



Staff Handbook

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Aikens Group History and Culture

In 1931 near the end of the depression, Harry W. Aikens started Aikens Construction working in the woolen mills during the day and building houses at night. His passion was development and entrepreneurship. In 1955 Harry Aikens built his first commercial property on Valley Avenue in Winchester, VA and the Aikens Group was established. Throughout the years he continued to develop properties he would own and manage while continuing to operate Aikens Construction.

In 1973 his son, Walter Aikens, joined the family business and the construction company became H & W Construction. Named after Harry and Walter Aikens. Over the years Harry and Walter expanded the services Aikens Group provides to include commercial construction, land excavation, commercial real estate leasing, land development, crane rental services, hotel development, and residential rental properties.

In 1994 Steve Parrish began his career with the Aikens Group as the head of the Hotel Division and as with many family businesses Walters's two sons began working with the company at an early age and followed in their father's footsteps after college. In 2000 William Aikens began working for H&W Construction as a project superintendent and in 2002 Jason Aikens as an operations manager for the hotel properties.

Over the years the Aikens Group has become a premier development firm in the Shenandoah Valley because of the relationships it has established over the years. With over 250 employees and operating in various industries the Aikens Group is grateful for the relationships that have been fostered since 1931. It's reputable track record of success has been achieved through a collaborative effort from its employees, community support, and slow and consistent development growth.

As today's marketplace grows and revolutionizes the Aikens Group plans to continue to serve and support the area and enhance customers' lives by "building strong relationships."

Our Mission Statement

To "build strong relationships" with our partners and employees by providing a customer service rich environment and meeting the development needs of the markets in which we operate.

Introduction to Your Employee Handbook

This handbook has been prepared to make you feel comfortable in your new job. It gives you some essential information about the company benefits, policies, and procedures.

This handbook is not a contract or legal document. In order to retain necessary flexibility in its policies and procedures, Aikens Group reserves the right to modify the policies in this handbook without prior notice. These policies do not establish any contractual obligations between Aikens Group and its employees. Your employment is "at will". This means you are free to terminate your employment at any time, for any reason; and that Aikens Group possesses these same rights. No department head or manager has the authority to enter into any agreement for employment for any specified period of time (except in the case of temporary/seasonal employees), or to make any agreement contrary to the foregoing.

Your handbook has been organized by topic to help you find the information you need easily. You will want to read the handbook so that you can familiarize yourself with its contents. You are encouraged to talk to your supervisor, General Manager, or a member of the ownership team should you have any questions regarding the policies and procedures.

Section 1

General Employment Policies

Employee Relations Policy

The Aikens Group greatly appreciates the talent and dedication of its employees. It is our commitment to treat employees with dignity and respect. The following reflects our employee relation's philosophy:

- Competitive wages and benefits
- A clean, pleasant and safe work environment
- A well-trained and knowledgeable management team to assure high-quality supervision.

Equal Employment Opportunity

It is the policy of Aikens Group to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, religion, gender, age, disability, marital status, citizenship or any other characteristic protected by law. Aikens Group prohibits any such discrimination or harassment. This policy also insures that equal opportunity will be provided not only in employment, but also as it relates to promotions, wages, benefits and all other privileges, terms and conditions of employment.

It is our goal to employ the most qualified individual for any position. Opportunities for advancement are based upon qualifications, job performance, professionalism, cooperation, initiative, reliability and one's willingness and ability to handle additional responsibility.

Maintaining a diverse team of staff encourages open communication and a free flow of ideas. Any staff member who feels that he or she has been treated in an unfair manner is encouraged to discuss the situation with his or her supervisor, manager or a Human Resources Representative.

Non-Discrimination and Harassment

Aikens Group is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, including harassment. Therefore, Aikens Group expects that all relationships among persons in the organization will be business-like and free of bias, prejudice and harassment.

All full-time and part-time, active employees are covered under this policy. Actions, words, jokes or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation or any other legally protected characteristic will not be tolerated. Aikens Group has zero tolerance for such actions. It is Aikens Group's policy to encourage reporting of any discrimination or harassment when they occur. If there is no complaint, the organization may remain unaware of the offensive behavior and therefore be unable to take remedial action.

Sexual harassment is defined as unwelcome sexual advances or visual, verbal or physical conduct of a sexual nature. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures or displaying of sexually suggestive objects or pictures, cartoons, or posters.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes or invitations.
- Physical conduct that includes touching, assaulting or impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors or other verbal or physical conduct of a sexual nature constitute sexual harassment when; (1) submission to such 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.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

If you experience or witness sexual or other unlawful harassment in the workplace, including harassment on the basis of national origin, race, color, religion, age or otherwise, report it immediately to your supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact a Vice President. You can raise concerns and make reports without fear of reprisal or retaliation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise their supervisor so it can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action.

Retaliation is Prohibited by Law

Aikens Group encourages reporting of all incidents of suspected illegal activities, discrimination or harassment. It is the policy of Aikens Group to investigate all such reports. Aikens Group Vice President's, General Managers, Supervisors and staff are prohibited from taking retaliatory action against an employee because he or she has, in good faith, reported a suspected improper act or deed, or participated in an investigation of such reports. Any adverse change in the terms and conditions of Aikens Group employee's employment or any such act of retaliation or discrimination shall be treated by Aikens Group as a serious violation of agency policy and could result in termination of employment.

Employees who believe that they have been retaliated against for reporting an incident of improper action should advise the Human Resources Department. The Human Resources Department shall take appropriate action and investigate and address all complaints.

Violence in the Workplace

It is Aikens Group policy to provide a workplace that is safe and free from all threatening and intimidating conduct. Therefore, the Company will not tolerate violence or threats of violence of any form in the workplace, at work-related functions or outside of work if it affects the workplace. This policy applies to Company employees, clients, customers, guests, vendors and persons doing business with the Company.

It is a violation of this policy for any individual to engage in any conduct, verbal or physical, that intimidates, endangers or creates the perception of intent to harm persons or property. Examples include but are not limited to:

- Physical assaults or threats of physical assault, whether made in person or by other means (i.e., in writing, by phone, fax, or email).
- Verbal conduct that is intimidating and has the purpose or effect of threatening the health or safety of a co-worker.
- Any other conduct or acts that management believes represent an imminent or potential danger to work place safety or security.

Anyone with questions or complaints about workplace behaviors that fall under this policy may discuss them with a supervisor. The Company will promptly and thoroughly investigate any reported occurrences or threats of violence. Violations of this policy will result in disciplinary action, up to and including immediate termination of employees. Where such actions involve non-employees, the Company will take action appropriate for the circumstances. Where appropriate and/or necessary, the Company will also take whatever legal actions are available and necessary to stop the conduct and protect Company employees and property.

Open Door Policy

Every employee is encouraged to discuss problems, needs, or requests with those in supervisory positions. The business in which Aikens Group operates is challenging at times and requires a healthy attitude. An employee's attitude directly affects their performance; therefore it directly impacts the operations of the business. Should you face a situation that requires special attention please speak to your direct supervisor. If you would like to request a meeting with a Vice President please call (540) 667-3752.

Weapons in the Workplace

Aikens Group prohibits the possession of firearms, or any other lethal weapon, on company property, in a vehicle being used on company business, or at a work-related function. This applies to all employees, visitors and customers on company property. Individuals with a license to carry a weapon are not excluded from this policy.

Some examples of prohibited weapons include:

- Firearms
- Knives (switchblades, gravity knives or any knife with a blade longer than three inches)
- Metal knuckles
- Bow and arrows
- Tasers

Weapons are prohibited to ensure the safety and security of all employees and persons visiting the company. Any employee found in violation of this policy will be subject to disciplinary action, up to and including immediate termination. If you have questions or concerns regarding this policy, please contact Human Resources.

Workplace Bullying

Aikens Group prohibits bullying of any kind and will deal with complaints accordingly. This policy applies to employees while working, at work functions and while traveling on business.

Bullying is defined as unwelcome or unreasonable behavior that demeans, intimidates or humiliates an individual or a group of individuals.

Bullying can be:

- An isolated incident or persistent incidents
- Carried out by a group or an individual
- Either direct or indirect
- Verbal or physical

Some examples of bullying include:

- Abusive or offensive language
- Unwelcome behavior
- Unreasonable insults or criticism (especially in public)
- Teasing and/or spreading rumors
- Trivializing of work or achievements
- Exclusion or isolation

Bullying can have devastating results. If you witness bullying or suspect bullying is taking place, report it to your supervisor immediately. All suspected incidents of bullying will be thoroughly investigated and disciplinary measures will be taken accordingly.

Internal Promotions

Aikens Group encourages employees to assume higher-level positions. Eligible employees are those in good standing with an above average job performance, performance reviews, and training. Opportunities for advancement are based upon qualifications, job performance, professionalism, cooperation, initiative, attendance and punctuality record, reliability and one's willingness and ability to handle additional responsibility. Employees are encouraged to discuss their career aspirations with their direct supervisors.

Employees interested in advancement are asked to submit a letter of interest and resume to a Vice President. The individual(s) conducting the hiring process will review all employment records. Recommendations from your current supervisor are encouraged.

Intercompany Transfers

Aikens Group allows its employees to request internal transfers. When an employee transfers from one property to another, their original date of hire and all employee benefits including Holiday Pay, Vacation, Insurance, and Retirement will transfer with the employee. Internal transfers are not a vehicle to avoid interpersonal conflict with a co-worker. Employees interested in a transfer should discuss the request with their supervisor.

Introductory Period

All employees are hired on a 240-hour introductory period. This period is to determine if Aikens Group is a good fit for the employee and the employee is a good fit for Aikens Group. Experience is the best teacher and your supervisor will give you ample opportunity to learn the correct way of performing your job by providing proper instructions and on the job training. Near the end of this period your supervisor will evaluate your performance. The successful completion of the introductory period does not result in any change in the employment at-will relationship.

At any time during this period you may decide to resign without stating a reason. If we should feel during this period that your working habits are not meeting our standards we may release you without any effect on your employment record. We believe that it is fair that all of us have a period to adapt to our working environment.

Criminal and Background Check

By receiving and signing this handbook you are authorizing Aikens Group to perform a criminal background check to ensure all employment documents have not been falsified.

Disciplinary Action

It is extremely important to the success of our business that the Aikens Group policies are enforced. If an employee violates a policy that is contained anywhere in this manual, or a house rule that is posted or otherwise communicated in the hotel, disciplinary action may become necessary. Such action may begin at any time with any one of the following steps:

- Counseling or verbal communications
- Written communications
- Final warning, suspension or probation
- Dismissal

Section 2 **Compensation**

Personnel Files

A written, confidential personnel record is maintained for each employee. All employees are entitled to examine their personnel files in the presence of their supervisor and make copies of all materials that the employee provided and not belonging to Aikens Group (example of materials that may be copied is driving history, resume, certifications, trainings and commendations).

When you decided to accept employment with Aikens Group you will completed various forms, which contained important information. Keeping this information correct and current enables us to reach you in an emergency, forward your mail and W-2 forms, maintain your insurance and other benefits and compute your payroll deductions. Please notify your supervisor promptly of changes in:

- Address and telephone number
- Marital status – For Benefit Purposes
- Legal name
- Number of dependents
- Alien registration status

Pay Period and Typical Week

The pay periods consist of 14 days. It begins on Monday and concludes on Sunday of the second week. All required deductions and advances, including (but not limited to) medical benefits, garnishments, and 401(k) contributions will be deducted from your check accordingly. Paychecks will be made available on the Friday after the pay period concludes by

5:00pm. In the event your paycheck is lost or there is an error contact your supervisor or the payroll department. If the bank needs to be contacted for a stop payment all charges will be deducted from the next check issued.

The typical workday varies based on the position held. Employees should refer to their job description for a detailed explanation the expectations of their position. Some employees, due to the nature of their responsibilities and assignments are required to work a schedule that differs from their typical workweek including nights and weekends. Time off requests must be submitted two weeks in advance in writing to your supervisor and are not guaranteed.

If you are unable to pick up your paycheck the General Manager or Assistant General Manager must be notified in person in advance prior to having someone else pick up a paycheck. Authorization must be made each time someone else is to pick up a check. A written note will not be accepted at the time a check is to be picked up.

Employee Performance Reviews

The policy explains Aikens Group commitment to providing employees with clear expectations and feedback about their job performance; it outlines the standards for setting goals and giving performance feedback, and can also be used to support progressive counseling. Aikens Group carefully reviews both past and current Performance Reviews when considering promotions, demotions or dismissal actions for or against any employee.

After 90 days of employment your direct supervisor will conduct a formal evaluation. At this time goals will be set for the next nine months. Annual evaluations are then performed to review performance relative to the goals set at the previous reviews. And evaluate your overall job performance.

The procedure for conducting the Performance Reviews are left to the discretion of the direct supervisor however, the review should involve a mutual give and take discussion concerning the individual's performance and should focus on:

- A discussion of accomplishments since the employee's last review;
- A discussion of the status of performance objectives established at the last review;
- A discussion of the availability or lack of resources or support needed to perform the job; and,
- The mutual establishment of new performance objectives that support both the goals of Aikens Group, specific to the employee's job, and the employee's own career development.

