional and hostile working environment.

If you feel that you have been subjected to conduct which violates this policy, you should immediately report the matter to the HR Department. If you are unable for any reason to contact this person, or if you have not received a satisfactory response within five (5) business days after reporting any incident of what you perceive to be harassment, please contact the General Manager. Every report of perceived harassment will be fully investigated and corrective action will be taken where appropriate. Violation of this policy will result in disciplinary action, up to and including discharge.

All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. In addition, the Club will not allow any form of retaliation against individuals who report unwelcome conduct to Management or who cooperate in the investigations of such reports in accordance with this policy. Employees who make complaints in bad faith may be subject to disciplinary action, up to and including discharge. All employees must cooperate with all investigations.

1-5. Drug and Alcohol-Free Workplace

To help ensure a safe, healthy and productive work environment for our employees and others, to protect Company property, and to ensure efficient operations, the Club has adopted a policy of maintaining a workplace free of drugs and alcohol. This policy applies to all employees and other individuals who perform work for the Club.

The unlawful or unauthorized use, abuse, solicitation, theft, possession, transfer, purchase, sale or distribution of controlled substances, drug paraphernalia or alcohol by an individual anywhere on Company premises, while on Company business (whether or not on Company premises) or while representing the Club, is strictly prohibited. Employees and other individuals who work for the Club also are prohibited from reporting to work or working while they are using or under the influence of alcohol or any controlled substances, except when the use is pursuant to a licensed medical practitioner's instructions and the licensed medical practitioner authorized the employee or individual to report to work.

Violation of this policy will result in disciplinary action, up to and including discharge.

The Club maintains a policy of non-discrimination and will endeavor to make reasonable accommodations to assist individuals recovering from substance and alcohol dependencies, and those who have a medical history which reflects treatment for substance abuse conditions. We encourage employees to seek assistance before their substance abuse or alcohol misuse renders them unable to perform the essential functions of their jobs, or jeopardizes the health and safety of any Company employee, including themselves.

1-6. Workplace Violence

MDCC is strongly committed to providing a safe workplace. The purpose of this policy is to minimize the risk of personal injury to employees and damage to Company and personal property.

We do not expect you to become an expert in psychology or to physically subdue a threatening or violent individual. Indeed, we specifically discourage you from engaging in any physical confrontation with a violent or potentially violent individual. However, we do expect and encourage you to exercise reasonable judgment in identifying potentially dangerous situations.

Experts in the mental health profession state that prior to engaging in acts of violence, troubled individuals often exhibit one or more of the following behaviors or signs: over-resentment, anger and hostility; extreme agitation; making ominous threats such as bad things will happen to a particular person, or a catastrophic event will occur; sudden and significant decline in work performance; irresponsible, irrational, intimidating, aggressive or otherwise inappropriate behavior; reacting to questions with an antagonistic or overtly negative attitude; discussing weapons and their use, and/or brandishing weapons in the workplace; overreacting or reacting harshly to changes in Company policies and procedures; personality conflicts with co-workers; obsession or preoccupation with a co-worker or supervisor; attempts to sabotage the work or equipment of a co-worker; blaming others for mistakes and circumstances; demonstrating a propensity to behave and react irrationally.

Prohibited Conduct

Threats, threatening language or any other acts of aggression or violence made toward or by any Company employee **WILL NOT BE TOLERATED**. For purposes of this policy, a threat includes any verbal or physical harassment or abuse, any attempt at intimidating or instilling fear in others, menacing gestures, flashing of weapons, stalking or any other hostile, aggressive, injurious or destructive action undertaken for the purpose of domination or intimidation. To the extent permitted by law, employees and visitors are prohibited from carrying weapons onto Company premises.

Procedures for Reporting a Threat

All potentially dangerous situations, including threats by co-workers, should be reported immediately to any member of Management with whom you feel comfortable. Reports of threats may be maintained confidential to the extent maintaining confidentiality does not impede our ability to investigate and respond to the complaints. All threats will be promptly investigated. No employee will be subjected to retaliation, intimidation or disciplinary action as a result of reporting a threat in good faith under this policy.

If the Club determines, after an appropriate good faith investigation, that someone has violated this policy, the Club will take swift and appropriate corrective action.

If you are the recipient of a threat made by an outside party, please follow the steps detailed in this section. It is important for us to be aware of any potential danger in our offices. Indeed, we want to take effective measures to protect everyone from the threat of a violent act by an employee or by anyone else.

Operational Policies

1-7. Immigration Law Compliance

MDCC is committed to employing only United States citizens and aliens who are authorized to work in the United States while at the same time recognizing its obligation to avoid discrimination on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, and other applicable federal laws, you must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility as a condition of employment.

You may raise questions or complaints about immigration law compliance without fear of reprisal.

1-8. Employment Applications

MDCC relies upon the accuracy of information contained in your employment application, as well as the accuracy of other data presented throughout the hiring process or obtained during employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in disqualification from further consideration for employment or, if you have been hired, termination of employment.

1-9. Employee Classifications

For purposes of this handbook, all employees fall within one of the classifications below.

Full-Time Employees - Employees who regularly work at least 37 hours per week who were not hired on a temporary basis.

Part-Time Employees - Employees who regularly work fewer than 37 hours per week who were not hired on a temporary basis.

Temporary Employees - Employees who were hired for a specific short-term project, per diem or temporary basis. Temporary Employees generally are not eligible for Company benefits, but are eligible to receive statutory benefits.

In addition to the above classifications, employees are categorized as either “**exempt**” or “**non-exempt**” for purposes of federal and state wage and hour laws. Exempt employees do not receive overtime pay; they generally receive the same weekly salary regardless of hours worked. Such salary may be paid less frequently than weekly. You will be informed of your classifications upon hire and informed of any subsequent changes to your classifications.

1-10. Introductory Period

The first three (3) months of your employment is an introductory period. This is an opportunity for the Club to evaluate your performance. It also is an opportunity for you to decide whether you are happy being employed by the Club. The Club may extend the introductory period if it desires. Completion of the introductory period does not alter an employee's at-will status. MDCC will conduct a formal performance review at the end of the introductory period.

1-11. Minimum Age of Workers

Due to the nature of our business, no person under the age of sixteen (16) may be employed by any club under any circumstances. No person under eighteen (18) years of will be allowed to serve alcohol or operate a company vehicle.

1-12. Your Employment Records

In order to obtain your position, you provided us with personal information, such as your address and telephone number. This information is contained in your personnel file.

Please keep your personnel file up to date by informing the HR Department of any changes. Also, please inform the HR Department of any specialized training or skills you may acquire in the future, as well as any changes to any required visas. Unreported changes of address, marital status, etc. can affect your withholding tax and benefit coverage. Further, an "out of date" emergency contact or an inability to reach you in a crisis could cause a severe health or safety risk or other significant problem.

1-13. Working Hours and Schedule

MDCC is normally open for business from 7:00 a.m. to 9:00 p.m., Tuesday through Sunday. You will be assigned a work schedule and you will be expected to begin and end work according to the schedule. To accommodate the needs of our business, at some point we may need to change individual work schedules on either a short-term or long-term basis.

Employees will be provided meal and rest periods as required by law. Your supervisor will provide further details.

Work Schedule for Salaried Employees

Salaried employees are required to work a minimum of five eight-hour days per work week. The HCC work week begins on Monday and ends on Sunday. Employees who work more than five days in a given work week are not entitled to take an additional day off during the following work week. Additional vacation days will only be awarded at the discretion of the General Manager. Any deviations from the standard eight-hour day or five-day week must be approved, in advance, by the General Manager.

Off-Duty Employees

Off-duty employees are prohibited from entering the club's premises. The only exceptions to this are:

- To pick up your paycheck.
- For scheduled employee meetings.
- With prior permission from the General Manager for a special occasion.

1-14. Timekeeping Procedures

Employees must record their actual time worked for payroll and benefit purposes. Non-exempt employees must record the time work begins and ends, as well as the beginning and ending time of any departure from work for any non-work-related reason, on forms as prescribed by Management.

Altering, falsifying or tampering with time records is prohibited and subjects the employee to discipline, up to and including discharge.

Exempt employees are required to record their daily work attendance and report full days of absence from work for reasons such as leaves of absence, sick leave or personal business.

Non-exempt employees may not start work until their scheduled starting time.

It is your responsibility to sign your time record to certify the accuracy of all time recorded. Any errors in your time record should be reported immediately to your supervisor, who will attempt to correct legitimate errors.

1-15. Time Records

To make sure you are properly paid, punch your time badge/card IN at the beginning of your shift and OUT at the end of the shift. The work in your department is planned on the basis that everyone reports on time. Tardiness, of course, results in lost time for which you are not paid.

Under no circumstances are you to report to work on a voluntary basis, even if it is at your request and you wish to spend your "free time" learning another position. You are to work only when scheduled to do so.

