



# Employee Handbook

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## INTRODUCTION

**Hospitality Parking** (also referred to as the "Company" or "HP") is pleased to have you as one of our employees. We believe that you will find your employment with us to be both rewarding and challenging.

We consider you to be our most valuable resource. We believe that each of you contributes directly to our growth and success and we hope you will take pride in being a member of Team HP.

Employees should familiarize themselves with the contents of the Employee Handbook as soon as possible. This Handbook was developed to describe some of the expectations of our employees and to outline the practices, policies, programs, and benefits available to eligible employees.

The Company reserves the right to make changes to the Handbook or other policies at any time, with or without prior notice to employees. Any written changes to this Handbook will be distributed to all employees, so that they will be aware of the new policies and procedures.

If you have any questions concerning the contents of this handbook, please consult Human resources.

## **Welcome to the Team!**

### **Notice of Proprietary Information**

This Handbook is the property of Hospitality Parking. The information contained herein is proprietary and may not be copied or reproduced without the express written permission of Hospitality Parking. This Handbook has been prepared for the express use of personnel employed by Hospitality Parking. Accordingly, all employees must return their Handbook to their manager or to Human Resources prior to their last day of employment with Hospitality Parking.

**This Employee Handbook has been prepared for Hospitality Parking.**

## **100. EMPLOYMENT LAWS AND PRACTICES**

### **101. EMPLOYMENT AT-WILL:**

Employment with the Company is on an “at will” basis. Employment at-will may be terminated at the will of either the employer or the employee. Employment may be terminated with or without cause, and with or without notice, at any time by you or the Company. Terms and conditions of employment with the Company may be modified at the sole discretion of the Company with or without cause and with or without notice.

Company Ownership has the sole authority to create an employment relationship other than employment on an “at will” basis, and may only do so in writing.

No implied contract or agreement concerning any employment-based decision or terms and conditions of employment can be established by any other statement, conduct, policy or practice.

### **102. EQUAL OPPORTUNITY EMPLOYER POLICY:**

The Company is an equal opportunity employer and makes employment decisions based on merit. Company policy prohibits unlawful discrimination based on race, color, creed, sex (including pregnancy), religion, marital status, age, national origin or ancestry, physical or mental disability, medical condition, genetic characteristic, military status or any other consideration made unlawful by federal, state, or local laws. All such discrimination is unlawful and prohibited by the Company.

#### **Reasonable Accommodation**

To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability, and to the extent required by the Americans with Disabilities Act, the Company will make a reasonable accommodation for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee unless undue hardship for the Company would result.

Any applicant or employee who requires an accommodation in order to apply for the position or to perform the essential functions of the job should contact Human Resources or the Company designee and request such an accommodation. The individual with the disability should specify what accommodation is required to perform the essential functions of the job. The Company will then engage in a timely, good faith interactive process with the applicant or employee to identify possible accommodations, if any, that will enable the applicant or employee to perform the essential functions of the job. If the accommodation is reasonable and it will not create an undue hardship on the Company or create a safety threat, the Company may make the accommodation.

#### **AMERICANS WITH DISABILITIES ACT (ADA) AND THE ADA AMENDMENTS ACT (ADAAA):**

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act, known as the ADAAA, are federal laws that prohibit employers with 15 or more employees from discriminating against applicants and individuals with disabilities and that when needed provide reasonable accommodations to applicants and employees who are qualified for a job, with or without reasonable accommodations, so that they may perform the essential job duties of the position.

It is the policy of Hospitality Parking to comply with all federal and state laws concerning the employment of persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, it is our company policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.

The company will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation and/or if the accommodation creates an undue hardship to Hospitality Parking. Contact Human Resources with any questions or requests for accommodation.

**103. ADVERSE IMPACT POLICY:**

The Company has implemented numerous policies that are designed to achieve important business objectives. We recognize, however, that an otherwise legitimate workplace policy can have unintended consequences to individuals in a particular group or class. If you feel that one of our policies adversely affects you due to your unique circumstances (e.g. your membership in one of the “protected classes”), you may seek accommodation regarding such policy. The procedure to seek this accommodation is as follows: Deliver to your manager or Human Resources a memorandum, in writing, which identifies (1) the policy issue; (2) the reason why the policy, as it applies to you, creates an adverse impact on you; and (3) the accommodation that you request to avoid this adverse impact.

Examples of “protected classes” include, but may not be limited to, race, color, creed, sex (including pregnancy), religion, marital status, age, national origin or ancestry, physical or mental disability, medical condition, genetic characteristic, or military status.

**104. ANTI-VIOLENCE POLICY:**

The Company has a zero tolerance policy for workplace violence, verbal and nonverbal threats and related actions. Firearms and weapons cannot be brought into the workplace at any time.

Employees should immediately report to their supervisor such incidents or threats. The Company will not retaliate against any employee for reporting such an incident, and will not knowingly permit any retaliation by management or non-management employees.

**105. ANTI-HARASSMENT AND ANTI-DISCRIMINATION:**

The Company is committed to providing a work environment that encourages mutual respect and is free of unlawful harassment, discrimination and bias. The Company’s anti- harassment & anti-discrimination policy applies to all persons involved in the operation of the Company and prohibits unlawful harassment by any employee of the Company, including supervisors and coworkers. The law also prohibits unlawful harassment and/or discrimination towards any employee by customers, vendors, contractors and persons working or visiting on the company’s premises or vice versa.

Prohibited unlawful harassment and/or discrimination includes, but is not limited to, the following: Any harassment and/or discrimination or use by anyone in its employ of any derogatory epithet (whether verbal, written or gestural) based on race, color, creed, sex (including pregnancy), religion, marital status, age, national origin or ancestry, physical or mental disability, medical condition, genetic characteristic, military status or any other consideration made unlawful by federal, state or local laws; or sexual harassment and/or discrimination, defined as:

Unwanted sexual advances, or visual, verbal or physical conduct of a sexual nature; or Any form of sexually offensive behavior including gender-based harassment of a person of the same or different sex as the harasser when:

- Submission to the conduct is made explicitly or implicitly a term or condition of an individual's employment,
- Submission to or rejection of the conduct by an individual is used for employment decisions affecting an individual, or
- Such conduct has the purpose or effect of unreasonably interfering with the employee's work performance or creating an intimidating, hostile, or offensive work environment.

For information on how to contact the Civil Rights Division of the Texas Workforce Commission, please refer to the poster entitled “Equal Employment Opportunity is the Law in Texas.” For information on how to contact the federal Equal Employment Opportunity Commission, please refer to the poster entitled “Equal Employment Opportunity is the Law.” Both of the posters listed above are displayed conspicuously in the workplace. You may also obtain this information by contacting Human Resources. Upon notice of an employee’s concern about being harassed, the Company will act to stop any further harassment, will correct any effect of the harassment, and will:

- Promptly investigate the complaint. The investigation will be immediate, thorough, objective and complete. We will make diligent efforts to interview all persons with information on the matter.
- Take prompt and effective action to remedy/correct harassment.
- Respond in a timely manner to any complaint of harassment describing the disposition of the complaint and any action taken in resolution of the complaint.

The Company will not retaliate against you for filing a harassment complaint and will not knowingly permit retaliation by your supervisor, coworkers or management.

**106. ANTI-RETALIATION POLICY:**

In addition to prohibiting discrimination and harassment in the workplace, state and federal law also prohibits retaliation. One type of retaliation occurs when an employer takes employment action against an employee who complains about harassment or discrimination if such action may likely discourage a reasonable employee from making or supporting a claim of harassment or discrimination. Harassment and discrimination may be based on a protected status as outlined in the Company’s Equal Employment Opportunity policy, as well as protected activities such as testifying at or providing information related to a labor investigation, filing or having filed a workers’ compensation claim, or whistleblower status. Examples of adverse action may include, depending on the circumstances, demotion, failure to promote, termination of employment, change of work hours or change of job duties. Another type of retaliation occurs when coworkers ostracize, employ derogatory epithets (verbal, written or gestural) against or otherwise harass an employee because he or she has complained about discrimination or harassment.

It is illegal to retaliate against an employee because of complaints of harassment or discrimination, even if no harassment or discrimination ever happened. Company policy STRICTLY PROHIBITS any form of retaliation against an employee because they complained about harassment or discrimination. If you feel you have been retaliated against based on a complaint, please notify management immediately.

**107. ZERO TOLERANCE POLICY:**

It is the policy of Hospitality Parking to provide all employees a safe work environment free from harassment and discrimination. Harassment and discrimination will not be tolerated. Such behavior will be addressed seriously and appropriate corrective action taken.

A “zero tolerance” policy means working to prevent any inappropriate behavior, so corrective actions, up to and including formal discipline, will be taken when policy violations occur, even if they are not so serious as to be unlawful. For example, even though a sexual comment does not in itself rise to the level of creating a hostile work environment under the law, such a comment is unacceptable in the workplace and violates Hospitality Parking’s Zero Tolerance Policy and will be subject to a corrective action.

**108. OPEN DOOR POLICY:**

At Hospitality Parking, we have created an environment in which open communication between employees and management exists. It is important for you to know that HP encourages you to communicate your ideas, suggestions, and problems to your manager on a daily basis.

When situations or problems arise, we encourage you to speak with your immediate supervisor. Give your supervisor a chance to resolve the issue with you. If your complaint involves your supervisor, or if you are not satisfied with your supervisor’s response, or if for any reason, you do not wish to bring the problem to your supervisor’s attention, you may present your complaint to your manager or Human Resources representative. If you do not feel the response or actions taken in this first step are satisfactory, the following additional steps can be taken:

- Contact Human Resources or any member of management. Appropriate parties will be contacted. Company policy will be reviewed and the corporate office will be contacted if necessary.
- Submit in writing the issues surrounding the problem to the Company’s corporate office. They will investigate the situation and make a final determination regarding the situation and the appropriate action, if any, is to be taken.



### **How to report Instances of Harassment and/or Discrimination**

We cannot resolve matters that are not brought to the attention of an appropriate member of management. Therefore, everyone will be held accountable for accomplishing our goal of a workplace free from discrimination and harassment. Do not assume the company is aware of the conduct.

Any employee who believes he or she is being subjected to unlawful harassment or discrimination by a coworker, manager or other individual whether employed by the company or not, or who believes his or her employment is being adversely affected by such conduct, is directed to report such incidents and any other observations of unlawful harassment or discrimination to Human Resources. If for any reason the associate is uncomfortable discussing the matter with Human Resources the employee is directed to report the matter to the President of the company.