Travel Reimbursement

All business travel must be approved by your supervisor. If you are traveling on official Aikens Group business you will be required to turn in an Expense Report for reimbursement. The expense report should be submitted to the Human Resource Department. Employees are able to receive reimbursement for food, lodging, mileage and other approved business expenses. Alcohol is not an approved business expense. Refer to the Appendix for the complete travel policy and reimbursement amounts.

Payroll Deductions

Aikens Group is required by law to make certain deductions from one's bi-weekly earns. Normal deductions include:

- F.I.C.A (Social Security) and Medicare will be withheld based on one's earnings up to the Federal limit, if any.
- Federal and State income taxes are deducted from each employee's paycheck, based on earnings and the number of exemptions claimed.
- Premiums for health insurance will be deducted from an employee's salary on a pre-tax basis.
- Other deductions include garnishments, child support, and other voluntary benefit premiums. If you have any questions regarding deductions please see the Human Resources Department.

Section 3 **Employee Benefits**

Aikens Group has established a variety of employee benefit programs for its full-time employees. This portion of the Handbook contains a general description of the benefits to which you may be entitled to as an employee.

Please understand that this general explanation is not intended to, and does not, provide you with all the details of these benefits. Therefore, this Handbook does not change or otherwise interpret the terms of the official plan documents. Your rights can be determined only by referring to the full text of the official plan documents, which are available for your examination from your Human Resources Department.

COBRA

Employees covered by the Group Health Plan have the right to choose a continuation of coverage through COBRA if they lose their group health coverage because of reduction in hours of employment or because of the termination of employment. This continuation of coverage is optional and at the employee's expense. Employees will be notified by a COBRA administrator by mail in regards to obtaining COBRA coverage.

Group Health Insurance

All hourly employees are considered variable employees and by Federal Mandate are subject to a 52-week look back period to determine eligibility in order to receive health insurance. To meet the eligibility requirement employees must average 30 hours per week. Once eligible, the employee will have 30 days to accept or decline coverage. After the 30 day period employees are only eligible to enroll in health insurance due to a qualifying event or at open enrollment.

Insurance Benefits upon Rehire

Should an employee separate from service and be rehired within 90 days of that separation, benefits can be reinstated. Should an employee separate from service and be rehired after ninety days, all waiting periods for insurance coverage will apply.

Worker's Compensation Benefits

Aikens Group is covered under statutory state Workers' Compensation Laws. Should you sustain a work-related injury, you must immediately notify your supervisor and fill out an incident report. Should your injury require the attention of a doctor, your supervisor will provide you with a list of approved physicians. All Workers Compensation occurrences trigger an immediate drug and alcohol screening by an approved provider. In the case of an emergency, you should go to the nearest urgent care facility or the hospital emergency room for treatment. Once emergency care has been administered if additional treatment is required a list of approved providers will be supplied by your supervisor. All care must be administered through an approved provider.

Voluntary Benefits and Premiums

Voluntary benefits are available. Inquire with your supervisor or the payroll department for more information. It is the employee's responsibility to contact the Human Resources Department when circumstances exist that may prevent your premium from being deducted from your pay. Not paying your benefit premium deduction will result in termination of your coverage. Enrollments for these benefits are available during open enrollment.

401(k) Profit Sharing Plan

A 401(k) Profit Sharing Plan is available to employees who work a minimum of 1,000 hours per calendar year, are at least 21 years of age, and have been employed with Aikens Group for more than a year. Aikens Group will match your contribution up to a specific percentage. Employees are fully vested in their own contributions immediately and fully vested in the organization's contributions after five years of employment. Open enrollment months are: January, April, July and October.

Retirement Benefits upon Rehire

If an employee is eligible to participate in the retirement plan upon separation and is rehired; they will remain eligible to participate per the terms of the 401K-plan document.

Employee Room Rate Benefit

Employees may book discount hotel reservations through a property's General Manager or the Payroll department after 90 days of employment with Aikens Group. Advanced reservations must be made for the room discounts to be given. It is a good rule of thumb to make the reservations as soon as you are made aware of your lodging needs due to the benefit being based on availability. Reservations must be made 14 days prior to arrival with a valid credit card. For reservations at hotels outside of Aikens Group the hotel must be at least 60 miles from Winchester, VA and the employee whose name appears on the reservation must present a signed passport received at reservation and identification at check-in. The passport must be completed and signed by the General Manager or the Payroll department. Employees will be asked to present some form of identification at the time of check-in (preferably a driver's license or picture ID). All employee room reservations are subject to standard cancellation policies and are applicable for non-business related travel only.

All employee Room Rate Benefit Program rooms will be subject to applicable taxes and regular service charges. Subject to availability a maximum of two rooms may be booked per hotel visit for use by the employee and the employee's immediate family. Immediate family is defined as spouse, parents, and/or dependent children. Employees may stay no more than seven consecutive nights per hotel. The Employee Passport is not reusable or valid if sold. Discounted rates

cannot be shared with unauthorized personnel. A separate passport must be completed and approved for each hotel where a reservation is held.

If you are booking a reservation at one of Aikens Group's properties you are eligible to receive a discount of 50% off the non-discounted rate that the property is offering on that specific day. Aikens Group hotel facilities such as laundry machines, pools and gyms are not to be used by employees unless they are staying in the hotel as a guest.

The conduct and professionalism of all Aikens Group employees and their family are a representation of Aikens Group. Any inappropriate conduct or behavior could result in disciplinary action, loss of discount privileges and possible termination of employment.

Section 4

Paid Time off Benefits

Vacation Pay

Full-time employees are entitled to time off with pay after one year of service. After this period, employees are eligible for five days of vacation pay. Thereafter, as long as you maintain full-time classification, the employee will earn an additional day of vacation pay up to a maximum of ten days. Vacation pay is at your regular rate of pay. Vacation pay is earned on your anniversary date and is calculated based on the average number of hours worked in the previous 52-week period. An employee must work an average of 25 hours per week during the preceding fifty-two week period in order to be paid vacation pay. Vacation pay is not prorated upon termination from the company for any reason.

Vacations cannot be carried over from year to year. We feel that rest and relaxation is important for all employees, therefore pay is not given in lieu of vacation days taken. If your hours reduce to a part-time status no vacation will be earned. A full-time status must be maintained to earn vacation.

The General Manager must approve all vacation time. Requests should be submitted in writing at least two weeks before the vacation is scheduled to begin. Vacations will be approved as business needs dictate.

Holiday Pay

Time off with pay is granted for holidays whenever business in the hotel permits. Paid holidays which are recognized by Aikens Group are:

| | | | |
|---------------------|----------------------------|-------------------------|----------------------|
| Memorial Day | July 4th | Thanksgiving Day | Christmas Day |
|---------------------|----------------------------|-------------------------|----------------------|

Holiday pay is at your regular rate of pay. The number of hours paid for a holiday is determined by a twelve-week average of the number of hours worked. To be eligible for holiday pay, you must be a full-time employee who has completed your first ninety days of service. In addition, you must work your regularly scheduled shifts before and after the holiday. If you are eligible and do not work on the holiday, you will be paid your regular rate for the holiday. If you are an hourly employee scheduled to work on a holiday, you will receive holiday pay in addition to the regular pay for hours worked. If you are scheduled to work on the holiday, you must work your scheduled shift to be eligible for holiday pay. Employees who are on a leave of absence of any length, or on lay off exceeding thirty days are not eligible for holiday pay. An employee must work an average of 25 hours per week during the preceding twelve-week period in order to be paid any Holiday Pay.

Bereavement

In the event of an immediate family member's death, employees are allowed 1 day of bereavement pay after 90 days of employment. Additional time off can be requested utilizing Personal Days, Vacation Pay, and leave without pay. The immediate family includes: parents, spouse, children and siblings.

Family Medical Leave Act

As an employee of Aikens Group you may be eligible to take unpaid family and medical leave under the federal law, the Family and Medical Leave Act (FMLA). See the Appendix for a complete explanation of FMLA.

Inclement Weather Policy

Due to the nature of the weather in this region snow and ice can hinder the operations of an Aikens Group property.

The General Manager's for Aikens Group hotel properties have the ability to authorize individuals to stay the night at the hotel in order for the hotel to continue its operations. If an employee feels they may be unable to get to work the next day they are to notify the General Manager immediately. If an employee is asked to stay at the property and declines, they are expected to be at work on time the following day. Failure to come to work on a day with inclement weather will be treated as a typical workday.

Section 5

Conduct On-the-Job

Quality of Service

Aikens Group's guests, tenants, and partners expect to be impressed by the quality of service they receive in the hospitality industry. Courtesy is very important. Courtesy is more than "yes sir" or "yes ma'am". A smile is greatly appreciated; all guests must be greeted with a hello when they are within speaking distance and when being asked to perform solve a problem for a guest, remember to include the statement, "It would be my pleasure."

Appearance:

To maintain Aikens Group's professional image, it is important for employees to be neat and well groomed at all times. Your appearance is an important part of the impression guests and tenants have of the organization.

Personal Cleanliness: You should bathe and use deodorant daily. Please keep hair and fingernails clean and well trimmed.

Hair, Tattoos and Make-up: Hairstyles should be appropriate for the health, safety and grooming standards of your department. We ask that your hairstyle not be extreme or unusual. Make-up should not be worn excessively. Tattoos are not to be visible.

Clothing and Shoes: All Aikens Group employees are to maintain a professional and clean appearance. The dress code varies based on position and job requirements. Employees should refer to their job offer for specifications. The minimum criteria are considered to be Business Casual if specifications are not outlined.

Jewelry: Employees are asked to wear jewelry in good taste and appropriate to your position. Dangling or excessively large jewelry (especially earrings) are not permitted for safety reasons. Nose, tongue, lip, cheek and brow rings are not permitted. Male employees are required to remove earrings while working.

Facial Hair: Mustaches and beards are required to be well trimmed, neat, and clean. Sideburns should be well trimmed and not exceed one half the length of your ears.

Name Tags: All employees are required to wear their assigned nametag at all times while on an Aikens Group property or at a social function. It should be worn on the employee's right chest.

Gum Chewing: Employees are not permitted to chew gum.

Eating and Drinking

Eating and drinking are not permitted in the presence of guests or customers unless entertaining on official Aikens Group business. Lunch periods and breaks are to be taken in the employee break room or designated area. It is the employee's responsibility to eat before their scheduled shift.

Lunch and Breaks

Employees of the housekeeping and maintenance department are to take lunch at the designated time of the property. It is mandatory to take lunch if you are to be on the clock for more than four hours. Not taking a lunch must be approved by your supervisor and notated on your time card. Lunch consists of thirty minutes off the clock. You will also be given the opportunity to take two ten-minute breaks during your shift, one in the morning and one in the afternoon. Both breaks will be taken at the time designated by the property. The front desk does not have a designated lunch period or breaks. Lunch and breaks are to be taken "on the fly" as time permits

Tobacco Free, E-Cigarette, and Vaping Free Workplace

Aikens Group is a tobacco, e-cigarette, and vaping free work environment. All forms of tobacco, e-cigarette, and vaping are not permitted inside an Aikens Group property. These products are permitted on Aikens Group property at designated outside smoking posts. See your supervisor if you have questions on where a smoking post is located. Smoke breaks are

permitted only at scheduled break times and lunch periods. Use of these products in an Aikens Group vehicle is prohibited. Use of tobacco or e-cigarette in one's personal vehicle on company property is acceptable.

Solicitation Policy

Solicitation and distribution of literature is prohibited in the workplace or on the property owned or managed by Aikens Group.

Confidentiality and Non-Disclosure Policy

All information regarding Aikens Group's customers, products, and services are to be held in the strictest confidence. Employees are not to disclose business or customer information that is not generally available to the public either during employment or when not employed with the organization.

Employees are prohibited from making copies or removing any records, reports, or any other documents from Aikens Group without prior approval. If someone questions you and you are concerned about the appropriateness of providing the information in response, you are not required to answer. Instead, refer the request to a Vice President.

Employees who improperly use or disclose confidential information will be subject to disciplinary action up to and including termination.

Conflicts of Interest Policy

All employees are obligated to conduct business within guidelines that prohibit actual or potential conflicts of interest. You should not have, either directly or indirectly, any financial or other interest in an entity that is a supplier, customer, or competitor of the Aikens Group. Outside employment or personal services to any other entity cannot affect your work or ability to act in the best interest of Aikens Group.

An actual or potential conflict of interest occurs when you are in a position to influence a decision that may result in a personal gain for you, a relative, friend or acquaintance as a result of Aikens Group's dealings. A relative is defined as a person who is related to you by blood or marriage, or whose relationship with you 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 an outside business. However, if you have any influence on transactions involving purchases or contracts it is imperative that you disclose it to a Vice President as soon as possible.

The offer and/or acceptance of certain courtesies of nominal value, the equivalent of \$25.00 or less, generally do not affect a business relationship. However, unacceptable personal gain is realized when such courtesies exceed this amount. Advance approval from a Vice President is required before you may accept or solicit a gift of any kind from a customer, supplier, or vendor.

Fraternization Policy

As explained in the Aikens Group policy on conflict of interest, favoritism or extended courtesies can create unwanted problems for an organization. For this reason Aikens Group desires to avoid situations where romantic, personal, or marital relationships between a supervisor and a subordinate, between co-workers in the same department, or a business partner of Aikens Group.