Please do not punch IN more than five minutes before the normal start of your scheduled shift. For example, if your shift begins at 8:00 a.m., please do not punch IN before 7:55 a.m. unless instructed by your supervisor.

Punch OUT as soon as possible following the completion of your shift. Normally, this should not be more than five (5) minutes following the end of your shift, unless you are authorized to work overtime. Employees must be in uniform when punching IN/OUT.

During your meal period, you must also punch your time record showing OUT and IN for the time you are taking your meal.

You should not punch IN and OUT for breaks. However, breaks should be limited to ten (10) minutes in the morning and ten (10) minutes in the afternoon. Lunch and breaks are provided to rest and relax you throughout the day and may not be saved until the end of the day in order to leave early.

Punching another person's timecard is strictly prohibited. Do not falsify information on your timecard. Violation of this guideline will not be tolerated. Should you punch someone else's timecard by mistake, notify your supervisor immediately.

1-16. Overtime

Like most successful companies, we experience periods of extremely high activity. During these busy periods, additional work is required from all of us. Your supervisor is responsible for monitoring business activity and requesting overtime work if it is necessary. Effort will be made to provide you with adequate advance notice in such situations.

Any non-exempt employee who works overtime will be compensated at the rate of one and one-half times (1.5) his/her normal hourly wage for all time worked in excess of forty (40) hours each week, unless otherwise required by law.

Employees may work overtime only with prior Management authorization.

For purposes of calculating overtime for non-exempt employees, the workweek begins on Monday and ends on the following Sunday.

1-17. Tipped Employees

If you are a tipped employee, Federal Law requires you to report all cash tip income to your employer. Tips are to be reported on a daily basis.

Employers are required by the Internal Revenue Service (IRS) to report the difference between tips reported as income and a percentage of the sales to which the tips apply as defined by the IRS.

Federal income tax law also states that upon failure to report tipped income to the employer, the employee becomes liable for a penalty of the tax due on the unreported tips plus interest

1-18. Employee Parking/Employee Entrance

Please consider our Members and Guests and use the designated Employee Parking Area at the club. Employees may not park boats, additional cars or trailers on club property.

All employees are to enter and leave the premises by the employee entrance designated by the General Manager. Please check with your supervisor to locate this entrance.

Employees are not permitted to solicit during working time, in any area of the property. An employee may not solicit another employee during the latter's work time. Employees are not permitted to distribute literature during work time or in working areas. Employees may not post personal notices on club bulletin boards.

Non-employees must not solicit or distribute literature on the club's premises. Employees are not permitted to solicit or distribute literature to non-employees on the club's premises.

Working time does not include meal, break or rest periods or other specified times during the work shift when employees are not engaged in performing their work tasks.

1-19. Promotions/Transfers

Recognizing the need to fill available positions with the best-qualified people, MDCC may recruit from outside as well as consider qualified candidates from within MDCC.

In considering an employee for promotion or transfer, MDCC evaluates your experience, training, skills, performance, attendance and length of service, among other factors.

In order to be eligible for a promotion or transfer, you must possess the skills, education and experiences required, be doing satisfactory work and have worked a minimum of six (6) months in your current position. MDCC reserves the right to promote or transfer employees outside these parameters

1-20. Safe Harbor Policy for Exempt Employees

It is our policy and practice to accurately compensate employees and to do so in compliance with all applicable state and federal laws. To ensure that you are paid properly and that no improper deductions are made, you must review your pay stubs promptly to identify and report all errors.

If you are classified as an exempt salaried employee, you will receive a salary which is intended to compensate you for all hours you may work for the Club. This salary will be established at the time of hire or when you become classified as an exempt employee. While it may be subject to review and modification from time to time, such as during salary review times, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work you perform.

Under federal and state law, your salary is subject to certain deductions. For example, unless state law requires otherwise, your salary can be reduced for the following reasons:

- Full-day absences for personal reasons.
- Full-day absences for sickness or disability.
- Full-day disciplinary suspensions for infractions of safety rules of major significance; or for unpaid disciplinary suspensions of one or more full days imposed in good faith for workplace conduct rule infractions.
- Family and Medical Leave absences (either full- or partial-day absences).

- To offset amounts received as payment for jury and witness fees or military pay.
- The first or last week of employment in the event you work less than a full week.
- Any full work week in which you do not perform any work.

Your salary may also be reduced for certain types of deductions such as your portion of health, dental or life insurance premiums; state, federal or local taxes; social security; or voluntary contributions to a 401(k) or pension plan.

In any work week in which you performed any work, your salary will not be reduced for any of the following reasons:

- Partial day absences for personal reasons, sickness or disability.
- Your absence on a day because your employer has decided to close a facility on a scheduled work day.
- Absences for jury duty, attendance as a witness, or military leave in any week in which you have performed any work.
- Any other deductions prohibited by state or federal law.

However, unless state law provides otherwise, deductions may be made to your accumulated leave for full- or partial-day absences for personal reasons, sickness or disability.

If you believe you have been subject to any improper deductions, you should immediately report the matter to your supervisor. If the supervisor is unavailable or if you believe it would be inappropriate to contact that person (or if you have not received a prompt and fully acceptable reply), you should immediately contact the HR Department.

1-21. Your Paycheck

You will be paid bi-weekly for all the time you have worked during the past pay period.

Your payroll stub itemizes deductions made from your gross earnings. By law, the Club is required to make deductions for Social Security, federal income tax and any other appropriate taxes. These required deductions also may include any court-ordered garnishments. Your payroll stub will also differentiate between regular pay received and overtime pay received.

If you believe there is an error in your pay, bring the matter to the attention of the HR Department immediately so the Club can resolve the matter quickly and amicably.

Your paycheck will be given only to you, unless you request that it be mailed, or authorize in writing another person to accept your check for you.

If your paycheck is lost, you must notify the HR Department immediately to ensure a new check may be issued. You may be charged for any fee associated with stopping payment on the check.

Neither payroll nor personal checks will be cashed at the club.

1-22. Direct Deposit

MDCC strongly encourages employees to use direct deposit. Authorization forms are available from the HR Department.

1-23. Salary Advances

MDCC does not permit advances on paychecks or against accumulated paid time off.

Advance pay for a scheduled, approved vacation is not permitted. Employee will receive this pay on their regularly scheduled payday.

1-24. Performance Reviews

Depending on your position and classification, MDCC endeavors to review your performance upon completion of the 3 month introductory period, and annually thereafter. However, please understand that a positive performance evaluation does not guarantee an increase in salary, a promotion, or continued employment. Compensation increases and the terms and conditions of employment, including job assignments, transfers, promotions, and demotions, are determined by and at the discretion of Management.

In addition to these formal performance evaluations, the Club encourages you and your supervisor to discuss your job performance on a frequent and ongoing basis.

1-25. Record Retention

The Club acknowledges its responsibility to preserve information relating to litigation, audits and investigations. Failure on the part of employees to follow this policy can result in possible civil and criminal sanctions against the Club and its employees and possible disciplinary action against responsible individuals (up to and including termination of employment). Each employee has an obligation to contact the General Manager to inform them of a potential or actual litigation, external audit, investigation or similar proceeding involving the Club that may have an impact on record retention protocols.

1-26. Tip Jar Policy

There will be no tip jars displayed at any event, anywhere in the Club, at any time. Displaying, or in any other way using, a tip jar at any event held at the Club will be considered a violation of Club policy. Any employee who violates this policy will be subject to disciplinary action to include possible suspension and/or termination of employment. Managers and Banquet Captains who are in charge of events will be held responsible for enforcing this policy at all times and will be held accountable for doing so. Managers and Banquet Captains will be expected to inspect events to ensure that no tip jars are on display or in use in any way.

Benefits

1-27. Holidays

Regular, non-exempt, full-time employees will be paid for the following holidays upon completion of a 6-month waiting period and must work the day before and day after the holiday:

New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Day

When holidays fall or are celebrated on a regular work day, eligible employees will receive one (1) day's pay at their regular straight-time rate. Eligible employees who are called in to work on a holiday will receive one (1) day's pay at their regular straight-time rate, and an additional payment of straight-time for the actual time they work that day, or the eligible employee will receive an additional day off for working on the holiday at the option of the Club.

If a holiday falls within an eligible employee's approved vacation period, the eligible employee will be paid for the holiday (at the regular straight-time rate) in addition to the vacation day, or the eligible employee will receive an additional vacation day at the option of the Club.

If a holiday falls within a jury duty or bereavement leave, the eligible employee will be paid for the holiday (at the regular straight-time rate) in addition to the leave day, or the eligible employee will receive an additional day off at the option of the Club.

1-28. Paid Time Off (PTO)

Paid time off, (PTO), is available to regular full-time employees upon the completion of a one (1) year waiting period.

The PTO benefit replaces traditional sick and personal day plans with a consolidated benefit that provides employees more discretion and flexibility in the use of paid time for planned and unplanned absences. PTO will not accumulate for overtime hours, unpaid leaves of absences, or once employment is terminated.

