



Chula Vista Resort Employee Handbook Personnel Policies and Procedures

Ratified and Adopted Publication Date: September 30, 1998

Last Effective Modified Revisions Publication Date May 6, 2008

Welcome to Chula Vista Resort and Conference Center

The Kaminski Family is proud to have you as a member of our staff!

The most important element of our success is the quality and professionalism of our staff. Friendliness, courtesy, and willingness to serve make our customers return year after year. What is best for our customer is what is important to us.

We are in the business of providing hospitality and service. Our goal is to have every customer be a satisfied customer, and we will do everything that we can to provide you with the tools, environment, and skills to attain that goal.

While this employee handbook is designed to inform you about our policies, activities, and services; it is not an employment contract, and the policies may change at any time.

Employees need to be responsible for keeping current with all policies and procedures and understanding their role and conducting themselves in accordance with those policies and procedures. Use this handbook to guide you and help you realize the possibilities for a satisfying and successful career with Chula Vista Resort.

We hope that you will keep this booklet as a steady reference. Feel free to discuss any questions that you may have with your supervisor or with the Human Resources Department.

Again, **WELCOME** to the Chula Vista Family!

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Chula Vista Resort ~ Our Beliefs and Core Values

Chula Vista Resort - VISION STATEMENT

*Make Chula Vista Resort “the place” to go to in Wisconsin Dells by exceeding customer expectations.

Chula Vista Resort - MISSION STATEMENT

*To provide Chula Vista Resort customers with an unparalleled experience and to provide employees with the opportunity for personal and career growth.

Tourist Customer Philosophy

*Think Fun! Chula Vista is a place for fun, and our customers come here to have fun! We think you will have fun too. Fun is contagious and providing fun for others is your job!

Convention Customer Philosophy

*Chula Vista is a place to get business done. Our customers come here to set and accomplish goals by attending meetings. Help them have the most success possible.

Customer Interaction and Expectations

Our customers are the reason we earn paychecks. The money they spend in our resort pays our wages. It is ALWAYS our philosophy and expectation to make sure that we accomplish our jobs with 100% satisfaction.

Your goal is to provide customer satisfaction and a positive experience so our customer becomes a repeat or return “friend”. Make sure that you use genuine, sincere, and positive language. Please see the “Chula Vista Resort Hospitality Standards & Expectations” flyer in our employee orientation folder to learn more about the Chula Vista guest expectations that are essential for your learning and success.

Customer Concerns and Complaints

No matter how hard we try to please everyone, we will still receive customer criticism and some complaints. It is our responsibility to make sure that we are following our quality customer service mission. However, when we have customer concerns and complaints, please remember to follow this protocol:

1. **Listen to the customer first.** Remember to let the guest finish their comments and suggestions. Your job is to listen attentively to their whole statement before you provide comments.
2. **Always be sure you thank the guest for providing you with their information.** You should not agree or disagree with the guest or take a stand on the issue. Ask the guest if there is something they would like you to do about the issue/situation. If you can provide something for them within your means and job description, make an attempt to satisfy the guest. If you cannot or if the concern is not something you are trained or equipped to deal with, refer them to your manager first, or to the front desk to speak with guest services.
3. **Reassure the guest that the issue will be addressed to a manager or supervisor.** Remember that any concern or issue needs to be brought to the attention of a supervisor and/or manager immediately.

Customer Injuries & Incidents

Chula Vista maintains a safe facility and environment for all of our guests and employees. One of the ways our customers return is to know they are treated with exceptional service and feel secure and comfortable in all areas of the resort. Although we at Chula Vista safeguard our facilities, sometimes guest incidents and injuries may occur. In dealing with a guest incident or injury report, remember to keep in mind the following:

1. **Be sure you attend to the guest immediately.** Always call a manager or supervisor for assistance to assess the scene and move guests away from the area if needed. Handle one situation at a time, and remember to be courteous and calm in dealing with the situation; panic only causes more stress.
2. **While assisting the guest or your co-workers with the incident.** You are there to provide reassurance and take factual information for the incident. Please **DO NOT** talk about information that is not necessary for the guest to hear. It is everyone's job at Chula Vista Resort to report safety issues or hazards to your manager. If you see something that needs repair or maybe harmful, report it immediately!
3. **Only trained professionals and staff should administer First Aid and other medical needs.** If a situation with a guest arises that requires medical attention, go to any phone and dial "0" for front desk assistance.
4. **You should never talk about settlements or involved issues or admit liability to the incident or discuss insurance coverage.** This is for manager to discuss after a guest incident report has been completed. Your job is to report only factual information to the supervisor or manager after the incident. Even if an injury to a guest is minimal or nonexistent, we always need to get correct factual information in the form of an incident report.
5. **Authorized supervisors and managers are responsible for dealing with guests and their treatment.** Never share information with others regarding guest incidents; we need to be professional in assisting guests with their well being.