Employees with, or who developed, such relationships must immediately notify and disclose all relevant circumstances to their immediate supervisor. Although we have no absolute prohibition regarding such relationships, we reserve the right to take appropriate action, on a case-by-case basis, according to the relevant circumstances. Any failure to disclose the nature of the relationship as contemplated in this policy may result in disciplinary action.

Employees are not permitted to fraternize with any hotel guest, tenant, supplier, or partner as it directly violates the Conflicts of Interest Policy.

Employment of Relatives

Aikens Group permits the employment of qualified relatives of employees as long as such employment does not, in the opinion of the Company, create actual or perceived conflicts of interest. The Company will exercise business judgment in the placement of related employees in accordance with the following guidelines.

- Individuals, who are related by blood, or marriage, are permitted to work in the same Company facility, provided no direct reporting or supervisory/management relationship exists. That is, no employee is permitted to work

within the “chain of command” of a relative such that the other relative could influence one relative’s work responsibilities or career progress.

- No relatives are permitted to work in the same department or in any other positions in which, the Company believes an inherent conflict of interest may exist.
- Employees who marry while employed are treated in accordance with these guidelines. If in the opinion of Aikens Group an apparent conflict arises as the result of the marriage, one of the employees will be transferred according to the Intercompany Transfer Policy.

Substance Abuse

Aikens Group has a strong commitment to its employees to provide a safe workplace and to promote good health. Aikens Group reserves the right, for the health, safety, productivity, and security of persons, property, and facilities, to require applicants for employment and employees to submit a medical, or physical examination at any time by a physician designated by, or approved by the Company, at the Company’s expense. Such examinations can include, but are not limited to a blood or urine test to check for the evidence of the presence of alcohol, drug, and perception altering substances in the body.

Consistent with this commitment, the Aikens Group has established a policy regarding substance abuse. Our goal is to maintain a work environment that is free from the effects of substance abuse.

Aikens Group does not wish to intrude into the private lives of our employees, but expects them to report for work in a condition to perform their job duties. It is recognized an employee off-the-jobs, as well as employee on-the-job, involvement with alcohol and drugs can have an impact on the workplace, its fellow employees, property, and guests. The following reflects our substance abuse policy:

1. The use, possession, sale or distribution of narcotics, drugs or controlled substances while on the job or during the workday is a dischargeable offense. Any illegal substances will be turned over to the appropriate law enforcement agency and may result in criminal prosecution.
2. Off-the-job illegal drug use which could adversely affect an employee’s job performance or which could jeopardize the safety of others may result in disciplinary action up to and including termination pursuant to applicable state, local and federal laws. Some of the drugs which are illegal under federal, state or local laws include but are not limited to marijuana, heroin, hashish, cocaine, hallucinogens, depressants and stimulants not prescribed for current personal treatment by an accredited physician are prohibited.
3. Management reserves the right to request a random drug and alcohol test at any time or in the event of suspicion of a problem.
4. Employees undergoing prescribed medical treatment, including taking such medication during the working day should report such treatment to their supervisor. The use of controlled substances as part of a prescribed medical treatment program is naturally not grounds for disciplinary action though it is important for us to know such use is occurring in order to protect the safety and health of our staff and guests.
5. The use or possession of alcohol or drugs during the working day or reporting to work under the influence is also a violation of the company’s policy against substance abuse and may result in disciplinary action up to and including termination.
6. If drugs are found while performing your job duties, immediately notify your General Manager.
7. If food or alcohol is left from a departed guest, it is to be disposed of and all unopened containers must be taken to your supervisor for disposal. No consumables of any kind are permitted to be taken home by any employee.

Personal Cell Phone Usage

While at work, employees are expected to exercise discretion in using personal cellular phones. Cellular phones should be silenced and put in an employee locker, car or purse if not essential to an employee’s job duty. Excessive personal calls during the workday, regardless of the phone used, can interfere with productivity and be distracting to others. Employees should restrict their personal calls during work time and only use their personal cell phones during scheduled breaks or meal periods. Employees are therefore asked to make any other personal calls on non-work time where possible and to ensure friends and family members are aware of the company’s policy. Flexibility will be provided in circumstance demanding immediate attention.

Under no circumstances are employees allowed to place themselves at risk to fulfill business needs. Safety must be the first priority when operating a moving vehicle. Employees charged with traffic violations resulting from the use of their phone while driving will be solely responsible for all liabilities that result from such action.

Unacceptable Behavior

Common sense and basic values are usually reliable guides as to what is unacceptable behavior in a service business. The following partial list of prohibited actions can be expected to result in disciplinary action up to and including termination.

- Theft (unauthorized removal) or misappropriation (unauthorized storage, transfer or use) of company, employee, hotel or guest property.
- Fraternization is prohibited. Refer to the Fraternization Policy for clarification.
- Refusing to obey the direct request of a Supervisor unless such request is illegal. If your Supervisor requests that you do something and you disagree, please ask to discuss the matter privately with that person or the General Manager.
- Refusing to cooperate with a hotel investigation. All employees are expected to report any violation of policies and procedures.
- Failure to perform work assignments satisfactorily, safely and efficiently.
- Failure to change guest linens.
- Unauthorized use of a personal cell phone or communication device.
- Failure to observe established fire, safety, civil defense rules and common safety practices, or contributing to unsanitary or unsafe conditions (including horseplay).
- Interfering with or hindering work schedules, failing to work a shift as scheduled or arranging your own replacement on a shift without the permission of your Supervisor.
- Loitering or sleeping on the job.
- Possession of dangerous or deadly weapons on hotel premises or while off hotel premises in the performance of hotel duties.
- Immoral, illegal, immature or indecent conduct; soliciting persons for immoral purposes; or the aiding and abetting of any of these activities.
- Excessive absenteeism or tardiness.
- Possession, consumption, selling or being under the influence of narcotics or related drugs including alcoholic beverages while on hotel property.
- Unprofessional conduct, such as gambling or fighting on hotel premises, coercion, intimidation or threats of any kind against guests, supervisors or fellow employees using vulgarity or failing to be courteous at all times.
- Harassment of fellow employees or supervisors, including any form of sexual harassment.
- Abusing, defacing or destroying hotel property or the property of guests or fellow employees.
- Falsification of time record or hotel work records.
- Falsification of any employment records, while applying for employment or at any time during employment.
- Removal, duplication, loss or transferring possession of a hotel master key or keys.
- Altering documents.
- Soliciting gratuities (tips) from a guest or commenting on the amount of the gratuity.
- Leaving your work area without the permission of your supervisor or being in locations other than your assigned work areas.
- Failure to maintain accurate and proper accountability and control of cash banks and deposits. This includes excessive or repeated cash shortages or other errors.
- Improper cash or check handling. Failure to follow proper procedure for handling cash/checks/credit cards.

Use of Company Computers and Internet Access

The use of Aikens Group computer systems and Internet/Intranet access is for company business and is to be used for authorized purposes only. Brief and occasional personal use is acceptable as long as it is not excessive or inappropriate and occurs during **personal time** (lunch or other breaks), and does not result in expense to the Company.

Use is defined as “excessive” if it interferes with normal job functions, responsiveness or the ability to perform daily job activities. Company computer systems are Company resources and are provided as business communications tools. Electronic communication should not be used to solicit or sell products, distract co-workers or disrupt the workplace.

With the rise of new media and next generation communications tools, the way in which Aikens Group employees can communicate internally and externally continues to evolve. While this creates new opportunities for communication and collaboration, it also creates new responsibilities for Aikens Group employees. This Internet Policy applies to employees who use the following:

- E-mail
- Multi-media and social networking websites such as MySpace, Facebook, Yahoo! Groups, Twitter and YouTube
- Wikis such as Wikipedia and any other site where text can be posted

Be aware that violation of this policy may result in disciplinary action up to and including termination. Common sense is the best guide if you decide to post information in any way relating to Aikens Group. If you are unsure about any particular posting, please contact your direct supervisor for guidance. If you are writing about Aikens Group business where you have responsibility, please make sure your General Manager is comfortable with your taking that action.

Your Internet postings should not disclose any information that is confidential or proprietary to the company or to any third party that has disclosed information to Aikens Group. If you comment on any aspect of the company's business or any policy issue in which the company is involved and in which you have responsibility, you must clearly identify yourself as an Aikens Group employee in your postings or blog site(s) and include a disclaimer that the views are your own and not those of Aikens Group. In addition, other Aikens Group employees write Aikens Group employees should not circulate postings they know without informing the recipient that the author of the posting is an Aikens Group employee. Your Internet posting should reflect your personal point of view, not necessarily the point of view of the Aikens Group. Because you are legally responsible for your postings, you may be subject to liability if your posts are found defamatory, harassing, or in violation of any other applicable law. You may also be liable if you make postings which include confidential or copyrighted information (music, videos, text, etc.) belonging to third parties. All of the above mentioned postings are prohibited under this policy.

When posting your point of view, you should neither claim nor imply you are speaking on Aikens Group's behalf, unless you are authorized in writing by your manager to do so. If you identify yourself as an Aikens Group employee on any Internet posting, refer to the work done by Aikens Group or provide a link on an Aikens Group website, you are required to include the following disclaimer in a reasonably prominent place: "the views expressed on this post are mine and do not necessarily reflect the views of the Aikens Group."

Use of Company computers, networks and Internet access is a privilege granted by management and may be revoked at any time for inappropriate conduct including, but not limited to:

- Sending chain letters
- Engaging in private or personal business activities
- Misrepresenting oneself or the Company
- Engaging in unlawful or malicious activities
- Using abusive, profane, threatening, racist, sexist or otherwise objectionable language in either public or private messages
- Sending, receiving or accessing pornographic materials
- Causing congestion, disruption, disablement, alteration or impairment of Company networks or systems
- Infringing in any way on the copyrights or trademark rights of others
- Using recreational games on company time
- Downloading software not approved by Aikens Group
- Defeating or attempting to defeat security restrictions on company systems and applications
- Installing personal software not licensed, owned and approved by Aikens Group

Using Company computer systems to create, view, transmit or receive racist, sexist, threatening or otherwise objectionable or illegal material is strictly prohibited. "Material" is defined as any visual, textual or auditory entity. Such material violates the Company anti-harassment policies and is subject to disciplinary action. The Company's electronic mail system must not be used to violate the laws and regulations of the United States or any other nation or any state, city, province or other local jurisdiction in any way. Use of company resources for illegal activity can lead to disciplinary action, up to and including dismissal and criminal prosecution.

Unless specifically granted in this policy, any non-business use of the Company's computer systems is expressly forbidden.

Premises & Facilities

Employees are asked not to use the guest and tenant facilities (health club, swimming pool, laundry, and business center). These areas are reserved for the use of Aikens Group tenants and guests. Employees are asked to use these restroom facilities designated for the staff rather than the lobby restrooms.

Absence from Work

If for any reason you are unable to report for work, you are expected to notify your immediate Supervisor or General Manager **at least two hours before your scheduled reporting time**. The two-hour notification provides the Supervisor time to try to find a replacement for your shift.

If you are unable to immediately reach your Supervisor or other Manager, please leave the following information with the Front Desk:

- Name
- Date and time scheduled for work
- Reason for not being able to report
- Phone number where you can be reached

You are personally responsible for properly notifying your Supervisor. Do not rely on friends, family, or fellow employees to report your absence. Texting is not an acceptable form of call-in.

Absences of more than one day must be reported daily unless other arrangements have been made with your Supervisor. A doctor's note may be required if more than three consecutive days are missed.

If any employee fails to report to work without calling or "no-call/no-show" for three consecutive days, it will be necessary to remove the individual from the payroll as a "voluntary quit". In addition, if you are excessively absent, you may be subject to discipline up to and including termination.

Also remember that punctuality is part of good attendance and critical to our ability to provide exceptional service to our guests. If you are late you place an extra burden on fellow employees. If unusual circumstances cause you to be late, call your Supervisor so if necessary, someone can cover your shift until you arrive.

No-Fault Point System

Late/absent records will be maintained on every employee as a way to provide an objective and consistent means of monitoring attendance. Each occurrence will be recorded on a late/absent report and be placed in the employee's file. Each recording of an absence, tardiness or leaving early will be assigned a point value according to the following schedule:

| | |
|---|---------------------|
| Absence with proper call in | one point |
| Absence without two hours notice | Two points |
| No call/ No show | Four points |
| Tardiness | One Half of a point |
| Leaving early (not due to lack of work) | One Half of a point |

Redemption: One point will be deducted for each period of thirty consecutive days without any attendance infractions.

Absence is defined as absent from work on any scheduled day for any reason; this includes mandatory departmental meetings, even if the employee has called in to report the absence. Each period of consecutive absence for temporary personal illness will be recorded as one point, regardless of the duration.

Tardiness is defined as being more than ten minutes late for a scheduled work shift. If the employee is **more than two hours late, the tardiness will be considered a "no call/no show" occurrence**, unless the employee had previously notified their supervisor of the tardiness.