The length of eligible service is calculated on the basis of anniversary year.

PTO Accumulation:

Years of Service	Maximum Annual Accumulation Amount
1 to 2 years	5 days
3 years and above	10 days

During an extended personal or medical leave of absence, you will not earn PTO time.

PTO can be used in minimum increments of one (1) hour. To take vacation or personal PTO time, employees must request approval from their supervisor at least two (2) weeks in advance of the anticipated time off.

Requests will be reviewed based on a number of factors, including business needs and staffing requirements. Although we will attempt to accommodate a timely vacation request, we cannot guarantee that such a request will be granted on all occasions. In case of a conflict between two requests, we will use length of service with the Club as a baseline for determination, although certain exceptions may apply in a particular case.

PTO time off is paid at the employee's base pay rate at the time PTO is taken. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials. Employees may not take PTO in excess of the amount accumulated. Any approved leave that exceeds the amount of accumulated PTO will be taken as unpaid leave.

Unused accumulated PTO will not be carried over from one anniversary year to the next, and the employee will not be entitled to pay for this unused time. Upon termination of employment, employees will be eligible for unused accumulated PTO.

1-29. Lactation Breaks

The Club will provide a reasonable amount of break time to accommodate an employee desiring to express breast milk for the employee's infant child, for one (1) year after the child's birth, in accordance with and to the extent required by applicable law. The break time, if possible, must run concurrently with rest and meal periods already provided to the employee. If the break time cannot run concurrently with rest and meal periods already provided to the employee, the break time will be unpaid, subject to applicable law.

The Club will make reasonable efforts to provide employees with the use of a functional room or location other than a toilet stall for the employee to express milk in private that is free from intrusion from co-workers and the public. This location may be the employee's private office, if applicable. The Club may not be able to provide additional break time if doing so would seriously disrupt the Club's operations, subject to applicable law. Please consult the Human Resources Department if you have questions regarding this policy.

Please advise Management if you need break time and an area for this purpose. Employees will not be discriminated against or retaliated against for exercising their rights under this policy.

1-30. Insurance Programs

Participation in any Oasis Outsourcing sponsored benefits plans is available to full-time employees who are scheduled and regularly work 37 or more hours per week.

Employees should contact their work site supervisor or the Oasis Outsourcing Benefits Department at 888-627-4735 for any questions you may have regarding your eligibility and what health benefits are available to you, as well as the details and information about those insurance plans.

1-31. Workers' Compensation

On-the-job injuries are covered by our Workers' Compensation Insurance Policy, which is provided at no cost to you. If you are injured on the job, no matter how slightly, report the incident immediately to your supervisor. Failure to follow Company procedures may affect your ability to receive Workers' Compensation benefits.

This is solely a monetary benefit and not a leave of absence entitlement. Employees who need to miss work due to a workplace injury must also request a formal leave of absence. See the Leave of Absence sections of this handbook for more information.

1-32. Jury Duty Leave

MDCC realizes that it is the obligation of all U.S. citizens to serve on a jury when summoned to do so. All employees will be allowed time off to perform such civic service as required by law. You are expected, however, to provide the Club with proper notice of your request to perform jury duty and with your verification of service. You also are expected to keep Management informed of the expected length of your jury duty service and to report to work for the major portion of the day if you are excused by the court. If the required absence presents a serious conflict for Management, you may be asked to try to postpone your jury duty. Employees on jury duty leave will be paid for their jury duty service in accordance with state law; however, exempt employees will be paid their full salary for any week in which they perform any work for the Club.

1-33. Bereavement Leave

We know the death of a family member is a time when you wish to be with the rest of your family. Any employee loses a close relative will be allowed paid time off of up to three days to assist in attending to obligations and commitments. For the purposes of this policy, a close relative includes a spouse, domestic partner, child, spouse's child, parent, spouse's parent, sibling, spouse's sibling, grandparent or grandchild. Paid leave days only may be taken on regularly scheduled, consecutive workdays following the day of death. You must inform your supervisor prior to commencing bereavement leave. In administering this policy, the Club may require verification of death.

1-34. Voting Leave

In the event an employee does not have sufficient time outside of working hours to vote in a statewide election, if required by state law, the employee may take off enough working time to vote. Such time will be paid if required by state law. This time should be taken at the beginning or end of the regular work schedule. Where possible, your supervisor should be notified at least two days prior to the voting day.

1-35. Club Discounts

We are proud of our clubs and hope that all employees will be equally proud. You may use certain facilities at your club with the approval of the club's General Manager. However, all club dress and etiquette rules must be followed and under no circumstances will you be allowed to drink intoxicating beverages on property without prior approval from your General Manager.

Discounts for employees in the Golf and/or Tennis Pro Shop are also available. Refer to your club's benefit outline for specific details.

1-36. Employee Meals

While on duty, employees may purchase food at a discount of 50% off the published menu pricing. Employees may receive the 50% discount immediately before a shift, during a shift, or immediately after a shift.

Payment for employee food orders must be in the form of cash or credit card, at the time the food is ordered. Management Employees who have a club account may charge their food to that account.

The 50% discount applies only to the employee and may NOT be used to take food to family, friends etc.

Employees who violate any part of the employee meal policy, or take food at any time without the permission of the Chef on duty or F&B Manager on Duty will lose their employee discount and be subject to disciplinary action to possibly include suspension and/or termination of employment.

Employees are never to process their own food orders. Food orders should be placed with another employee who will be responsible for collecting payment for the food that is ordered.

Employees are not permitted to eat in any of the club's dining rooms or member areas, without the express permission of the General Manager. All staff meals are to be eaten in the break room or other approved employee area.

1-37. *North Carolina School Attendance Leave*

MDCC will grant employees who are parents or guardians of school-age children up to four (4) hours of unpaid leave during any 12-month period to participate in activities at their children's school. Forty-eight (48) hours' written advance notice is required. The leave shall be at a mutually agreed upon time between the employee and the Company. The Company may require verification of the employee's participation in the school activities. Employees must first use accrued paid time off for this purpose.

Leaves of Absence

In addition to the leave of absence policies listed in this section of the employee handbook, you may also be eligible for additional leave considerations under the Americans with Disabilities Act (ADA).

1-38. Military Leave

If you are called into active military service or you enlist in the uniformed services, you will be eligible to receive an unpaid military leave of absence. To be eligible for military leave, you must provide Management with advance notice of your service obligations unless you are prevented from providing such notice by military necessity or it is otherwise impossible or unreasonable for you to provide such notice. Provided your absence does not exceed applicable statutory limitations, you will retain reemployment rights and accumulate seniority and benefits in accordance with applicable federal and state laws. Please ask Management for further information about your eligibility for Military Leave.

If you are required to attend yearly Reserves or National Guard duty, you can apply for an unpaid temporary military leave of absence not to exceed the number of days allowed by law (including travel). You should give Management as much advance notice of your need for military leave as possible so that we can maintain proper coverage while you are away.

1-39. Family and Medical Leave

Oasis Outsourcing and the worksite employer comply with the Family and Medical Leave Act of 1993 (FMLA). The federal Family & Medical Leave Act of 1993 as amended in 2008 requires employers with 50 or more employees to provide eligible employees with unpaid leave. There are two types of leave available, including the basic 12-week leave entitlement (Basic FMLA Leave), as well as the military family leave entitlements (Military Family Leave) described in this policy.

In addition to FMLA leave, you may also be eligible for leave under a similar state law. For information regarding eligibility, call the Oasis Human Resource Service Center, 888-818-9797.

Eligibility for FMLA Leave

Employees are eligible for FMLA leave if they:

1. Have worked for the Club for at least 12 months;
2. Have worked at least 1,250 hours for the Club during the 12 calendar months immediately preceding the request for leave; *and*
3. Are employed at a work site that has 50 or more employees within a 75-mile radius.

Basic FMLA Leave

Eligible employees may take up to twelve weeks of leave during a twelve-month period as specified herein under FMLA. We use a rolling twelve- (12) month period measured backwards from the date the employee uses FMLA leave when available FMLA is calculated. Employees who meet the eligibility requirements described above are eligible to take up to 12 weeks of unpaid leave during any 12-month period for one of the following reasons:

1. To care for the employee's son or daughter during the first 12 months following birth;
2. To care for a child during the first 12 months following placement with the employee for adoption or foster care;
3. To care for a spouse, son, daughter, or parent ("covered relation") with a serious health condition;
4. For incapacity due to the employee's pregnancy, prenatal medical or child birth; *or*
5. Because of the employee's own serious health condition that renders the employee unable to perform an essential function of his or her position.

Married Couples

A husband and wife who are eligible for FMLA leave and are employed by the same covered employer may be limited to a *combined total* of 12 weeks of leave during any 12-month period if the leave is taken for the placement of the employee's son or daughter or to care for the child after placement, for the birth of the employee's son or daughter or to care for the child after birth, or to care for the employee's parent with a serious health condition.