Equal Opportunity Employment

Chula Vista Resort is an Equal Opportunity Employer. Chula Vista Resort follows a decision making process for all employment issues and seeks to employ individuals that are qualified and dedicated. Hiring decisions are based on education, talents, skills, abilities, experience. Hiring and other employment issues are determined without regards to race, color, age, creed or religion, sex, ancestry, national origin, disability, marital status, sexual orientation, arrest or conviction record, membership in the national Guard, state defense force, or any other reserve component of the military forces of the United States or of this state (Wisconsin), or the use or non-use of unlawful products off the employer's premises during non-working hours. Chula Vista Resort complies with all legal standards in regards to Federal and State labor, wage, safety, and employment laws and takes pride in the diversity of its employees.

Harassment Prohibition Policy

Chula Vista Resort is committed to providing a work environment free of harassment. Each employee is expected to support this policy in daily conduct with his or her fellow employees or guests. Sexual harassment, or other harassment that is based on race, color, religion, national origin, age, disability or membership in any other protected classification defined under applicable state, federal or local law, is a form of illegal discrimination. This might include offensive behavior or comments where:

1. Putting up with such conduct is a term or condition of employment (i.e. a person's job, promotion, or raise, etc. may depend on it:
2. Toleration or rejection of this behavior by an individual influences employment decisions affecting him or her (i.e., rejection of such conduct may brand a person as troublemaker or not a team player) or;
3. The conduct is meant to, or does, unreasonably interfere with the person's work, or creates an intimidating, hostile, or offensive work environment. (The person should not have to accept such an environment or atmosphere at work.)

Chula Vista Resort wants all of its employees to be able to work in an environment free from sexual harassment, which includes:

1. Sexual flirtations, touching, advances, or propositions; contact with a supervisor or co-worker that you do not want and to which you have not freely agreed;

2. Verbal abuse of a sexual or discriminatory nature (degrading comments, propositions, jokes or tricks, etc.) that you do not welcome;
3. The threat or suggestions that your job, advancement, assignments, wages, etc. depend on whether or not you submit to sexual demands
4. The display of sexually suggestive objects or pictures in the work place environment
5. No touching of any kind including sexual, aggressive, or persuasive nature is ever allowed without consent and permission of that employee.

If you believe that you have been subjected to harassment or discrimination, report this immediately to your DEPARTMENT MANAGER (NOT YOUR SUPERVISOR) OR A HIGHER POSITION, Human Resources Manager, and/or General Manager. Management will give prompt attention to any report of harassment or discrimination, any observed behavior might constitute harassment or discrimination, or any suspected harassment. The person reporting the alleged harassment or discrimination should be informed that once a report has been made, or certain behavior has been observed, the employer has a legal responsibility to investigate and attempt to resolve the issues raised.

Confidentiality of all involved will be protected as much as possible during an investigation; to the extent the investigation is not compromised. An employee determined to have engaged in harassment or discrimination or knowingly made false statements concerning harassment or discrimination may be subject to severe disciplinary action, up to and including termination or employment.

Initial Orientation and Performance Reviews

All new employees will need to complete required “new hire” employee paperwork, receive employee handbook information, and go through departmental training. Your supervisor or manager conducting your training will determine training time frames and guidelines. During training, employees will be paid training wage at the federal minimum wage until the training period has been approved and completed by your supervisor.

While employees can expect to be reviewed and evaluated on a daily basis, there are three typical types of more formal employee reviews employees may receive during their tenure of employment:

1. **Initial Review Period** - Employees will be on an initial review period between 30 to 90 days starting from the employee’s first day of work (classified as the employee’s anniversary date with Chula Vista Resort). This is an appropriate time frame to review and evaluate your qualifications for the position, determining your match to the company’s goals and mission, productivity and performance, attendance, respect displayed towards company policies and procedures, work-ethic, professionalism, and your interactions with guests, staff, and management. Either during or after this period you may receive a written review. If it is determined by Chula Vista that you are not suitable for your job or are not capable of performing the duties and essential functions of that job, your employment will terminate for failure to meeting the qualifications and guidelines of the position. Any employee is free to resign and employment may be terminated at any time, with or without cause or prior notice as by the employer. Pay raise reviews are not guaranteed or reviewed at this time frame.
2. **Annual Merit Pay/Wage Review** - These reviews are given annually during the employee’s anniversary date or department anniversary review date to evaluate the same objectives from the initial review period. This review is done on an annual basis (per year) to determine how successful you have been in the overall performance of your job. This is also a time where pay for merit or cost of living is reviewed based upon your evaluation. Pay raises outside of the annual review do not happen unless you are changing job descriptions, and are given at the direction of the employee’s department vice president.
3. **Disciplinary Reviews** - This review may be given at any time during the employee’s tenure of employment when an employee may be struggling or failing to meet expectations or guidelines set forth in the job position. It gives the employee and the supervisor an opportunity to ask and answer questions and provide goals for the employee to achieve success in the position. This allows the employee to better understand what must be improved. Specific and or repeated problems may result in suspension or termination of employment.