Employees who have excessive attendance infractions will be subject to disciplinary procedures according to the following guidelines:

| | | |
|--------|--------------|---|
| Step 1 | Three Points | Discussion with supervisor and verbal warning |
| Step 2 | Five Points | Discussion with supervisor and written warning |
| Step 3 | Eight Points | Discussion with supervisor, second written warning and possible suspension. |
| Step 4 | Ten Points | Review of personnel file with General Manager and termination. |

Clocking In and Out

To keep an accurate record of your time worked, **you are required to clock-in and clock-out, in uniform, ready to work, upon beginning and ending your shift. This procedure must also be performed when you take your meal break.** You must not clock in until you are scheduled to begin working, regardless of what time you arrive in the building, and you must clock-out as soon as your work is complete. Remember that over-time pay must be authorized by your immediate supervisor. Should you forget to clock in or out please bring this to the attention of your supervisor or the General Manager as soon as possible?

It is a violation of hotel policy to clock-in or out for another employee or have another employee clock-in or out for you. Any type of falsification of your time records is considered misconduct and is grounds for immediate dismissal.

Housekeeping, maintenance, and houseman must clock in and out for a thirty-minute lunch.

Privacy Policy

Guests have a right to complete privacy. As an employee you are in a position to observe the personal lives of our guests. It is mandatory that you refrain from discussing your observations either within or outside the hotel. Our guests put us in a position of trust and we cannot betray it. Any requests for information pertaining to a guest (including a guest's name or room number) must never be given out. The room number of a registered guest is to be treated as confidential information and protected as such. The individual requesting the information needs to be directed to the General Manager. Housekeepers are never to open a room door for a guest. Please refer all guests that cannot locate their rooms or who have misplaced their keys to the front desk so the guest can be correctly identified.

The room number of a registered guest is not to be verbally announced in any manner. Guests will be provided with their assigned room number at registration in writing only. The surname and room number of a registered guest is not to be transmitted over the in-house two-way radio network.

An additional room key can be issued only to the registered occupant when that person can provide some form of government issued photo-bearing identification. Should the individual requesting the additional room key not be able to produce a government issued form of photo bearing identification, an additional room key can be issued provided the person requesting the key can answer ALL the following:

- Identify the registered occupant by surname.
- Identify the occupied guestroom by room number.
- Provide the mailing address of the registered occupant as it appears on the folio.
- Describe the method of payment appearing on the folio.

Front Desk Associates are specifically prohibited from connecting any telephone call to a guestroom unless the caller can identify the registered occupant by surname.

Entering and Leaving the Hotel

You may enter the building through the front entrance. Please do not enter the building earlier than fifteen minutes before your shift; and do not leave the building later than fifteen minutes after your shift is completed. Should you have a problem with this policy due to transportation difficulties please notify your supervisor.

Employee Parking

For your convenience there is ample parking in the front and to the side of the building. **Please leave the closest spaces near the doors open for the guest's convenience.** Please observe all handicap parking spaces and do not park under the canopy.

Section 6

Asset Protection

Uniform Agreement

If your position with Aikens Group requires a uniform; a refundable deposit of \$100.00 will be withheld from your paycheck in \$20.00 increments, which is 10 dollars a week for 10 weeks. Once your employment with Aikens Group is terminated and your uniform is returned, you will receive a refund for the full amount.

Property Removal

Employees are prohibited from removing a corporate asset from an Aikens Group property without the written permission of their direct supervisor.

The discovery by an employee of the unauthorized diversion, removal or theft of Aikens Group property in any form is to be immediately reported to the highest-ranking supervisor on property. All reported incidents of theft will be documented using a Incident Report and the report will be forwarded to a General Manager or Vice President no later than the next business day.

Employees wishing to provide information with an expectation of confidentiality may do so provided the informing employee was not part to or the beneficiary of a criminal act. In order for management to act constructively, the employee must provide sufficient detail concerning the alleged incident such that management can independently corroborate the allegation.

Management will investigate all reported allegations of employee theft. If sufficient evidence exists to demonstrate that such theft occurred the incident will be reported to the appropriate law enforcement agency with the intent of pursuing criminal prosecution.

Search Policy

All employees are to be put on notice the Aikens Group reserves the right to conduct unannounced inspections of any bag, pocket, knapsack, purse, fanny pack, box, brief case, tool box, case, billfold, wallet or container/package of any type coming onto or leaving an Aikens Group property, for the purpose of securing its property, protecting its employees and guests, and preventing the transport of any illegal or hazardous materials to or from a property owned by Aikens Group. Only members of the senior management team (department head or higher) are authorized to conduct such inspections. Any employee refusing to allow a member of the senior management team to inspect any type of container/package being carried onto or away from the property will be subject to immediate disciplinary/administrative action up to and including termination.

Search of Employee Vehicles

A search of an employee's vehicle will be conducted only upon receipt of information from a reliable source that would lead a reasonable person to believe that contraband, stolen property or hazardous materials are being stored within the employee's vehicle. Should an employee refuse to consent to the search of the suspect vehicle, the employee will be suspended pending further investigation and the appropriate law enforcement agency will be notified.

Cash Management

Some team members of Aikens Group will regularly deal with the handling of cash and other forms of currency. Below are the protocols that must be adhered to when doing so.

- All bank deposits will be made the same day of the transaction in the property safe.
- All checks/bank drafts made payable to an Aikens Group property will immediately upon receipt be recorded and deposited in a drop safe or secure location. Under no circumstance is a check made payable to an Aikens Group property is to be left unsecured.
- If a cash drawer is utilized it is to be counted in view of the close circuit TV monitoring system if available.
- All "Cash Paid Out" and refund vouchers must contain sufficient detail to enable a third party to verify the expenditure and identify all parties involved in the transaction. The printed name, contact telephone number and signature of the individual receiving corporate funds must appear on the voucher.
- NEVER leave a cash drawer unattended for any period of time
- DO NOT COUNT cash in an unprotected area.
- DO NOT leave cash unattended at the counter.
- DO NOT be taken by a "fast change artist." Take your time when giving change. If you are not sure, STOP, and start over again.

- Keep the cash in your drawer to a minimum. Make several drops during your shift if you are receiving a high volume of cash. Place excess funds over \$500 in a safety deposit box or another secure location so it can be to be dropped at a later time if a witness is not available to observe the drop.
- All drops must be logged on a cash drop log. Another team member must witness final drop.
- Count your bank at the start and at the end of your shift. Turn in shortages and overages immediately.
- Under no circumstance may an employee remove funds from the property.
- You may not cash your own checks or borrow funds at any time. Unannounced counts are made regularly. Any shortages MUST be made up immediately.
- All cashiers, managers and accounting department members must have all deposits and reconciliation reports verified by another employee. Verification must be documented in order to establish an audit trail of all cash/deposits through the hotel.
- In order to prevent fraudulent credit card refunds, the EDT report will be sampled at least once each month by the Hotel Controller to verify that the same credit card number does not appear more than once for a refund to a credit card account.

By Signing the Signature Page at the end of this document you agree to the following:

- I understand and acknowledge that the money is the property of the company and that it is used by me in trust for the company. It is to be used by me only as required in the performance of my duties as an employee of the company, and at any time it may be counted and checked by any individuals authorized by the company.
- I further agree to leave the cash or other authorized substitutions to the next shift at the end of my shift. I also agree that any shortages in my cash drop or in my drawer will be my responsibility and that I must pay this back or it will be deducted for any monies owed me by the company.
- I agree to count the cash drawer at the beginning and end of my shift to ensure its accuracy and to report any overages or shortages on my drop envelope and/or to my supervisor.
- I understand that any deviation from the above procedures will be considered a violation of company policy and will make me subject to disciplinary action, including the possibility of dismissal from employment.

Ownership and Access of Electronic Mail and Computer Files

The Company owns the rights to all data and files in any computer, network, or other information system used in the Company. The Company reserves the right to monitor computer and e-mail usage, both as it occurs and in the form of account histories and their content. The Company has the right to inspect any and all files stored in any areas of the network or on any types of computer storage media in order to assure compliance with this policy and state and federal laws. The Company will comply with reasonable requests from law enforcement and regulatory agencies for logs and diaries.

Personal Property

It is our goal to prevent property loss of any kind. Several measures serve this important purpose. Should you acquire a parcel, gift or package while at work, you may leave it with your supervisor until your shift is over. Lockers are provided in some of Aikens Group properties in order to prevent the loss of personal property. The management is not held responsible for items lost or stolen. Please keep all personal items secured in a locker or in your automobile.

Database Management

Aikens Group maintains various websites and databases consisting of a variety of essential data that directly effects its daily operations. All user names and passwords to Aikens Group resources are to be held in strict confidence and are not to be shared. This includes with other Aikens Group employees. If an employee requires access to a specific resource they are to inquire with their supervisor.

Legal Documents and Contracts

The ownership team is the only individuals permitted to sign a legal document or contract.

Section 7

Standard Operating Procedures

Telephone Etiquette

The guidelines listed below are to be utilized by all Aikens Group employees while operating a switchboard.

- Answer the telephone promptly within three rings.
- Before picking up the receiver, excuse yourself from any other conversation or activity that could be heard by the calling party. If speaking with another guest in person ask them politely to hold for one minute while you take the call.
- Speak clearly and distinctly in a pleasant tone of voice.
- Utilize Script “Thank you for calling (name of property). My name is (employee’s name). How may I be of assistance?” upon answering the phone.
- All calls must be qualified before a transfer is made – ex: Determine the nature of the call or with whom they would like to speak to. At **NO** time should a call be answered, “Thank you for calling the (name of property). May I place you on hold?”
- After determining the nature of the call, if the call must be placed on hold inform the caller of their estimated wait time. Upon removing the call from on hold apologize to the caller utilizing the following script, “Thank you for holding. I apologize for the delay.”
- If a phone call is received and another call is on hold politely inform the second caller that there is another individual on hold making a reservation and ask the 2nd caller for their name and number to call them back. All calls are to be answered.
- Before transferring a call to management or sales, ensure the team member is available to take the call. Do not transfer a call without ensuring someone is available to speak with. If the individual is not available the employee is to inform the caller and ask if they could be of assistance or if they would like to be transferred to voice mail.
- If a member of the management team is unavailable and the telephone call is sales oriented then a “Sales lead sheet” is to be filled out and placed in the General Managers box. Inform the caller of the expected time of the General Manager’s return.
- Before transferring a call to a guest room you must verify the name of the guest before transferring.
- When transferring a call, be sure to explain to the caller that you are doing so. Initiate all transfers with, “it would be my pleasure to transfer you.”

Reservation Guidelines

The guidelines listed below are to be utilized by all Aikens Group Employees.

- Answer the telephone promptly within three rings.
- Before picking up the receiver, excuse yourself from any other conversation or activity that could be heard by the calling party. If speaking with another guest in person ask them politely to hold for one minute while you take the call.
- Speak clearly and distinctly in a pleasant tone of voice.
- Utilize Script “Thank you for calling (name of hotel). My name is (employee’s name). How may I be of assistance?” upon answering the phone.
- After determining the call is for a reservation, the following steps must be taken.
 - Ask the guest if they have ever stayed at the property before and/or if they are a rewards member.
- If they have been to the property before, welcome them back and bring up the company/individuals profile via your computer system in order to make the reservation in a more efficient manner.
- If they have not then inquire what brings them to the area. Business or Pleasure
- Pleasure Script – “Thank you for thinking of the (name of hotel) and during your stay you will enjoy (mention three property amenities)” Examples: pool, fitness center, restaurant and bar, local discounts at restaurants, complimentary breakfast, etc....
- Business Script- “Thank you for choosing the (name of hotel) for your business needs. If I may ask what company you are with, I would be happy to check if we have a negotiated rate established.
 - If a rate is available, inform the guest and mentioned three property amenities.
 - If a rate is not available, inform the guest that you could not find a rate already established but will ensure they get the best rate available.
 - Inquire with the guest the arrival and departure dates along with the number of guests in their party. Always repeat this information back to the guest to ensure accuracy.

- Once dates are confirmed, the standard or corporate rate needs to be quoted to the guest followed by three guest room amenities. Example: microwave and refrigerator in every room, complimentary high speed internet access, 70+ channels including HBO, guest room safes, free local calls. If a suite is available mention to the guest that for only \$10 more they could enjoy a larger room with additional amenities.
- Immediately after stating the amenities, ask the guest if they would like to book the reservation.
- **WAIT!!!** Let them decide.
- If it is determined that the guest is shopping for rates or the reservation may be abandoned due to the guest not being satisfied with the rate or amenities, ask the guest if you can inform them of any other information about the property that may help them with their decision making process.
- If they seem unsatisfied with the rate. Remember to ask them if they are a AAA or AARP member and give them the appropriate discount.
- **** Every property has a “drop rate.”**** Remember that you are authorized to offer your properties drop rate in an effort to close the sale. It is your goal to turn every inquiry into a sale.
 - Once the guest has decided to continue with the reservation, confirm the guests name, address, phone number, company name if applicable and guarantee method. Be sure to explain the cancellation policy.
 - To close the call, remember to repeat all the information back to the guest to insure accuracy. Confirm the day and date of arrival as well as the room type. Always give the guest a confirmation in closing and asking if you could be of any other assistance. If not, thank them for the call and let the guest know you looking forward to seeing them.

Lost and Found

Employees must not remove property of guests or fellow employees from the hotel. Aikens Group considers it THEFT to remove, store, transfer or use any property of a guest, fellow employee or the hotel without permission. This policy also extends to items found on hotel premises. If the owner cannot be immediately identified, turn found items into Lost and Found.