Serious Health Condition

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three (3) consecutive calendar days combined with at least two (2) visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Military Family Leave

There are two types of Military Family Leave available.

1. Qualifying exigency leave. Employees meeting the eligibility requirements described above may be entitled to use up to 12 weeks of their Basic FMLA Leave entitlement to address certain qualifying exigencies. Leave may be used if the employee's spouse, son, daughter or parent, is on covered active duty or called to covered active duty. "Covered active duty" generally applies to members of the Regular Armed Forces during deployment of the member with the Armed Forces to a foreign country, or for members of the Reserve components of the Armed Forces (members of the

National Guard and Reserves) during deployment of the member with the Armed Forces to a foreign country under a call or order to active duty in support of a contingency operation. "Covered active duty" may also include other contingency operations as declared by Congress or the President pursuant to applicable law. "Deployment to a foreign country" includes deployment to international waters.

Qualifying exigencies may include:

- Short-notice deployment (up to 7 days of leave)
- Attending certain military events
- Arranging for alternative childcare or parental care
- Addressing certain financial and legal arrangements
- Periods of rest and recuperation for the service member (up to 15 days of leave)
- Attending certain counseling sessions
- Attending post-deployment activities (available for up to 90 days after the termination of the covered service member's active duty status)
- Other activities arising out of the service member's active duty or call to active duty and agreed upon by the Club and the employee

2. Leave to care for a covered service member and veterans. There is also a special leave entitlement that permits employees who meet the eligibility requirements for FMLA leave to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered service member is either: (1) a current member of the Armed Forces (including a member of the National Guard or Reserves) who is undergoing medical treatment, recuperation, or therapy, is in outpatient status, or is on the temporary disability retired list, for a serious injury or illness; or (2) a veteran of the Armed Forces (including the National Guard or Reserves) discharged within the five-year period before the family member first takes military caregiver leave to care for the veteran and who is undergoing medical treatment, recuperation, or therapy for a qualifying serious injury or illness. A veteran who was dishonorably discharged does not meet the FMLA definition of a covered service member. A "serious injury or illness" includes not only a serious injury or illness that was incurred by the member in line of duty on active duty but also a serious injury or illness that existed before the beginning of the member's active duty and was aggravated by service in line of duty on active duty in the Armed Forces that may render the member medically unfit to perform the duties of the member's office, grade, rank, or rating.

For veterans, a "serious injury or illness" is generally a qualifying injury or illness that was incurred by the member in line of duty on active duty in the Armed Forces (or existed before the beginning of the member's active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and that manifested itself before or after the member became a veteran.

When both husband and wife work for the same employer, the aggregate amount of leave that can be taken by the husband and wife to care for a covered service member or veteran is 26 weeks in a single 12-month period.

Use of leave

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations.

Military Family Leave due to qualifying exigencies may also be taken on an intermittent basis. Leave may not be taken on an intermittent basis when used to care for the employee's own child during the first year following birth, or to care for a child placed with the employee for foster care or adoption, unless both the employer and employee agree to such intermittent leave.

Pay, Benefits, and Protections During FMLA Leave

Leave is unpaid. Family medical leave is unpaid if leave is taken because of an employee's own serious health condition (although employees may be eligible for short or long-term disability payments and/or workers' compensation benefits under those insurance plans).

Substitution of paid time off for unpaid leave. If an employee does not choose to substitute accumulated paid leave, the employer may require the employee to substitute accumulated paid leave for unpaid FMLA leave, as determined by the terms and conditions of the worksite employer's leave policy.

For leave taken for a qualifying exigency, an employee may elect or the worksite employer may require substitution of paid personal, vacation, or family leave time for unpaid FMLA leave. The same rules apply as if the employee took FMLA leave to care for a family member with a serious health condition or for the birth or placement of a child.

For leave to care for a seriously injured or ill family member in the military an employee may substitute paid personal, vacation, family leave, sick, or medical leave time for unpaid FMLA leave. The same rules apply as if the employee took leave for his or her own serious health condition. The worksite employer will not provide paid sick leave or paid medical leave in any situation in which the worksite employer would not normally provide any such paid leave.

Workers' compensation leave runs concurrent with FMLA. For a leave due to a workers' compensation injury the employee will be placed on FMLA leave automatically without a specific request from the employee (medical certification) if the injury meets FMLA criteria.

Medical and other benefits. During an approved family medical leave, the Club will maintain the employee's health benefits as if the employee continued to be actively employed. If paid leave is substituted for unpaid family medical leave, the Club will deduct the employee's portion of the health plan premium as a regular payroll deduction. Health insurance benefits will not be maintained after the twelve (12) week FMLA period expires if the employee does not return to work; however, the employee will be entitled to his or her applicable rights under COBRA.

During FMLA leave, the worksite employer must maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. Seniority and employment benefits do not accumulate during an FMLA, but any such benefits that have accumulated before the leave is taken will not be lost.

Return to job at end of FMLA leave. Upon return from FMLA leave, employees will be restored to their original or equivalent position with equivalent pay, benefits, and other employment terms.

If an employee fails to return to work on the day noted on the leave request (or on such date subsequently agreed for return), it will be considered a voluntary resignation by the employee. A leave request may be investigated at the discretion of the Club and any deliberate falsification of an FMLA leave request or medical certification may result in disciplinary action, up to and including termination. If the employee has any questions about their rights or responsibilities under the FMLA, ask your supervisor or contact the Oasis HR Service Center at 888-818-9797.

Employee Responsibilities When Requesting FMLA Leave

If the need to use FMLA leave is foreseeable, the employee must give the Club at least 30 days' prior notice of the need to take leave. When 30 days' notice is not possible, the employee must give notice as soon as practicable (within 1 or 2 business days of learning of the need for leave except in extraordinary circumstances). Failure to provide such notice may be grounds for delaying the start of the FMLA leave. Whenever possible, requests for FMLA leave should be submitted to the employee's worksite using the Employee Application for Leave form available from Human Resources or the employee's supervisor.

When submitting a request for leave, the employee must provide sufficient information for the Club to determine if the leave might qualify as FMLA leave, and also provide information on the anticipated date when the leave would start as well as the duration of the leave. Sufficient information may include that the employee is unable to perform job functions; that a family member is unable to perform daily activities; that the employee or family member needs hospitalization or continuing treatment by a healthcare provider; or the circumstances supporting the need for military family leave. Employees also must inform the Club if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also will be required to provide a certification and periodic recertification supporting the need for leave.

Employer Responsibilities

When an employee requests leave the Club will inform the employee whether he or she is eligible. If the employee is eligible, the employee will be given a written notice that includes details on any additional information he or she will be required to provide. If the employee is not eligible under the FMLA, the Club will provide the employee with a written notice indicating the reason for ineligibility. If leave will be designated as FMLA-protected, Oasis will inform the employee in writing and provide information on the amount of leave that will be counted against their 12 or 26 week entitlement.

Medical certification

If the employee is requesting leave because of the employee's own or a covered relation's serious health condition, the employee and the relevant healthcare provider must supply appropriate medical certification. Employees will obtain a Medical Certification form from the Oasis Outsourcing HR Service Center. When the employee requests leave, the Club will notify the employee of the requirement for medical certification and when it is due no more than five (5) days after the employee requests leave. If the employee provides at least 30 days' notice of medical leave, he or she should also provide the medical certification before leave begins.

Failure to provide requested medical certification in a timely manner may result in denial of leave until it is provided. The Club, at its expense, may require an examination by a second healthcare provider designated by the Club, if it reasonably doubts the medical certification initially provided. If the second healthcare provider's opinion conflicts with the original medical certification, the Club, at its expense, may require a third, mutually agreeable, healthcare provider to conduct an examination and provide a final and binding opinion. The Club may require subsequent medical recertification. Failure to provide requested certification within 15 days, except in extenuating circumstances, may result in the delay of further leave until it is provided.

Intermittent and Reduced-Schedule Leave

Leave because of a serious health condition, or either type of family military leave may be taken intermittently (in separate blocks of time due to a single health condition) or on a reduced schedule leave (reducing the usual number of hours worked per workweek or workday) if medically necessary. If leave is unpaid, the Club will reduce the employee's salary based on the amount of time actually worked. In addition, while an employee is on an intermittent or reduced-schedule leave that is based on planned medical treatment, or period of recovery, for the employee, a family member, or a covered service member, or if the Club agrees to permit intermittent or reduced schedule for the birth of a child or for placement of a child for adoption or foster care, the Club may temporarily transfer the employee to an available alternative position that better accommodates the recurring leave and which has equivalent pay and benefits.

Unlawful Acts by Employers

FMLA makes it unlawful for any employer to:

- Interfere with, restrain, or deny the exercise of any right provided under FMLA;
- Discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

Enforcement

An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer.

