



Seminole Exchange and Seminole Transportation AC
Employee Handbook

Seminole Exchange Seminole Transportation AC

Company Handbook

Last revised April 2024





Seminole Exchange and Seminole Transportation AC

Employee Handbook

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1 - INTRODUCTION

1.1 Welcome

Dear Valued Employee,

Welcome to Seminole Exchange and Seminole Transportation AC!

We believe that every employee contributes directly to Seminole Exchange and Seminole Transportation AC's growth and success, and we hope you will take pride in being a member of our team.

This handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Employees should familiarize themselves with the contents of the employee Handbook as soon as possible, for it will answer many questions about employment with Seminole Exchange and Seminole Transportation AC.

We hope that your experience here will be challenging, enjoyable, and rewarding.

Again, welcome!

1.2 Organization Description

Services Provided: Seminole Exchange and Seminole Transportation AC provide valet parking and transportation consulting services to the Seminole Tribe of Florida.

Facilities and Location: We currently provide services at the Seminole Classic Casino - Hollywood, Seminole Hard Rock Hotel & Casino - Tampa, Seminole Hard Rock Hotel & Casino - Hollywood, Seminole Casino Coconut Creek and Seminole Casino Immokalee under Seminole Exchange and Seminole Transportation AC LLC as well as the Seminole Hard Rock Hotel & Casino Atlantic City under Seminole Transportation AC, LLC.



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1.3 Introductory Statement

This employee handbook will give you the important information about working at Seminole Exchange or Seminole Transportation AC. The policies in the handbook explain many of the benefits of working here. The handbook also explains what we expect of you and tells about many of our rules.

However, this employee handbook cannot cover every situation or answer every question about policies and benefits at Seminole Exchange and Seminole Transportation AC. Also, sometimes we may need to change the handbook.

Seminole Exchange and Seminole Transportation AC has the right to add, change, or cancel policies at any time. If changes are made to the handbook, we will notify you of the changes. The only policy we will never change or cancel is our employment at-will policy. The employment-at-will policy allows you or Seminole Exchange/Seminole Transportation AC to terminate your employment at any time for any reason. The employment-at-will is further described in the policy titled Nature of Employment.

All policies contained in this handbook apply to both Seminole Exchange and Seminole Transportation AC and herein are collectively referred to as the “company.”

1.4 Customer Relations

Customers are among our Parking Management's most valuable assets. Every employee represents the company to our customers and the public. The way we do our jobs presents an image of our entire Parking Management. Customers judge all of us by how they are treated with each employee contact. Therefore, one of our first business priorities is to assist any customer or potential customer. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention you give to customers.

Customers who wish to lodge specific comments or complaints should be directed to your direct Supervisor or the Property Manager for appropriate action. Our personal contact with the public, our manners on the telephone, and the communications we send to customers are a reflection not only of ourselves, but also of the professionalism of the company. Positive customer relations not only enhance the public's perception or image of the company, but also pay off in greater customer loyalty.



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2 - GENERAL EMPLOYMENT

2.1 Nature of Employment

Employment with the company is voluntarily entered into, and the employee is free to resign at will at any time, with or without cause. Similarly, the company may terminate the employment relationship at will at any time, with or without notice or cause, so long as there is no violation of applicable federal or state law.

Policies set forth in this Handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between the company and any of its employees. The provisions of the Handbook have been developed at the discretion of management and, except for its policy of employment-at-will, may be amended or cancelled at any time, at the company's sole discretion.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the chief executive officer of the company.

The company has the right to conduct background investigations and review motor vehicle records at out discretion.

2.2 Employee Relations

The company believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisors.

Our experience has shown that when employees deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that the company amply demonstrates its commitment to employees by responding effectively to employee concerns.

2.3 Equal Employment Opportunity

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at the company will be based on each person's performance, qualifications, and abilities. The company does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, or any other characteristic protected by law. This policy governs all aspects of employment, including



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selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the Human Resource Department. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

2.4 Business Ethics and Conduct

The successful business operation and reputation of the company is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of the company is dependent upon our customers' trust and we are dedicated to preserving that trust. Employees owe a duty to the company, its customers, and shareholders to act in a way that will merit the continued trust and confidence of the public.

The company will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and, if necessary, with the Executive Office for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every company employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

The following list is not all-inclusive, but contains examples of some offenses which may subject an employee to immediate termination:

- Stealing
- Falsification of documents, misrepresentation of material information or lying



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- Gambling at the location in which you work
- Fighting (Verbal or Physical) at any location the company conducts business
- Refusal to comply with supervisors' instruction (Reasonable Request)
- Deliberate destruction or abuse company property or property in the care of the company
- Reporting to work impaired
- Making public statements about the company and/or any of properties we provide service for or its personnel, policies, or practices which reflect negativity
- Failure to maintain a valid driver's license within the state you are working.
- Clocking out and leaving the facility without authorization from the management staff.

2.5 Personal Relationships in the Workplace

The employment of relatives or individuals involved in a dating relationship in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships.

For purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage. A dating relationship is defined as a relationship that may be reasonably expected to lead to the formation of a consensual "romantic" or sexual relationship. This policy applies to all employees without regard to the gender or sexual orientation of the individuals involved.

Relatives of current employees may not occupy a position that will be working directly for or supervising their relative. Individuals involved in a dating relationship with a current employee may also not occupy a position that will be working directly for or supervising the employee with whom they are involved in a dating relationship. The company also reserves the right to take prompt action if an actual or potential conflict of interest arises involving relatives or individuals involved in a dating relationship who occupy positions at any level (higher or lower) in the same line of authority that may affect the review of employment decisions.

If a relative relationship or dating relationship is established after employment between employees who are in a reporting situation described above, it is the responsibility and obligation of the supervisor involved in the relationship to disclose the existence of the relationship to management. The individuals concerned will be given the opportunity to decide who is to be transferred to another available position. If that decision is not made within 30 calendar days, management will decide who is to be transferred or, if necessary, terminated from employment.



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In other cases where a conflict or the potential for conflict arises because of the relationship between employees, even if there is no line of authority or reporting involved, the employees may be separated by reassignment or terminated from employment. Employees in a close personal relationship should refrain from public workplace displays of affection or excessive personal conversation.

2.6 Immigration Law Compliance

The company is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with the company within the past three years, or if their previous I-9 is no longer retained or valid.

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

2.7 Conflicts of Interest

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which the company wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact the Executive Office for more information or questions about conflicts of interest.

Transactions with outside firms must be conducted within a framework established and controlled by the executive level of the company. Business dealings with outside firms should not result in unusual gains for those firms. Unusual gain refers to bribes, product bonuses, special fringe benefits, unusual price breaks, and other windfalls designed to ultimately benefit either the employer, the employee, or both. Promotional plans that could be interpreted to involve unusual gain require specific executive-level approval.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a



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result of the company's business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to an officer of the company as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which the company does business, but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving the company.

2.8 Outside Employment

An employee may hold a job with another organization as long as he or she satisfactorily performs his or her job responsibilities with the company. All employees will be judged by the same performance standards and will be subject to the company's scheduling demands, regardless of any existing outside work requirements.

If the company determines that an employee's outside work interferes with performance or the ability to meet the requirements of the company, as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain with the company.

Outside employment will present a conflict of interest if it has an adverse impact on the company.