Additionally, any employee or manager who becomes aware of any possible unlawful harassment or discrimination whether he or she is personally affected or not, must advise Human Resources or the President of the company.

### **How an Investigation Will Be Conducted**

HP will conduct a prompt investigation of the complaint or observation of possible unlawful harassment or discrimination and take appropriate action based on its investigation. Since allegations of harassment or discrimination are serious matters for all concerned, employees will be expected to fully cooperate in our efforts to investigate and enforce this policy. For the same reasons, discretion will be utilized in investigating and, where appropriate, will remedy improper conduct. Information will be kept as confidential as possible and will be released only on a "need to know" basis.

### **109. COVERAGE UNDER THE FAIR LABOR STANDARDS ACT (FLSA):**

#### **Exempt or Non-Exempt:**

Employees whose jobs are governed by the FLSA are either "exempt" or "non-exempt." Non-exempt employees are entitled to overtime pay. Exempt employees are not. Most employees covered by the FLSA are non-exempt.

#### **WORK STATUS AND ELIGIBILITY (EMPLOYEE CLASSIFICATION):**

All employees are designated as either nonexempt or exempt under state and federal wage and hour laws. The following is intended to help employees understand employment classifications, employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. The right to terminate the employment-at-will relationship at any time is retained by both the employee and Hospitality Parking.

**Non-exempt employees** are employees whose work is covered by the Fair Labor Standards Act (FLSA). They are NOT exempt from the law's requirements concerning minimum wage and overtime.

**Exempt employees** are generally managers or professional, administrative or technical staff who ARE exempt from the minimum wage and overtime provisions of the FLSA.

Due to the nature and seasonality of the hospitality industry, all hourly non-exempt employees are considered to be part-time. As such, Hospitality Parking cannot guarantee hours for its hourly non-exempt employees. Every attempt will be made to schedule according to business volumes taking into consideration employee's availability and desired hours. Your manager or Human Resources will verify whether you are a regular, temporary or on-call employee, and whether you are exempt or non-exempt.

#### **Non-Exempt Employee Status:**

- **Regular, part time:** Employees who are not in a temporary status and who are regularly scheduled to work. Some regular, part-time employees may be benefits eligible based on average hours worked in the Company's designated work week and their tenure with the Company.
- **Temporary, part time:** Employees who are hired as interim replacements to temporarily supplement the workforce or to assist in the completion of a specific project. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees are not benefits eligible.

- **On call:** Employees who work as needed and their hours are based upon location business volumes. On-call employees are not benefits eligible.

**110. INACTIVE STATUS:**

If you have not worked any hours in a 90 Day period, your status will be considered inactive and you will be terminated from our system. The only exceptions are during the use of any documented, pre-approved leave for the following purposes: worker's compensation, Paid Time Off, FMLA or Military Leave.

**111. TIPPED EMPLOYEES UNDER FLSA:**

This information provides general information concerning the application of the FLSA to employees who receive tips.

**Characteristics:**

Tipped employees are those who customarily and regularly receive more than \$30 per month in tips. Per FLSA rules, Tips are the property of the employee. The employer is prohibited from using an employee's tips for any reason other than as a credit against its minimum wage obligation to the employee ("tip credit") or in furtherance of a valid tip pool. Only tips actually received by the employee may be counted in determining whether the employee is a tipped employee and in applying the tip credit.

**112. TIP POOL:**

The requirement that an employee must retain all tips does not preclude a valid tip pooling or sharing arrangement among employees who customarily and regularly receive tips, such as servers, bellhops, valets, valet supervisors, counter personnel (who serve customers), bussers, and service bartenders. A valid tip pool may not include employees who do not customarily and regularly received tips, such as dishwashers, cooks, chefs, janitors and managers.

**113. TIP CREDIT:**

Section 3(m) of the FLSA permits an employer to take a tip credit toward its minimum wage obligation for tipped employees equal to the difference between the required cash wage (which must be at least \$2.13) and the federal minimum wage. Thus, the maximum tip credit that an employer can currently claim under the FLSA is \$5.12 per hour (the minimum wage of \$7.25 minus the minimum required cash wage of \$2.13). The federal state minimum wage and corresponding tip credit calculation is subject to change.

**114. RETENTION OF TIPS:**

A tip is the sole property of the tipped employee regardless of whether the employer takes a tip credit. The FLSA prohibits any arrangement between the employer and the tipped employee whereby any part of the tip received becomes the property of the employer.

**115. TIP REPORTING:**

The Internal Revenue Service (IRS) requires you to accurately report 100% of your tips so that the correct taxes are withheld. You must declare the actual amount of tips you receive each day on the designated tip reporting system. The amount of tips declared, is reflected on your paycheck stub.

We will provide tipped employees the opportunity to report their tipped income. If you are unsure how to properly report your tips or you believe you have inaccurately recorded your tips, please see your manager or Human Resources for assistance.

**116. SERVICE CHARGES:**

A compulsory charge for service, for example, 20 percent of the bill, is not a tip. Such charges are part of the employer's gross receipts. Sums distributed to employees from service charges cannot be counted as tips received, but may be used to satisfy the employer's minimum wage and overtime obligations under the FLSA. If an employee receives tips in addition to the compulsory service charge, those tips may be considered in determining whether the employee is a tipped employee and in the application of the tip credit. Service charges are subject to Sales & Use tax.

**117. MINIMUM AGE REQUIREMENT:**

Hospitality Parking will only employ individuals who are a minimum of 18 years of age. Due to insurance restrictions, employees hired for driving vehicles, or other positions, may have a minimum age of 21 years of age.

**118. EMPLOYMENT VERIFICATION:**

All requests for verification of employment and/or reference check will be directed to the Human Resources Department. At no time should any employee respond to these requests. The only information provided will include the employee's date of employment and last position held. If authorized in writing, the Company will release confidential salary information. Violations to this policy may result in disciplinary action up to and including suspension-pending investigation for possible termination.

**119. REFERENCE/BACKGROUND CHECK:**

The Company conducts reference check on all potential employees. Criminal background verifications are conducted on all employees. Motor vehicle verifications are conducted for all new employees with job responsibilities that entail driving a vehicle. Additionally, motor vehicle verification will be conducted annually for all current employees responsible for operating a vehicle.

**120. CRIMINAL BACKGROUND CHECK:**

Due to the nature of our industry and concerns for the safety and welfare of our customers, and clients, Hospitality Parking have strict guidelines in place regarding potential or current employee with convictions of, guilty or no contest pleas regarding criminal background or actions.

**200. SCHEDULING AND TIMEKEEPING**

**201. WORK HOURS:**

The Company follows a work schedule that is based upon the demands of the business. The workweek begins on Sunday and ends on Saturday. Every effort will be made to post schedules by Thursday prior to the new workweek.

**202. ATTENDANCE, ABSENCE AND PUNCTUALITY STANDARDS:**

All employees are expected to report to work for their regularly scheduled shifts. All hourly employees should not clock in any more than 7 minutes prior to the start of their shift unless approved by management. Clocking in 7 minutes after the start of the scheduled shift will result in the employee being considered late/tardy. At no time are hourly employees eligible to work without clocking in. Employees are expected to remain at work for their entire work schedule, except when approved by management.

If you are unable to report to work on time for any reason, call your supervisor as far in advance as possible to inform them of your anticipated arrival time. If you are unable to work your scheduled shift, please contact your manager directly; no less than 2-hours prior to the beginning of your scheduled shift so an attempt can be made to cover your shift. In all cases of absence or tardiness, employees must speak directly to the manager or supervisor on duty.

An employee who does not call or report to work for three consecutive shifts and not responsive to the Company's attempts to contact them will be considered to have voluntarily resigned employment with the Company. Employees experiencing such absences should contact Human Resources or the Company designee immediately. Documentation, such as a doctor's note or medical release may be required on their first day back to work.

Refusal to work a scheduled shift may result in disciplinary action up to and including termination. These are guidelines and management reserves the right to make decisions on attendance issues not covered in this listing.

For Leaves of Absence or PTO, please refer to the Benefits Section.

### **203. TIMEKEEPING AND TIME RECORDS:**

The Company strives to maintain strict compliance with the Fair Labor Standards Act, commonly known as “FLSA”, for all positions. All hourly (non-exempt) employees are required to accurately record their time each workday on the site specific time and attendance system. The rules below are designed to help the Company with the FLSA and to ensure that all employees are paid fairly and legally. Failure to follow these rules may subject you to discipline up to termination. These rules apply to non-exempt employees only. If you are unsure of your status as exempt vs. non-exempt, please ask your manager or Human Resources.

- Employees are required to use the designated time clock to punch in/out for each shift. If you cannot punch in/out, please see a supervisor for assistance.
- Punching or filling out another employee’s time record, allowing another employee to punch or fill out your time record, or altering a time record, is considered a falsification of Company documents and is grounds for disciplinary action up to and including termination of employment.
- Do not tamper with timekeeping equipment
- You should not be performing any work during your recorded breaks, as these entries may be deducted from your total work hours as non-compensable time off.
- You must obtain your supervisor’s approval before working over and above your regularly scheduled work hours. This includes time incurred before or after your regular shift, or during unpaid meal breaks.
- Each employee is responsible for his/her own time card and there may be a replacement cost for lost/misplaced cards.

Company policy requires prompt and accurate correction of any improper payroll deduction or other error in an employee’s paycheck.

Should you discover an error on your time record, you are expected to immediately report this situation in writing to the Human Resources representative or to your supervisor so that it may be corrected promptly and updated. Your supervisor or Human Resources representative must initial all corrections.

### **204. DEPARTMENT CODE REPORTING:**

At locations that utilize multiple department codes, all hourly employees are required to enter their proper department code before every shift worked. Please see your manager or Human Resources for assistance.

### **205. TIME-OFF REQUESTS:**

In order to properly schedule for the absence of employees, employees must submit their requests two weeks in advance of the date requested. There may be instances in which time off requests are denied based on business volumes and staffing needs. At management’s discretion, situations of extenuating circumstances are handled on a case-by-case basis.