Reporting and Security

The discovery of any unclaimed property is to be reported by the employee finding the item to the immediate supervisor. The recovered item is to be documented on the date of discovery by the employee finding the item using the hotel Lost & Found Storage Log book. Unless the item appears to be of high value or currency as described below, the recovered item and the complete Lost & Found Report will be delivered to the Executive Housekeeper who will take custody of the item, placing it into the hotel Lost & Found storage room. The Executive Housekeeper will be responsible for the security of the hotel Lost & Found storage room. The Executive Housekeeper will use the Lost & Found Storage Log book to document the receipt of the item into the Lost & Found storage room.

Currency, Jewelry & High Value Items

Any items of jewelry, currency or high value items (time piece, camera of any type, DVD/CD players, etc.) will be documented as detailed above and provided to the Manager On Duty who will assume responsibility for securing those items either in the hotel safe, locked office or some other such device to which only senior level of management would have access. High value items and jewelry will not be stored in the hotel Lost & Found storage room. This should be documented, recorded and witnessed.

Inventory

The contents of the Lost & Found storage room will be inventoried at least once every 90 days to insure timely disposition of all found property.

Key Control

For the safety of our guests, hotel keys are never to be taken off property. The following are the Key Control guidelines all employees must adhere to.

- All lost or unaccounted for hotel keys are to be immediately reported to the General Manager or the Manager on Duty.
- All hotel staff members are specifically prohibited from ever using their assigned electronic key card to open a guest room door at the request of any guest, visitor, contractor or non-hotel employee.
- All hotel staff members will keep their assigned electronic key card under their control and on their person

at all times. No electronic key card is ever to be left unsecured at any time. Housekeepers will keep their assigned electronic card key attached to their uniform by means of a ribbon, cord or lanyard.

- All master keys will be inventoried at the end of each day and will be noted in the key control log.
- In the event a Grand Master, Section or Floor Master electronic card key cannot be accounted for – all guestroom door locks vulnerable to the lost key will be individually reprogrammed in order to restore the integrity of the access control system. The Manager on Duty will be responsible for ensuring that this restoration of lock integrity is accomplished in the most expeditious manner possible.
- Only the General Manager, Manager on Duty and the Maintenance personnel will have an emergency key.
- Each Front Office Associate must have a unique pass code in order to operate the electronic card key-making device. DO NOT share your pass code with any associate.
- Master Keys are only to be made for 90 Days.
- Emergency keys are to be kept in the petty cash box.

Housekeeping Security

The safety of all of our employees, either front desk or housekeeping is extremely important. At any time if a room is to be cleaned or serviced the following must be complete.

- Housekeepers are to clean guestrooms with the cart in front of the guest room.
- Should an individual attempt to enter the guestroom while it is being cleaned and the door is open, the housekeeper is to tell the guest that for security reasons the guest is to provide the housekeeper with the guest's electronic card key in order for the housekeeper to test the key in the electronic lock to ensure that the individual is entering the correct room.
- Should an individual attempting to enter a hotel guestroom while it is being cleaned, refuse or claim to be unable to provide the requested electronic room key, the housekeeper is to immediately exit the guestroom and proceed to the nearest house or guestroom telephone and report the incident to his/her immediate supervisor or the Manager On Duty.
- Under no circumstance is a housekeeper to use their assigned electronic card key to open a guestroom door for any person claiming to be a guest or visitor who has lost their key. The housekeeper is to instruct such person(s) that they will need to proceed to the front desk to obtain an additional room key.
- If at anytime any member of the housekeeping staff suspects that a guest might be in any form of distress, they are to immediately contact their immediate supervisor and or the Manager On Duty.
- Housekeeping personnel are to immediately report to their supervisor or the Manager On Duty any person they suspect is not a registered guest who is loitering suspiciously about the guestroom hallway or any other areas of the hotel.
- Housekeepers who observe in a guestroom what they suspect to be any dangerous substance, chemical, or device (i.e. cooking equipment, illegal drugs, drug paraphernalia, weapons, biohazards, explosive materials) are instructed to act as follows:
 - **Do Not Touch The Item.**
 - **Secure The Room.**
 - **Immediately Notify Your Supervisor and/or the Manager On Duty.**
- Housekeepers are not to clean a guest room that is occupied by a guest. The Housekeeper must explain to the guest the hotel's policy and ask for a convenient time to come back to the guest room for service.

Injuries and Accidents

All safety and security incidents occurring on an Aikens Group property will be thoroughly documented utilizing an incident report. When any safety or security incident is reported, it will be the responsibility of the Manager On Duty to capture all available information concerning the alleged incident and relevant operations. The objective of this policy being to enable Aikens Group to recreate years later in a courtroom exactly what was happening operationally when the alleged incident occurred. For a complete explanation on this policy reference the Appendix.

Statements to the Media

A General manager or a member of the ownership team are the only individuals authorized to make statements to the media.

Fire Emergency Procedures

An alarm on the fire panel will indicate the location if there is a fire, or problem, with the fire alarm system inside the building. The alarm can be initiated by a smoke detector, heat detector, tampering with a device, a pull station and/or a water flow alarm.

1. When an alarm is signaled the Manager on Duty is to immediately proceed to the fire panel to determine the location of the alarm.
 - a. If investigation determines the alarm to be false, the alarm panel should be silenced and appropriate notifications made to guests, etc. **Do not reset the alarm** until cause has been determined.
 - b. If a fire is discovered, the nearest pull station is to be activated immediately. Fire doubles itself every minute. If the person sent to investigate becomes incapacitated the hotel could be put in serious jeopardy while waiting for a response.
2. **Call 911.** Inform the authorities of the property name and address and that you have confirmed that there is a fire at the hotel.
3. Contact the management team. This includes the General Manager, Steve Parrish, and Jason Aikens.
4. The individual responding to the fire area should begin fire containment practices if at all practical, without endangering oneself. Close all doors leading to the fire after the area has been vacated. Also ensure that laundry chute access doors are closed. Only attempt to use a fire extinguisher if you feel you can help the current situation. Futile attempts waste valuable time and could cost someone their life.

To use a Fire Extinguisher Perform the following steps:

- Pull Pin
 - Aim at the base of the Fire
 - Sweep the extinguisher from side to side.
5. Evacuation will be necessary if there is smoke, water flow, or flames. The Emergency Team's main goal is to ensure evacuation is efficient and thorough.
 - a. All guests should be directed to an Evacuation Zone. The evacuation zone is an area away from traffic and all building structures.
 - b. All obstructions (luggage, housekeeping carts, luggage carts, etc.) are to be removed from the corridors.
 - c. Guests with disabilities may need special assistance to evacuate hotel. Specifically, guests who are deaf, wheelchair-bound, or blind.
 - d. Often Guests will not respond to fire alarms due to their experience with false alarms. Commencement of the evacuation process could require a room-to-room check.
 - e. The Emergency Team must, whenever possible, check to see that evacuation is complete. Check the fire area first then proceed to the remainder of the property.
 - f. Emergency reports and vital documents should be taken to the evacuation zone for referencing with emergency personnel.
 6. The Manager on Duty must stay at the front desk to answer all emergency phone calls until emergency personnel arrive unless his or her life is put in danger.
 7. The Manager on Duty needs to meet the arriving fire department in order to:
 - a. Provide a quick summary of what has been accomplished
 - b. Alert the Fire Chief to any person(s) in danger
 - c. Provide input on any areas of concern
 8. Once the fire department has arrived the Manager on Duty must make every effort to keep the guests informed and updated of the current situation.
 9. Follow all instructions as indicated from the Fire Department.

Bomb Threat Procedure

Threat Received

1. Attempt to notify co-worker that a bomb threat is in progress. Since the hotel operator receives most threats, they should write a note and hand it to their coworker or ring the assistance bell.
2. Any information that can be obtained is most important in determining the source and severity of the call. While responding in a calm manner, the call recipient attempts to obtain as much information as possible following the guidelines of the checklist. If call terminates before checklist can be finished or obtained, ensure one is completed at this time.
3. Notify the police then contact a member of the Management Team

Police Respond

Ensure the call recipient is available to answer questions when the police arrive. If police believe the threat to be serious, they will probably search the hotel with dogs. It will be evident to any guests witnessing this activity that something is wrong. Management must be prepared to respond to guest requests for information. The local media could arrive at the property and the General Manager or members of the ownership team are the only ones to make a statement to the press.

Police Do Not Respond (Search is Required)

In large urban areas police might not be staffed sufficiently to respond to all bomb threats. The Police may request that management look for any suspicious items prior to contacting them again. **If anything has occurred prior to the call that would cause management to believe that this threat may be genuine, this should be communicated to the police.** If an area of the alleged bomb is known, the Emergency Response Team should perform a *detailed search*.

Use these techniques:

- Split area into sections with one person assigned to each section.
- Split section into three horizontal areas, floor to waist and waist to head and head to ceiling.
- Search each area starting with the floor to waist area. Look for any type of unusual items.
- It is best to have managers familiar with the areas do the searching
- If any suspected item is located, contact police and follow their instructions.

No Item Found

When search is completed and nothing is found, the Management Team should determine based on value judgments of the validity of the call and with the advice of the local police, whether a more thorough search is required.

Civil Disturbances Procedure

Civil disturbances can occur in or near a hotel. This could be related to a guest or function in the hotel or be totally unrelated. These disturbances can become violent and put the hotel and its employees and guests in danger. Immediate actions should be taken to secure the property as best as possible. Police assistance may not be available if the disturbance is external or of a severe magnitude. Internal disturbances should be calmed whenever possible. As a last resort, the individuals responsible might have to be removed from the property with force. The police should only perform this. It is quite possible that the media could be attracted to an event such as this.

Internal Disturbance

1. At first notice that a disturbance is in progress, the team member should notify the MOD.
2. The MOD should attempt to find out the reason for the disturbance by asking other associates of what has occurred or been witnessed.
3. Being as empathetic as possible, the MOD should suggest to the individual(s) that the disturbance must be neutralized.
4. If the disturbance continues, then the participants are to be notified the authorities will be called if the disturbance is not stopped.
5. If it becomes obvious that the individuals will not cooperate, or the demonstration turns violent, call the police. Be prepared to provide as much information about the situation at hand.
6. While waiting for police to arrive, monitor the activity. Make note of any attacks on the hotel, its guests or employees. Attempt to identify the people responsible and be very accurate. This information could be used to charge them with crimes. Be prepared to present this information to the police.
7. The MOD should meet arriving police and brief them on the situation, to include any notes taken regarding their activity. Be prepared to repeat and update the information originally supplied.

External Disturbance

1. At first notice, contact the MOD and the Police should be called when it is determined that the disturbances activity threatens the hotel, its guests or employees.
2. When the activity is close enough to the hotel to warrant this action, lock off entrances and staff to provide entry for registered guests and/or legitimate patrons of the hotel.
3. Arriving police may not enter the hotel initially but direct their immediate attention to the group's activity. As soon

as possible, contact the ranking police representative and explain your complaint with the group's activity and why you feel they must be controlled.

Take Note: Each property has an area behind the front desk designated as a “safe room.” If at any point you feel your life is in danger proceed to the safe room and call 911.

Death Procedures

1. Upon notification by other hotel employee or guest, the Manager On Duty should attempt to have some other person respond with him/her to the location of the victim.
2. In the event of suspected death the police and the EMS should both be notified immediately.
3. Contact a member of the Management Team to inform them of what is happening.
4. The area should be secured and no access allowed until cleared by police. Assurances should be made that nothing is disturbed.
5. Follow police instructions.
6. Once cleared by police, two management members will inventory the personal effects of the deceased. Both should sign the inventory sheet. Secure personal effects until arrangements can be made for transfer to next of kin.
7. Document all details on an incident report form.
 - Who alerted management to the incident?
 - Where was the body found?
 - Who discovered the body?
 - Observations at time of discovery.
 - Identity of the responding police.
 - Inventory of deceased personal belongings.

Drowning Procedures

Victim is Conscious

1. The respondents should never endanger themselves with the rescue attempt. Use the tools provided, shepherd's crook or life ring. Use caution when attempting an adult rescue using the crook, as they are strong enough to pull the respondent into the pool. When children are involved, or the victim is underwater, the shepherd's crook is the most effective device to use.
2. The life ring will only be effective if the victim is on the water's surface. Throw ring to victim and use the ring's rope to pull victim to safety. Enter water only as a last resort. Attempt to have assistance present. Ensure that life ring is between you and victim. Using life ring as support, move victim to safety. Victim may go into shock. Provide towels or blankets and/or relocate victim to a guestroom. Offer medical assistance. If victim is a child, locate parent or guardian.
3. Ensure that all facts are documented on an incident report. Whenever possible, have victim fill out a Voluntary Statement form.

Victim is Unconscious

1. Speed is essential in this type of incident.
2. Using the shepherd's crook or by entering the water, move the victim to shallow end of the pool. As soon as possible, turn victim face up to prevent further inhalation of water. If assistance is available, move victim to the nearest exit point.
3. Check to see if victim is breathing. Blue lips and/or fingernails indicate a lack of oxygen in the blood.
4. If victim is breathing, remove him/her from pool and cover with towels or blankets to keep warm. Call -911.
5. If victim is not breathing, move to solid ground and commence CPR. If victim cannot be removed from the pool, begin CPR where he/she is until they can be moved. Ensure that EMS is contacted. Have someone stationed at the hotel entrance to escort EMS to the scene.
6. Continue CPR until EMS arrives to take over. Depending on the length of time required for EMS response, it might require that two people relieve each other during the CPR process.
7. Ensure that an incident report is completed and that contact is made with victim's emergency contact or family.