2.9 Non-Disclosure

The protection of confidential business information and trade secrets is vital to the interests and the success of the company. Such confidential information includes, but is not limited to, the following examples:

- computer processes
- customer lists
- financial information
- marketing strategies
- new materials research



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- pending projects and proposals
- proprietary production processes
- research and development strategies
- technological data

All employees may be required to sign a non-disclosure agreement as a condition of employment. Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

2.10 Disability Accommodation

The company is committed to complying fully with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

Reasonable accommodation is available to all disabled employees, where their disability affects the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, position descriptions, lines of progression, and seniority lists. Leave of all types will be available to all employees on an equal basis.

The company is also committed to not discriminating against any qualified employees or applicants because they are related to or associated with a person with a disability. The company will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

This policy is neither exhaustive nor exclusive. The company is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws.



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2.11 Job Posting and Employee Referrals

The company provides employees an opportunity to indicate their interest in open positions and advance within the Parking Management according to their skills and experience. In general, notices of all regular, full-time job openings are posted, although the company reserves its discretionary right to not post a particular opening.

Job openings will be posted on the company website and normally remain open for 10 days. Each job posting notice will include the dates of the posting period, job title, department, location, grade level, job summary, essential duties, and qualifications (required skills and abilities).

To be eligible to apply for a posted job, employees must have performed competently for at least 90 calendar days in their current position. Employees who have a written warning on file, or are on probation or suspension are not eligible to apply for posted jobs. Eligible employees can only apply for those posted jobs for which they possess the required skills, competencies, and qualifications.

To apply for an open position, employees should submit a job posting application online. It should also describe how their current experience with the company and prior work experience and/or education qualifies them for the position.

Job posting is a way to inform employees of openings and to identify qualified and interested applicants who might not otherwise be known to the hiring manager. Other recruiting sources may also be used to fill open positions in the best interest of the Parking Management.

The company also encourages employees to identify friends or acquaintances who are interested in employment opportunities and refer qualified outside applicants for posted jobs. Employees should obtain permission from the individual before making a referral, share their knowledge of the Parking Management, and not make commitments or oral promises of employment.

An employee should submit the referral's resume and/or completed application form to the Personnel Supervisor for a posted job. If the referral is interviewed, the referring employee will be notified of the initial interview and the final selection decision.

2.12 English Language

It is the policy of the company to require all employees to speak English while in the work force. Failing to do so can lead to disciplinary action, up to and including termination.



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the only exception to this policy is if an employee is assisting a customer, guest or vendor who is communicating in another language.

3 - EMPLOYMENT STATUS AND RECORDS

3.1 Employment Categories

It is the intent of the company to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time is retained by both the employee and the company.

Each employee is designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. NONEXEMPT employees are entitled to overtime pay under the specific provisions of federal and state laws. EXEMPT employees are excluded from specific provisions of federal and state wage and hour laws. An employee's EXEMPT or NONEXEMPT classification may be changed only upon written notification by management.

In addition to the above categories, each employee will belong to one other employment category:

REGULAR FULL-TIME employees are those who are not in a temporary or introductory status and who are regularly scheduled to work Seminole Exchange's full-time schedule. Generally, they are eligible for the company's benefit package, subject to the terms, conditions, and limitations of each benefit program.

PART-TIME employees are those who are not assigned to a temporary or introductory status and who are regularly scheduled to work less than 29 hours per week. While they do receive all legally mandated benefits (such as Social Security and workers' compensation insurance), they are ineligible for all of the company's other benefit programs.

INTRODUCTORY employees are those whose performance is being evaluated to determine whether further employment in a specific position or with the company is appropriate. This introductory period is each employee's first 90 days with the company.

3.2 Access to Personnel Files

The company maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training,



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documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of the company, and access to the information they contain is restricted. Generally, only supervisors and management personnel who have a legitimate reason to review information in a file are allowed to do so.

Employees who wish to review their own file should contact the Human Resources Department. With reasonable advance notice, employees may review their own personnel files in the company's offices and in the presence of an individual appointed by the company to maintain the files.

3.3 Employment Reference Checks

To ensure that individuals who join the company are well qualified and have a strong potential to be productive and successful, it is the policy of the company to check the employment references of all applicants.

The Human Resources Department will respond in writing only to those reference check inquiries that are submitted in writing. Responses to such inquiries will confirm only dates of employment, wage rates, and position(s) held. No employment data will be released without a written authorization and release signed by the individual who is the subject of the inquiry.

3.4 Personnel Data Changes

It is the responsibility of each employee to promptly notify the company of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify a member of management.

3.5 Introductory Period

The introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. The company uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or the company may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.



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All new and rehired employees work on an introductory basis for the first 90 calendar days after their date of hire. Employees who are promoted or transferred within the company must complete a secondary introductory period of the same length with each reassignment to a new position. Any significant absence will automatically extend an introductory period by the length of the absence. If the company determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended for a specified period.

In cases of promotions or transfers within the company, an employee who, in the sole judgment of management, is not successful in the new position can be removed from that position at any time during the secondary introductory period. If this occurs, the employee may be allowed to return to his or her former job or to a comparable job for which the employee is qualified, depending on the availability of such positions and the company's needs.

Upon satisfactory completion of the initial introductory period, employees enter the "regular" employment classification.

Employment status is not changed during the secondary introductory period that results from a promotion or transfer within the company.

3.6 Employment Applications

The company relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

3.7 Performance Evaluation

Management and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Additional formal performance evaluations are conducted to provide both managers and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

3.8 Job Descriptions

The company makes every effort to create and maintain accurate job descriptions for all positions within the company. Each description includes a job information section, a job



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summary section (giving a general overview of the job's purpose), an essential duties and responsibilities section, a supervisory responsibilities section, a qualifications section (including education and/or experience, language skills, mathematical skills, reasoning ability, and any certification required), a physical demands section, and a work environment section.

The company maintains job descriptions to aid in orienting new employees to their jobs, identifying the requirements of each position, establishing hiring criteria, setting standards for employee performance evaluations, and establishing a basis for making reasonable accommodations for individuals with disabilities.

The Human Resources Department and the hiring manager prepare job descriptions when new positions are created. Existing job descriptions are also reviewed and revised in order to ensure that they are up to date. Job descriptions may also be rewritten periodically to reflect any changes in the position's duties and responsibilities. All employees will be expected to help ensure that their job descriptions are accurate and current, reflecting the work being done.

Employees should remember that job descriptions do not necessarily cover every task or duty that might be assigned, and that additional responsibilities may be assigned as necessary. Contact the Human Resources Department if you have any questions or concerns about your job description.

3.9 Salary Administration

The salary administration program at Seminole Transportation AC was created to achieve consistent pay practices, comply with federal and state laws, mirror our commitment to Equal Employment Opportunity, and offer competitive salaries within our labor market. Because recruiting and retaining talented employees is critical to our success, Seminole Transportation AC is committed to paying its employees equitable wages that reflect the requirements and responsibilities of their positions and are comparable to the pay received by similarly situated employees in other organizations in the area.

Compensation for every position is determined by several factors, including job analysis and evaluation, the essential duties and responsibilities of the job, and salary survey data on pay practices of other employers. Seminole Transportation AC periodically reviews its salary administration program and restructures it as necessary. Incentive bonuses may be awarded depending on the overall profitability of Seminole Transportation AC and based on each employee's individual contributions to the Parking Management.

Employees should bring their pay-related questions or concerns to the attention of their immediate supervisors, who are responsible for the fair administration of departmental pay



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practices. The Payroll Department is also available to answer specific questions about the salary administration program.