Education & Business “Training Program” Reimbursement Policy

We encourage all Chula Vista employees to participate and engage in additional education through seminars, conferences, trade shows, and educational school courses (together called “Training Programs” for the purposes of this policy and related Agreements and Loan documents) to further enhance and develop their personal, and perhaps, their careers with Chula Vista Resort. When Chula Vista Resort asks you to participate in a Training Program, the business expenditures, including the business travel, meals, and lodging expenses, and seminar or conference costs are paid for by Chula Vista, but **MUST BE APPROVED IN ADVANCE** of a particular training program or event. In order to be eligible for training program reimbursement, an employee must be employed with Chula Vista Resort at least six months (180) days and be a regular full-time, active employee averaging at least 30 hours per week.

Of course, it is fair if Chula Vista provides these opportunities for you, that you continue your employment with Chula Vista to share the benefits of the training. Therefore, employees who receive company sponsorship and payment for attending a Training program, when such a payment (exclusive of any wage payments) totals more than two hundred fifty dollars (\$250.00), we will have such Training Program costs provided in the form of a forgivable loan which will be forgiven, on the schedule indicated below, unless the employee fails to remain working for Chula Vista Resort for at least one year. If Chula Vista requests you to attend a Training Program, but you know your plans will not allow you to remain employed with Chula Vista for that year, you should inform the General Manager, or the Human Resources department immediately.

The Loan Forgiveness Schedule is as follows:

1. Upon completion of one (1) month of employment following participation in a Training Program, 25% of the loan will be forgiven.
2. Upon completion of six (6) months of employment following successful completion of a Training Program, an additional 25% of the loan will be forgiven, thus totaling 50% of the loan to be forgiven.
3. Upon completion of twelve (12) months of employment following successful completion of the Training Program by the employee, the remainder of the loan will be forgiven.

At the time a Training Program (which has expenses greater than \$250.00) is anticipated, the employee will be asked to sign a specific agreement related to that Training Program, as well as a note promising repayment, but tied to the schedule of the forgiveness of the loan noted above. Employees must complete a new agreement and note form with each and every Training Program that is approved.

Personnel & Employee Records

All employee records are to be kept up-to-date and accurate in the People Development Office. All newly hired employees should complete all employee forms and paperwork (tax forms, employment verification forms, etc.) and submit this information during their first week of employment. If these forms and paperwork are not completed by the issuance of the first paycheck, the employee’s paycheck may be delayed. All original employee paperwork and documentation will remain in an employee’s file. Only authorized individuals in management will have access to reviewing these files on a need-to-know basis. An employee is welcome to review their files twice during a calendar year with an appointment being arranged through Human Resources. Copies for any paperwork in an employee file will be charged at a rate of \$0.25 per copy/page.

Employees who have left their employment and are rehired with Chula Vista Resort should update all forms and paperwork for the current year. (i.e. tax forms - W-4, I-9, etc.)

If for any reason information changes in regards to your personal records, please stop by HR or payroll to change the information. Changes in your information can affect your insurance and benefits eligibility and participation and it might also affect your payroll tax withholdings. If you have changes in the following, you should notify the Human Resources department:

1. Name
2. Address
3. Telephone Numbers
4. Emergency Contact Information
5. Marital Status
6. Any other information

Child Minor Employees

Employees under the age of 18 years of age are classified as “child minor” employees and **MUST OBTAIN** and submit a valid **WORK PERMIT** issued by the State of Wisconsin no later than the first day of the employment. If this information is not on file with the Human Resources Office, the student will be forbidden to work until such a permit is obtained. Work permits will serve as an official receipt to Chula Vista Resort and child minors will be reimbursed for the applicable fee of the work permit in the next payroll cycle.

All minor employees must adhere to the policies regarding the hours of work and the time of day that they are allowed to be employed. They are responsible for reviewing their schedules with supervisors and managers to ensure that they are in and out of work allowed by child labor law. Child minor employees may view law guidelines for hours of work and time of day they may work on the Employee Bulletin Boards in the break room areas.

All minor employees will be required to take a 31 minute meal break no later than six hours into a shift. Minor employees will be responsible, along with their supervisor/manager, for informing them about when breaks need to take place as well as ensuring that a full 31 minute break (meal period) has been taken.