Serious Illness/Injury

Upon notice that a medical problem exists, the hotel's designated emergency contact must be notified. In most cases this will be the MOD. The MOD goes to the scene with accompaniment of a qualified First Aid attendant. Even if the MOD is qualified in First Aid and CPR, he/she should not enter a guest room alone. While the First Aid attendant is administering care, the MOD can be documenting the incident. The First Aid attendant must evaluate the victim's condition. Immediate action must be taken if victim is not breathing, is choking, or bleeding.

Victim is Conscious

If victim is conscious, not in immediate danger and is lucid; have them explain their condition. The person documenting the incident should ensure what victim describes is included in the report.

1. Ask victim directly if they wish to receive medical treatment.
2. If victim refuses medical treatment, ensure that they sign a *Voluntary Statement* form. However, if victim does not appear lucid enough to make a rational decision, contact EMS.
3. If victim desires medical treatment but cannot transport him or herself, contact EMS.
4. If victim can understand, explain that the room will be secured so that no one may enter until such time victim returns. In the event of a prolonged hospital stay, their personal effects will be transported to the hospital.

Victim is Unconscious

If person is not breathing, attempt CPR.

1. Contact EMS and the Police. Make sure to provide them with as much information as possible. Have someone meet EMS and escort them to the victim's location.
2. The incident report must start with interviewing the victim when possible. Ensure that all witnesses, other room occupants, employees, etc. have given statements.
3. Ensure that a member of the Management Team is notified.
4. Once the Police arrive follow their instructions.
5. Once victim is transported and the police clear the area, inventory his/her personal effects. Two members of management must do this and both must sign the documentation of the personal effects.

Power Failure Procedures

1. Notify a member of the Management Team.
2. When there is still a level of activity in the hotel, all building occupants should be informed that the hotel is working on the problem. If the failure occurs when most of the guests are sleeping it would be prudent to initially only inform employees and any other active persons.
 - Suggested rule of thumb is to inform everyone using whatever means is at your disposal before 9 PM.
 - The suggested script is as follows to ensure guests are given appropriate information that averts panic.
"The hotel has experienced a loss of power. There is no cause for alarm. We are investigating the situation at this time and will inform you when we know more about the situation. "
3. Power could be restored at any time. To avert problems with power surges electrical equipment should be shut down.
4. A visual check outside at other buildings, parking lots, etc. will help you in determining if this is a hotel problem or one of much larger scope.
5. Notify the hotels electrical provider of the outage. Every effort should be made to get an estimated time of when it will be fixed.
6. Emergency lighting should be checked to ensure all is working properly. Check stairwells and fire exit signs.
7. Retrieve Glow sticks/flashlights for guest use. Inventory who has what pieces of equipment during issuing.
8. Fire is a large threat during power failures because of people using open flame type of light sources. Check the fire panel to ensure it is still operational.
9. If it is apparent that power will be off for some time. The Management Team must make a determination about what steps to be taken. Items to consider are:

- If power loss is part of a blackout (city or location wide) there may be no alternative available and the situation will have to be dealt with as is.
 - If power loss is part of a brownout (general vicinity only), alternate accommodation should be located for guests and transportation arranged for all those requiring it.
 - Provisions will have to be made for the evacuation of non-ambulatory handicapped guests.
8. Upon restoration of power, the hotel should be fully inspected for damage. Items to check or look for include:
- The well being of all guests and employees.
 - All computer equipment.
 - The condition of perishable items.

Floor Care Safety and Precautions

Maintaining a clean and safe work environment for your fellow associates and guests needs to be revered with the utmost priority. It is imperative that when mopping wet floor signs are placed where guests can see them in plain sight. Signs should be placed at each means of egress, large open areas, elevators, and at all hallway intersections throughout the property so someone navigating the property can plainly see the floors may be wet in all directions. While vacuuming all cords need to be positioned in a manner that would not cause someone to trip. During inclement weather all exits/entrances are to be clear of snow and ice and sidewalks clear.

Global Harmonized Standard for Hazard Communication

Pictograms are on all chemicals and hazardous materials utilized at Aikens Group. For your reference and training a thorough understanding of this system is required. A Hazardous Communication Plan is available for review at the front desk, housekeeping, and maintenance departments. For your reference and training a copy of the pictograms utilized are in the appendix of this document.

Section 8 **Leaving Aikens Group**

Voluntary Termination

Voluntary terminations include resignations, retirement, failure to return from leave and failure to report to work for three consecutive days without notification the company in the proper manner. An employee resigning with a two-week notice will be considered eligible for rehire. Any employee resigning without a two-week notice will not be considered for rehire at any of the Aikens Group properties. Employees resigning in good standing can reapply at anytime.

Involuntary Termination

Involuntary terminations include layoffs and disciplinary action. Violation of any of the unacceptable behaviors can and will lead to disciplinary action up to and including termination.

The circumstances surrounding your termination, however, may affect your entitlement to payment for unused vacation time. Employees who are involuntarily terminated may be paid for unused, accrued vacation up to a maximum of two weeks at the Aikens Group's discretion. Under no circumstances will employees be paid for unused, earned vacation if they are terminated for any of the following reasons: misuse or misappropriation of the Aikens Group funds, theft of Aikens Group property or trade secrets, insubordination, fighting with other employees, unauthorized possession of firearms and/or other weapons while on Aikens Group premises or performing Aikens Group duties, reporting to work under the influence of intoxicants or illegal drugs, possession of illegal drugs either while on company time or premises, unexcused absences or immoral acts on the job. This list is not exclusive, and Aikens Group reserves the right to refuse payment for unused vacation time for any reason.

Employees are eligible to reapply for evaluation after a 90-day waiting period if involuntary terminated.

Layoff

A layoff refers to a temporary/permanent end of employment by Aikens Group for reasons beyond the control of the employee. Should Aikens Group be unable to continue to employ an individual who has rendered satisfactory services in their current position because of budget cuts or reorganization, and is unable to offer some other mutually satisfactory assignment; the employee shall be laid off. When it is necessary to lay off personal, the management team will decide in which department the layoff will occur, then which job title in that classification, and then the individual to be laid off. The determination will be based on a case-by-case basis and the needs of the business.

Your supervisor shall give notification of the layoff to the employee in writing.

Status of Benefits

In the event of termination, an employee will have the status of their benefits explained prior to departure. As a standard policy the following holds true:

Health insurance enrollment remains in effect until the end of the month in which the employee's termination occurs. Health insurance coverage may continue at the employee's expense under COBRA. Aikens Group contributions to retirement cease immediately. Any supplemental insurance will continue to be paid solely by the employee.

APPENDIX

Travel Policy

Purpose

This document defines the specific policy to be followed when traveling on Company business, as well as employee accountability for Company funds.

Policy

This policy applies to all Aikens Group employees. Management must authorize each business trip in advance. It is intended that a consistent and equitable practice with respect to incidence and reimbursement of expenses be maintained throughout the Company. Aikens Group has final responsibility for interpretation of this Travel Policy.

Appearance

Aikens Group employees should maintain a professional appearance and atmosphere in which we demonstrate the quality of our service and the commitment to our mission.

Expense Reports

To request reimbursement, all authorized travel must be itemized on the expense report. Expense reports must be approved by management per trip completion. Expenses submitted beyond 45-days of expenditure, will not be reimbursed.

Employees are responsible for any delinquent charges incurred due to lateness of submitting an expense report. In addition, employees should always make and retain copies of submitted expense reports.

Reimbursement for items or activities requiring receipts will not be made unless receipts are included with the expense report. A receipt must be the original and must include sufficient information to establish the amount, date, place and the essential character of the expenditure. Credit card receipts are not considered adequate support if they do not detail the nature of the expenditure.

Reimbursements will be made by Company check, if the amount of expenses exceeds the amount of any cash advances or prepaid items.

Reimbursable Expenses

The following types of expenses, if incurred in compliance with this Company policy and while on Aikens Group business, may be submitted for reimbursement:

- Air travel
- Airport taxes
- Baggage handling
- Car rental
- Mileage pursuant to Company business
- Hotel accommodations with one of the Employee Reservation Portals
- Laundry and valet services (trips over 6 working days)
- Meals
- Public transportation (railroad, bus, business use of personal vehicle taxi/shuttle, limousine)
- Reasonable tips/gratuities
- Business telephone calls
- Tolls and parking

Non-Reimbursable Expenses

Purely personal expenses while traveling are not reimbursable by the company. The following is a partial listing of items that are considered non-reimbursable:

- Dues to airline clubs
- Fines for traffic violations while on Company business
- Damages to an employee's vehicle while on Company business
- Loss of personal property while on Company business Loss of cash advance, Company paid airline tickets, or personal funds
- Cost of personal credit cards
- Purchase of liability insurance coverage on car rental agencies

- Purchase of clothing and other personal items such as haircuts, shoeshines, newspapers, magazines, tobacco, alcohol, etc.
- Purchase of in-room movies and entertainment
- Medical expenses (other than emergency care)

Transportation Expenses

The Company will obtain transportation for the employee or reimburse an employee for the cost of transportation incurred while traveling on authorized Company business.

Airline travel

It is the policy of the Company to use the lowest fare wherever possible. We require that upfront management approval be obtained on all air travel and booked 45 days in advance. All exceptions must receive prior approval. Economy class will be used on all flights.

The Company encourages all employees to purchase their tickets in advance whenever possible. We understand that there are many times when this is not possible but in those times when a meeting or conference is scheduled in the future, we suggest that you purchase airline tickets for those events early.

Employees may elect to upgrade travel class at any time if they personally pay the cost difference between the class fare on their ticket and the class fare desired.

Transportation to/from Airport

Parking fees and personal automobile mileage are a reimbursable expense when the total cost is less than taking a limousine, shuttle service, or taxi round-trip.

Personal/Rental Vehicle

Employees may use their personal vehicles on business trips however such factors as the employee's auto insurance coverage and potential loss of working time should be considered. Employees using their personal vehicle on Company business should carry at least \$100,000 / \$300,000 / \$25,000 liability and personal property coverage.

The employee will be reimbursed for the total mileage incurred at the reimbursement rate of .35¢ per mile. This fee is intended to repay you for your expenses in operating the vehicle including the cost of gas, oil, tires, maintenance and the cost of insurance.

When renting a vehicle "Aikens Corporation" must be noted in the signature line and then signed by the employee as an authorized representative. This must be completed in order for the company's insurance policy to cover the employee in the In the event of an accident. In the case of an accident the employee must notify management immediately.

Other methods of transportation (rental car, airport limousine, taxi and other ground transportation) are dependent upon the location, duration and nature of the business trip. The traveler is expected to use their best judgment as to the method chosen based on business needs.

A compact rental car is the standard size of vehicle for Company travel. If three (3) or more employees traveling, a mid-size car will be provided. Only one rental car is authorized when traveling on a business trip when two or more employees will be traveling to same event. Reimbursement for auto rental expense should be for the amount actually paid for business use. Receipts are required to support car rental expenses. Refuel the rental car before returning it to the rental company; gasoline purchased for a rental car used on Company business is a reimbursable expense.

In the event of an accident in a rental car you should follow the accident instructions listed in the rental car company's rental agreement.

Lodging

All hotel reservations need to be made in advance and approved by management. All reservations must be made utilizing one of the company's Employee Reservation Portals. If an employee rate is not available within a 15-mile radius of destination a reservation must be made 45 days in advance at a limited service excluding a Food and Beverage establishment. Should the employee need to change or cancel the reservation, it is the employee's responsibility to cancel the reservation in sufficient time to avoid the charge for guaranteed late arrival. The Company will not reimburse any charges by the hotel for a "no -show" due to an employee's failure to comply with this requirement unless there are extenuating circumstances, and has appropriate manager approval. Economy parking is mandatory during lodging.

Personal Meals

Reimbursement will be allowed for actual expense of meals based on the Meals Expense table with the U.S. General Services Administration with a daily limit of \$51. Breakdown as follows:

| Total | Breakfast | Lunch | Dinner | Incidental Expense |
|--------------|------------------|--------------|---------------|---------------------------|
| \$51 | \$8 | \$12 | \$26 | \$5 |

If meals are included in travel, conference and/or lodging costs, the above breakdown will not apply for reimbursement. Meals attended by multiple employees should be paid for and submitted for reimbursement by the most senior employee present.

Meals on one-day trips will normally be allowed when the trip starts before the normal breakfast hour or when the employee is unable to return until after the normal dinner hour and such meals are not available on commercial airline flights, trains, etc. Meals also will be allowable during business trips away from the home office less than one day but which extend over the normal mealtime.

Federal Family and Medical Leave Act

As an employee of Aikens you may be eligible to take unpaid family and medical leave under the federal law, the Family and Medical Leave Act (FMLA). This policy provides an introduction to the rights and provisions of the federal FMLA. An FMLA summary that is based on the Department of Labor's (DOL's) model notice is attached to this policy and further explains the FMLA. If you have questions regarding the FMLA, please contact Human Resources.