3.10 Social Security Number Privacy

To protect employees' personal information, the company prohibits the use of employees' Social Security numbers for identification purposes, except as allowed by law. The company will not:

- Publicly post or publicly display in any manner an employee's Social Security number. "Publicly post" or "publicly display" means to intentionally communicate or otherwise make available to the general public.
- Print an employee's Social Security number on any card required for the employee to access products or services provided by the company.
- Require an employee to transmit his or her Social Security number over the Internet, unless the connection is secure or the Social Security number is encrypted.
- Require an employee to use his or her Social Security number to access an Internet web site, unless a password or unique personal identification number or other authentication device is also required to access the Internet web site.
- Print an employee's Social Security number on any materials that are mailed to the employee, unless state or federal law requires the Social Security number to be on the document to be mailed.

However, Social Security numbers may be included in applications and forms sent by mail, including documents sent as part of an application or enrollment process; or to establish, amend, or terminate an account, contract, or policy; or to confirm the accuracy of the Social Security number.

In instances where the company previously used an employee's Social Security number in a manner inconsistent with this policy, it will continue using that employee's Social Security number in that manner, if all of the following conditions are met:

- The use of the Social Security number is continuous. If the use is stopped for any reason, the conditions listed above will apply.
- The employee is provided an annual disclosure that informs the employee that he or she has the right to stop the use of his or her Social Security number in a manner prohibited by those conditions listed above.

A written request by an employee to stop the use of his or her Social Security number in a prohibited manner will be implemented within 30 days of the receipt of the request. There will be no fee or charge for implementing the request.



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The company will not deny services to an employee because the employee makes a written request to stop the use of his or her Social Security number.

The company will continue to collect, use, or release Social Security numbers as required by state or federal law, and may use Social Security numbers for internal verification or administrative purposes.

Employees who have questions about this policy or who feel that their Social Security number has been used inappropriately by the company should contact the Human Resources Department.

3.11 Employment Termination

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- Resignation - voluntary employment termination initiated by an employee.
- Discharge - involuntary employment termination initiated by the organization.
- Layoff - involuntary employment termination initiated by the organization for non-disciplinary reasons.

Since employment with the company is based on mutual consent, both the employee and the company have the right to terminate employment at will, with or without cause, at any time.

4 – EMPLOYEE BENEFIT PROGRAMS

4.1 Employee Benefits

Eligible employees at the company 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. Details of many of these programs can be found elsewhere in the employee Handbook.

The following benefit programs are available to eligible employees:



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Medical Insurance
Dental Insurance
Vision Insurance
Life Insurance
Hospital Indemnity Insurance
Critical Illness Insurance
Accident Insurance
Bereavement Leave
Family Leave
Jury Duty Leave
Military Leave
Paid Time Off (PTO)
Sick Time

Benefit programs may require contributions from the employee, but some are fully paid by the company, depending on employment status and/or classification.

4.2 Worker's Compensation Insurance

The company provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Employees who sustain work-related injuries or illnesses should inform their supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

The company has the right to request a drug test from any employee injured on the job.

Neither the company nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by the company.

4.3 Bereavement Leave

Employees who wish to take time off due to the death of an immediate family member should notify their supervisor immediately.



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Up to 3 days of paid bereavement leave will be provided to eligible employees.

Bereavement pay is calculated based on the base pay rate at the time of absence and will not include any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials.

Bereavement leave will normally be granted unless there are unusual business needs or staffing requirements. Employees may, with their supervisors' approval, use any available paid leave for additional time off as necessary.

The company defines "immediate family" as the employee's spouse, parent, child, sibling; the employee's spouse's parent, child, or sibling; the employee's child's spouse; grandparents or grandchildren.

4.4 Jury Duty

The company encourages employees to fulfill their civic responsibilities by serving jury duty when required. Employees in an eligible classification may request up to 1 week of paid jury duty leave over any 1-year period.

Jury duty pay will be calculated on the employee's base pay rate times the number of hours the employee would otherwise have worked on the day of absence. Employee classifications that qualify for paid jury duty leave are:

- Salaried Management

If employees are required to serve jury duty beyond the period of paid jury duty leave, they may use any available paid time off (for example, vacation benefits) or may request an unpaid jury duty leave of absence.

Employees must show the jury duty summons to their supervisor as soon as possible so that the supervisor may make arrangements to accommodate their absence. Of course, employees are expected to report for work whenever the court schedule permits.

The company will continue to provide health insurance benefits for the full term of the jury duty absence.

4.5 Time Off Policies

Below are the variety of time off policies used for eligible employees that covers areas such as vacation, illness or injury, or person business. No time off is approved during the first 90



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days of employment, when each employee is under their introductory period. Once that time frame is over, depending on the employee's position, a variety of time off requests can be made.

SPECIAL REQUESTS: These are requests for time off that fall between the end of a new hire's 90-day introductory period and when other time off options, such as PTO, may not yet be available. Special Requests for time off must be submitted 2 weeks in advance. These time off requests are unpaid but approved requests do not count against an employee for attendance. Decisions to approve or deny a special request is at the discretion of management and is based on a variety of factors: time with the company, number of days being requested, types of days being requested (weekend, holiday, etc.), amount of previously requested/approved special requests for time off, staffing level, available coverage, and how many other special requests have been received for that time period, among other factors. If a Special Request for time off is denied, the employee is expected to still report to work during their scheduled work time. If the employee does not report to work, it will be deemed a "call out," and all applicable attendance points/disciplinary procedures apply. Once an employee is eligible for PTO (see below for eligibility guidelines), Special Requests for time off are no longer available for an employee to use. Once an employee is eligible for PTO and a request is made for time off but no PTO time is available/left, any time missed will be deemed a "call out," and all applicable attendance points/disciplinary procedures apply.

SICK LEAVE: Sick Leave can be used for illness or injury and begins accumulating on the date of hire. However, Sick Leave cannot begin to be used until after 120 days from date of hire. All employees are eligible for accumulating sick leave and is based on the number of hours works. One (1) hour of sick leave is accumulated for every thirty (30) hours worked. Sick leave is paid leave that can be used for an employee who cannot report to work due to an illness or injury. A minimum of 8 hours must be accumulated for Sick Leave to apply. If an employee does not have enough Sick Leave to cover a missing shift, eligible employees will have their PTO time apply. If an employee is not yet eligible for PTO or does not have enough PTO time to cover the absence, it will be deemed a "call out" and all applicable attendance points/disciplinary procedures apply.

PAID TIME OFF: Paid Time Off (PTO) is a time-off policy for eligible employees to use for vacation or personal business. Employees in the following employment classification(s) are eligible to earn and use PTO as described in this policy:

- Salaried Management (after 4 months of employment)
- Hourly Employees (after 1 year of employment)

Once employees enter an eligible employment classification, they begin to earn PTO according to the schedule below. However, before PTO can be used, there are waiting



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periods (from date of hire) that must be adhered to according to job classification. After that time, employees can request use of earned PTO including time accrued during that waiting period.