Employment Eligibility of Domestic and Foreign Nationals (IRCA)

All newly hired employees should note that a valid state photo issued ID card (i.e. Driver’s License) and a valid Social Security Card or other proof of citizenship/identification will be needed to verify employment eligibility status per law on an I-9 Employment Eligibility Form. This is required of all employees working for Chula Vista Resort who are a United States citizen or national.

Foreign-born nationals working for Chula Vista Resort must have valid work permit authorization as stated by the INS and US State Department via the Immigration Reform and Control Act (IRCA) of 1986. Chula Vista complies with this law standard in terms of hiring practices, policies, and procedures and cannot discriminate any candidate for employment or employee on the basis of their citizenship status. Chula Vista complies with IRCA standards by not discriminating against any applicant or employee on the basis of their citizenship status as defined by the IRCA Act and the compliance standards associated with the Act.

Any employee who is hired by Chula Vista Resort, in accordance with the IRCA Act and its regulation, must provided valid paperwork and documentation (i.e. - but not limited to - Social Security Card, valid state picture identification, J-1 Visa, Passport, Green Card, etc.) that indicates and establishes the identity and eligibility to be gainfully employed in the United States and by Chula Vista Resort. This information must be submitted immediately for presentation during the completion of the employee’s paperwork during the orientation session. If it is found during the application process or during the employment that an employee does not have valid documentation that supports authorization to work in the United States, the employee will be subject to being immediately released (terminated) from their employment with Chula Vista Resort.

Attendance Policy & Scheduling

Employees are scheduled to meet the needs of Chula Vista and the nature of our business. Employees are responsible for reporting to work as they are scheduled. Being on time allows us to serve our guests appropriately. All employees should be at their workstation and ready to work at the beginning of their scheduled shift. Schedules are distributed by their immediate supervisor or they will be posted in their departmental area as soon as possible at the discretion of the manager or supervisor.

SCHEDULES are ALWAYS subject to change based upon business operations especially during busy or peak time frames. It is important for an employee to always communicate with their supervisor about their work availability to offer flexible scheduling of the employee.

Scheduling changes do occur because of the needs of the Resort. It is the responsibility of the employee to check their schedule on a frequent basis for updates or to contact their supervisor for their current schedule or changes. In the event that questionable or bad weather occurs, it is important for the employee to call their manager or supervisor to check for possible scheduling changes. Chula Vista is a 24 hour, seven day a week operation. Please understand that many holiday and weekend time frames are a busy part of our operation and most employees will be scheduled to work on those days.

ALL EMPLOYEES MUST provide reasonable and significant notice for when they are not able to work a scheduled shift due to illness or some extenuating circumstance. If an employee cannot work due to illness or other extenuating circumstance on the day of their scheduled shift, they must call to inform their supervisor of their absence as soon as possible. Employees should be aware that they must call to state that they will be absent from a shift due to sickness or other circumstantial event. Please do not leave messages or voice mail, talk to your direct supervisor/manager to ensure they receive your message. Please refer to your department policy for your procedure.

Each department policy is listed with each department manager/supervisor as well as in the new employee orientation folder. This allows for reasonable time to find a suitable replacement to cover the shift being missed by an employee or to make adjustments to the schedule if needed. However, you, the employee, are **ultimately responsible**, for covering your shift or finding a suitable replacement if you cannot work your scheduled shift(s).

Again, employees are reminded that all adjustments or changes to scheduling must be approved with your supervisor. If an employee releases a shift to another employee or switches with another employee, the switch **MUST BE APPROVED BY the SUPERVISOR as far in advance** as possible. If the employee has made every effort to switch to no avail, the employee must contact their supervisor to provide assistance in scheduling. Unapproved scheduling changes or switches in shifts between employees that do not have supervisor approval will result in disciplinary action leading up to and including termination of employment.

Sick Days

Having a healthy workforce is important to producing our product of quality service. However, there are certain occasions where employees will become ill/sick causing missed workdays. **Hourly (non-exempt) paid employees** will only be paid for the time actually worked and do not have any paid sick day earnings or allowances.

Also, if an employee is to be absent due to sickness or illness three or more days, a doctor's excuse or a note from the doctor listing the medical reason for the absence is required. The doctor's note should also include the employee's physical capabilities and restrictions. This information should be submitted to their supervisor/manager, so that reasonable accommodations, if any, can be made for the employee in terms of a modified work schedule or job duty if necessary, but one that does not pose undue hardship on the employer. Starting June 1, 2008 salaried employees sick days, bereavement and personnel days will count against your vacation time annually. Vacation forms or "time away from work" forms will need to be completed for work that is missed due to sickness, bereavement and personal days.