## **300. PAYROLL AND COMPENSATION**

### **301. GENERAL PAY INFORMATION:**

Certain deductions will be made in accordance with federal and state laws (such child support, tax liens, and unpaid student loans). In addition, the Company makes available certain voluntary deductions as part of the Company’s benefits (See Benefits Section). If the employee is paid in excess of what he or she has earned, the employee will need to return the overpayment to the Company as soon as possible. If a wage overpayment occurs, the overpayment is regarded as an advance of future wages payable and will be deducted in whole or in part from the next available paycheck(s) until the overpaid amount has been fully repaid. Each employee is expected to sign a wage deduction authorization agreement authorizing such a deduction.

If a paper paycheck is lost, destroyed or stolen, notify your manager or Human Resources immediately. To replace the paycheck, a stop check payment fee will be assessed.

Your paper paycheck will only be issued to you. Distribution of your paycheck to another individual or family member is performed only with written permission from the employee. Identification will be required from the person picking up the employee's paycheck.

**302. PAYDAY:**

There are 26 pay periods every calendar year. Paychecks are issued every two weeks on Fridays. The Company's seven-day work week is from 12:00 a.m. Sunday through 11:59 p.m. the following Saturday.

**303. DIRECT DEPOSIT:**

The Company participates in "paperless payroll". Only direct deposit and deposit through pay card are available for employee pay. Please see your manager or Human Resources representative for the necessary forms, and note that it may take several pay periods to take effect upon administration.

**304. MEETING PAY:**

When an employee reports to work on their scheduled day off to attend a mandatory meeting or training session, they will be paid the Federal/State Minimum Wage or base rate of pay, whichever is higher. The meeting pay will be for a minimum of 2-hours or the length of the meeting/training whichever is higher. If an employee asks to leave early, agree to leave early, is sent home for disciplinary reasons, or is physically unable to perform their work, the employee will be paid only for the actual time worked. Voluntary meetings are not paid.

**305. OVERTIME POLICY:**

Overtime pay will be paid to hourly, non-exempt employees who work over 40 hours in a single 7-day workweek. Overtime will be paid at time and a half for employees with a wage rate above the Federal/State Minimum Wage. For sub-minimum wage employees, overtime will be paid in accordance with the requirements of state and federal laws. In the event that you are asked to work beyond your scheduled shift, the company will pay you overtime pay for overtime work in accordance with the requirements of state and federal laws. OVERTIME MUST BE APPROVED BY MANAGEMENT, IN ADVANCE.

**306. MINIMUM PAY:**

An employee who is called in to work or who reports to work for their scheduled shift without being notified not to report, and then is not required to work will receive a minimum of 2- hours of pay at the employee's regular hourly rate. If the employee requests to leave early, they will only be paid for the time actually worked. The Company shall not be liable for minimum pay if the failure to provide work is due to an emergency beyond the control of the Company such as but not limited to a fire, inclement weather, earthquake, flood, or power failure.

**307. FINAL PAY CHECK POLICY:**

Terminated employees will be paid for time worked through termination of employment on the next regularly schedule pay date or as required by state laws. Deductions will be made from final checks to the extent permitted by law. Continuation or conversion of insurance coverage will be permitted in accordance with federal law.

**308. EXPENSE REIMBURSEMENT:**

In the normal course of business operations, there are times when employees may necessarily incur work-related expenses, which must be approved, in advance, by their manager. Such expenses, incurred in connection with the Company's business operations, will be reimbursed as set forth below. Claims for reimbursement must be submitted on the Expense Reimbursement Form, which is available from your manager. Expense reports must meet the following criteria:

- Expense Reimbursement Forms must be filled out with the following information for each line item for reimbursement: Date, Location/Department expense belongs to, detailed description of expense item and amount to be reimbursed.
- Expense Reimbursement Forms must include signatures from both the employee and the authorized manager in original hard copy OR scanned PDF format (emailed excel workbooks will not be accepted).
- Expense Reimbursement Forms must include ALL original receipts and backup documentation in order of

expense report line items.

- Expense Reimbursement Forms must contain reimbursable expenses incurred in the past 30 days i.e. (1st of the month through the end of the month).
- Expense Reimbursement Forms must be submitted to the Accounting Department no later than the 1st day of the next month. (June Expense Report must be submitted by July 1st).
- Expense Reimbursement Forms will be paid in the normal payable cycle depending on Location. The Company will make every effort to process reimbursement requests within 10-14 days from receipt.

#### **400. EMPLOYEE, BUSINESS CONDUCT, AND STANDARDS**

##### **401. EMPLOYEE CONDUCT AND DISCIPLINARY ACTION:**

A key element to our continued success is each employee's commitment to be guided by certain standards and principles in performing his or her job. It is important that employees be guided by the following:

- Understand and follow all applicable federal, state and local laws and regulations;
- The protection of our corporate reputation and assets;
- Responsible action that avoids conflicts of interest and other situations potentially harmful to the Company; and
- Being ethical and honest, including providing truthful information in response to any management inquiry or investigation.

The Company considers work rules, guidelines, and work performance important responsibilities. They are essential to the proper management of our business and ensure that employees work together effectively. When these rules and guidelines are not followed, or an employee's work performance is below Company standards, written disciplinary warnings may be issued.

Violations of company rules and guidelines, or the employee's failure to improve work performance may result in disciplinary action, up to and including termination of employment. The company reserves the right to terminate employment with or without cause and with or without notice.

##### **402. PERFORMANCE EVALUATIONS, PERFORMANCE REVIEWS AND FINANCIAL REVIEWS:**

Managers and employees are strongly encouraged to discuss job performance and goals informally at any time. Your manager is continuously reviewing your job performance. Additional formal performance reviews will be conducted to provide both managers and employees with the opportunity to discuss job tasks, identify and correct opportunity areas, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Performance or financial reviews may be conducted within your first 90-days of employment and then on your 1-year anniversary, as applicable. After your first year of employment, you will receive an annual review each year thereafter.

##### **403. KEEPING US INFORMED:**

It is important to keep your personal information records updated. You are expected to notify Human Resources promptly of changes in the following: name, telephone number, marital status, address, dependents, and emergency contacts. All information will remain strictly confidential.

##### **404. ACCESS TO PERSONNEL FILES:**

We maintain a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance, salary history and other employment records. Personnel records are the property of Hospitality Parking and access to the information they contain is restricted. Generally, only management personnel who have legitimate reason to review information in a file are allowed to do so.

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

#### **405. PROGRESSIVE DISCIPLINE PROCESS:**

The major purpose of any disciplinary action is to correct a problem, prevent reoccurrence and prepare the associate for satisfactory performance in the future. By using progressive discipline, we hope that most associate problems can be corrected at an early state benefiting both the associate and company.

It is the policy of Hospitality Parking that employee counseling/discipline will be administered firmly, fairly and consistently.

Progressive Discipline may consist of one or more written warnings or termination of employment depending on the severity of the problem and the number of occurrences. If an associate receives three written warnings within a 12-month period, the associate may be subject to termination.

#### **406. COACHING, COUNSELING, AND DISCIPLINE:**

Hospitality Parking maintains the belief that proper standards of conduct, performance, and attendance are crucial to the welfare of our Company, our guests, and our employees.

Corrective counseling will generally consist of progressive steps of verbal counseling and written disciplinary warnings. Serious misconduct or policy violations may require more immediate or final action, including termination of employment. The company reserves the absolute right to initiate the form of discipline it deems appropriate. Nothing in this policy is intended to alter the at-will nature of your employment with the Company. Thus, you or the Company may terminate employment at any time, with or without cause.

#### **Coaching Sessions:**

Coaching sessions are a collaborative, solution-focused, result-oriented and systematic process in which the coach facilitates the enhancement of work performance by providing positive support, feedback and advice to an individual or group basis to improve their personal effectiveness in workplace utilizes coaching sessions.

#### **Verbal Warnings:**

Verbal Warnings are a fact based, documentation of a conversation discussing an undesirable behavior or work performance. This step, which will generally involve the first occurrence of a situation, provides an opportunity for the manager/supervisor to discuss the undesirable behavior, assist the employee in taking positive actions to correct the situation and to provide specific consequences if the behavior / performance is not corrected.

#### **Written Warnings:**

Written Warnings are administered as a written record of second violation of the undesirable behavior or performance for which the employee has already received a verbal warning on the same offense(s), unless the action is grounds for an automatic written warning. This will include a corrective action plan and timeline.

#### **Final Written Warnings:**

Final Written Warnings, also known as a "Final", are utilized for serious violations of Company policy or other inappropriate behavior, or failure to achieve sustainable improvement following a Written Warning. This document will provide the same information as a Written Warning; however, it will explain that if sustainable improvements are not achieved within the timeline given in the corrective action plan, then the employee will be suspended pending an investigation for possible termination. All completed documentation will be reviewed by Human Resources and kept in the employee's personnel file.

#### **Suspensions:**

The purpose of the suspension is to allow more time for a thorough investigation of the circumstances surrounding the policy infraction. At the end of the investigation, Human Resources will make the recommendation to either terminate or reinstate the employee. Human Resources will coordinate and prepare a written summary of all the evidence and present the finding to the Manager. The manager will review it and approve or disapprove, in writing the recommendation for termination.

Terminations during/after a suspension are for after instances of gross misconduct, policy violation, after final written warning or if the suspension investigation reveals evidence substantiating recommendation for termination. Human Resources or management will advise the employee of the decision to terminate employment with the company. When the employee becomes separated, due to the results of the investigation, they will not be compensated for the days suspended. However, if the employee is reinstated from suspension, they will be paid for any scheduled days missed because of the investigation.

#### **407. EMPLOYEE CONDUCT AND WORK RULES:**

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. We reserve the right to omit one or more steps of the progressive disciplinary process depending on the severity of the situation and the number of occurrences. Progressive disciplinary action will not be applied for situations calling for immediate termination. For example, any associate may be terminated immediately for any of the following reasons.