Eligibility

To be eligible for leave, you must have been employed by the Company for at least 12 months. In the 12 months immediately preceding the beginning of the leave, you must also have worked at least 1,250 hours to qualify for federal FMLA. In addition, you must work in an office or work site where 50 or more employees are employed within 75 miles of that office or work site.

Amount of Leave Available

Eligible employees may take up to a total of 12 weeks of FMLA leave within a rolling 12-month period, measured backward from the date an employee uses any FMLA leave, for any combination of the following reasons:

- The birth of an employee's newborn child or the placement of a child with the employee for adoption or foster care
- To care for the employee's spouse, child or parent with a serious health condition
- The employee has a serious health condition that makes the him or her unable to perform the functions of their job
- A qualifying exigency that arises because the employee's spouse, child or parent is a covered military member on covered active duty (or has been notified of an impending call or order to covered active duty)

Where leave is taken to care for a covered service member with a serious injury or illness, a spouse, child, parent or next of kin may take up to 26 weeks of unpaid FMLA leave during a single 12-month period.

Under the federal FMLA, spouses employed by the Company are jointly entitled to a combined total of 12 weeks of leave for the birth of a newborn child, for the placement of a child for adoption or foster care and to care for a parent who has a serious health condition. The federal FMLA does not cover care for parent-in-laws. Spouses employed by the Company are jointly entitled to a combined total of 26 weeks of leave to care for a covered service member with a serious injury or illness, for the birth of a newborn child, for the placement of a child for adoption or foster care and to care for a parent who has a serious health condition.

Types of Leave Available

Birth or Placement for Adoption or Foster Care: FMLA leave is available to eligible male and female employees for the birth of a child or for the placement of a child with the employee for purposes of adoption or foster care. FMLA leave must be completed within 12 months of the birth or placement. This type of leave may not be taken intermittently or on a reduced schedule, unless the Company agrees to this request. See below for more details on non-continuous leave.

Serious Health Condition of Employee: If, as an eligible employee, you experience a serious health condition as defined by the FMLA, you may take medical leave under this policy (see "Definitions" for the definition of serious health condition). A serious health condition generally occurs when you:

- Receive inpatient care in a hospital, hospice or nursing home.
- Suffer a period of incapacity accompanied by continuing outpatient treatment or care by a health care provider.
- Have a history of a chronic condition that may cause episodes of incapacity.

The following provisions apply to leave for the serious health condition of an employee:

- *Non-continuous leave*—Medical leave may be taken all at once or, when medically necessary, intermittently or on a reduced leave schedule (see below).
- *Certification process*—The need for leave must be documented by your treating health care provider through our medical certification process (see below).
- *Fitness-for-duty statement*—A fitness-for-duty statement will be required in order for you to return from a medical leave. Failure to provide the statement will result in a delay in your return to work.

Serious Health Condition of Immediate Family Member: If, as an eligible employee, you need family leave in order to care for your child, spouse or parent who experiences a serious health condition as defined by the FMLA (see “Definitions” for definitions of child, spouse, parent and serious health condition), you may take a leave under this policy.

- **Non-continuous leave**—Leave may be taken all at once or, when medically necessary, intermittently or on a reduced leave schedule (see below).
- **Certification process**—The need for leave must be documented by the family member’s treating health care provider through our medical certification process (see below).

Qualifying Exigency Because of Active Duty: If, as an eligible employee, you need family leave because of any qualifying exigency arising out of the fact that your spouse, son, daughter or parent is on covered active duty in the Armed Forces (including the National Guard or Reserves), or has been notified that they will be called or ordered to covered active duty in the Armed Forces (including the National Guard or Reserves), you may take family leave under this policy. (See “Definitions” for a definition of qualifying exigency)

- **Non-continuous leave**— Family leave for any qualifying exigency arising out of the covered active duty of a family member may be taken all at once, intermittently or on a reduced leave schedule (see below).
- **Certification process**— The need for leave must be documented through our certification process (see below).

Service member Family Leave: If, as an eligible employee, you need family leave to care for a covered service member who is your spouse, child, parent or next of kin, who is a current member of the Armed Forces (including a member of the National Guard or Reserves) and who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status or is otherwise on the temporary disability retired list for a serious injury or illness, you may take up to 26 weeks of unpaid leave during a single 12-month period under this policy. (See “Definitions” for a definition of serious injury or illness.)

Effective March 8, 2013, an eligible employee may take service member family leave to care for a covered veteran who is the employee’s spouse, child, parent or next of kin and who is undergoing medical treatment, recuperation or therapy for a serious injury or illness. A “covered veteran” means an individual who was a member of the Armed Forces (including a member of the National Guard or Reserves), and was discharged or released under conditions other than dishonorable at any time during the five-year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran.

- **Non-continuous leave**—Service member family leave may be taken all at once or, when medically necessary, intermittently or on a reduced leave schedule (see below).
- **Certification process**—The need for leave must be documented by the family member’s treating health care provider through our medical certification process (see below).

Notifying the Company of the Need for Family or Medical Leave

Generally, an application for leave must be completed for all leave taken under this policy. The need to take non-emergency leave should generally be requested from Human Resources at least 30 days, or as soon as practical, in advance of the date the leave is expected to begin. In cases of emergency, verbal notice should be given as soon as possible (or by your representative if you are incapacitated), and the application form should be completed as soon as practical. Failure to provide adequate notice may, in the case of foreseeable leave, result in a delay or denial of the leave. It is your responsibility to notify your General Manager and Human Resources of absences that may be covered by FMLA.

You must provide sufficient information regarding the reason for an absence for the Company to know that protection may exist under this policy. Failure to provide this information will result in delay or forfeiture of rights under this policy. This means the absence may then be counted against your record for purposes of discipline for attendance or similar matters.

Medical Certification Process

In addition to an application for leave, you will be required to complete a medical certification form when leave is for a family member’s or your own serious health condition. The certification form needs to be signed by the health care provider. The short-term disability certification may be sufficient where the information required is duplicative. These forms are available from Human Resources. Second or third certifications from health care providers and periodic recertification at the Company’s or your expense may be required under certain circumstances.

We may also require periodic reports during federal FMLA leave regarding your status and intent to return to work.

Military Family Leave Certifications

In addition to an application for leave, you will be required to complete a Certification of Qualifying Exigency for Military Family Leave form. A copy of the military member's active duty orders or other military documentation may also be required to substantiate your need for FMLA leave.

If you request leave to care for a covered service member with a serious injury or illness, you will be required to complete a medical certification form, which must be signed by the service member's health care provider. The certification form will request additional information, such as information regarding the relationship between you and the covered service member, to substantiate your need for FMLA leave.

Non-Continuous Leave

Intermittent or reduced leave will be permitted only when it is medically necessary or for a qualifying exigency as explained above. In all cases, the total amount of leave taken in a calendar year should not exceed your total allotment as defined earlier in this policy.

Intermittent and reduced schedule leave must be scheduled with minimal disruption to an employee's job. To the extent an employee or family member has control, medical appointments and treatments related to an employee's or family member's serious health condition should be scheduled outside of working hours or at such times that allow for a minimal amount of time away from work.

If you request non-continuous federal FMLA leave which is foreseeable based on planned medical treatment for yourself, a family member or a covered service member, you may be required to transfer temporarily to an available alternative position offered by the Company for which you are qualified and which better accommodates recurring periods of leave than your regular employment position. You will be entitled to equivalent pay and benefits, but will not necessarily be assigned the same duties in the alternative position. This provision may also apply if the Company approves a non-continuous leave for the birth of a child or the placement of a child for adoption or foster care.

Benefit Continuation during Leave

The Company will maintain your group health plan coverage and certain other employment benefits during your FMLA leave on the same terms as if you had continued to work, if these benefits were provided to you before the leave was taken. You will be required to pay your regular portion of premiums – contact Human Resources for an explanation of your options.

Benefits that are accumulated based upon hours worked will not accumulate during the period of FMLA leave.

In some instances, the Company may recover premiums it paid to maintain health plan coverage for an employee who fails to return to work from FMLA leave.

Returning to Work

If the reason for FMLA leave is for your own serious health condition, you will be required to present a fitness-for-duty certification immediately upon return to work.

If you wish to return to work before the scheduled expiration of FMLA leave, you must notify the Company of the changing circumstances as soon as possible but no later than two working days prior to your desired return date.

If you exhaust all leave under this policy and are still unable to return to work, your situation will be reviewed to determine what rights and protections might exist under other Company policies.

Rights upon Return from Leave

Upon return from Family or Medical Leave, you will be returned to the position you held immediately prior to the leave if the position is vacant. Certain exceptions exist for Key Employees as defined by law. If the position is not vacant, you will be placed in an equivalent employment position with equivalent pay, benefits and other terms and conditions of employment.

The law provides that an employee has no greater rights upon a return from leave than the employee would have if the employee had continued to work. Therefore, you may be affected by a layoff, termination or other job change if the action would have occurred had you remained actively at work.

Other Types of Leave

If you do not qualify for the types of leave described in this policy, the Company may approve a personal leave of absence, depending on your circumstances. Except where mandated by law, we cannot guarantee that benefits will continue or that your position will remain open in your absence.

Definitions

“Spouse”—A husband or wife as defined or recognized under state law for purposes of marriage in the state where the employee resides.

“Parent”—A biological parent, adoptive parent, stepparent, foster parent or an individual who provides or provided day-to-day care or financial support to the child. Parent does not include a parent-in-law under this law.

“Child”—A biological, adopted or foster child, stepchild, legal ward or a child who is receiving day-to-day care or financial support from the employee and is under the age of 18. Child also includes a person 18 years of age or older who is incapable of self-care because of a mental or physical disability. For military family leave, the child does not have to be a minor (under the age of 18) and can be of any age.

- **“Incapable of self-care”**—The child requires active assistance or supervision to provide daily self-care in three or more “activities of daily living,” or “instrumental activities of daily living,” including adaptive activities such as caring appropriately for one’s grooming and hygiene, bathing, dressing, eating or instrumental activities such as shopping, taking public transportation or maintaining a residence.
- **“Physical or mental disability”**—A physical or mental impairment that substantially limits one or more major life activities of the individual.

“Next of Kin”—Used with respect to an individual, this means the nearest blood relative of that individual, other than the spouse, parent or child.

“Serious Health Condition”—Illness, injury, impairment, or physical or mental condition that involves:

- Inpatient care in a hospital, hospice or residential medical care facility.
- A period of incapacity of more than three consecutive calendar days (including any subsequent treatment or period of incapacity relating to the same condition) that also involves: 1) treatment two or more times within 30 days of the first day of incapacity, unless extenuating circumstances exist, by or under the orders of a health care provider; or 2) treatment by a health care provider on at least one occasion which results in a regimen of continuing treatment under the supervision of a health care provider. The first (or only) visit must occur in person within seven days of the first day of incapacity.
- Any incapacity due to pregnancy or for prenatal care.
- Chronic conditions requiring periodic treatment by or under the supervision of a health care provider, which continue over an extended period of time and may cause an episodic rather than a continuing period of incapacity (for example, asthma, diabetes and epilepsy).
- Permanent or long-term conditions requiring supervision for which treatment may not be effective (for example, Alzheimer’s, a severe stroke or the terminal stages of a disease).
- Multiple treatments by or under the supervision of a health care provider either for restorative surgery after an accident or other injury or for a condition that would likely result in a period of incapacity of more than three calendar days in the absence of medical intervention or treatment, such as cancer (chemotherapy), severe arthritis (physical therapy) or kidney disease (dialysis).

“Serious Injury or Illness”—can be:

- In the case of a member of the Armed Forces, including a member of the National Guard or Reserves, an injury or illness incurred by the member in the line of duty on active duty in the Armed Forces (or existed before the beginning of the member’s active duty and was aggravated by service in the line of duty on active duty in the Armed Forces) and that may render the member medically unfit to perform the duties of the member’s office, grade, rank or rating.
- In the case of a veteran who was a member of the Armed Forces, including a member of the National Guard or Reserves, an injury or illness incurred by the member in the line of duty on active duty in the Armed Forces (or existed before the beginning of the member’s active duty and was aggravated by service in the line of duty on active duty in the Armed Forces) and that manifested itself before or after the member became a veteran and is:
 - A continuation of a serious injury or illness that was incurred or aggravated when the covered veteran was a member of the Armed Forces and rendered the service member unable to perform the duties of the service member’s office, grade, rank or rating;
 - A physical or mental condition for which the covered veteran has received a U.S. Department of Veterans Affairs Service-Related Disability Rating (VASRD) of 50 percent or greater, and such VASRD

- rating is based, in whole or in part, on the condition precipitating the need for service member family leave;
- A physical or mental condition that substantially impairs the covered veteran's ability to secure or follow a substantially gainful occupation by reason of a disability or disabilities related to military service, or would do so absent treatment; or
 - An injury, including a psychological injury, on the basis of which the covered veteran has been enrolled in the Department of Veterans Affairs Program of Comprehensive Assistance for Family Caregivers.

"Qualifying Exigency"—includes:

- Short-notice deployment (seven days or less)
- Military events and related activities
- Child care and school activities
- Financial and legal arrangements
- Counseling
- Rest and recuperation (up to five days; effective March 8, 2013, up to 15 days)
- Post-deployment activities
- Parental care (effective March 8, 2013)
- Additional activities agreed to by the Company and the employee

Please contact Human Resources for additional information.