Below are the PTO benefits provided for each job classification:

Management PTO Policy:

- 1 week (40 hours) of time
- PTO time is distributed in full on employee's date of hire
- PTO cannot be used until after 4 months of employment
- Max carry-over: 40 hours
- Remaining hours are lost
- Unused PTO time is not paid out
- After 2 full years of employment, PTO increases to 2 weeks (80 hours) per year, which begins to accumulate on the 1st day of the employee's 3rd year
- After 4 full years of employment, PTO increases to 3 weeks (120 hours) per year, which begins to accumulate on the 1st day of the employee's 5th year
- After 9 full years of employment, PTO increases to 4 weeks (160 hours) per year, which begins to accumulate on the 1st day of the employee's 10th year
- After 19 full years of employment, PTO increases to 5 weeks (200 hours)

Hourly Employee PTO Policy

- Employees are eligible for PTO after one full year of employment
- PTO is accumulated based on hours worked
- PTO time begins accumulating on the first day after 1 year of employment (1st day of the 2nd year of employment)
- To use PTO, employee must have enough time to cover an entire shift (at least 8 hours) so PTO time cannot be used for portions of a shift
- Max carry-over: 40 hours
- Remaining hours are lost
- Unused PTO time is not paid out
- After 4 full years of employment, PTO increases to 2 weeks (80 hours) per year, which begins to accumulate on the 1st day of the employee's 5th year
- After 9 full years of employment, PTO increases to 3 weeks (120 hours) per year, which begins to accumulate on the 1st day of the employee's 10th year
- After 19 full years of employment, PTO increases to 4 weeks (160 hours) per year, which begins to accumulate on the 1st day of the employee's 20th year



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The length of eligible service is calculated on the basis of a "benefit year." This is the 12-month period that begins when the employee starts to earn PTO. An employee's benefit year may be extended for any significant leave of absence except military leave of absence. Military leave has no effect on this calculation. (See individual leave of absence policies for more information.)

PTO can be used in minimum increments of 8 Hours. Employees who have an unexpected need to be absent from work should notify their direct supervisor before the scheduled start of their workday, if possible. The direct supervisor must also be contacted on each additional day of unexpected absence.

To schedule planned PTO, employees should request advance approval from their supervisors. Requests will be reviewed based on a number of factors, including business needs and staffing requirements.

PTO is paid at the employee's base pay rate at the time of absence. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials.

4.6 Health Insurance

The company's health insurance plan provides employees and their dependents access to medical, dental, and vision care insurance benefits at a partial cost to the employee. Employees in the following employment classifications are eligible to participate in the health insurance plan:

- Salaried Management
- Regular full-time employees
- Regular part-time employees exceeding an average of 30 hours worked per week

Eligible employees may participate in the health insurance plan subject to all terms and conditions of the agreement between Seminole Exchange and the insurance carrier.

Details of the health insurance plan are described in the Summary Plan Description (SPD). An SPD and information on cost of coverage will be provided in advance of enrollment to eligible employees. Contact the Human Resources Department for more information about health insurance benefits.



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5 - TIMEKEEPING AND PAYROLL

5.1 Timekeeping

Accurately recording time worked is the responsibility of every employee to punch in and out using the biometric time system. Federal and state laws require the company to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

Nonexempt employees should accurately record the time they begin and end their work, as well as the beginning and ending time of each meal period. They should also record the beginning and ending time of any split shift or departure from work for personal reasons. Overtime work must always be approved before it is performed. Nonexempt employees should not start work more than 7 minutes before your scheduled start time or work later than 7 minutes after your scheduled end time unless authorized by a member of management.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

If corrections or modifications are made to the time record, both the employee and the supervisor must verify the accuracy of the changes by initialing the time record.

5.2 Paydays

Employees are paid weekly every Thursday. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

In the event that a regularly scheduled payday falls on a holiday, employees will receive pay on the last day of work before the regularly scheduled payday.

If a regular payday falls during an employee's vacation, the employee's paycheck will be available upon his or her return from vacation.



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Employees may have pay directly deposited into their bank accounts if they provide advance written authorization to the company. Employees will receive an itemized statement of wages when the company makes direct deposits.

5.3 Administrative Pay Corrections

The company takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of Property Manager so that corrections can be made as quickly as possible.

5.4 Pay Deductions, Setoffs, and Garnishments

The law requires that the company make certain deductions from every employee's compensation. Among these are applicable federal, state, and local income taxes. The company also must deduct Social Security taxes on each employee's earnings up to a specified limit that is called the Social Security "wage base." The company matches the amount of Social Security taxes paid by each employee.

The company offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their paychecks to cover the costs of participation in these programs.

Pay setoffs are pay deductions taken by the company, usually to help pay off a debt or obligation to the company or others.

In the event an employee has been ordered by a court to satisfy a just debt via wage garnishment, the company is obligated by law to make regular deductions from said employee's paychecks until either the debt has been satisfied or until the company receives notification from a competent court of jurisdiction.

If you have questions concerning why deductions were made from your paycheck or how they were calculated, your supervisor can assist in having your questions answered.



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5.5 Switch Requests and Special Requests for Time Off

Certain situations may require your absence from work. All requests for time off must be submitted in writing at least two (2) weeks prior to the requested time off. All requests for time off must be approved by the property manager and/or the scheduling manager. Should multiple employees request the same time off, the property manager will approve the request on a first come first served basis. Not all requests for time off can be authorized due to business needs.

Employees are also allowed to switch scheduled shifts with other employees for time off. Should an employee require to switch with another employee, both employees will need to get authorization by their direct supervisor and/or property manager, no overtime can occur due to the switch and both employees must be in the same job code.

5.6 Compensatory Time

Compensatory time is time that can be accrued by an exempt employee. If an exempt member of management works more than 5 days and/or a double shift during a single payroll period, they may be entitled to compensatory time pending the approval of the property manager and the President of Operations.

If during the effected work week, the member of management fails to properly clock in/out, any compensatory time that may have been accrued will not be granted.

All members of management will be allowed to accumulate up to a maximum of 5 days of compensatory time. Compensatory time will become null & void if not used within 90 days of the date the compensatory time was accrued.

All management must follow PTO benefits policy to redeem accrued compensatory time.

5.7 Management and Tips

Employees that are considered management staff are not to accept tips or benefits of any kind from customers. If offered, managers are to politely decline. Any employee found accepting tips or benefits from customers, either for preferential treatment or not, may be terminated. Any tips or benefits presented to an employee where they come into



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possession of the money/benefit and the customer refuses to take it back, must be turned in to the property manager immediately. Customers that take exception to this policy must be referred to the property manager.

6 - WORK CONDITIONS AND HOURS

6.1 Safety

To assist in providing a safe and healthful work environment for employees, customers, and visitors, the company has established a workplace safety program. This program is a top priority for the company. The Property Manager has responsibility for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all.

The company provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, or other written communications.

Some of the best safety improvement ideas come from employees. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with their supervisor, or with another supervisor or manager, or bring them to the attention of the Property Manager. Reports and concerns about workplace safety issues may be made anonymously if the employee wishes. All reports can be made without fear of reprisal.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify the Property Manager or the appropriate supervisor. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.



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Safety rules are primarily for employee protection. Injuries impose severe burdens on employees and their families. They often result in loss of pay and can lead to permanent disability or disfigurement. The observance of the following fundamental safety rules should impose no hardship on anyone. It will make the company a better and safer place in which to work and with whom to do business.

- Waste and trash containers must be used to keep areas clean and orderly
- All aisles, hallways and fire exits must always remain open and clear of debris
- All water, oil, chemicals or grease on the floor/ground must be reported immediately so they can be removed
- All stored materials must be stacked properly on a firm and even foundation. Stacks must not be allowed to reach a hazardous height
- All standard safety procedures must be followed
- All vehicle doors must be closed while being driven
- Hands and feet must not be placed outside of a moving vehicle
- Employees must familiarize themselves with all evacuation procedures and all exits
- All traffic signs and signals must be observed
- The use of any electronic equipment including cell phone is prohibited for all employees

6.2 Work Schedules

Work schedules for employees vary throughout the company. Supervisors will post employees of their individual work schedules. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

Flexible scheduling, or flextime, is available in some cases to allow employees to vary their starting and ending times each day within established limits. Flextime may be possible if a mutually workable schedule can be negotiated with the supervisor involved. However, such issues as staffing needs, the employee's performance, and the nature of the job will be considered before approval of flextime. Employees should consult their supervisor to request participation in the flextime program.