- Negligence
- Theft
- Cash Handling
- Improper Storage of Monies
- Removing or possession of company property without authorization
- Falsifying company records, including but not limited to time records
- Working under the influence of alcohol or illegal drugs, or any other violation of the Drug and Alcohol Use Policy
- Possessing, distributing, selling, delivering, or using alcohol or illegal drugs in the workplace, while on duty, or while operating employer owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Damaging employer owned or customer owned property through negligence or improper use
- Improper use of guest vehicles
- Behaving in an insubordinate or other disrespectful behavior
- Using profane or vulgar language
- Sleeping on the job
- Engaging in sexual or other unlawful harassment
- Possessing dangerous or unauthorized materials in the workplace, such as explosives or firearms
- Engaging in excessive absenteeism or any absence without notice
- Engaging in an unauthorized absence from the work station during the workday
- Violating conflict of interest or outside employment policies
- Excessive personal telephone calls or unauthorized long distance telephone calls
- Violating safety rules, including failure to report accident, injury or dangerous situation
- Using telephones, mail systems or other employer owned equipment without authorization
- Disclosing business "secrets" or other confidential information
- Breach of trust or dishonesty
- Using personal cell phones or other mobile devices during work hours
- Deliberate nonperformance of work duties
- Larceny or unauthorized possession of, or the use of, property belonging to any co-worker, visitor, or customer of HP or its clients
- Unauthorized posting of or removal of notices from employee communication boards
- Gambling, conducting games of chance or possession of such devices on the premises or during work hours
- Soliciting gifts or tips from guests
- Conduct that is socially inappropriate or which may reflect negatively upon the company
- Any conduct that is prohibited by law
- Failure to cooperate with investigations



#### **408. EMPLOYEE SEPARATION PROCEDURES AND REHIRE:**

The Company requests that employees who choose to terminate their employment provide written notice to their supervisors stating their last date of employment and the reason for leaving. A two-week notice of resignation is requested in writing, if possible. The employee agrees to return all company equipment before the last day of employment.

Separation of employment within an organization can occur for several different reasons. Types of employee separation is listed below:

- Resignation
- Retirement
- Job Abandonment
- Termination

#### **409. RETURN OF COMPANY PROPERTY UPON SEPARATION:**

When an employee's employment terminates, for whatever reason, the employee is required to immediately return all Company owned property used during his/her employment including documents (hard copy and/or soft copy), software, and any other materials containing proprietary or confidential information belonging to the Company. By way of example, this would also include without limitation, keys, handbooks, computers, communication devices, uniforms, identification cards or badges, and any other equipment or materials.

If the former employee does not promptly return company property, the company reserves the right to take all reasonable measures, including legal action, to recover company property.

#### **Rehire:**

Former employees who left Hospitality Parking in good standing and were classified as eligible for rehire may be considered for re-employment. An application must be submitted to the Human Resources, and the applicant must meet all minimum qualifications and requirements of the position, including any qualifying exam, when required. Rehired employees must qualify for benefits just as any other new employee.

An applicant or employee who is terminated for violating policy or who resigned in lieu of termination from employment due to a policy violation will be ineligible for rehire.

#### **410. THE USE OF ALCOHOL, ILLEGAL DRUGS OR CONTROLLED SUBSTANCES:**

The Company is committed to providing a safe, healthy and drug-free workplace for its guests and employees and we expect all employees to share in this commitment. While on Company premises and while conducting business related activities off-premise, no employee may use, possess, sell, distribute, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Proper use of prescription drugs directly prescribed to the employee is exempt from these restrictions, so long as the employee is complying with physician orders. In addition, moderate use of alcohol at Company-approved meetings or in connection with business meals, business travel and business entertainment is exempt from this strict prohibition. In these situations, the Company insists on the employee's good judgment.

#### **411. DRUG TESTING POLICY:**

Employees may be required to undergo alcohol and drug testing for reasonable cause and or after accidents that require medical attention or property damage. Employees who refuse substance testing under these circumstances may be discharged.

Drug or alcohol testing required or requested by the Company will be conducted at the Company's expense. Additionally, any use of alcohol or drugs during non-work time, which results in a positive test of the employee during

work hours, may result in a similar presumption that the use of the drugs or alcohol poses serious safety and health risks. Any employee who tests positive is subjected to disciplinary action, up to and including immediate termination of employment.

#### **412. TOBACCO FREE WORKPLACE:**

The Company maintains a smoke- and tobacco-free workplace. No smoking or other use of tobacco products (including, but not limited to, cigarettes, e-cigarettes, pipes, cigars, snuff, or chewing tobacco) is permitted in any part of the building or in vehicles owned, leased, oriented by the Company. Employees may smoke outside but only in management- designated areas during breaks. When smoking or otherwise using tobacco or similar products outside, do not leave cigarette butts or other traces of litter or tobacco use on the ground or anywhere else. Please remember to conform to the smoking or tobacco use policies of our customers when working at a customer's site.

All employees are expected to abide by this policy in all respects while at work, whether on company premises, at a customer's site, or while in transit between work locations or assignments. Being permitted to use tobacco products during breaks is a privilege, as long as such use does not interfere with the employee's work or professional appearance. If that privilege is abused, it may be withdrawn altogether.

#### **413. ALCOHOLIC BEVERAGE POLICY AND PROCEDURES:**

Hospitality Parking has a policy of commitment to the proper, safe and legal serving, dispensing and consumption of alcoholic beverages and abides by all TABC rules and regulations. All employees who serve alcoholic beverages, or who supervise such employees, must successfully complete a TABC certified Seller/Server training course within 30 days of employment and shall refrain from serving alcoholic beverages prior to the completion thereof. The certification must be maintained through the duration of employment by successfully re-completing a TABC certified course at intervals as may be prescribed by the TABC. The age required by the company to handle alcoholic beverages is 18. Under no circumstances is anyone under the age of 18 allowed to handle any alcoholic beverages or transact any sale of alcoholic beverages. It is the company's policy to ask for valid state or federal identification from anyone who appears to be under the age of 30. It is company policy to refrain from serving minors even in the presence of a parent, legal guardian or spouse. In instances where valets suspect that a patron may be intoxicated they are to inform a Manager immediately or before returning vehicle or keys to said patron.

- The legal age in the State of Texas to Possess and consume alcohol is 21
- The legal blood alcohol content is .08
- It is illegal to sell or serve alcohol to an intoxicated person
- The person must be able to provide a valid form of ID to prove they are at least 21
- The maximum number of alcoholic beverages that can be sold to a person at any one transaction is 2
- It is illegal for a customer to leave the bar, restaurant or hotel in possession of an alcoholic beverage

The sale of alcohol should never be taken lightly. If you have any doubt that a customer is of legal drinking age or of their level of intoxication, ask your Manager for assistance. It is the responsibility of all company employees to adhere to these policies. Any offense pertaining to these policies could lead to possible termination and fines.

#### **414. UNIFORM AND STANDARDS OF APPEARANCE GUIDELINES:**

During business hours, you are expected to present a clean and neat appearance and to dress according to the requirements of your position. Each employee is a representative of the Company in the eyes of our clients and the public, so it is important that each employee report to work properly groomed and appropriately dressed. Employees who report to work inappropriately dressed may be asked to leave and return in acceptable attire. If an employee is requested to leave and return in acceptable attire, the time taken to do so will be unpaid.

Employees agree to comply with the Company's appearance standards. Employees understand that any company uniform must be maintained in proper condition. Consult your manager if you have questions as to what constitutes appropriate attire for your position.

**415. BREAKS:**

Employees are entitled to breaks during regularly scheduled work hours as long as the breaks are authorized by a supervisor. Employees will remain in the area during work time, unless authorized by management or if the employee is clocked out.

**416. DESIGNATED AREAS:**

Employees of the company may be required to enter and exit the building through a designated employee entrance. While waiting for transportation, employees must be in the designated areas. Employees may be required to use only designated bathrooms, break areas, and eating areas. If employees park on company property, they must do so only in the designated parking areas.

**417. UNAUTHORIZED OUTLET USE:**

Unauthorized use of any guest/client facilities as they apply to each Company location. Unauthorized presence at client functions or in client areas, including (but not limited to) guest rooms, restaurants, bars, lounges, meeting rooms or client vehicles. Employees may not socialize, date, or meet with guests, employees or visitors, on Company property unless it is a bona fide job responsibility.

**418. LEAVING PROPERTY DURING WORK TIME:**

It is recognized that, at times, you must leave the work premises during working hours to conduct personal business. Since management is responsible for the whereabouts of all employees in the department and for maintaining proper staffing at all times, when it is necessary to leave the property at any time during working hours, you must do the following:

- Obtain permission from your manager before leaving property
- Clock out when leaving and clock in upon return
- Check in with your manager as soon as you return

**419. RETURNING TO WORK PREMISES OUTSIDE OF WORK TIME:**

You are expected to leave the work premises after your work shift is over. Occasionally, circumstances may arise when you are permitted to return to the site after your work shift is over or on your days off. On these occasions, you must obtain management approval prior to returning to premises.

**420. PERSONAL RELATIONSHIPS IN THE WORKPLACE:**

The Company reserves the right to refuse to employ or permit the continued assignment of individuals where potential problems of any personal relationships would be an issue. The employment of relatives, married couples or persons involved in a romantic relationship may cause conflicts, raise issues of favoritism and damage employee morale.

As an employee, you should maintain a professional and business-like relations with all employees, client's employees and client's guests at all times. With the exception of company-sponsored functions, fraternization with employees of the client or guests is not allowed on the work premises. The intimate or social relationships between non- management employees will be addressed only when and if they create work environment issues.

All managers are responsible for maintaining a professional business environment. An intimate relationship between individuals who have a direct or indirect supervisory or who has an administrative role is highly inappropriate. If such a situation develops, the involved employee in the supervisory or administrative role must communicate this fact to Human Resources.

Employees in a romantic relationship shall refrain from displays of affection or excessive conversation during work hours, at company functions or on company property.

This policy is designed to provide safeguards so that the workplace is not compromised by interpersonal relationships. This policy does not prohibit, and will not be enforced in any manner that could interfere with, restrain, or coerce employees from engaging in concerted activities, including the right to discuss terms and conditions of employment.

**421. OUTSIDE EMPLOYMENT:**

Employees are permitted to engage in outside work or to hold other jobs, subject to certain restrictions as outlined below.

Activities and conduct away from the job must not compete with, conflict with or compromise the company interests or adversely affect job performance and the ability to fulfill all job responsibilities. Employees are prohibited from performing any services for customers on nonworking time that are normally performed by Hospitality Parking. This prohibition also extends to the unauthorized use of any company tools or equipment and the unauthorized use or application of any confidential information. In addition, employees are not to solicit or conduct any outside business during paid working time.

All employees will be held to the same performance standards and will be held subject to scheduling demands regardless of any outside work requirements. At no time during employment with the Company, shall the employee seek or accept employment from a Hospitality Parking client.