Hour & Time-Clock Administration

When you arrive for work, hourly shift employees must clock into the "Computer Time Clock System". Employees are issued an employee badge and ID number to clock into the system. Once you clock in, you are **ON THE JOB**, so you should report to your work area immediately to begin your shift.

Employees should be sure that they verify their "punches" into and out of the Time-Clock system. Instructions on how to use the time clocks are posted near each system in each of the employee break-room areas and it is important that your supervisor show you the proper operation of these systems. It is important for you to be sure that you are clocking in and out properly. If you are experiencing problems with clocking into or out of the system, you should inform your supervisor and complete a **"TIME SHEET ADJUSTMENT FORM"** if you believe an error was made. Also, your punch-in and punch-out record is your attendance record and an indication of your interest in your job, these attendance records weigh very heavily in performance appraisal reviews. Also, it is important to be sure that your records from the time clock

are accurate. Falsifying time records or performing personal business on company time while on the clock can subject you to termination of employment for time theft.

Hourly employees are paid in increments of an hour. Therefore, employees are expected to be working when “on-the-clock”. Employees may not punch in more than five (5) minutes before their scheduled arrival. All employees must remember to clock out for a full 31 minutes when a meal break is taken. All employees under 18 years of age (minors) will be **required** to clock out for a full 31 minute break. Supervisors will advise employees of their break times. Employees should take care of personal issues off the clock (i.e. - changing out of work clothes, getting a uniform, etc.), when not clocked in.

UNEXCUSED ABSENCES OR TARDY

An **unexcused absence or tardy (LATE)** occurs when an employee does not give notice or management does not recognize and accept the reason being valid for the absence.

An employee’s job is subject to termination with three (3) or more **NON-CONSECUTIVE SHIFT** unexcused absences, unexcused tardiness, or a combination of tardiness and/or absences within a period of one (1) week.

If an employee has three (3) **CONSECUTIVE SHIFT** unexcused absences, you will be considered to have voluntarily terminated (quit) or abandoned your employment from Chula Vista Resort. Any type of missed shift by an employee constitutes a refusal to accept a bona fide schedule or offer of work posed from Chula Vista Resort. A typical example of an unexcused absence is when an employee does not report to their scheduled shift and the employee gives no notice to their direct (employer) supervisor or manager.

DAYS OFF FROM WORK & REQUEST FOR PERSONAL DAYS OFF

If you need specified time off, you must complete a written request on the “Request for Days Off Form”, and submit this notice as much in advance as possible to your supervisor for approval. Written requests DO NOT guarantee automatic approval for the requested day off. Management has the discretion to determine which requests are approved. If an employee is requesting a weekday off (Monday through Thursday), you should submit the request form seven to ten (7-10) days in advance. Your request for a weekend day(s) off should be requested at least two weeks (2), request forms are available from your supervisor.

Requests for days off utilizing paid vacation required a vacation request form available from your manager or Human Resources Department. Leaves of absence not in accordance with the Family and Medical Leave Act, do not guarantee that a job will be held after the leave of absence period is completed.

Salaried managers may take personal days. These days are considered vacation days when the proper paperwork accompanies the notification. These days are not earned until after the probationary periods. Vacation day off forms are to be completed in advance when possible, and immediately after periods where they can not be filled out, such as a sick day etc. Bereavement will count against all personal days. After Personal days and bereavement days are exhausted, unpaid time away from work will be administered (such as a paid or unpaid vacation day or your salary will be reduced for the time missed. Any unique or unusual circumstances will be administered by management.) If executive management discovers that salaried managers are not completing paperwork for personal days or vacation days, executive management may adjust manager’s salaries for the discoveries.

OVERTIME PAY - WAGE CLASSIFICATION FOR PRIMARY & SECONDARY JOB CLASSES

All executive, administrative, and professional employees that are paid on a salaried basis and are “exempt employees”, and are excluded from the overtime provisions of FLSA (Fair Labor Standards Act). All non-exempt (hourly pay level) employees will be paid one and ½ times their current base wage for hours worked in excess of forty (40) hours per week in their primary job position. Employees that work in addition to their primary position will be paid at a secondary job position rate for that work.

The pay rate for the secondary job position will be calculated on the applicable state or federal minimum wage for regular hours earned in the secondary job position and overtime will be paid at one and ½ times the federal minimum wage

for hours worked in excess of 40 hours in the secondary job position. If this secondary position is a tipped employee position (wait staff or banquet server staff) the employee will be paid at the applicable minimum wage for tipped employees at \$2.33 per hour and at \$3.50 per hour for overtime hours worked in a secondary position as a wait staff server or banquet server.

Each and every employee must have a signed “**Classification of Primary and Secondary Job Positions with Pay, Wage, and Overtime Rates**” Form in their employee file. The form indicates any hourly based employee’s rate of pay for any primary and secondary job positions performed for Chula Vista Resort.