6.3 Use of Phone and Mail Systems



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Personal use of telephones for outgoing calls, including local calls, is not permitted. Employees may be required to reimburse the company for any charges resulting from their personal use of the telephone.

The mail system is reserved for business purposes only. Employees should refrain from sending or receiving personal mail at the workplace.

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.

6.4 Smoking

In keeping with the company's intent to provide a safe and healthful work environment, smoking in the workplace is prohibited except in those locations that have been specifically designated as smoking areas. In situations where the preferences of smokers and nonsmokers are in direct conflict, the preferences of nonsmokers will prevail.

6.5 Rest and Meal Periods

Each workday, all employees working 8 hours or more are provided with 2 rest periods of 15 minutes in length. To the extent possible, rest periods will be provided in the middle of work periods not attached to a meal break. Since this time is counted and paid as time worked, employees must not be absent from their workstations beyond the allotted rest period time.

All employees are provided with one meal period of 30 minutes in length each workday. Supervisors will schedule meal periods to accommodate operating requirements. Employees will be relieved of all active responsibilities and restrictions during meal periods. Since this time is counted and paid as time worked, employees are not allowed to leave the facility during their meal break.

6.6 Overtime

When operating requirements or other needs cannot be met during regular working hours, employees may be scheduled to work overtime hours. When possible, advance notification of these mandatory assignments will be provided. All overtime work must



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receive the supervisor's prior authorization. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

Overtime compensation is paid to all nonexempt employees in accordance with federal and state wage and hour restrictions. Overtime pay is based on actual hours worked. Time off on sick leave, vacation leave, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

Failure to work scheduled overtime or overtime worked without prior authorization from the supervisor may result in disciplinary action, up to and including possible termination of employment.

6.7 Use of Equipment and Vehicles

Equipment and vehicles essential in accomplishing job duties are 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 the supervisor if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. Prompt reporting of 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 or vehicles used on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, can result in disciplinary action, up to and including termination of employment.

6.8 Emergency Closings

At times, emergencies such as severe weather, fires, power failures, or earthquakes, can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility.

When operations are officially closed due to emergency conditions, the time off from scheduled work will be unpaid. However, you may use available paid leave time, such as unused vacation benefits.



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Employees in essential operations may be asked to work on a day when operations are officially closed. In these circumstances, employees who work will receive regular pay.

6.9 Computer and Email Usage

Computers, computer files, the email system, and software furnished to employees are company property intended for business use. Employees should not use a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and email usage may be monitored.

The company strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, the company prohibits the use of computers and the email system in ways that are disruptive, offensive to others, or harmful to morale.

For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

Email may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other nonbusiness matters.

Employees should notify their immediate supervisor, the Property Manager or any member of management upon learning of violations of this policy. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.

6.10 Internet Usage

Internet access to global electronic information resources on the World Wide Web is provided by the company to assist employees in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage. All Internet usage is limited to job-related activities. Personal use of the Internet is not permitted.

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of the company



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and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in Internet email messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the Internet remain at all times the property of the company. As such, the company reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

Abuse of the Internet access provided by the company in violation of law or company policies will result in disciplinary action, up to and including termination of employment. Employees may also be held personally liable for any violations of this policy. The following behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action:

- Sending or posting discriminatory, harassing, or threatening messages or images
- Using the organization's time and resources for personal gain
- Stealing, using, or disclosing someone else's code or password without authorization
- Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
- Sending or posting messages or material that could damage the organization's image or reputation
- Participating in the viewing or exchange of pornography or obscene material.

6.11 Workplace Monitoring

Workplace monitoring may be conducted by the company to ensure quality control, employee safety, security, and customer satisfaction.



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Employees who regularly communicate with customers may have their telephone conversations monitored or recorded. Telephone monitoring is used to identify and correct performance problems through targeted training. Improved job performance enhances our customers' image of the company as well as their satisfaction with our service.

Computers furnished to employees are the property of the company. As such, computer usage and files may be monitored or accessed.

The company may conduct video surveillance of non-private workplace areas. Video monitoring is used to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage or prevent acts of harassment and workplace violence.

Because the company is sensitive to the legitimate privacy rights of employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.

6.12 Workplace Violence Prevention

The company is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, the company has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including supervisors and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others.

Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.



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All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening.

The company will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, the company may suspend employees, either with or without pay, pending investigation.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

The company encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or the Human Resources Department before the situation escalates into potential violence.

6.13 Cell Phone Usage

The company provides cellular telephones to some employees as a business tool. They are provided to assist employees in communicating with management and other employees, their clients, associates, and others with whom they may conduct business. Cell phone use is intended for business-related calls only and personal calls are not permitted. Cell phone invoices may be regularly monitored.

Employees may not use personal cell phones while working. All personal cell phones will be turned off and stored in a locked location during an employee's work shift. All employees should remember that their primary responsibility is driving safely and obeying the rules of the road.

As a representative of the company, cell phone users are reminded that the regular business etiquette employed when speaking from office phones or in meetings applies to conversations conducted over a cell phone.

6.14 Employee Parking



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All employees are required to park in the identified employee parking area. At no time is a company employee allowed to park anywhere other than the employee parking area.

Should an employee of the company be found to be parked in another area, their vehicle will be towed/booted at the owner's expense and can result in termination. Contact the Property Manager for further details.

Parking can change due to construction, special events, etc.

6.15 Vehicle Restriction

It is the policy of the company to restrict certain types of vehicles into the valet for the safety of our employees and the level of risk associated with the vehicles.

Currently there are several locations that do not accept dually trucks (trucks with 2 tires on both sides of the rear of the truck). Most locations do not have the capability to park these types of vehicles in the regular valet area due to turn radius and low ceilings. Other locations have identified certain areas that these vehicles can be parked in. The employee will need to check with their property manager to find out if you can take dually trucks.

Currently for the safety of the employee, no employee of the company is allowed to park altered vehicles. Altered vehicles are vehicle where the regular driving mechanisms have been altered to accommodate that of a handicapped individual. Since we cannot drive these vehicles, you will be able to direct these customers to the abundant handicapped spaces available on the property, or the guest would be allowed to park their own vehicle in the valet parking area at the discretion of the supervisor.

7 - LEAVES OF ABSENCE

7.1 Family Medical Leave Act (FMLA)

Eligible employees may request a family and medical leave of absence under the federal Family Medical Leave Act ("FMLA") for any of the circumstances described below. Employees must request a planned family and medical leave as soon as possible before such leave begins. If the need for the leave is not foreseeable, employees must request the leave as soon as they become aware of the need for leave.



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Family and medical leave may be taken for the following reasons:

- The birth of an employee's child or the placement of a child with the employee for foster care or adoption so long as the leave is completed within two (2) months of the birth or placement of the child;
- To care for an employee's "serious health condition";
- To care for an employee's spouse or registered domestic partner, child, or parent with a "serious health condition";
- To be with a spouse, child, or parent of an employee that is on active duty or has been notified of an impending call or order to active duty in the Armed Forces in support of a contingency operation; or
- To care for a covered servicemember (the employee's spouse, child, parent, or next of kin) with a severe illness or injury.

A "serious health condition" is one that requires inpatient care in a hospital or other medical care facility or continuing treatment or supervision by a health care provider.