FMLA does not affect any federal or state law prohibiting discrimination, or supersede any state or local law or collective bargaining agreement which provides greater family or medical leave rights.

Other leaves of absences, such as bereavement, personal, and sick (not considered under FMLA) is determined by your worksite employer. FMLA will run concurrently, where required, with any State mandated leave laws. This policy supersedes any policies that may have been issued prior to the revision date shown below.

General Standards of Conduct

1-40. Workplace Conduct

MDCC endeavors to maintain a positive work environment. Each employee plays a role in fostering this environment. Accordingly, we all must abide by certain rules of conduct, based on honesty, common sense and fair play.

Because everyone may not have the same idea about proper workplace conduct, it is helpful to adopt and enforce rules all can follow. Unacceptable conduct may subject the offender to disciplinary action, up to and including discharge, in the Club's sole discretion. The following are examples of some, but not all, conduct which can be considered unacceptable:

1. Obtaining employment on the basis of false or misleading information.
2. Stealing, removing or defacing MDCC property or a co-worker's property, and/or disclosure of confidential information.
3. Completing another employee's time records.
4. Dishonesty.
5. Violation of safety rules and policies.
6. Violation of MDCC 's Drug and Alcohol-Free Workplace Policy.
7. Fighting on the job or serious breach of acceptable behavior, including but not limited to using obscene, abusive, or threatening language, gestures.
8. Disrupting the work of others.
9. Any violation of MDCC 's Workplace Violence Policy.
10. Theft, attempted theft, unauthorized removal or unauthorized possession of the Employer's property or property of other employees or customers.
11. Insubordination or disobedience of a lawful Management directive.
12. Deliberate omission, falsification, or fraudulent alteration of any document or record.
13. Failure to report to work after the expiration of a leave of absence.
14. Use of foul or inappropriate language.
15. Loitering or loafing during work time, or leaving a work area without the permission of Management.
16. Violation of the Punctuality and Attendance Policy, including but not limited to irregular attendance, habitual lateness or unexcused absences.

17. Gambling on Company property.
18. Stopping work prior to the end of any shift without Management's permission.
19. Willful or careless destruction or damage to Company assets or to the equipment or possessions of another employee.
20. Excessive, unnecessary, or unauthorized use of the Employer's property and supplies, particularly for personal purposes.
21. Performing work of a personal nature during working time.
22. Aiding a competitor or any act that intends to inflict injury upon the Employer.
23. Violation of the Solicitation and Distribution Policy.
24. Violation of MDCC's Harassment or Equal Employment Opportunity Policies.
25. Violation of the Communication and Computer Systems Policy.
26. Unsatisfactory job performance.
27. Any other violation of Company policy.

Obviously, not every type of misconduct can be listed. Note that all employees are employed at-will, and MDCC reserves the right to impose whatever discipline it chooses, or none at all, in a particular instance. The Club will deal with each situation individually and nothing in this handbook should be construed as a promise of specific treatment in a given situation. However, MDCC will endeavor to utilize progressive discipline but reserves the right in its sole discretion to terminate an employee at any time for any reason.

The observance of these rules will help to ensure that our workplace remains a safe and desirable place to work.

Courtesy SMILE

Your manner of dealing with members, guests and co-workers should **ALWAYS** be friendly and courteous. You represent the club. The service and courtesy you extend will create an impression the Members and Guests will remember. This is of utmost importance since our business depends on service and courtesy. Failure to follow this guideline **AT ALL TIMES** could jeopardize the success of our clubs and will not be tolerated.

1-41. Open Door Policy

No matter how good our basic communication system may be, problems and complaints sometimes arise. To assure consideration is given to your individual problem, we encourage you to use the following procedure:

1. Discuss the situation with your immediate supervisor as soon as possible (within three to five days).

2. If resolution is not reached with your supervisor or if it is inappropriate to go to your supervisor, please discuss it with your supervisor's supervisor, Human Resources Administrator or General Manager.

Always remember to approach your supervisor first with problems, unless the problem is with your supervisor and you have not been able to resolve the matter together.

1-42. Punctuality and Attendance

Punctuality and good attendance are essential for the effective operation of the club. You are an integral part of the club and other people depend on you. If you are absent or even late in reporting to work, you place a burden on your fellow employees.

1. Introduction

Employees are expected to be on the job, on time, every day that they are scheduled to work. Wherever possible, employees should schedule all medical and personal appointments outside of work hours. Unscheduled absences, late arrivals, and early departures are grounds for disciplinary action and are considered during the employee's performance reviews.

2. Notification Procedure

Employees who are unable to report to work must notify their supervisor within 30 minutes of their regular starting time if they are scheduled for a shift prior to 9:00 a.m. All other shifts after 9:00 a.m. require a two (2) hour notice.

With the exception of an unforeseen emergency and notification is not possible, employees who will be late more than 10 minutes must notify their supervisor.

Employees who will be late or absent must call personally and talk directly with the supervisor. Unless an employee is physically unable to make the telephone call, notification by a friend or relative does not satisfy this notification requirement. Employees who will be absent for more than one day or for an indefinite period of time can be required to call their supervisor every day of the absence and may be required to furnish a doctor's excuse.

Improper notification is considered an unexcused absence/tardiness. Tardiness more than 10 minutes, with or without notification, is considered unexcused unless the supervisor has deemed it to be an "emergency" and/or has excused the tardiness.

3. Discipline for Tardiness/Unexcused Absence

Employees are counseled after their first incident of unexcused tardiness. Employees are given a written warning after their second incident of unexcused tardiness. A two-day suspension without pay is given if there is a third incident of tardiness within three months of the first incident. An employee who is late a fourth time within four months is subject to discharge.

Employees are given a written warning about their attendance after their first incident of unexcused or improper notification of absence. A second unexcused absence/improper notification may result in a suspension without pay. An employee who has an unexcused absence/improper notification a third time may be subject to discharge.

Failure to call in when absent for two (2) consecutive days will result in termination.

1-43. Use of Communication and Computer Systems

MDCC's communication and computer systems are intended for business purposes and may be used only during working time. This includes the voice mail, e-mail and Internet systems. Users have no legitimate expectation of privacy in regard to their use of the systems.

MDCC may access the voice mail and e-mail systems and obtain the communications within the systems, including past voice mail and e-mail messages, without notice to users of the system, in the ordinary course of business when the Club deems it appropriate to do so. The reasons for which the Club may obtain such access include, but are not limited to: maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; and ensuring that Company operations continue appropriately during an employee's absence.

Further, MDCC may review Internet usage to ensure that such use with Company property, or communications sent via the Internet with Company property, are appropriate. The reasons for which the Club may review employees' use of the Internet with Company property include, but are not limited to: maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; and ensuring that Company operations continue appropriately during an employee's absence.

The Club may store electronic communications for a period of time after the communication is created. From time to time, copies of communications may be deleted.

The Club's policies prohibiting harassment, in their entirety, apply to the use of the Club's communication and computer systems. No one may use any communication or computer system in a manner that may be construed by others as harassing or offensive based on race, national origin, sex, sexual orientation, age, disability, religious beliefs or any other characteristic protected by federal, state or local law.

Since the Club's communication and computer systems are intended for business use, these systems may not be used to solicit for religious or political causes or outside organizations.

Further, since the Club's communication and computer systems are intended for business use, all employees, upon request, must inform Management of any private access codes or passwords.

Unauthorized duplication of copyrighted computer software violates the law and is strictly prohibited.

No employee may access, or attempt to obtain access to, another employee's computer systems without appropriate authorization.

Violators of this policy may be subject to disciplinary action, up to and including discharge.

1-44. Inspections

MDCC reserves the right, as permitted by law and dictated by the circumstances at hand, to require employees while on Company property, or on client property, to agree to the inspection of their persons, personal possessions and property, personal vehicles parked on Company or client property, and work areas. This includes, as permitted by law and dictated by the circumstances at hand, lockers, vehicles, desks, cabinets, work stations, packages, handbags, briefcases and other personal possessions or places of concealment, as well as personal mail sent to the Club or to its clients. Employees are expected to cooperate in the conduct of any search or inspection.

1-45. Use of Social Media

MDCC respects the right of any employee to maintain a blog or web page or to participate in a social networking, Twitter or similar site. However, to protect the Club interests and ensure employees focus on their job duties, employees must adhere to the following rules:

Employees may not post on a blog or web page or participate on a social networking, Twitter or similar site during working time or at any time with Company equipment or property.

All rules regarding confidential and proprietary business information apply in full to blogs, web pages, social networking, Twitter and similar sites. Any information that cannot be disclosed through a conversation, a note or an e-mail also cannot be disclosed in a blog, web page, social networking, Twitter or similar site.