Should you have any questions regarding your overtime status, please direct them to your supervisor or manager. Employees will be offered to work overtime hours when necessary. Any overtime must have prior supervisory or management approval.

PAYDAY & PAYROLL CHECKS

Chula Vista is on a biweekly payroll system. Please reference your Payroll Period Calendar in your orientation folder for payroll periods and paycheck dates. **Payday is every other Monday from 3:00 PM to 7:00 PM.** Checks will be distributed by a department supervisor or manager. Photo identification is required to pick up your paycheck. Checks may be picked up after payday Tuesday thru Friday 8:00 am to 5:00 pm at the Accounting/Human Resources Office located at the Maintenance Facility.

Unclaimed checks will be kept by the payroll department. Unclaimed checks are not mailed unless requested by the employee to their supervisor or manager in writing only. Check cashing is not permitted at Chula Vista. Also, payroll checks may only be received by the employee whose name is listed on the check and has appropriate identification. If you would like someone other than yourself to retrieve your check for you, this individual must bring a note signed by you, along with your photo ID. The individual picking up the check must also be able to show their photo ID to get your check.

An employee who loses their check and requires a new check to be issued, a \$35.00 replacement fee will be assessed to the employee on the reissued check. Chula Vista Resort does not issue Salary/Pay advances.

PAYCHECK WINDOW RESOLUTION POLICY

Chula Vista Resort always attempts to maintain the accuracy of all paychecks you receive. You should refer to the payroll period calendar and payday schedule in your orientation folder so you know when you will be paid for what work you perform. We strongly encourage employees to look at their check to verify the accuracy of hours and wages paid, all deductions including but not limited to: state and federal income taxes, social security, uniform deductions, benefit deductions, and any miscellaneous deductions on the check stub. Employees are strongly recommended to keep track of their time records (punch in and punch out times) via the time card record sheets.

If you do notice errors or problems with your check, you should bring the potential error to your manager directly and in person immediately. The payroll office will be notified by your manager or supervisor for accuracy and clarification and correction if necessary. If there are any discrepancies with your paycheck, and there are necessary adjustments which get approved by the payroll department, the payroll accounting office can resolve the issue once all the errors are approved.

We strongly recommend and encourage that employees inform their department manager. All issues must be received **WITHIN SEVEN DAYS OF THE PAYCHECK ISSUANCE DATE.** If the employee brings any payroll problems or issues beyond the seven day window, it is assumed that the employee agrees that the check is valid as processed and that no other problems or issues need to be resolved with that given paycheck.

RATE OF PAY & DEDUCTIONS

The rate of pay you are initially issued is based upon the general wage range of a position, your skills, qualification level, and merit. Pay is reviewed on an annual basis from your hire date.

Deductions will appear on an employee’s payroll checks, which are required by federal, state, or local law and those deductions, which are employee, authorized (i.e. uniforms, etc.). Federal, state, and local laws govern that a certain amount

of pay is deducted from your check to be applied toward the payment of your federal and state income taxes, and your legal contribution to Social Security and Medicare Tax, and any other applicable taxes by law.

TIPPED INCOME REPORTING*****

Tippling is an extremely important part of our industry and our business. Tips by our guests are always welcomed graciously. Tippling is also a part of giving Chula Vista quality and exceptional customer service to ALL of our guests. TIPS are NEVER to be expected from guests. Our guests PAY for the service as well as the product they receive. Tips should be welcomed as an indication of the success and effort you put in your service towards any customer.

Tipped employees (servers/bartenders/bellman), who earn more than twenty dollars (\$20.00) in tipped income per month, are responsible for paying all applicable local, state, and federal income/payroll taxes on ALL TIPS you have earned. Therefore as required by law, you are required to report 100% of all tips you have earned at the completion of each and every shift. It is important to report ALL tips. Reporting policies and guidelines are established for each department if tip reporting is applicable to your given department or position. It is highly recommended that employees keep track of their tipped income records.

If the IRS determines you have been under-reporting tips, you may be assessed fines and penalties including back income, FICA taxes, and interest. You should see your manager or supervisor for the proper procedure for tip declaration and reporting. Also, when an employee quits their employment without a proper and documented two-week notice or fails to complete a two-week notice fulfillment, ALL EARNED HOUSE TIPS will automatically be void and not payable to the employee on any of the remaining paychecks an employee is to receive from the time of the quit.

FAMILY & MEDICAL LEAVE ACT (FMLA) & REQUESTING LEAVE OF ABSENCE

Employees may be eligible to take unpaid family or medical leave under federal or state law guidelines.