EMPLOYEE RIGHTS AND RESPONSIBILITIES UNDER THE FAMILY AND MEDICAL LEAVE ACT

Basic Leave Entitlement

FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- For incapacity due to pregnancy, prenatal medical care or child birth;
- To care for the employee's child after birth, or placement for adoption or foster care;
- To care for the employee's spouse, son, daughter or parent, who has a serious health condition; or
- For a serious health condition that makes the employee unable to perform the employee's job.

Military Family Leave Entitlements

Eligible employees whose spouse, son, daughter or parent is on covered active duty or call to covered active duty status may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered service member is: (1) a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness*; or (2) a veteran who was discharged or released under conditions other than dishonorable at any time during the five-year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness.*

***The FMLA definitions of "serious injury or illness" for current service members and veterans are distinct from the FMLA definition of "serious health condition".**

Benefits and Protections

During FMLA leave, the employer must maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

Eligibility Requirements

Employees are eligible if they have worked for a covered employer for at least 12 months, have 1,250 hours of service in 12 months and if the employer within 75 miles employs at least 50 employees.

***Special hours of service eligibility requirements apply to airline flight crew employees.**

Definition of Serious Health Condition

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

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

Use of Leave

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced

leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

Substitution of Paid Leave for Unpaid Leave

Employees may choose or employers may require use of accrued paid leave while taking FMLA leave. In order to use paid leave for FMLA leave, employees must comply with the employer's normal paid leave policies.

Employee Responsibilities

Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days notice is not possible, the employee must provide notice as soon as practicable and generally must comply with an employer's normal call-in procedures.

Employees must provide sufficient information for the employer to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the employer if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also may be required to provide a certification and periodic recertification supporting the need for leave.

Employer Responsibilities

Covered employers must inform employees requesting leave whether they are eligible under FMLA. If they are, the notice must specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, the employer must provide a reason for the ineligibility.

Covered employers must inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If the employer determines that the leave is not

FMLA-protected, the employer must notify the employee.

Unlawful Acts by Employers

FMLA makes it unlawful for any employer to:

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

Enforcement

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

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

FMLA section 109 (29 U.S.C. § 2619) requires FMLA covered employers to post the text of this notice. Regulation 29 C.F.R. § 825.300(a) may require additional disclosures

Incident Investigation Procedures

Introduction

Careful documentation of loss to hotel, guest, property, or employee injury is essential in determining the cause of every incident. The classic "slip and fall" is one of the more common forms of liability associated to premises open to the public. Essentially, a person injured in a fall must establish some basis for liability by showing that the owner or management was somehow aware of a hazardous condition and failed to correct or remedy the situation, or was in fact the creator of that condition.

Purpose

This program establishes a company-wide incident investigation and reporting procedure for employee and guest incidents including property damage, loss, and injury. The purpose for reporting these incidents is two-fold. It enables a company to identify possible high-incident areas and take the necessary action to prevent future incidents; and documents the occurrence for those not present at the time of the incident detailing the circumstances, injuries and cause, if known. If, after the investigation, the investigator is satisfied with the resulting form, the job has been done correctly. If not, the investigation must continue.

Responsibility

The General Manager has the ultimate responsibility for investigating all incidents, even if the "manager on duty" completes the investigation and report. In addition, the following must also be completed:

- Train management staff to know and understand the procedure.
- Make certain a management representative is always present to complete an investigation.
- Ensure up-to-date emergency telephone numbers are posted near telephones for police, fire and ambulance.
- Provide a disposable camera to photograph conditions of the scene at the time of an incident.
- Once an investigation report is completed, the General Manager is to review the report for completion, accuracy and uniformity. If adequate, the General Manager signs the form and sends it to the corporate office for review. The hotel will retain a copy of the report and photography and send all originals to the corporate office. If inadequate, the appropriate employee must further investigate and document the additional information.
- Promptly complete any needed follow and corrective action.

Completing an Incident Investigation

An incident investigation must be completed after all accidents. The "Manager on Duty" must respond to every incident and complete the attached report. The investigator must record the injured party's comments or document the damage or loss that has occurred. The investigator must be aware that a suspect or injured party may alter the facts of why an accident happened. The investigator must be aware of fraudulent activities. Sometimes an injured party may cover up their embarrassment over having done something "stupid" in their opinion. Regardless, the investigator must assume the "worst case scenario" to protect the company and to provide correct information. This enables management to properly assess the need for corrective action. More often than not, the suspect or injured party will be truthful with information that the investigator needs to gather.

With this mind, as noted under Responsibilities, the ranking on-site manager should immediately initiate and complete the incident investigation. Follow the steps listed below:

- Call immediately for emergency services, when warranted. When in doubt, call.
- Complete this procedure promptly and effectively, without rushing.
- Never assign blame, only gather facts.
- Personally visit the scene to obtain information and note the condition of the scene at the time of the incident.
- Talk and listen to all persons involved, particularly the injured party and witnesses, whether they are guests or employees. Get information from the injured party, not from anyone accompanying the injured party, if possible.
- Take photographs at the scene, particularly if there is no apparent cause for the accident, to document conditions at the time of incident.

Complete the Incident Investigation Report accurately, completely and legibly. If a question is not applicable, state N/A. Leaving blank spaces can be construed as the hotel is misrepresenting conditions at the time of the incident.

Interviewing for the Incident Investigation

- Explain that the purpose of the interview is to obtain information and to determine the true cause of the incident.
- Do not discuss other similar incidents with the injured party. In addition, do not discuss medical payments or payments of any kind.
- Take note of the individual's demeanor and mannerisms during the interview.
 - Nervous – Worried
 - Anxious – Edgy
 - Calm – Tense
 - Relaxed – straightforward
 - Eye contact?
- Ask the applicable questions on the incident report.
- Be kind and be courteous. Ask the injured party for his/her version of the incident. Let them finish their statement **uninterrupted**. Again, obtain this information from the injured party if possible.
- Do not make any remarks that will place the injured party on the defensive.
- Never tell the injured party that the hotel is responsible for what happened.
- Ask open-ended questions, requiring open responses rather than "yes - no" answers.
- Make no promises for payment of any claim related expenses.
- Always close the interview on a positive note.
- **Do not give a copy of the investigation report to the injured party (if requested, make a notation on the report).**
- Do not tell the guest to send medical bills to the hotel. Tell them that hotel management, by the insurance company, or both, will contact them. Make sure that this information is noted on the report.

Helpful Hints Toward Investigations

- Often, a witness is not the only person who saw what happened. A witness is someone who can attest to the conditions of the scene before, during and after the accident.
- At times, you will have to search for witnesses; they may not come forward willingly. However, there is usually a witness, even if it is the person to whom the accident was reported. The person to whom the accident was reported is a very important witness.
- Check to see if anyone else had been in the immediate vicinity and whether that person witnessed anything. Make sure what is said is recorded, whether it is witnessed or not witnessed. Often, what was not seen is as important as what was seen.
- If the incident is a slip and fall, check to see if there was a reason for the incident to occur. Check the person's clothes for wetness. Check shoes for signs of wear or metal, or long and untied laces. Note if the shoes are appropriate for the weather.
- Always check with housekeeping or maintenance to ascertain when and what was last done to the floor, and who did it.
- Always take a photograph of the damaged property, or area of the incident, that accurately depicts the time of the accident. Do not reconstruct the scene at anytime.
- If the incident involves a child, find out if he or she was supervised.
- Always record facts accurately. You do not want anyone altering or embellishing what was reported or what occurred. The truth is always the best defense.
- The true cause of the incident is the desired result of investigation.
 - Statements Made by the Injured Party
 - Physical Evidence at the Scene
 - Witnesses' Statements
 - Investigator's Observation
 - Observations / Common Sense
- Ensure that all of the investigator's work is documented

Evidence

It is essential the investigator document the evidence and conditions of the scene of the accident. Photographs of the exact location where the accident occurred, and any conditions that may have contributed to or caused the fall must be

documented. Photographs must be taken. For additional evidence, the hotel must extract a copy of the properties video surveillance for future documentation. It is the General Managers responsibility to verify the copy of the video is accurate and includes all the cameras involved, as well as the scene of the accident.

Claims Reporting

Once the Incident Report is completed, the investigator gives the report to the General Manager, who reviews it for thoroughness, uniformity, accuracy, and signature. All accidents are to be reported within 24 hours of the accident to the Corporate Office. This should be done so via fax or email. A phone call must be placed to confirm receipt. The Corporate Office will discuss the accident with the General Manager to determine if the claim should be submitted to the insurance company. If it is determined the claim is to be submitted, it will be done so by the Corporate Office. In addition to submitting the documentation to the corporate office, the General Manager must contact the guest quickly, as it goes a long way toward customer service and a good feeling toward the company.

If the General Manager is unavailable, the report should not be held back from processing, however, this should be noted on the report.

The following should be attached and sent when an incident is reported

- The actual report form
- Applicable photographs and videos.
- A copy of the Daily Floor Check Log corresponding to the date of the incident
- Any other information deemed important to the handling of the incident. For instance, sometimes it's necessary to send a copy of the employee work schedule on the date of the incident.

A file must be kept at the hotel level containing copies of everything submitted to the corporate office.

Follow Up

The incident investigation may reveal hazards that need correcting. Examine why the hazard exists and determine how it can be corrected.










Determine the chain of events that led to the hazard. Keep asking *why*? This will aid in more complete corrective action. For example, if a floor is wet because of inclement weather, *Why* was this not noted during the Daily Floor Check? *Why* was the wet condition not cleaned up? *Why* was the area not properly marked for warning?

Employees should be coached on speaking about the incidents. Below are helpful hints to share with all employees

- If the guest calls or returns to the hotel to find out what is being done, it must be documented, and the General Manager should notify corporate office and the insurance company adjuster immediately.
- If the guest asks for a copy of the incident report, notify the corporate office and inform the adjuster. As a rule, a copy of the report should not be given to the other involved parties.
- All employees should be instructed not to discuss the incident with anyone outside of the company. Sometimes the guest may retain an attorney who would send someone to the facility to investigate the incident without obtaining proper permission. Employees should be instructed to notify the General Manager immediately.

Once the true cause has been established, corrective action should be taken. Follow up of all corrective action should take place to prevent recurrence. Document all follow up activity and attach to the investigation file.

Hazard Communications Pictograms

| | | |
|--|---|--|
| Health Hazard  <ul style="list-style-type: none"> • Carcinogen • Mutagenicity • Reproductive Toxicity • Respiratory Sensitizer • Target Organ Toxicity • Aspiration Toxicity | Flame  <ul style="list-style-type: none"> • Flammables • Pyrophorics • Emits Flammable Gas • Self-Reactive • Organic Peroxides | Exclamation Point  <ul style="list-style-type: none"> • Irritant (skin & eye) • Skin Sensitizer • Acute Toxicity • Narcotic Effects • Respiratory Tract Irritant |
| Gas Cylinder  <ul style="list-style-type: none"> • Gases Under Pressure | Corrosion  <ul style="list-style-type: none"> • Skin Corrosion / Burns • Eye Damage • Corrosive to Metals | Exploding Bomb  <ul style="list-style-type: none"> • Explosives • Self-Reactives • Organic Peroxides |
| Flame Over Circle  <ul style="list-style-type: none"> • Oxidizers | Environmental  <ul style="list-style-type: none"> • Non-Mandatory • Aquatic Toxicity | Skull & Crossbones  <ul style="list-style-type: none"> • Acute Toxicity (fatal or toxic) |

Receipt of Staff Handbook (Employee Copy)

I acknowledge that I have received a copy of the Aikens Group Staff Policy Manual. I understand that it is my responsibility to read the policies, procedures and standards contained in this manual and any revisions made to it. I agree to review it thoroughly, including the statements in the foreword describing the purpose and effect of the Manual. I agree that if there is any policy or provision in the Manual that I do not understand, I will seek clarification from my General Manager and/or my Human Resources Department. I understand that Aikens Group is an “at will” employer and as such employment with the company is not for a fixed term or definite period and may be terminated at the will of either party, with or without cause and without prior notice.

I understand that nothing contained in the Manual may be construed as creating a promise of future benefits or a binding contract with the organization for benefits or for any other purpose. I also understand that these policies and procedures are continually evaluated and may be amended, modified or terminated at any time.

Please sign and date this receipt and keep it for your records.

Signature: _____

Print Name: _____

Date: _____

Receipt of Staff Handbook (Employer Copy)

I acknowledge that I have received a copy of the Aikens Group Staff Policy Manual. I understand that it is my responsibility to read the policies, procedures and standards contained in this manual and any revisions made to it. I agree to review it thoroughly, including the statements in the foreword describing the purpose and effect of the Manual. I agree that if there is any policy or provision in the Manual that I do not understand, I will seek clarification from my General Manager and/or my Human Resources Department. I understand that Aikens Group is an “at will” employer and as such employment with the company is not for a fixed term or definite period and may be terminated at the will of either party, with or without cause and without prior notice.

I understand that nothing contained in the Manual may be construed as creating a promise of future benefits or a binding contract with the organization for benefits or for any other purpose. I also understand that these policies and procedures are continually evaluated and may be amended, modified or terminated at any time.

Please sign and date this receipt and return it to the Human Resources Department.

Signature: _____

Print Name: _____

Date: _____