Whether an employee is posting something on his or her own blog, web page, social networking, Twitter or similar site or on someone else's, if the employee mentions the Club and also expresses either a political opinion or an opinion regarding the Club's actions, the poster must include a disclaimer. The poster should specifically state that the opinion expressed is his/her personal opinion and not the Club's position. This is necessary to preserve the Club's good will in the marketplace.

Employees should be respectful of their potential readers and colleagues and refrain from using discriminatory comments, personal insults, libel or slander when commenting about the Club, their superiors, co-workers or the Club's competitors.

Any conduct that is impermissible under the law if expressed in any other form or forum is impermissible if expressed through a blog, web page, social networking, Twitter or similar site. For example, posted material that is discriminatory, harassing, obscene, defamatory, libelous or threatening is forbidden. Company policies apply equally to employee blogging. Employees should review their Employee Handbook for further guidance.

MDCC encourages all employees to keep in mind the speed and manner in which information posted on a blog, web page, social networking, Twitter or similar site can be relayed and often misunderstood by readers. While an employee's free time is generally not subject to any restrictions by the Club, with the exception of the limited restrictions above, the Club urges all employees to refrain from posting information regarding the Club or their jobs that could embarrass or upset co-workers or that could detrimentally affect the Club's business. Employees must use their best judgment. Employees with any questions should review the guidelines above and/or consult with their Manager. When in doubt, don't post. Failure to follow these guidelines may result in discipline, up to and including termination. Nothing in the policy is intended to conflict with any rights contained in the National Labor Relations Act.

1-46. Personal and Company-Provided Portable Communication Devices

Company-provided portable communication devices (PCDs), including cell phones and personal digital assistants, should be used primarily for business purposes. Employees have no reasonable expectation of privacy in regard to the use of such devices, and all use is subject to monitoring, to the maximum extent permitted by applicable law. This includes as permitted the right to monitor personal communications as necessary.

Some employees may be authorized to use their own PCD for business purposes. These employees should work with the IT department to configure their PCD for business use. Communications sent via a personal PCD also may be subject to monitoring if sent through the Club's networks and the PCD must be provided for inspection and review upon request.

All conversations, text messages and e-mails must be professional. When sending a text message or using a PCD for business purposes, whether it is a Company-provided or personal device, employees must comply with applicable Company guidelines, including policies on sexual harassment, discrimination, conduct, confidentiality, equipment use and operation of vehicles. Using a Company-issued PCD to send or receive personal text messages is prohibited at all times and personal use during working hours should be limited to emergency situations.

If an employee who uses a personal PCD for business resigns or is terminated, the employee will be required to submit the device to the IT department for resetting on or before his or her last day of work. At that time, the IT department will reset and remove all information from the device, including but not limited to, Company information and personal data (such as contacts, e-mails and photographs). The IT department will make efforts to provide employees with the personal data in another form (e.g., on a disk) to the extent practicable; however, the employee may lose some or all personal data saved on the device.

Employees may not use their personal PCD for business unless they agree to submit the device to the IT department on or before their last day of work for resetting and removal of Company information. This is the only way currently possible to ensure that all Company information is removed from the device at the time of termination. The removal of Company information is crucial to ensure compliance with the Club's confidentiality and proprietary information policies and objectives.

Please note that whether employees use their personal PCD or a Company-issued device, the Club's electronic communications policies, including but not limited to, proper use of communications and computer systems, remain in effect.

1-8. Smoking

In keeping with MDCC intent to provide a safe and healthful work environment, smoking is prohibited throughout the workplace and must never smoke in front of a club member.

This policy applies equally to all employees, customers, and visitors.

1-9. Telephone Calls, Postage and Personal Visits

Employees should practice discretion when making local personal calls. Personal use of the telephone for long-distance and toll calls is not permitted. Violation of this policy may be subject to disciplinary action, up to and including termination and reimbursement of charges to MDCC.

To ensure effective telephone communications, employees should always use the approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller and hang up only after the caller has done so.

The use of Company-paid postage for personal correspondence is not permitted.

To provide for the safety and security of employees and the facilities at MDCC, only authorized visitors are allowed in the workplace, with the permission of their Director. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances. If an unauthorized individual is observed on the Club's premises, employees should immediately notify their supervisor or, if necessary, direct the individual to the reception area.

1-10. Camera Phones/Recording Devices

Due to the potential for issues such as invasion of privacy, sexual harassment, and loss of productivity, no employee may operate a camera phone on Company property or while performing work for the Club.

The use of tape recorders or other types of voice recording devices anywhere on Company property, including to record conversations or activities of other employees or Management, or while performing work for the Club, is also strictly prohibited, unless the device was provided to you by the Club and is used solely for legitimate business purposes.

1-11. Solicitation and Distribution

To avoid distractions, solicitation by an employee of another employee is prohibited while either employee is on working time. "Working time" is the time an employee is engaged, or should be engaged in performing his/her work tasks for MDCC. Solicitation of any kind by non-employees on Company premises is prohibited at all times.

Distribution of advertising material, handbills, printed or written literature of any kind in working areas of the Club is prohibited at all times. Distribution of literature by non-employees on Company premises is prohibited at all times.

1-12. Bulletin Boards

Important notices and items of general interest are continually posted on our bulletin board. Make it a practice to review it frequently. This will assist you in keeping up with what is current at MDCC. To avoid confusion, please do not post or remove any material from the bulletin board.

1-13. Confidential Company Information

During the course of work, an employee may become aware of confidential information about MDCC's business, including but not limited to information regarding Company finances, pricing, products and new product development, software and computer programs, marketing strategies, suppliers, customers and potential customers, and knowledge, skills and abilities of personnel. An employee also may become aware of similar confidential information belonging to the Club's other employees, members or clients. It is extremely important that all such information remain confidential, and particularly not be disclosed to our competitors. Any employee who improperly copies, removes (whether physically or electronically), uses or discloses confidential information to anyone outside of the Club may be subject to disciplinary action up to and including termination. Employees may be required to sign an agreement reiterating these obligations.

1-14. Conflict of Interest and Business Ethics

It is MDCC's policy that all employees avoid any conflict between their personal interests and those of the Club. The purpose of this policy is to ensure that the Club's honesty and integrity, and therefore its reputation, are not compromised. The fundamental principle guiding this policy is that no employee should have, or appear to have, personal interests or relationships that actually or potentially conflict with the best interests of the Club.

It is not possible to give an exhaustive list of situations that might involve violations of this policy. However, the situations that would constitute a conflict in most cases include but are not limited to:

1. Holding an interest in or accepting free or discounted goods from any organization that does, or is seeking to do, business with the Club, by any employee who is in a position to directly or indirectly influence either the Club's decision to do business, or the terms upon which business would be done with such organization.

2. Holding any interest in an organization that competes with the Club.
3. Being employed by (including as a consultant) or serving on the board of any organization which does, or is seeking to do, business with the Club or which competes with the Club.
4. Profiting personally, e.g., through commissions, loans, expense reimbursements or other payments, from any organization seeking to do business with the Club.

A conflict of interest would also exist when a member of an employee's immediate family is involved in situations such as those above.

This policy is not intended to prohibit the acceptance of modest courtesies, openly given and accepted as part of the usual business amenities, for example, occasional business-related meals or promotional items of nominal or minor value.

It is your responsibility to report any actual or potential conflict that may exist between you (and your immediate family) and the Club.

1-15. Use of Facilities, Equipment and Property, Including Intellectual Property

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards and guidelines.

Please notify your supervisor if any equipment, machines, or tools appear to be damaged, defective, or in need of repair. Prompt reporting of loss, damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The supervisor can answer any questions about an employee's responsibility for maintenance and care of equipment used on the job.

Employees also are prohibited from any unauthorized use of the Club's intellectual property, such as audio and video tapes, print materials and software.

Improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in discipline, up to and including discharge.

Further, the Club is not responsible for any damage to employees' personal belongings.

1-16. Health and Safety

The health and safety of employees and others on Company property are of critical concern to MDCC. The Club intends to comply with all health and safety laws applicable to our business. To this end, we must rely upon employees to ensure that work areas are kept safe and free of hazardous conditions. Employees are required to be conscientious about workplace safety, including proper operating methods, and recognize dangerous conditions or hazards. Any unsafe conditions or potential hazards should be reported to Management immediately, even if the problem appears to be corrected. Any suspicion of a concealed danger present on the Club's premises, or in a product, facility, piece of equipment, process or business practice for which the Club is responsible should be brought to the attention of Management immediately.

Periodically, the Club may issue rules and guidelines governing workplace safety and health. The Club may also issue rules and guidelines regarding the handling and disposal of hazardous substances and waste. All employees should familiarize themselves with these rules and guidelines, as strict compliance will be expected.

Any workplace injury, accident, or illness must be reported to the employee's supervisor as soon as possible, regardless of the severity of the injury or accident.