Wisconsin law allows employees who have worked at least 1,000 hours in the past 12 months to take the following leave periods in a calendar year:

1. Up to six (6) weeks of family leave for the birth or adoption of a child
2. Up to two (2) weeks of family leave to care for a child, spouse, or parent suffering from a serious health condition.
3. Up to two (2) weeks of medical leave for an employee to care for his/her own serious health condition which renders him/her unable to work.

Federal law allows employees who have worked at least 1,250 hours in the past 12 months to take up to 12 weeks of leave in a calendar year for one or more of the following reasons:

1. Family leave for the birth of an employee's child or for the placement of a child with the employee for adoption or foster care.
2. Family leave to care for a child, spouse, or parent suffering from a serious health condition.
3. Medical leave for an employee to care for his/her own serious health condition, which renders him/her unable, to work.

Federal leave is based on a rolling twelve-month period to determine eligibility and use of leave. Generally employees needing to take family leave for birth/adoption/foster care placement should request leave from his/her supervisor at least 30 days in advance of the need. Employees should make reasonable efforts to schedule planned medical treatments so as not to disrupt business operations. Generally, employees should provide at least 30 days notice for planned medical treatments for themselves or family members, and as much notice as practicable in emergency situations.

You will be required to complete a leave of absence form and a medical certification form, which will need to be signed by the health care provider. Failure to return the completed medical certification within 15 days will result in a delay of the leave. These forms are available from the People Development (Human Resources) office.

Family and medical leaves are deemed unpaid leave although you may be able to substitute otherwise available leave time. However, your group health insurance and other insurances will remain in effect during the leave as if you continued working. As appropriate, employees on medical leave (for the employee's own serious health condition) may simultaneously be eligible for and receive disability benefits.

Upon return from family or medical leave, an employee will be returned to the position he/she held immediately prior to the leave if the position is vacant. If the position is not vacant, the employee will be placed in an equivalent employment position available at the time of their return to work.

Additional leave beyond the federal or state leave may be granted at management's discretion in some situations. This policy provides an introduction to the rights provision of the family and medical leave laws. Questions you may have about this law should be directed to your supervisor or manager.

BENEFIT CONTINUATION DURING LEAVE PERIODS

After 30 days of leave, (defined as not coming to the place of business to perform the duties you were hired for), the employee has the right to extend his or her insurance and convert from payroll deduction to a monthly payment plan if they were participating in the plan during their employment at Chula Vista Resort. The continuation of the payment plan may last for up to 18 months or more based upon COBRA Laws. In all employment relationships, salaries and wages are only paid when work is performed.

RESIGNATION FROM EMPLOYMENT

We at Chula Vista Resort pride our self on our strong employee base and workforce. On occasion you will progress with other opportunities causing a resignation or termination from your position at Chula Vista Resort. We encourage you to talk with your supervisor before you consider resigning. Sometimes a misunderstanding can be resolved. However, in the event that you need to terminate your employment, we, at Chula Vista Resort **require** that you give a two-week written notice directly to your supervisor. This notice should be submitted in writing to your supervisor as early as possible but no later than the two-weeks prior to the last day of work.

The date the written notice is received by the supervisor or in the Payroll Office is the date documented for the beginning of the two weeks needing to be fulfilled (for example, and employee submits in writing their two week notice on January 5, 2007, they must then complete their two week schedule until their last day of work which would be January 19, 2007). Upon notifying your supervisor about your two-week notice, the written notice will be documented in your personnel file in the People Development Office. If a written notice is not submitted to a supervisor, the two-week notice will be determined as incomplete and non-fulfilled.

At the moment an employee quits their employment, and fails to give a two-week notice, or does not complete their full schedule after a two-week notice is given, an employee will have **ALL HOURS PAYABLE** from the time of the quit and **ALL REMAINING PAYCHECKS** from the time of the quit to be paid at the applicable federal minimum wage as the hourly rate of pay. The two-week notice policy is designed to provide training and support for a new employee within the last two weeks of a terminating employee's schedule. This allows Chula Vista Resort to properly fill a position once the position is vacated.

EMPLOYEE PROBLEMS & GRIEVANCES - OPEN DOOR POLICY

In any group of people working together, there will be diversity and differences of opinion concerning working conditions or other matters regarding your job and employment. Should you have any questions or complaints please direct them to your manager.

Anytime you feel you have been unjustly treated or have a concern we want to hear from you. We actively promote an "open-door" policy in talking with our employees to meet their personal needs and professional needs working for the

resort. You will receive a fair and courteous consideration and a reply. We would suggest the following steps to present a grievance:

1. Discuss the matter with your supervisor or manager first
2. Stop by the HR Office to help mediate the issue with your supervisor or manager.
3. If you are unable to reach a satisfactory understanding after meeting with your supervisor, manager and Human Resources staff, an additional meeting will be arranged in order for you to discuss the problem with an Executive or General Manager.