**422. LOST AND FOUND PROCEDURES:**

All articles found on company property must be turned over immediately to the designated Lost and Found area or to your manager. Detailed logs will be kept; when appropriate, items not claimed within a reasonable time period may be given to the finder.

**423. GENERAL CONFIDENTIALITY OBLIGATIONS:**

Information that pertains to the company business, including all nonpublic information concerning the Company, its vendors and suppliers, is strictly confidential and must not be given to people who are not employed by the Company.

Please help protect confidential information by taking the following precautionary measures:

- Discuss work matters only with other HP employees who have a specific business reason to know or have access to such information.
- Do not discuss work matters in public places.
- Monitor and supervise visitors to our property to ensure that they do not have access to confidential information.
- Destroy hard copies of documents containing confidential information that is not filed or archived.
- Secure confidential information in locked desk drawers and cabinets at the end of every business day.

Your cooperation is important. Use sound judgment and good common sense, but if at any time you are uncertain as to whether you can properly divulge information or answer questions, please consult a manager.

**424. CONFIDENTIALITY & NON DISCLOSURE:**

This policy is intended to alert employees to the need for discretion at all times and is not intended to inhibit normal business communications. As an employee of HP, you may learn information about the company that is not generally known to the public. This information may be about trade secrets, business plans, acquisitions or dispositions of assets, marketing and sales programs, financial results, customer or supplier information, payroll information, audits or other confidential or proprietary type of information that could affect HP financial or competitive position. Whether or not this type of information is specifically identified to you as confidential, you must hold such information in the strictest confidence. All information is to be treated as confidential and must not be disclosed to any person or entity outside of the company unless and until HP has made public disclosure of such information. Confidential information must also not be disclosed to any other employee of HP unless they have a need to know such information in connection with their business responsibilities to HP.

You may also be subject to state or federal laws that regulate use of disclosure personal and financial information of customers, clients and employees of HP. You should therefore strictly adhere to company policies when dealing with sensitive and confidential information.

If there is a question of whether certain information is considered confidential, the employee should first check with the immediate supervisor.

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

- Computer programs and codes
- Marketing strategies
- Training Programs
- Pending projects and proposals
- Proprietary production processes
- Research and development strategies

Employees who are exposed to confidential information and those who have an “exempt” employment status may be required to sign a non-disclosure agreement as a condition of employment (exempt status). Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

#### **425. REQUESTS FROM THE MEDIA:**

All media requests must be directed only to Company Ownership or an Ownership- designated Company Representative.

#### **426. INVENTIONS CONFIDENTIALITY POLICY AND PROCEDURE:**

Proprietary information is defined as “the whole or any part of any scientific or technical information, design, process, procedure, formula, or improvement that has value and that the owner has taken measures to prevent from becoming available to persons other than those selected by the Company ownership to have access for limited purposes.” Our internal business practices, procedures, and recipes are of great value to Hospitality Parking. Employees are not to disclose any proprietary processes or recipes to any person unless directed to by Hospitality Parking.

#### **Copyrighted Information:**

Use of the e-mail system to copy and/or transmit any documents, software, or other information protected by copyright laws is prohibited.

#### **427. CONFLICT OF INTEREST:**

Company Employees should maintain the highest ethical standards. The intent of this policy is that each employee will conduct the Company’s business with integrity and comply with all applicable laws in a manner that excludes consideration of personal advantage or gain. An actual or potential conflict of interest occurs when an employee is in the position to influence a decision that may result in a personal gain for the employee or a relative as a result of Hospitality Parking’s business dealings.

No “presumption of guilt” is created by the mere existence of a relationship with outside firms. However, if employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to an officer of the Company as soon as possible the existence of any actual or potential conflict of interest so that safe guards can be established to protect all parties. Employees with a conflict of interest question should seek advice from management or Human Resources.

#### **428. EMPLOYEE PRIVACY:**

The Company only collects personal information about employees that relate to their employment. Only people with a business-related need to know are given access to this information, and must be authorize to release any of the information to others. Personal information, other than what is required to verify employment or to satisfy legitimate investigatory or legal requirements, would be released outside the company only with employee’s approval.

Employees are not prohibited by this policy from engaging in activities from their mutual aid and protection. Employees have the right, without violating this policy, to discuss among themselves issues relevant to their pay, benefits and working conditions.

If you have access to any confidential information, including private employee information, you are responsible for acting with integrity. Unauthorized disclosure or inappropriate use of confidential information is not tolerated and violators may be subject to disciplinary action up to and including termination.

If at any time you feel as if your personal data has been misused or improperly accessed, please report your concerns to Human Resources for further investigation.

**429. USE OF BUSINESS SYSTEMS AND EQUIPMENT:**

The Company may provide furniture, desks, storage areas (e.g., drawers, lockers, files and cabinets), work areas, vehicles, computers, equipment/facilities and communication systems (including cellphones, e-mail, instant messaging, and other systems). These assets are referred to collectively as "Company assets." These Company assets are provided at the Company's expense to assist you in carrying out company business.

These assets belong to the Company and Company Ownership reserves the right (at any time and without notice) to access, inspect, inventory, or search any Company asset. Items or information of a personal nature may be discovered in the course of conducting this search if you use the Company assets for personal purposes. By using Company assets, you consent and accept that the Company can perform these searches.

The Company's e-mail, instant messaging "IM(s)", text messaging, Internet messaging and electronic bulletin board systems are to be used for business-related purposes and only to transmit and receive business information. The Company treats all messages sent, received or stored in its e-mail, instant messaging, text messaging, Internet messaging, electronic bulletin board and other systems as business information.

Company Ownership reserves the right to access, review, and copy and delete any messages sent, received or stored on the e-mail system, on other company computers, electronic and Internet resources, and on the message recording and storage systems of company-issued cell phones and computers.

Users should treat the computer and the e-mail, instant messaging, text messaging, Internet messaging and electronic bulletin board systems, and the message storage and retrieval functions of the company's cell phones, and voice mail, like a shared file system - with the expectation that messages sent, received or stored in the system (including individual hard disks, chips and other memory storage devices) will be available for review by Company Ownership for any purpose.

Use of the e-mail system to copy and/or transmit any documents, software, or other information protected by copyright laws is prohibited, and may result in disciplinary action, up to and including termination of employment.

Company-issued cellular telephones are issued for business-related purposes only and may not be used for other purposes. To facilitate communication between the Company and its employees, any cell phone issued to an employee must remain on during the employee's scheduled working hours. The Company does not have an expectation that employees will check their cell phones during non-work hours.

Company issued cell phones contain GPS tracking devices that permit tracking the location of our Company property and employees. Employees are prohibited from disabling or interfering with any function (including the GPS tracking device) of a company issued cell phone. During an employee's scheduled working hours, the Company reserves the right to monitor the geographic location of any company issued electronic device. Accordingly, any employee who is issued a Company provided cell phone understands that GPS technology may be employed to track his or her whereabouts during his or her scheduled working hours. Employees should have no expectation of privacy in their physical location during their scheduled working hours.

#### **430. INTERNET ACCESS:**

The Internet is provided on Company computers to allow employees access to information and resources for Company purposes and in order to enable employees to perform their job duties more efficiently. Employees may not access the Internet at work for non-Company purposes. Accessing pornographic, offensive or otherwise inappropriate information in violation of Company policy is expressly prohibited. Employees are urged to use common sense and judgment.

#### **431. BULLETIN BOARDS:**

Bulletin boards are to be used for official Company business only; personal use by employees is prohibited. This will enable you to be informed about company announcements and activities, as well as schedule information and any updates. It is your responsibility to check the bulletin boards located in the employee areas of your work location when you are at work.

#### **432. SOCIAL MEDIA POLICY & GUIDELINES:**

At Hospitality Parking, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media.

This policy applies to all employees who work for Hospitality Parking or one of its subsidiary companies.

##### **Guidelines:**

Social media includes all means of communication or content of any sort on the Internet, including but not limited to personal websites, blogs, or social networking sites. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. If your involvement in social media adversely affects your job performance, the performance of fellow employees and/or members, customers, suppliers, or clients of Hospitality Parking or legitimate business interest, then your actions may result in disciplinary action up to and including termination.

Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

##### **Using Social Media at Work:**

Refrain from using social media while on work time or company, client or customer owned- equipment, unless it is work-related and authorized by your manager. Only Ownership or Key Personnel have the authority to register on social networks, blogs or other online tools using Company email address.

#### **500. SAFETY AND SECURITY**

##### **501. SAFETY AND SECURITY POLICY:**

In simplest terms, security is for the purposes of protecting people, company property and information.

The security of our facilities as well as the welfare of our employees requires that every individual be constantly aware of potential safety and security risks. You should immediately notify your supervisor when unfamiliar persons are acting in a suspicious manner, in or around the facility, or when keys, security passes or identification badges are lost, stolen, or misplaced.

Employees entrusted with keys to offices, company facilities, or property are responsible for the safekeeping of the keys and/or access cards, the security and protection of company property, as well as any activity taking place while the employee is present and the office or facilities are closed.

You are expected to obey safety rules and to exercise caution in all work activities. You must immediately report any unsafe conditions to your manager or Human Resources. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

**502. SURVEILLANCE AWARENESS POLICY:**

In order to promote the safety and security of employees, guests and their vehicles, clients, company visitors, as well as the security of its facilities, HP reserves the right to utilize security cameras in work areas for specific business reasons, such as security, theft prevention and/or protection of proprietary information.

HP may conduct video surveillance of any portion of its premises, and all work environments at any time. Reasonable privacy in work-related areas should be expected by all employees. Employee privacy in non-work areas, such as restrooms, showers, and dressing rooms will be respected.

**503. SEARCH OF PROPERTY POLICY:**

When deemed reasonably necessary by management, and in cases of reasonable suspicion, HP reserves the right to search and inspect company property, and monitor compliance with rules concerning security of Company property including but not limited to, lockers, job sites or any other locations managed by the Company.

If in the course of the investigation if any issues arise, the Company may notify local law enforcement authorities.

**504. EMERGENCY RESPONSE:**

Become familiar with the Emergency Plan for your location and emergency evacuation plan and routes. Know the location of the emergency telephone numbers including the Fire and Police Department. Obtain pertinent information about emergency shut off valves from engineering.