7.2 Medical Leave

The company follows FMLA guidelines to provide medical leaves of absence without pay to eligible employees who are temporarily unable to work due to a serious health condition or disability. For purposes of this policy, serious health conditions or disabilities include inpatient care in a hospital, hospice, or residential medical care facility, and continuing treatment by a health care provider.

Eligible employees may request medical leave only after having worked for the company for 12 months and have accumulated at least 1,250 hours worked over the course of 12 months. Eligible employees should make requests for medical leave to their supervisors as soon as possible.

A health care provider's statement must be submitted verifying the need for medical leave and its beginning and expected ending dates. Any changes in this information should be promptly reported to the company. Employees returning from medical leave must submit a health care provider's verification of their fitness to return to work.

Eligible employees are normally granted leave for the period of the disability, up to a maximum of 12 weeks within any 12-month period. Any combination of medical leave



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and family leave may not exceed this maximum limit. Employees will be required to first use any accrued paid leave time before taking unpaid medical leave.

Employees who sustain work-related injuries are eligible for a medical leave of absence for the period of disability in accordance with all applicable laws covering occupational disabilities.

Subject to the terms, conditions, and limitations of the applicable plans, Seminole Exchange will continue to provide health insurance benefits for the full period of the approved medical leave.

So that an employee's return to work can be properly scheduled, an employee on family leave is requested to provide the company with at least two weeks advance notice of the date the employee intends to return to work. When a family leave ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified.

If an employee fails to return to work on the agreed upon return date, the company will assume that the employee has resigned.

7.3 Family Leave

In accordance with FMLA, the company provides family leaves of absence without pay to eligible employees who wish to take time off from work duties to fulfill family obligations relating directly to childbirth, adoption, or placement of a foster child; or to care for a child, spouse, or parent with a serious health condition. A serious health condition means an illness, injury, impairment, or physical or mental condition that involves inpatient care in a hospital, hospice, or residential medical care facility; or continuing treatment by a health care provider.

Eligible employees may request medical leave only after having worked for the company for 12 months and have accumulated at least 1,250 hours worked over the course of 12 months. Eligible employees should make requests for medical leave to their supervisors as soon as possible.

Employees requesting family leave related to the serious health condition of a child, spouse, or parent may be required to submit a health care provider's statement verifying the need for a family leave to provide care, its beginning and expected ending dates, and the estimated time required.



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Eligible employees may request up to a maximum of 12 weeks of family leave within any 12-month period. Any combination of family leave and medical leave may not exceed this maximum limit. Employees will be required to first use any accrued paid leave time before taking unpaid family leave. Married employee couples may be restricted to a combined total of 12 weeks leave within any 12-month period for childbirth, adoption, or placement of a foster child; or to care for a parent with a serious health condition.

Subject to the terms, conditions, and limitations of the applicable plans, the company will continue to provide health insurance benefits for the full period of the approved family leave.

So that an employee's return to work can be properly scheduled, an employee on family leave is requested to provide the company with at least two weeks advance notice of the date the employee intends to return to work. When a family leave ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified.

If an employee fails to return to work on the agreed upon return date, the company will assume that the employee has resigned.

7.4 Military Leave

A military leave of absence will be granted to employees who are absent from work because of service in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). Advance notice of military service is required, unless military necessity prevents such notice or it is otherwise impossible or unreasonable.

The leave will be unpaid. However, employees may use any available paid time off for the absence.

Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which the employee is otherwise eligible.

Vacation, sick leave, and holiday benefits will continue to accrue during a military leave of absence.



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Employees on military leave for up to 30 days are required to return to work for the first regularly scheduled shift after the end of service, allowing reasonable travel time. Employees on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws.

Employees returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with USERRA. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

Contact the Human Resources Department for more information or questions about military leave.

7.5 Pregnancy-Related Absences

The company will not discriminate against any employee who requests an excused absence for medical disabilities associated with pregnancy. Such leave requests will be evaluated according to the medical leave policy provisions outlined in this Handbook and all applicable federal and state laws.

Requests for time off associated with pregnancy and/or childbirth, such as bonding and child care, not related to medical disabilities for those conditions will be considered in the same manner as other requests for unpaid family or personal leave.

8 – EMPLOYEE CONDUCT AND DISCIPLINARY ACTION

8.1 Employee Conduct and Work Rules

To ensure orderly operations and provide the best possible work environment, the company expects employees to follow rules of conduct that will protect the interests and safety of all employees.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:



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- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking in prohibited areas
- Sexual or other unlawful or unwelcome harassment
- Excessive absenteeism or any absence without notice
- Unauthorized absence from work station during the workday
- Unauthorized disclosure of business "secrets" or confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct

Employment with the company is at the mutual consent of the company and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

8.2 Drug and Alcohol Use

It is the company's desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on the company's premises and while conducting business-related activities off the company's premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.



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Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with their supervisor or the Human Resources Department without fear of reprisal.

8.3 Sexual Harassment and Discrimination

The company is committed to fostering a work environment in which all employees are treated with respect and dignity. Therefore, the company expressly prohibits any kind of discrimination, including all forms of harassment based on race, ethnicity, religion, sex, gender, national origin, age, disability, military or veteran status, and any status in any group protected under federal, state, or local law.

Sexual harassment is a form of discrimination and is prohibited by law. For the purposes of this policy, sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when this conduct explicitly or implicitly affects an individual's employment, unreasonably interferes with an individual's work performance, or creates an intimidating, hostile, and offensive work environment.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) Submission to conduct is made either explicitly or implicitly a term or condition of employment; (2) Submission or rejection of the conduct is used as a basis for making employment decisions; or (3) The conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment. Sexual harassment may include a range of behaviors and may involve individuals of the same or different gender. These behaviors include, but are limited to:

- Unwanted sexual advances or requests for sexual favors;
- Sexual or derogatory jokes, comments, or innuendo;
- Unwelcomed physical interaction. Insulting or obscene comments or gestures;
- Offensive emails, voicemails, or text messages;
- Suggestive or sexually explicit posters, calendars, photographs, graffiti, or cartoons;



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- Making or threatening reprisals after a negative response to sexual advances;
- Visual conduct that includes leering, making sexual gestures, or displaying sexually suggestive objects or pictures, cartoons or posters;
- Verbal sexual advances or propositions;
- Physical conduct that includes touching, assaulting, or impeding or blocking movements;
- Any other unwanted sexual advances that include visual, verbal, or physical conduct or behavior deemed inappropriate; and
- Harassment on the basis of any other protected characteristic.

The Employer strongly encourages the reporting of all instances of discrimination, harassment, or retaliation. If any employee believes they have experienced or witnessed harassment or discrimination based on sex, race, national origin, disability, or another factor, said employee should promptly report the incident to the Employer. Any reported allegations of harassment or discrimination will be investigated promptly, thoroughly, and impartially. Any employee found to be engaged in any form of sexual or other unlawful harassment may be subject to disciplinary action, up to and including termination of employment, including additional legal action.

8.4 Attendance and Punctuality

Reliable attendance is critical to maintaining a high standard of guest service and appropriate staffing. The Attendance and Punctuality Policy is designed to provide consistent and fair treatment to all employees regarding attendance, absenteeism and lateness. It is also designed to provide a clear understanding of management responsibilities. The policy applies to all employees. Due to the nature of hours and schedules, salaried employees will receive progressive disciplinary documentation versus points.

Other than an approved Leave of Absence, this policy applies to all incidents of absence or lateness. Employees are encouraged to monitor their attendance carefully and only incur absences or lateness in cases of illness, family illness, or emergency.