1-17. Publicity/Statements to the Media

All media inquiries regarding the Club and its operation must be referred to the General Manager. Only the General Manager is authorized to make or approve public statements pertaining to the Club or its operations. No employees, unless specifically designated by the General Manager, are authorized to make those statements. Any employee wishing to write and/or publish an article, paper, or other publication on behalf of the Club must first obtain approval from the General Manager.

1-18. Operation of Vehicles

All employees authorized to drive Company-owned or leased vehicles or personal vehicles in conducting Company business must possess a current, valid driver's license and an acceptable driving record. Any change in license status or driving record must be reported to Management immediately.

A valid driver's license must be in your possession while operating a vehicle off or on Company property. It is the responsibility of every employee to drive safely and obey all traffic, vehicle safety, and parking laws or regulations. Drivers must demonstrate safe driving habits at all times.

Company-owned or leased vehicles may be used only as authorized by Management.

Portable Communication Device Use While Driving

Employees who drive on Company business must abide by all state or local laws prohibiting or limiting portable communication device (PCD) use, including cell phones or personal digital assistants, while driving. Further, even if use is permitted, employees may choose to refrain from using any PCD while driving. "Use" includes, but is not limited to, talking or listening to another person or sending an electronic or text message via the PCD.

Regardless of the circumstances, including slow or stopped traffic, if any use is permitted while driving, employees should proceed to a safe location off the road and safely stop the vehicle before placing or accepting a call. If acceptance of a call is absolutely necessary while the employee is driving, and permitted by law, the employee must use a hands-free option and advise the caller that he/she is unable to speak at that time and will return the call shortly.

Under no circumstances should employees feel that they need to place themselves at risk to fulfill business needs.

Since this policy does not require any employee to use a PCD while driving, employees who are charged with traffic violations resulting from the use of their PCDs while driving will be solely responsible for all liabilities that result from such actions.

Texting and e-mailing while driving is prohibited in all circumstances.

1-19. Business Expense Reimbursement

Employees may be reimbursed for reasonable approved expenses incurred in the course of business. These expenses must be approved by your supervisor, and may include air travel, hotels, motels, meals, cab fare, rental vehicles, or gas and car mileage for personal vehicles. All expenses incurred should be submitted to the employee's Director along with the receipts in a timely manner.

Employees are expected to exercise restraint and good judgment when incurring expenses. You should contact your supervisor in advance if you have any questions about whether an expense will be reimbursed.

1-20. References

MDCC will respond to reference requests through HR Department. The Club will provide general information concerning the employee such as date of hire, date of termination, and positions held. Requests for reference information must be in writing, and responses will be in writing. Please refer all requests for references to HR Department.

Only HR Department may provide references.

1-21. Hiring Relatives/Employee Relationships

MDCC wishes to give any qualified applicant the opportunity for employment, whether related to present employees or not.

However, certain situations are avoided, such as:

- Allowing a relative to be in a position to supervise another relative;
- Allowing a relative to have access to confidential information including payroll and personnel records;
- Allowing a relative to be in a position to audit, verify or receive money or be entrusted with money handled by another relative.

In the event two employees marry and one of the above situations applies, MDCC will try to arrange a transfer. If no such transfer is available, one of the employees must terminate their employment within ninety (90) days from the date of the marriage. The decision as to which employee resigns will be left to the two employees. If these employees are unable to come to an agreement on this decision, MDCC will determine which employee must leave the company.

These guidelines apply to all categories of employment, including full-time, part-time and seasonal classifications. They also apply to all relatives and to employees who are not legally related, but who reside together.

1-22. Personal Appearance and Grooming Standards

Professionalism is reflected in an employee's personal appearance, including appropriate dress and good grooming. Your personal appearance is an important part of the way you represent The Club to our members, guests and the general public. Members form an opinion of The Club from your appearance and attitude. Neat and conservative attire creates a favorable impression. Employees must refrain from eating, smoking, or chewing gum in the presence of members and guests.

Maintaining the highest standards relating to personal hygiene, including regular bathing and use of deodorant, brushing of teeth and using mouthwash as necessary, maintaining clean hands and fingernails at all times and the moderate use of cosmetics.

1. All employees of MDCC are expected to be appropriately dressed and well groomed at all times. The Club's grooming standards include:
 - A. Hair Women: Hair should be clean, attractive, and neatly styled. Extreme or severe styles are not permitted. Service and Kitchen staff employees' hair is to be no longer than collar length or pulled back into a ponytail, braid, or bun. If hair is dyed or frosted, it should be done in a becoming manner. Headbands and clips with bright colors, patterns, flowers, butterflies, or other non-conservative items are prohibited. Certain departments or areas may have additional requirements.

- B. Hair Men: Hair must be clean, neat and trimmed; no longer than top of collar Sideburns should be moderate in style, no longer than ¼” below the center of the ear. Mustaches, if worn, must be neat and trimmed.
 - C. Make up: Make up should appear conservative and professional. Foundation, blush, lipstick and standard colors of eyeliner and mascara are acceptable, as is conservative coloring in eye shadow when tastefully applied. Bright, glittery colors in eye shadow, eyeliner, blush, and lipstick are not appropriate, as they do not present the professional image we strive to maintain.
 - D. Jewelry: For both men and women, jewelry must be tasteful and minimally worn. Men are not permitted to wear earrings at work. Women employed in the kitchen or service department of the club are only allowed to wear earrings that are smaller than the size of a quarter. A necklace is permitted on the outside of your uniform.
 - E. Piercings: Nose rings, tongue rings, facial piercings, or any other visible piercing (except as noted above) is prohibited while on duty.
 - F. Hats: Employees who work in the kitchen or outside may wear either a club issued hat, or a solid colored hat that matches the employees’ uniform. Employees may not wear personal hats other than those described above.
2. The authority to determine what is appropriate or inappropriate resides with the General Manager or higher supervisory authorities.
 3. This policy is subject to modification by The Club. This is a minimum – more restrictions may apply, but never less.

If you report to work improperly dressed or groomed, your supervisor may instruct you to return home to change clothes or take other appropriate corrective action. In such an instance, non-exempt employees must clock out before leaving the Club.

Name Tags

Employees who interact with members and guests on a daily basis are required to wear nametags while on duty. If you are not sure whether or not your position requires a nametag as a part of your daily uniform, consult the General Manager.

As a rule of thumb, those employees who will interact with members or guests at least once per day should wear nametags.

Nametags must be worn on the right chest. Nametags are not to be worn in any other location.

If you lose your nametag, you will be charged for any additional name tags made.

1-23. If You Must Leave Us

Should you decide to leave the Club, we ask that you provide your supervisor with at least two (2) weeks advance notice of your departure. Your thoughtfulness will be appreciated.

All Company property including, but not limited to, keys, security cards, parking passes, laptop computers, fax machines, uniforms, etc. must be returned at separation. Employees also must return all of the Club's Confidential Information upon separation. To the extent permitted by law, employees will be required to repay the Club (through payroll deduction, if lawful) for any lost or damaged Company property.

As noted previously, all employees are employed at-will and nothing in this handbook changes that status.

Glossary and Abbreviations

This section of your handbook contains a list of terms and abbreviations that you may hear or see throughout the course of your employment with MDCC. These definitions are only basic and partial in nature and are subject to change. If you have further questions about any of these terms, please discuss them with your supervisor.

Amenity

Any service or product provided to our Members or Guests of the club that adds to the Member's or Guest's perception of the value received. Amenities may include tennis courts, free range balls, shoeshine service, advanced tee-times, locker room supplies, towel service, etc.

Back of the House

All areas of the club that is not visible by Members/Guests.

B.E.O.

Banquet Event Order. Written sheet of the details of a private banquet function.

Comment Cards

Distributed by your club to members or private function guests seeking their feedback about their club experience. The club also receives and tallies these responses.

Front of the House

All areas of the club that is visible to the members/guests. In these areas, we are "on stage" and "WOWing" our Members/Guests.

House Profit

Amount of profit earned by a club out of the revenue it receives.

Member

Prospect who has enrolled in a Club Membership Program. Memberships offered at MDCC clubs include Golf, Racquet, Social and Corporate Memberships.

PAF

Personnel Action Form; required to make changes in an employee's general information including address, withholding allowances, job classification, etc.

PGA

Professional Golfers Association; the governing body of the golf industry.

Potential Members

Any visitor/guest at the club. All non-members are considered potential members.

Private Club

Country Club/Golf Club which requires membership for use of most club amenities.

Pro

Pro or Professional who has been certified through play and testing to teach the game of golf/tennis by the sport's governing body.

Public Club

Country Club/Golf Club that is open to the public at large and doesn't offer memberships.

USTA

United States Tennis Association: the governing body of the tennis industry.

USGA

United States Golf Association

GCSAA

Golf Course Superintendents Association of America

CMAA

Club Manager's Association of America

Co-Employment with Oasis Outsourcing

1-24. Introduction

Welcome to the world of co-employment!