**505. EMERGENCY EVACUATION:**

Employees will not be discharged or discriminated against for leaving Company premises to participate in a general public evacuation that is ordered under an emergency evacuation order. An emergency evacuation order is a statement from a governing body recommending the evacuation of all or part of the population of an area stricken or threatened with an emergency or disaster.

**506. GENERAL SAFETY RULES:**

- Report all Unsafe Acts or Unsafe Conditions to your Supervisor.
- Correct or report any safety device that is missing or inoperative.
- Return tools and equipment to proper storage place after use. Keep your work area as clean and tidy as possible.
- Utilize Proper hygiene (e.g. washing hands) when leaving or returning to work areas for breaks and lunch.
- Employees shall refer to container label or Safety Data Sheets "SDS" for recommended personal protective equipment for any hazardous chemical or substance being used.
- Only authorized and trained Employees may repair or adjust machinery and equipment. Lockout and Tag out Procedures are defined as signage that is posted to warn of potential injury or illness must be followed before removing any machine guards or working on powered machinery and equipment. Replace all guards when the job is completed.
- Only qualified and trained Employees may work on or near Exposed Energized Electrical Parts or Electrical Equipment. Follow Electrical Safety Rules when working with electrically powered machinery and equipment.
- Only authorized and trained Employees may enter a posted Confined Space. All confined spaces will be posted Confined Space - Permit Required. Entry is allowed only after permits are properly issued.
- Only authorized and trained Employees may dispense or use chemicals. It is your responsibility to know where SDS's are located and that they are available for your use and review.
- Do not block emergency equipment and exits.



- Wear and use the prescribed Personal Protective Safety Equipment. This includes foot protection, head protection, gloves, etc.
- When opening heavy filing drawers, only open one drawer at a time, to avoid causing the cabinet to tip over.
- Do not overload electrical outlets.
- Coordinate the replacement of all worn electrical cords as soon as you notice the defect.
- Keep sharp objects such as pencils, pens and scissors in the proper place so that they do not create hazards.
- Do not pursue a suspect. Contact the police for assistance.
- Do not abandon company premises while on duty unless properly released by your Supervisor or relieved by a capable replacement.
- Do not, under any circumstances subject any person to hostility or duress during a guest or employee interaction.
- Never speak disrespectfully to any employee, client or guest. Avoid confrontations and diffuse potentially volatile situations by backing away and/or contacting public emergency responders for assistance.
- No weapons, including non-lethal weapons such as batons are permitted.
- Never use force to resolve conflicts or place yourself in harm's way. Contact public emergency responders to the scene.
- Do not attempt to move heavy items without the necessary help.
- Do not attempt to lift more than is comfortable for you.
- Do not stack items too high. Place them as neatly as possible to avoid creating falling hazards.
- Always use proper lifting. Lift with the legs, not the back.
- Maintain control of all keys issued to you and return them at the end of the shift.
- Wear a uniform and/or a nametag that clearly distinguishes you as an employee.

#### **507. RESPONDING TO INJURIES:**

- Know the location of the first-aid kits.
- Exercise Universal Precautions with all Blood Borne Pathogens. Operate on the assumption that the bodily fluid is infected.
- Know the procedures for contacting emergency services should a medical emergency arise. Read and understand Company emergency procedures for fire, police and ambulance.
- Know the location of the firefighting equipment in your area and on all of the guest floors, together with the fire exits in case of emergency.

In the event the employee needs medical attention, inform your supervisor or manager. Managers will complete the necessary forms to send the employee to the designated location for medical treatment.

#### **508. HAZARD IDENTIFICATION AND RESOLUTION:**

- Report all defective and broken equipment, such as chairs, desks, office machines, doors, torn carpet or frayed electrical wiring to your supervisor.
- Keep telephone and electrical cords where they do not create hazards. Keep chairs and other equipment away from heavy traffic areas.
- Avoid fire hazards. Make sure that coffee warmers and electrical heaters are turned off at the end of the day.
- If you observe any hazards such as water, oil, grease or dirt on walkways, sidewalks or in driveway areas, report the hazard immediately.
- Report any suspicious behavior to your supervisor.
- If you see a hazard, take the time to correct it if feasible or advise other employees to be aware of the hazard until it can be corrected. Add advisory signs for guests where needed. (Example: "Wet Floor-Caution")

- Promptly pick up paper and related items that may cause slipping or tripping hazards.
- Do not run it is safer to walk. If applicable, do not walk and read/ memos, newspapers, magazines, text messages, etc. at the same time.
- Wear sensible non-slip footwear

#### **509. INCIDENT REPORTING**

- Report all injuries including guests and other employees that you observe, even if they are of a minor nature.
- Report all guest allegations of missing or damaged property.

#### **510. HAZARDOUS CHEMICALS:**

- Understand and be aware of all chemicals used on Company property. Proper protective equipment must be worn when chemicals are in use.
- Be alert for hazardous chemicals in guest rooms such as those used in the production of illicit drugs. Do not touch the substances.

#### **511. UNDERSTANDING THE POSSIBLE INDICATORS OF A SUSPICIOUS PACKAGE, LETTER OR BAGGAGE:**

- Package is unexpected, or from someone unfamiliar to you.
- Sent from a fictional address.
- Peculiar odors, oil stains, or protruding wires.
- City or State in the postmark does not match the return address

#### **512. HOW TO HANDLE A SUSPICIOUS UNOPENED PACKAGE, LETTER OR BAGGAGE:**

- If concerned about anthrax or other biological threat, you may wear rubber gloves and face masks when opening mail.
- Do not shake or empty the contents.
- Put the envelope or package in a plastic bag or other container to prevent leakage.
- Leave the room and section off to keep others from entering.
- Wash your hands with soap and water.

#### **513. DELIVERIES:**

- Verify ID of delivery personnel.
- When applicable, never permit outside delivery service or internal vendor to deliver a package or item to a guest's room.
- If immediate delivery is not possible, then secure the package.
- When applicable, maintain a shift log detailing all deliveries made to guest rooms. (for Hotels).

Failure to follow the above rules may cause serious injury and/or illness. Please think before you act. If you are not sure how to complete a job, task safely, or have any questions, ask your Manager or Supervisor.

If you are injured on the job immediately, report this injury to your supervisor. If you do not know how to do your job safely, ask your supervisor.

#### **514. BLOOD BORNE PATHOGENS:**

##### **What are Blood borne Pathogens?**

Blood borne pathogens are microorganisms that can cause disease when transferred from an infected person to another person through blood or other potentially infected body fluids. The microorganisms are capable of causing serious illness and death. The most common diseases spread in this manner are Hepatitis B, commonly known as, "HBV" and Human Immunodeficiency Virus, commonly known as "HIV". Examples of other blood borne diseases are malaria, Hepatitis C and syphilis.

**Who is at risk?**

Workers in the health care and public safety jobs could be potentially exposed to these pathogens. These workers include, but are not limited to, doctors, dentists, nurses, paramedics, police, laboratory workers and housekeeping workers in the health care industry. Needle-stick injuries are the most common method of exposure for health care workers. Non-health care workers may become exposed at work while providing help to an injured co-worker and coming in contact with the injured person's blood or body fluids.

**How can you become exposed?**

Exposure to blood borne pathogens may occur in many ways. Any kind of opening or break in the skin provides a place for infected blood or fluids to enter your body. Scrapes, cuts, rashes, burns and other minor injuries that create an opening in the skin are entryways for blood borne pathogens. Your eyes, nose and mouth are mucus membranes and are openings for diseases to enter.

**Universal Precautions:**

Universal Precautions are methods of protecting yourself from blood borne pathogens. Universal precautions assume all body fluids are infected with blood borne pathogens.

**Universal precautions include:**

- Personal Protective Equipment, commonly known as "PPE" – to be used at all times to prevent skin or mucus membrane contact with bodily fluids. Always inspect PPE for cracks, holes or other damage. Never use damaged PPE. PPE examples include, lab coats, gloves, and eye goggles, face shields, etc.
- Wash hands or other skin surfaces thoroughly and immediately if contaminated.
- When using sharp items that may be contaminated, (needles) a puncture resistant container must be used for storage and disposal after use.

**If you think, you have been exposed:**

If you have been exposed to blood, other potentially infectious bodily fluids, or if you have been involved in an exposure incident. Stay calm, wash yourself thoroughly, and report to your supervisor right away. Inform your supervisor of how, when, where, and whose blood you were exposed. If you have been involved in an exposure incident, seek medical attention. A medical professional will provide you with appropriate testing, treatment and necessary information.

**515. SAFETY DATA SHEETS (SDS):**

Safety Data Sheets, commonly known as "SDS", have come to be very important documents. Every workplace should have readily accessible SDS' for all the hazardous materials that are used or stored there. Let us look at the content of an SDS and learn some other important information for using an SDS.

First, the time to become familiar with a material's SDS is before you begin using the material. If you have responsibility for procuring hazardous material, you should obtain an advance copy of the SDS to review the safety information before the order is placed. Many companies and other institutions require approval of hazardous materials before they are purchased. The SDS contains information, which is very useful in the approval process. Once a material is brought into the workplace, everyone who uses it should review the SDS. You would not want to wait for an emergency to learn about the material's hazardous properties!

Suppose the material catches fire. The SDS specifies fire-fighting procedures for the material. However, your chances of successfully extinguishing the blaze are very small if you waste valuable time running to review the SDS!

There are also other very good reasons to review the SDS before using a material. By doing so you will learn which personal protective equipment is required when using the material. You will also learn what conditions to avoid when working with the material, such as heat and sparks. SDS' also tell you what materials should not be brought into contact with the hazardous material. The SDS also provides valuable information for storage and disposal of the material.

The information on an SDS is typically grouped into these categories:

- hazard ratings, such as NFPA (National Fire Protection) ratings
- name and address of the material's manufacturer or importer
- identity; by common name, synonyms, and chemical abstract number of the material
- physical and chemical characteristics, such as the material's appearance, odor, specific gravity, and melting point
- fire and explosion data, such as the material's flash point, explosion hazards, and recommended fire extinguishing media
- physical hazards, such as the material's stability, incompatible material information, and hazardous decomposition products
- health hazards, such as inhalation and ingestion hazards, carcinogen classification, and basic first aid information
- special precautions and spill or leak procedures such as storage, clean-up, and disposal information
- special protection information such as personal protective equipment recommendations

SDS' contain a wealth of useful information for you to use when working with a hazardous material. Remember, the best time to learn the content of the SDS is before you use the material. Another thing to be aware of is that mistakes can and do happen. If you are using a material that does not seem to fit the description on its SDS, do not use the material but contact your supervisor immediately. There could have been a mix-up in the labeling or the information on the SDS. The material may also be out-of-spec and could be dangerous to use as you were planning. SDS' have proven to be very valuable tools in protecting people from hazards. They provide a wealth of information in a convenient form. SDS' are only as useful as you make them. Take the time to review the SDS' for every hazardous material you use, and apply the information provided.