Absence: Failure to report to work for a scheduled shift/work day or leaving work before the end of a shift due to personal circumstances (an “early out” not initiated by a manager or supervisor).

Dropped Points: Disciplinary action for attendance violations is based on a



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rolling twelve (12) month period that begins with the first incident of absence or lateness. Points that are over 365 days old will be dropped from the record.

“On time”: Is defined as reporting seven (7) minutes prior and up to seven (7) minutes past the scheduled start time of shift.

Lateness: Failure to report to work later than seven (7) minutes past the beginning of the scheduled shift or not returning from break on time as required to resume shift.

No Call/No Show: Failure to report to work and failure to contact his/her Supervisor or Manager within two (2) hours following the start time of scheduled shift.

Pattern Absenteeism: Two (2) or more incidents where an employee is absent either a day before or after an approved day off (such as PTO or SR) or regular day off. It can also be defined as missing work on similar days of the week/holidays consecutively.

Prompt Notification: Employees are responsible for notifying their supervisors or managers at least two (2) hours prior to the start of their shifts each day absent, unless on an approved Leave of Absence.

MANAGER RESPONSIBILITIES FOR ATTENDANCE:

The management team is responsible for accurate record keeping by maintaining a rolling twelve (12) month attendance record for each employee.

Incidents of absences or lateness must be recorded, and disciplinary action must be completed and issued for infractions according to the Disciplinary Action Steps below.

- Employees must be provided with a phone number to call when absent.
- Each absence from work will be considered one (1) point. If an employee misses more than one consecutive work shift, the first absence will be considered one (1) point and the subsequent shift absence will be considered one-half (1/2) point.
- Each incident of lateness will be considered one-half (1/2) point. If an employee arrives to work so late that the management team has already made other arrangements for coverage, the supervisor/manager may send the employee home and issue a full point.
- Approved Special Requests/PTO/Sick Days will not count as points.



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Disciplinary Action Steps: The Attendance Warning form must be used to notify employees of attendance according to the following.

- **First Notice:** issued when an employee has accumulated at least five (5) points within a rolling twelve (12) month period. Salaried employees will receive a documented verbal warning.
- **Second Notice:** issued when an employee has accumulated at least six (6) points within a rolling twelve (12) month period. Salaried employees will receive a Written Warning.
- **Final Notice:** issued when an employee has accumulated at least seven (7) points within a rolling twelve (12) month period. Salaried employees will receive a Final Written Warning.
- **Termination:** occurs when an employee has accumulated at least eight (8) points within a rolling twelve (12) month period.

No Call/No Show: Employees with one “no call/no show” are to be issued 4 points for the absence and a Final Written Warning, two (2) no call/no shows within a rolling twelve (12) month period will result in termination. Two (2) consecutive “no call/no shows” with no contact from the employee may be considered a voluntary resignation without notice.

Pattern Absenteeism: Employees displaying pattern absenteeism are to receive progressive disciplinary action. If it continues it should lead to termination.

Prompt Notification: Employees who fail to call at least two (2) hours prior to the start of their scheduled shift are to receive progressive disciplinary action.

Absence Following a Denied Special Request Day Off: Employees who are absent for a scheduled work day that was requested off but denied will receive progressive disciplinary action as well as the standard attendance points.

Introductory Period: Three (3) points during the ninety (90) day introductory period will result in termination of employment. One (1) no call/no show during this period will automatically result in termination of employment.



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Business Demand: On certain days, such as special events, holidays or when mandatory overtime is scheduled, the Property Manager has the discretion to issue two (2) points for absences and one (1) point for tardiness. Progressive Discipline for pattern absenteeism will still apply.

8.5 Personal Appearance

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image the company presents to customers and visitors.

During business hours or when representing the company, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing with customers or visitors in person.

Your supervisor or department head is responsible for establishing a reasonable dress code appropriate to the job you perform. If your supervisor feels your personal appearance is inappropriate, you may be asked to leave the workplace until you are properly dressed or groomed. Under such circumstance, you will not be compensated for the time away from work. Consult your supervisor if you have questions as to what constitutes appropriate appearance. Where necessary, reasonable accommodation may be made to a person with a disability.

Without unduly restricting individual tastes, the following personal appearance guidelines should be followed:

- Sun Glasses are not permitted unless prescribed for medical purposes.
- Fingernails should be neat, clean and well-manicured.
- Shoes must provide safe, secure footing, and offer protection against hazards.
- Tank tops, tube or halter tops, or shorts may not be worn under any circumstances.
- Mustaches and beards must be clean, well-trimmed, and neat.
- Hairstyles are expected to be in good taste.
- Excessive makeup is not permitted.
- Offensive body odor and poor personal hygiene is not professionally acceptable.
- Perfume, cologne, and aftershave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrances.



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- Jewelry should not be functionally restrictive, dangerous to job performance, or excessive.
- Facial jewelry, such as eyebrow rings, nose rings, lip rings, and tongue studs, is not professionally appropriate and must not be worn during business hours.
- Multiple ear piercings (more than one ring in each ear) are not professionally appropriate and must not be worn during business hours.
- Torso body piercings with visible jewelry or jewelry that can be seen through or under clothing must not be worn during business hours.

8.6 Return of Property

Employees are responsible for all company-issued property, materials, or written information issued to them or in their possession or control.

Employees must return all company property immediately upon request or upon termination of employment. Where permitted by applicable laws, the company may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. The company may also take all action deemed appropriate to recover or protect its property.

8.7 Resignation

Resignation is a voluntary act initiated by the employee to terminate employment with the company. Although advance notice is not required, the company requests at least 2 weeks' written resignation notice from all employees.

If an employee does not provide advance notice as requested, the employee will be considered ineligible for rehire.

8.8 Security Inspections

The company wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, the company prohibits the possession, transfer, sale, or use of such materials on its premises. The company requires the cooperation of all employees in administering this policy.

Desks, lockers, and other storage devices may be provided for the convenience of employees but remain the sole property of the company. Accordingly, they, as well as



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any articles found within them, can be inspected by any agent or representative of the company at any time, either with or without prior notice.

The company likewise wishes to discourage theft or unauthorized possession of the property of employees, the company, visitors, and customers. To facilitate enforcement of this policy, the company or its representative may inspect not only desks and lockers but also persons entering and/or leaving the premises and any packages or other belongings. Any employee who wishes to avoid inspection of any articles or materials should not bring such items onto the company's premises.

8.9 Solicitation

In an effort to ensure a productive and harmonious work environment, persons not employed by the company may not solicit or distribute literature in the workplace at any time for any purpose.

The company recognizes that employees may have interests in events and organizations outside the workplace. However, employees may not solicit or distribute literature concerning these activities during working time.

In addition, the posting of written solicitations on company bulletin boards is prohibited. Bulletin boards are reserved for official organization communications on such items as:

- Employee announcements
- Internal memoranda
- Job openings
- Payday notice
- Workers' compensation insurance information

8.10 Drug Testing

The company is committed to providing a safe, efficient, and productive work environment for all employees. Using or being under the influence of drugs on the job may pose serious safety and health risks. To help ensure a safe and healthful working environment, job applicants and employees may be asked to provide body substance samples (such as urine and/or blood) to determine the illicit or illegal use of drugs.



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Copies of the drug testing policy will be provided to all employees. Employees will be asked to sign an acknowledgement form indicating that they have received a copy of the drug testing policy. Questions concerning this policy or its administration should be directed to the Human Resources Director.