This means that you will have two employers instead of one and we would like to take just a moment to explain how it works. Oasis Outsourcing is a professional employer organization (PEO) that will be your Administrative Employer and "Employer of Record" for purposes related to recordkeeping and complying with applicable federal, state and local law governing co-employment arrangements. Your Worksite Employer will set your wages, working hours, and all terms and conditions of your employment. You will report to work at your Worksite Employer's jobsite and follow your Worksite Employer's policies and procedures to the extent it decides to supplement the general policies contained in this Handbook.

It is important to understand what Oasis Outsourcing does and what it does not do. Oasis Outsourcing is not a joint employer, partner, or related company of your Worksite Employer. Instead, Oasis Outsourcing is an unrelated, independent company that contracts to provide administrative services to your Worksite Employer such as processing payroll, issuing paychecks and year-end W-2 forms, collecting and paying employment taxes, processing new hire paperwork, assisting in the production of this handbook, administering workers' compensation and unemployment compensation claims, providing general assistance with human resource issues, and administering the health insurance and other benefits chosen by your Worksite Employer.

Oasis Outsourcing does not set your pay rate, work schedule, job duties, performance expectations, or determine the specific terms and conditions of your employment, including the type and level of benefits that you will receive (e.g., how much vacation or sick leave you will receive, whether health insurance will be available and upon what terms, or whether you will be entitled to a benefit based on a specific set of circumstances that may arise during your employment). Instead, these matters will be determined by your Worksite Employer and Oasis Outsourcing merely administers the compensation, benefits and other programs that your Worksite Employer has chosen to make available to you.

Your Worksite Employer will provide you with training and supervision at the worksite, advise you of your specific job duties and monitor your performance, and make all employment-related decisions related to your advancement opportunities, work assignments, compensation and benefits. Your supervisor or other representative of management at the Worksite Employer is the best source for specific information on your job and should be able to answer most of your day-to-day questions. However, Oasis Outsourcing is available to answer specific questions you may have on the administrative matters that it will be handling for your Worksite Employer.

The staff hours of Oasis Outsourcing are Monday through Friday, 9:00 a.m. to 5:00 p.m. **EST. The HR Service Center hours of operation are 8:30 a.m. to 8:00 p.m. EST.**

Sincerely, Oasis Outsourcing

1-25. Benefits Overview

Eligible employees are provided a wide range of benefits. A number of the programs (such as Social Security, Workers' Compensation, state disability, and unemployment insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. Your supervisor can identify the programs for which you are eligible.

The Company reserves the right to amend or withdraw any or all of the benefits programs at its sole discretion at any time, with or without notice.

1-26. Unemployment Compensation

In accordance with the provisions of your state's Unemployment Act, if you become unemployed due to lack of work, provided you meet the requirements of the Act, you may be eligible for weekly benefits. In the event your employment is terminated due to reduction in workforce or lay off, you must call the Oasis HR Service Center at (888) 818-9797 within 48 hours (not including weekends) for possible reassignment.

Failure to comply could result in your becoming ineligible for unemployment compensation.

1-27. Workers' Compensation

According to the laws of the state in which we operate, Workers' Compensation Insurance is provided to all employees, which applies to all accidental injuries to an employee while at work. Workers' Compensation is carried to cover expenses and earnings lost due to injury while you are on the job. The individual laws of your state regulate the amount you are entitled to receive to cover medical expenses and to make up part of any loss in earnings.

A safe environment is everyone's responsibility. If you are aware of any safety problems, it is your responsibility to report your concerns to your work site supervisor immediately.

1. You must immediately report any work-related injury to your work site supervisor. Failure to report the incident may jeopardize your benefits and your employment.
2. The Work Site Employer has the right to obtain an alcohol and/or drug test at any time including, but not limited to, after an on-the-job injury. Positive results may jeopardize your benefits and your employment.
3. If the Work Site Employer requires the use of personal protective clothing, shoes, glasses, or equipment, failure to use these items may result in a reduction in your benefits and termination of your employment.

Your awareness and compliance with safety measures will help promote a safe working environment for you and your co-workers. Many states require a waiting period before payment under Workers' Compensation begins.

1-28. Section 125 Cafeteria Plan

Eligible employees may also participate in the Medical and/or Dependent Care Reimbursement Account(s). Reimbursement accounts offer employees a tax savings opportunity by allowing employees to set aside pre-tax money to pay for certain medical and childcare expenses. The Section 125 Plan is most commonly used to pay for the portion of the health care premiums paid by the employee. Because Oasis manages your health care benefits, deductions will be taken from gross earnings, before payroll taxes are applied.

There are two types of reimbursement accounts, Health Care and Dependent Care. Employees can put money into one or both accounts, but they are considered separate accounts.

Because the reimbursement accounts are covered under IRS Code Section 125, there are strict rules and regulations about how the accounts can be used. The most important thing to remember about reimbursement accounts is that although they offer the opportunity for significant tax savings, you need to plan your deferrals very carefully. Once you have declared the amount of money you want to go into your reimbursement account, the election is irrevocable for that calendar year. This means that it remains in effect the entire twelve (12) months of the year except for family status changes. Changes in family status must be reported to the Benefits Administrator within thirty (30) days of the event in order to modify or revoke this benefit election. IRS regulations state that any money left in your reimbursement account at the end of the calendar year, after all eligible claims have been paid, will be forfeited. Contact Oasis for additional information.

1-29. Section 132 Parking and Transit

As a result of federal regulations, parking and transit costs can now be set-up on a pre-tax basis. Employee can decide how much will be deducted from his/her paycheck and when he/she incurs parking or transit costs, employees must submit receipts for reimbursement.

There are two types of reimbursement accounts, Qualified Parking and Transit Passes. Funds from the two different accounts cannot be commingled.

1. Qualified Parking on or near the workplace, at or near a location from which employees commute to work by mass transit or vanpool.
2. Transit Passes tokens, fare-care, voucher, toll or similar item or vanpooling in a commuter vanpool from the employee's residence to their place of employment.

There is a maximum monthly reimbursement set by federal regulations that changes each year. Contact Oasis for additional information.

1-30. Credit and Employment Verification

Credit information on an employee is occasionally requested by financial institutions, government agencies, credit unions, banks, and finance companies.

The Company offers two options for obtaining employee information, either by web or phone. Both options are available 24 hours a day.

Please follow the following procedures for employment verification using the Automated Employment Verification line, called "The Work Number".

Employment Verification: To have your employment information such as employment date, title, and status verified, give the person requesting this information your Social Security number and the website www.theworknumber.com or Requester Instruction number: 800-367-5690. They will be able to receive the employment information within minutes via web, phone or fax.

Employment and Payroll Verification: If it is necessary to give the person your payroll information, you must first establish a Salary Key using the following procedure:

1. Log onto www.theworknumber.com or call the special Employment Set-up number: 800-367-2884.
2. Enter the Employer Code 11556
3. Enter your Social Security number and follow the instructions.
4. Enter your PIN number (the last four digits of your Social Security Number).
5. Select the "Create a Salary Key" option. Write down the six-digit Salary Key provided by the system.
6. Give the person that needs your employment and payroll information the Salary Key, your Social Security number, the Employer Code (11556) and the website, www.theworknumber.com, or the Requester number: 800-367-5690.

Within minutes, the person requesting your Employment and Payroll information will be able to view the information on the web, listen to the information over the phone, or receive the information by fax.

Government Agencies: If you are seeking assistance from a government agency, please tell the person you are working with at the agency to access the special Government Agency Employment Verification by logging onto www.theworknumber.com/socialservices or by calling 800-660-3399. The Government Agency must pre-register by calling 800-996-7566 to use either method.

Website:	www.theworknumber.com
Employee:	800-367-2884
Requester:	800-367-5690
Government Agency:	800-660-3399

Frequently Asked Questions

- Do I have to do anything to update my employment verification?
No, the employment and payroll information is automatically updated after every payday.
- Can I still get my employment verified by calling or writing to the Human Resources or Payroll Departments?
No, the Employment Verification InfoLine will be the only means to verify your employment.
- Who will have access to my employment verification?
Only those you wish to give access. You give a requester access to your information by providing your Social Security number and the Requester InfoLine telephone number.

- What if I have problems using The Work Number? What if I need the assistance of a translator?

You may contact The Work Number Client Service team by calling 800-996-7566. They are available Monday through Friday 8:00 a.m. to 9:00 p.m. Eastern time, except major holidays.

1-31. Contact Information

For questions regarding work site issues such as hours of work, schedule, work procedures, or training, contact your work site supervisor or manager.

For questions regarding your paycheck or benefits, please call the Club's payroll team or Oasis Corporate Office at 888-627-4735.

For questions regarding work-related injuries, please call the Company's Risk Management Department at 800-329-7823.

If you have any questions regarding the contents of this document, please ask your work site supervisor or contact:

Oasis Outsourcing
Attn: HR Service Center
2054 Vista Parkway, Ste 300
West Palm Beach, FL 33411
(888) 818-9797