## **600. EMPLOYEE BENEFITS**

### **601. BENEFITS OVERVIEW:**

Eligible employees are offered medical, dental, vision, long-term disability, short-term disability, life insurance, accidental death and dismemberment insurance, workers compensation insurance, paid time off, holiday pay, jury duty, bereavement leave, and personal leave. Eligibility for Company benefits is based on hours worked over a specified period of time. Refer to the benefits materials for eligibility requirements or Human resources can identify the programs for which you are eligible.

### **602. BENEFIT ELIGIBILITY:**

- Exempt Employees are eligible on the first day of the month following date of hire.
- Non-Exempt Hourly Employees are eligible on the first day of the month following 60 consecutive days of employment.
- Some benefit programs require contributions from employees, but some may be employer paid.
- The Company reserves the right to add, amend, modify or terminate any employee benefit plan or program.
- The group health plans comply with all federal and state laws.
- In the event that coverage is declined, the employee will not have an opportunity to enroll until the
  - Company's annual enrollment period or until a qualifying event occurs. A qualifying event would include marriage, divorce, child birth, death and loss of coverage.
- All eligible employees are required to submit an enrollment form regardless of whether they elect or decline health coverage.

**603. OBSERVED COMPANY HOLIDAYS:**

At a minimum, the Company observes the following six holidays:

- New Year’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day\* Christmas may be substituted for another observed religious holiday.

If a holiday falls on a regularly scheduled day off or during PTO, eligible employees are paid for the holiday (based on their current rate of pay or federal/state minimum wage whichever is higher) in lieu of the approved PTO hours.

**Holiday Pay is outlined below for all benefits eligible employees:**

- Hourly Benefits Eligible Employees who are scheduled for and work a Company Observed Holiday will be eligible for eight hours holiday pay (based on a 40-hour workweek) at their base rate of pay or federal/state minimum wage (whichever is higher).
- Hourly employees who work the holiday will receive holiday pay in addition to any pay earned on the holiday.
- Holiday pay is not included in total hours worked for the purposes of calculating overtime.

Due to business needs, some employees will be required to work on company holidays. Your supervisor or manager will notify you if this may apply.

**604. PAID TIME OFF:**

The following information outlines the Paid Time Off (PTO) benefit provided to benefits eligible employees. PTO hours are considered “earned” after one full year of employment and available after each anniversary date (your date of hire or seniority date with the Company). PTO is not permitted for use until the employee meets their anniversary date. Paid Time Off must be approved in advance by management. Employee will have until their next anniversary date to use their earned PTO. Any unused PTO will not carry over to the next year. Any unused PTO will not be paid out upon separation from the Company.

**Exempt Salaried Employees**

<u>Time with Company</u>	<u>PTO Available</u>
1 – 4 Years	10 Days (80 Hours)
5 – 9 Years	15 Days (120 Hours)
10 + Years	20 Days (160 Hours)

**Non-Exempt Hourly Employees**

<u>Time with Company</u>	<u>PTO Available</u>
1 – 4 Years	5 Days (40 Hours)
5 – 9 Years	10 Days (80 Hours)

- PTO is not included in total hours worked for the purposes of calculating overtime.
- PTO approval will be based on business volumes and staffing needs. Management may designate certain times of the year where time off requests are not allowed.
- PTO will be paid out based on the federal/state minimum wage or base pay rate whichever is higher.

**605. WORKERS’ COMPENSATION INSURANCE:**

Hospitality Parking provides all HP employees with Workers’ Compensation insurance. This coverage is automatic and immediate and protects you from an on-the-job injury. An on-the-job injury is defined as an accidental injury suffered in the course of your work, or an illness which is directly related to performing your assigned job duties.

All injuries or illnesses arising out of the scope of your employment must be reported to your manager immediately. Ensure your right to benefits by reporting every injury no matter how slight. Neither HP nor the insurance carrier will be liable for the payment of worker's compensation benefit for injuries that occur during an associate's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by HP.

Employees returning to work after being absent due to a work-related injury must report to their manager prior to beginning work and must bring a doctor's clearance for returning to work.

#### **606. LEAVES OF ABSENCE:**

The Company will not pay the Health Care premiums of any employee or, if applicable, an employee's dependents during a leave of absence unless such payment is required by State or federal law. See Human Resources for information on continuation benefits.

Employees are required to use Paid Time Off for all leaves of absences. If an employee does not have sufficient Paid Time Off available, a Leave without Pay may be granted at the Company's discretion. The employee must return to work on the scheduled return date or be considered to have voluntarily resigned from his or her employment. Extensions of leave will only be considered on a case-by-case basis.

When an employee is ready to return to work following a leave of absence for illness or injury, a written release from the treating physician must be provided to the employee's supervisor or Human Resources.

#### **607. FAMILY AND MEDICAL LEAVE ACT (FMLA)**

We provide family leaves of absence in accordance with the Family and Medical Leave Act. The Family and Medical Leave Act, commonly known as "FMLA", entitles eligible employees of covered employers to take unpaid, job-protected leave for specified family and medical reasons.

##### **Eligible Employees:**

- In order to qualify for FMLA an eligible employee is one who:
- Has worked for the employer for at least 12 months;
- Has at least 1,250 hours of service for the employer during the 12-month period immediately preceding the leave; and
- Works at a location where the employer has at least 50 employees within 75 miles.

The 12-months of employment do not have to be consecutive. That means any time previously worked for the same employer (including seasonal work) in most cases can be utilized to meet the 12-month requirement. If the employee has a break in service that lasted more than seven years, the time worked prior to the break will not count unless the break is due to service covered by the Uniformed Services Employment and Re-Employment Rights Act (USERRA), or there is a written agreement outlining the employer's intention to rehire the employee after the break in service.

##### **Leave Entitlement:**

Eligible employees may take up to 12 workweeks of leave in a 12-month period for one or more of the following reasons:

- The birth of a son or daughter or placement of a son or daughter with the employee for adoption or foster care;
- To care for a spouse, son, daughter, or parent who has a serious health condition;
- For a serious health condition that makes the employee unable to perform the essential functions of his or her job; or
- For any qualifying exigency arising out of the fact that a spouse, son, daughter, or parent is a military member on covered active duty or call to covered active duty status.
- In Loco Parentis: The FMLA regulations define in loco parentis as including those with day-to-day responsibilities to care for or financially support a child. Employees who have no biological or legal relationship with a child may, nonetheless, stand in loco parentis to the child and be entitled to FMLA leave. Similarly, an employee may take leave to care for someone who, although having no legal or

biological relationship to the employee when the employee was a child, stood in loco parentis to the employee, even if they have no legal or biological relationship.

An eligible employee may also take up to 26 workweeks of leave during a "single 12-month period" to care for a covered service member with a serious injury or illness, when the employee is the spouse, son, daughter, parent, or next of kin of the service member. The "single 12-month period" for military caregiver leave is different from the 12-month period used for other FMLA leave reasons.

**A Covered Service Member is either:**

- a current member of the Armed Forces (including a member of the National Guard or Reserves) who is undergoing medical treatment, recuperation, or therapy, is in outpatient status, or is on the temporary disability retired list, for a serious injury or illness, or
- a veteran of the Armed Forces (including the National Guard or Reserves) discharged within the five-year period before the family member first takes military caregiver leave to care for the veteran and who is undergoing medical treatment, recuperation, or therapy for a qualifying serious injury or illness. A dishonorably discharged veteran does not meet the FMLA definition of a covered service member.

**Notice:**

Employees must comply with their employer's usual and customary requirements for requesting leave and provide enough information for their employer to reasonably determine if FMLA may apply to the leave request. Employees generally must request leave 30 days in advance when the absence is foreseeable. When the need for leave is unforeseeable, employees must provide notice as soon as possible under the circumstances.

When an employee seeks leave for a FMLA-qualifying reason for the first time, the employee need not expressly assert FMLA rights or even mention the FMLA. If an employee later requests additional leave for the same qualifying condition, the employee must specifically reference either the qualifying reason for leave or the need for FMLA leave. See Fact Sheet 28E: Employee Notice Requirements under the FMLA.

**Certification:**

When an employee requests FMLA leave due to a covered family member's serious health condition, or their own, the employer may require certification in support of the leave from a health care provider. An employer may also require second or third medical opinions (at the employer's expense) and periodic recertification of a serious health condition.

**Job Restoration & Health Benefits:**

Upon return from FMLA leave, an employee must be restored to his or her original job or to an equivalent job with equivalent pay, benefits, and other terms and conditions of employment. An employee's use of FMLA leave cannot count negatively against the employee under a "no-fault" attendance policy. Employers are also required to continue group health insurance coverage for an employee on FMLA leave under the same terms and conditions as if the employee had not taken leave.

**Group Health Insurance Benefits:**

If an employee is provided group health insurance, the employee is entitled to the continuation of the group health insurance coverage during FMLA leave on the same terms as if he or she had continued to work. If family member coverage is provided to an employee, family member coverage must be maintained during the FMLA leave. The employee must continue to make any normal contributions to the cost of the health insurance premiums.

If paid leave is substituted for FMLA leave, the employee's share of group health plan premiums must be paid by the method normally used during paid leave (usually payroll deduction). An employee on unpaid FMLA leave must arrange to pay the normal employee portion of the insurance premiums in order to maintain insurance coverage. If the employee's premium payment is over 30 days late, the employee's coverage may be dropped. The employer must provide written notice to the employee that the payment has not been received and allow at least 15 days after the date of the letter before coverage stops.

In some instances, an employer may choose to pay the employee's portion of the premium, for example, in order to ensure that it can provide the employee with equivalent benefits upon return from FMLA leave. In that case, the employer may require the employee to repay these amounts. In addition, the employer may require the employee to repay the employer's share of the premium payment if the employee fails to return to work following the FMLA leave unless the employee does not return because of circumstances that are beyond the employee's control, including a FMLA-qualifying medical condition.

