



CODE OF CONDUCT

Whenever people gather together to achieve goals, some rules of conduct are needed to help everyone work together efficiently, effectively, and harmoniously. Some people have problems with “rules” and “authority figures,” and past experience may have justified these thoughts and feelings; however, within our Company, we hold ourselves to a high standard of quality where the rules and authority figures simply assure that quality is maintained.

By accepting employment with us, you have a responsibility to our Company, our guests and to your fellow employees to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that he or she can fully depend upon fellow workers to follow the rules of conduct, then our organization will be a better place to work for everyone.

Employees' conduct and actions are required to be lawful, proper and professional at all times. Employees are expected to comply with all Company policies, practices and procedures, written or otherwise. Failure to do so will result in disciplinary action being taken, up to and including immediate dismissal. Disciplinary action will involve one of the following:

- Documented Verbal Warning
- Written Warning
- Dismissal

You must be aware that discipline may be implemented at any of the above stages at any time; however, there are no guarantees that the steps will be followed in every case. A disciplinary notice will be placed on, and remain permanently on, your personnel file. Any future disciplinary action will generally progress to the next level *or* higher and may result in immediate termination (as deemed necessary by the General Manager). It is important to realize that movement to a higher level of discipline (including immediate termination) *does not* require repetition or similarity of an offence.

In certain situations where it is deemed by the Company that investigation is required, but it is inappropriate that you remain on property while the investigation is ongoing, you may be suspended with pay for any scheduled hours in order for the Company to facilitate proper investigation/decision making.

Notwithstanding the above, employment is "at will" and all employees have the option to sever their employment relationship with the Company, with or without cause, with or without notice, and the Company reserves the similar right to terminate the employment of any employee, with or without cause, with or without notice, at any time.

The following are some examples of actions that **ARE NOT** consistent with the Company code of conduct. However, this list is not exhaustive and the Company retains the right to determine what is unacceptable:

1. Fighting with, or attempting bodily injury to another, threatening, intimidating, coercing or interfering with anyone on Company property at any time.
2. Possessing dangerous or deadly weapons while on Company property or while off Company property performing Company duties.
3. Embezzlement, theft, destruction, or misappropriation of Company, guest, or employee property, funds or equipment, or unauthorized removal of such including found items.
4. Falsification of Company documents/records, including time cards and employment applications.
5. Immoral or indecent behavior, on or off the job, which publicly embarrasses or is harmful to the Company or its associates.
6. Being under the influence of alcohol, drugs, or other intoxicants when reporting to work, during working hours, or while on Company premises and/or on Company time.
7. Possession, use, or sale of illegal drugs while on Company time or premises.
8. Disruptive behavior including insubordination, willful disregard, or disrespect toward a supervisor or representative of management, or failure to obey or perform work as required or assigned.
9. Use of profane, discourteous, abusive or rude language or gestures with or to employees, supervisors, guests, or others.

10. Soliciting gratuities from guests or commenting in any way regarding the amount of any gratuity given. No employee may add a gratuity to guest checks at any time.
11. Refusal to participate in or failure to provide truthful information, or interference in an authorized internal investigation.
12. Neglect, carelessness, mischief or "horse play" which creates the danger of loss, damage, breakage or destruction of Company property or the property of guests, fellow employees or others, or which results and/or contributes to unsanitary conditions or accidents involving employees or guests.
13. Unauthorized use of guest rooms, guest facilities or Company assets, e.g. fax machine, telephone, supplies, etc. or unauthorized presence at guest functions or in guest areas, including guest rooms and meeting rooms.
14. Fraternization with guests
15. Absenteeism or tardiness
16. Taking unauthorized breaks or otherwise leaving the job without permission. Leaving assigned department or work area or being in an area other than the assigned work area without authorization from a supervisor; walking off the job will be considered a voluntary termination by the employee.
17. Dining, smoking, or gum chewing at any time, other than during authorized meal periods, or in areas other than designated by your supervisor.
18. Gambling or engaging in gambling activities on Company property.
19. Failure to observe, or violation of, fire, health & safety, and security standards
20. Failure to comply with established dress, grooming and personal hygiene requirements.
21. Revealing confidential information to unauthorized persons.
22. Any act of discrimination toward, or harassment against, a guest, fellow employee, or others.
23. Failure to adhere to proper cash handling and key handling policies.
24. Failure to clock in and out or sign in and out for work as required.
25. Unauthorized distribution of literature or the posting of notices, signs or writings in any form on Company premises.
26. Fundraising, selling lottery tickets or merchandise, soliciting donations, or any other type of similar solicitation on Company property except for bona fide Company purposes.
27. Parking in areas other than designated employee parking.
28. Interfering with or hindering of work schedules.
29. Failing to perform work or job assignments satisfactorily.
30. Accepting gifts of any type from a vendor, guest, or other person who does business with the Company, other than normal gratuities received in the ordinary course of business.
31. Directly or indirectly maintaining an outside business or financial activity which conflicts in any manner with the interest of the Company.
32. Violation of any other Company or departmental regulation, policy, procedure or rule.
33. Failure to provide any authorized service to a guest.
34. Failure to turn in, falsifying or destroying any comment card.
35. Failure to return to work promptly at the end of an authorized absence.
36. Poor or excessively slow performance of duties.
37. Sleeping on the job
38. Use of/answering personal cell phone or other personal communication devices while on duty.
39. You are advised that where justified by reliable information and/or observation, criminal violations shall be referred to the appropriate law enforcement authority for further investigation and prosecution.