Testing Based on Reasonable Suspicion: the company may test employees for reasonable suspicion who are suspected of using a prohibited drug or being under the influence of alcohol while on duty. Where practical, at least two (2) supervisors shall substantiate the decision to test an employee who is reasonably suspected of drug use or alcohol intoxication. The decision to test must be based on describable behavior that indicates the employee's performance is impaired due to any type of substance. The employee will be placed on an investigatory suspension until the results of the test are known. The Gaming/Compliance Department is responsible for ensuring "chain of custody" for drug and alcohol testing. If any employee tests positive for any illegal drugs and/or alcohol, he/she will be immediately terminated.

Post-Accident Testing: Employees directly involved in a serious accident, may be tested if the employee's performance either contributed to, or cannot be completely discounted as a contributing factor for the incident. Testing shall be as soon as possible following the incident by a representative of the department of Gaming Compliance and Regulations.

Employee Rights: All employees have the right to refuse to submit to testing, and refusal to comply with this policy or refusal to submit to a test covered by this policy will result in termination.

8.11 Progressive Discipline

The purpose of this policy is to state the company's position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

The company's own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.



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Although employment with the company is based on mutual consent and both the employee and the company have the right to terminate employment at will, with or without cause or advance notice, the company may use progressive discipline at its discretion.

Disciplinary action may call for any of four steps -- verbal warning, written warning, suspension with or without pay, or termination of employment -- depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; a next offense may be followed by a written warning; another offense may lead to a suspension; and, still another offense may then lead to termination of employment. If more than 12 months have passed since the last disciplinary action, the process will normally start over.

The company recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

While it is impossible to list every type of behavior that may be deemed a serious offense, the Employee Conduct and Work Rules policy includes examples of problems that may result in immediate suspension or termination of employment. However, the problems listed are not all necessarily serious offenses, but may be examples of unsatisfactory conduct that will trigger progressive discipline. By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and the company.

8.12 Workplace Etiquette

The company strives to maintain a positive work environment where employees treat each other with respect and courtesy. Sometimes issues arise when employees are unaware that their behavior in the workplace may be disruptive or annoying to others. Many of these day-to-day issues can be addressed by politely talking with a co-worker to bring the perceived problem to his or her attention. In most cases, common sense will dictate an appropriate resolution. The company encourages all employees to keep an open mind and graciously accept constructive feedback or a request to change behavior that may be affecting another employee's ability to concentrate and be productive.



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The following workplace etiquette guidelines are not necessarily intended to be hard and fast work rules with disciplinary consequences. They are simply suggestions for appropriate workplace behavior to help everyone be more conscientious and considerate of co-workers and the work environment. Please contact the Human Resources Department if you have comments, concerns, or suggestions regarding these workplace etiquette guidelines.

- Avoid public accusations or criticisms of other employees. Address such issues privately with those involved or your supervisor.
- Try to minimize unscheduled interruptions of other employees while they are working.
- Be conscious of how your voice travels, and try to lower the volume of your voice when talking on the phone or to others in open areas.
- Keep socializing to a minimum, and try to conduct conversations in areas where the noise will not be distracting to others.
- Refrain from using inappropriate language (swearing) that others may overhear.
- Avoid discussions of your personal life/issues in public conversations that can be easily overheard.
- Monitor the volume when listening to music, voice mail, or a speakerphone that others can hear.
- Clean up after yourself and do not leave behind waste or discarded papers.

8.13 Lost and Found

Please notify a member of management immediately regarding all lost and found items. Guest inquiries concerning lost items should be referred to the Security Department. All found items should be turned into the Security Department. If an employee is the finder of the item(s) and the owner has not been identified, the employee may take possession of the item(s) within sixty (60) days.

8.14 Social Media Policy

The same principles and guidelines that apply to employees in general, apply to activities online. However, due to the nature of the Internet, more accountability is to be expected. Social media is largely about connecting, helping others, and having fun and can be a valuable resource to learn and to contribute. However, social media is more



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than just Facebook and Twitter. It includes blogs, online networks, and any other Internet-based tools for sharing and discussing information.

The following are guidelines and expectations:

- Be helpful and supportive, even while not at work.
- Be respectful to your employers, coworkers, and even competitors. (This includes past, present, and potential coworkers.)
- Each individual is responsible for what they post online, even while not at work.
- Make it clear that the words and thoughts you write online are your own and not your employer's.
- Speak in the first person (I not we) when referring to your work.
- Each individual should choose for themselves if they will use social media.
- You are legally liable for anything you write or present online.
- Employees can be appropriately disciplined and/or sued by the company for commentary, content, videos, or images that are defamatory, pornographic, proprietary, harassing, libelous, or can create a hostile work environment.
- You are encouraged to share your insights, express your opinion, and share information as appropriate, especially when it is helpful to others.
- Try to add value to what others are doing and saying.
- Please post knowledgeably, accurately, and use appropriate professionalism.
- Be quick to correct your own mistakes and admit when you are wrong.
- Do not use ethnic slurs, insults, obscenities, etc.
- Do not engage in conduct that would not be acceptable behavior.
- Be considerate of others' privacy and topics that could be considered personal, such as religion or politics.
- Do not pick fights.
- Please be smart about protecting yourself and your privacy online.
- Your online presence reflects the company. Be aware that your actions captured via images, videos, posts, or comments can reflect that of the company.
- Unless given permission by your manager, you are not authorized to speak on behalf of the company, nor to represent that you do so.
- We discourage the use of posting online anonymously, using pseudonyms, or false screen names. We believe in honesty and appropriate transparency.
- When appropriate, please direct others to the official website and social media accounts of the company.
- We believe in good communication between employees, partners, customers, and the general public.



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- Never reveal any confidential and/or proprietary information.
- Never identify customers, partners, or suppliers by name without permission.
- Do not cite or reference clients, partners, or suppliers without their approval. If you do make a reference, link back to the source if possible. Always respect copyright and trademark laws, including logos.
- Do not plagiarize others.
- If you have any question on what has been released to the public, speak with your manager and/or the Public Relations department. Do so before releasing information that could potentially harm the company, our current or potential products, employees, partners, and customers.

8.15 Life-Threatening Illness in the Workplace

Employees with life-threatening illnesses, such as cancer, heart disease, and AIDS, often wish to continue their normal pursuits, including work, to the extent allowed by their condition. The company supports these endeavors as long as employees are able to meet acceptable performance standards. As in the case of other disabilities, the company will make reasonable accommodations in accordance with all legal requirements, to allow qualified employees with life-threatening illnesses to perform the essential functions of their jobs.

Medical information on individual employees is treated confidentially. The company will take reasonable precautions to protect such information from inappropriate disclosure. Managers and other employees have a responsibility to respect and maintain the confidentiality of employee medical information. Anyone inappropriately disclosing such information is subject to disciplinary action, up to and including termination of employment.

Employees with questions or concerns about life-threatening illnesses are encouraged to contact the Human Resources Department for information and referral to appropriate services and resources.

8.16 Firearms Policy and Procedure

Employees are not permitted to bring, carry, or store any firearm in the workplace.

Employees who see any exposed firearms in the open within a customer's vehicle while parking or retrieving that vehicle must report it to a supervisor immediately. Supervisors



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are to then immediately contact security. Vehicles with visible firearms are not to be driven or entered under any circumstance. If the firearm is not noticed until after the vehicle is parked, a supervisor must be notified immediately, and the car is to remain in its spot until the issue is resolved. Only after the matter has been handled by security/law enforcement and deemed safe to continue, may any employee then enter to park and/or retrieve the vehicle for the guest.

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