**Substitution of Paid Leave:**

FMLA entitles eligible employees to take unpaid leave. Under certain conditions, employees may "substitute," or run at the same time as their FMLA leave, accrued paid leave (such as sick or vacation leave) to cover some or all of the period of FMLA leave. An employer may also require employees to substitute accrued paid leave for unpaid FMLA leave even when the employee has not elected to do so. In order to substitute accrued paid leave, the employee must follow the employer's normal rules for the use of that type of leave, such as submitting a leave form or providing advance notice. If an employee does not meet the requirements to take paid leave under the employer's normal leave policies, the employee may still take unpaid FMLA leave. Paid leave taken for reasons that do not qualify for FMLA leave does not count against the employee's FMLA leave entitlement.

**Limitations to FMLA Protections:**

An employee on FMLA leave is not protected from actions that would have affected him or her if the employee was not on FMLA leave. For example, if a shift has been eliminated, or overtime has been decreased, an employee would not be entitled to return to work that shift or the original overtime hours. If an employee becomes laid off during the period of FMLA leave, the employer must be able to show that the employee would not have been employed at the time of reinstatement.

An employer may also deny restoration to a "key" employee under certain circumstances. A key employee is a salaried, FMLA-eligible employee who is among the highest-paid 10 percent of all of the employer's employees within 75 miles. To deny restoration to a key employee, an employer must have determined that substantial and grievous economic injury to its operation would result from the restoration, must have provided notice to the employee that he or she is a key employee and that restoration will be denied, and must provide the employee a reasonable opportunity to return to work.

**Other Provisions:**

Special rules apply to employees of local education agencies. Generally, these rules apply to intermittent or reduced schedule FMLA leave or the taking of FMLA leave near the end of a school term. Salaried executive, administrative, and professional employees of covered employers who meet the Fair Labor Standards Act (FLSA) criteria for exemption from minimum wage and overtime under the FLSA regulations, 29 CFR Part 541, do not lose their FLSA-exempt status by using any unpaid FMLA leave. This special exception to the "salary basis" requirements for FLSA's exemption extends only to an eligible employee's use of FMLA leave.

If you have any questions, concerns or disputes with this policy, you must contact Human Resources in writing.

**608. MILITARY LEAVE:**

A military leave of absence will be granted to all employees who are absent from work due to military service in US Uniformed Services in accordance with Uniformed Services Employment and Reemployment Rights Act (USERRA). Advanced notice of military service is required, unless military necessity prevents such notice or it is otherwise impossible or unreasonable.

Leave is unpaid; however, any accrued paid time off will be applied and run simultaneously with this benefit. Continuation of health insurance benefits is required by USERRA based on the length of leave and subject to the terms, conditions, and limitations of the applicable plans for which the employee is otherwise eligible. Employees on military leave for up to 30 days are required to return to work for the first regularly scheduled shift after service, allowing reasonable travel time. Employees on longer military leave must apply for reinstatement in accordance with USERRA and all applicable laws.



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

**609. JURY DUTY LEAVE:**

The Company believes it is each employee's civic duty to serve when summoned for Jury Duty. Eligible employees will receive unpaid leave to serve on jury duty.

You should notify your supervisor of the need for time off for jury duty as soon as a notice or summons from the court is received. You may be required to provide written verification from the court clerk of having served. If work time remains after any day of jury selection or jury duty, you are expected to return to work for the remainder of your work schedule.

**610. VOTING LEAVE:**

Generally, employees who wish to vote are expected to do so before or after their scheduled shifts. Any employee is entitled to paid time off for voting if, on the day of an election, the polls are open fewer than two consecutive hours either before or after his or her scheduled shift. If this situation should occur, please inform your supervisor so that time off can be scheduled that is adequate to allow you to travel to the polls and to vote while minimizing disruption of business operations. In this case, neither your wages nor benefits will be reduced.

Penalizing or retaliating against any employee for requesting time off to vote is strictly prohibited by the company.

**611. BEREAVMENT LEAVE:**

After 60 days of employment, eligible employees are eligible for up to three days off with pay in the event of a death in their immediate family. Immediate family is defined as legal guardian, parents, grandparents, parents of spouse, step-parents, spouse, domestic partner, child, grandchild, stepchild, and siblings (brother, sister, brother-in-law, sister-in-law). This leave is granted for an employee's or their spouse's miscarriage. In addition, this leave applies to the death of any person presently residing in an employee's home. Management may require employees to provide an appropriate remembrance notice or evidence of the death or funeral. Eligible Employees will be eligible for 24 hours bereavement leave (based on a 40-hour workweek) at their base rate of pay or federal/state minimum wage (whichever is higher).

**612. PERSONAL LEAVE OF ABSCENCE:**

A personal leave of absence may be granted at the discretion of the Company for those exempt employees with a tenure of one year or greater. Personal leave is defined as unusual circumstances requiring an absence of longer than two weeks. Leave is unpaid; however, any accrued paid time off will be applied and run simultaneously with this benefit. Unpaid personal leave for illness and injury is governed by Company policy and federal and state laws.

**613. AFFORDABLE CARE ACT:**

Congress enacted the Affordable Care Act, commonly known as "ACA", in two parts: The Patient Protection and Affordable Care Act, or "PPACA" was signed into law on March 23, 2010 and was amended by the Health Care and Education Reconciliation Act, or "HCERA" on March 30, 2010.

The information below is as of January 2015 and is subject to change. For updated information, please visit: <https://www.healthcare.gov>

**What is the Health Insurance Marketplace?**

The Marketplace is designed to help you find health insurance that meets your needs and fits your budget. The Marketplace offers "one-stop shopping" to find and compare private health insurance options. You may also be eligible for a new kind of tax credit that lowers your monthly premium right away.

### **Can I Save Money on my Health Insurance Premiums in the Marketplace?**

You may qualify to save money and lower your monthly premium, but only if your employer does not offer coverage, or offers coverage that doesn't meet certain standards. The savings on your premium that you're eligible for depends on your household income.

### **Does Employer Health Coverage Affect Eligibility for Premium Savings through the Marketplace?**

Yes. If you have an offer of health coverage from your employer that meets certain standards, you will not be eligible for a tax credit through the Marketplace and may wish to enroll in your employer's health plan. However, you may be eligible for a tax credit that lowers your monthly premium, or a reduction in certain cost-sharing if your employer does not offer coverage to you at all or does not offer coverage that meets certain standards. If the cost of a plan from your employer that would cover you (and not any other members of your family) is more than 9.5% of your household income for the year, or if the coverage your employer provides does not meet the "minimum value" standard set by the Affordable Care Act, you may be eligible for a tax credit.

Note: If you purchase a health plan through the Marketplace instead of accepting health coverage offered by your employer, then you may lose the employer contribution (if any) to the employer-offered coverage. Also, this employer contribution -as well as your employee contribution to employer-offered coverage- is often excluded from income for Federal and State income tax purposes. Your payments for coverage through the Marketplace are made on an after-tax basis.

### **614. HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT OF 1996 "HIPAA":**

#### **Employee Rights:**

In the workplace, employees have the right to be notified of the way in which health information is shared and to decide whether to give permission for that reason. When in doubt, always play it safe and protect the employees' personal and private information.

#### **Medical Information Confidentiality Policy:**

The Company strives to protect the privacy of its employees' medical information to the greatest possible extent. To that end, we provide the following guidelines regarding the confidentiality of medical information:

- "Medical information" is any information, data, or documentation relating to an employee's mental or physical condition. The term includes, but is not limited to, oral, written, or digital information concerning an employee's mental or physical condition; medical records; dental records; disability records; workers' compensation records; medical leave records; genetic information; health insurance information; and/or information concerning visits or payments to any health care professional, hospital, emergency room, or other type of short- or long-term health care facility.
- Any medical information concerning employees will be maintained in separate, confidential files apart from regular personnel records. Only authorized employees may ever have access to such files.
- Employees are hereby notified that medical information concerning employees is absolutely confidential under state and federal laws and may not be discussed at any time with any person under any circumstances, unless an employee needs to do so in order to carry out his or her job duties, or unless the person discussing the information is talking or otherwise communicating with the subject of the information at that person's invitation. If an employee is concerned about a possible medical condition on the part of a coworker, the employee must not discuss such concern with anyone other than human resources.
- Any employee who is found to have discussed medical information about another employee with anyone else in violation of this policy, or who is found to have released such information without authorization, will be subject to severe disciplinary action, up to and possibly including immediate termination from employment. In addition, state and federal laws may subject such an employee to both civil and criminal action in a court of law.

**615. CONSOLIDATED OMNIBUS BUDGET RECONCILIATION ACT (COBRA):**

The Consolidated Omnibus Budget Reconciliation Act, commonly known as “COBRA”, allows workers, and their families, that lose their health benefits the right to choose to continue group health benefits that were provided by their group health plan. COBRA is for limited period and only under certain circumstances such as voluntary or involuntary job loss, reduction in the hours worked, transition between jobs, death, divorce, and other life events. Qualified individuals may be required to pay the entire premium for coverage up to 102% of the cost to the plan.

COBRA generally requires that group health plans sponsored by employers with 20 or more employees in the prior year offer employees and their families the opportunity for a temporary extension of health coverage (called continuation coverage) in certain instances where coverage under the plan would otherwise end. COBRA outlines how employees and family members may elect continuation coverage. It also requires employers and plans to provide notice.





**ACKNOWLEDGEMENT OF EMPLOYEE HANDBOOK**

Hospitality Parking’s Employee Handbook describes important information about the company and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it. I should consult Human Resources regarding any questions not answered in the Handbook. I have entered into my employment relationship with Hospitality Parking voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or HP can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.

Since the information, policies and benefits described here are necessarily subject to change, I acknowledge that revisions to the Handbook may occur, except to HP’s policy of employment at will. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Furthermore, I acknowledge that this Handbook is not a contract of employment for any particular length of time and contains no contractual rights or provisions.

I hereby acknowledge that I have been given access to the contents of the electronic Handbook and any state specific addendums located on the ADP Portal. I also acknowledge that I have the direct ability to print or review the Handbook at any time from the electronic version or may request a hard copy from HP at any time.

**My signature below indicates that I have read, understood, and will adhere to the information contained in Hospitality Parking’s Employee Handbook and any additional updates.**

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_