It is the policy of Chula Vista Resort to provide and maintain an employment environment of such quality that neither your right to work for us nor your opportunities for advancement within our company is dependent upon any outside organizations. We are convinced that by honoring the dignity and worth of the individual and recognizing his/her contribution to our overall effort, this will continue to be a mutually satisfying and rewarding place to work.

Staff managers are aware that circumstances can arise to make an exception to written rules, policies, and procedures. Staff Managers actively keep an open mind when making tough decisions. Top management reserves the right to revise policies and make exceptions as necessary that do not pose an unacceptable modified standard to the given rule or policy. Every staff member should feel free to discuss his or her special circumstances with management at a scheduled appointment.

TERMINATION AND DISCIPLINARY ACTION

There are times when an employee is subject to disciplinary action, up to and including termination of employment. Usually, discussions with supervisors and attempts to remedy problems precede termination. The best way to prevent disciplinary action and termination is to ask questions to your supervisor about appropriate and inappropriate acts that may violate a particular policy and procedure. Chula Vista often utilizes some or all of the following steps in administering disciplinary actions and/or termination:

- Step 1 – Verbal warning by supervisor or manager
- Step 2 – First written warning (pink slip_
- Step 3 – Second and Third written warnings
- Step 4 –Termination of Employment

Employees should note that Chula Vista may not follow these disciplinary action steps in sequence depending on the nature and severity of the policy violation. Chula Vista is an at-will employer, we reserve the right to terminate without utilization of this procedure.

The following policy violations, which may result in termination, include, but are not limited to the following:

- *Poor job performance
- *Excessive absences
- *Dishonesty
- *Poor appearance and personal hygiene
- *Willful misconduct against Chula Vista
- *Harassment of any kind
- *Excessive tardiness
- *Insubordination
- *Illegal Acts or Immoral/Indecent Behavior
- *Disrespect towards guests or employees
- *Physical abuse towards property or people
- *Stealing or Shoplifting

With Chula Vista Resort being an **“AT-WILL”** employer, terminations may occur due to the following reasons and rationales, but are not limited to the following:

1. Chula Vista Resort may release an employee if it is determined that the employee is not meeting the job skills, qualifications, and expectations of the job and their supervisor and the job description issued to them.
2. Employees, who are not physically or mentally capable to perform the essential functions of the job, after reasonable accommodations have been made, may be released.

3. Chula Vista may exercise its discretion to eliminate any position or re-evaluate any position and eliminate that position for any reason.

If an employee is discharged/terminated by the company or quits (voluntary release) the employee is encouraged not to return to company/resort property (grounds). Released staff will not be allowed on property for 60 days after terminations. We encourage terminated employees to refrain from loitering on company property, fraternizing with employees or guests, or disrupting the daily business and operational flow of the resort, or to disrupt or harass employees during productive work. Discharged employees are subject to not being rehired unless executive management authorization is in writing.

PERSONAL AND PROFESSIONAL CONDUCT

Fair Treatment must work in three ways:

1. In the Chula Vista Resort's relationship with you.
2. In your relationship with Chula Vista Resort.
3. In your relationship with fellow employees, supervisors, managers, and guests

A responsible standard of conduct, professionalism, and work performance is expected by Chula Vista Resort from each and every employee. We rely upon your good sense and good judgment, but in any organization, rules or guides of good conduct are necessary. Remember that we are responsible for presenting a respectable, professional image to our guests and co-workers. This will create a positive work environment, mutual understanding, and productive relationships between employees.

It is important for employees to keep in mind that growth and promotional advancement opportunities into higher level positions including supervisory and management level positions, are based upon an overall evaluation of the employees personal and professional conduct, work performance, attendance, flexibility, relationship development with co-workers, supervisors, and management, and meeting and exceeding expectations and guidelines for their job position. Conduct which may result in an employee's immediate dismissal (release from employment) may include, but are not limited to the following:

1. Stealing of any Chula Vista, guest or employee property, money, information, products or their unauthorized use
2. Deliberate destruction, abuse, or defacing of Chula Vista property
3. Possession or use of weapons, illegal drugs, or firearms
4. Bringing alcoholic beverages into Chula Vista or being under the influence of alcohol or illegal drugs during a shift
5. Fighting on Chula Vista property (physically attacking/assaulting) or verbal assault/threats of (physical) violence to others (guests or employees or the resort property)
6. Refusal to obey supervisor or manager work orders or requests (insubordination)
7. Violation of employee housing policies and procedures
8. Inappropriate conduct "off-the-clock" while on company grounds (loitering)
9. Falsification of work records or time cards or any violation of the attendance policies
10. Disorderly conduct, immorality, or indecency
11. Sexual or any other form of discriminatory or illegal harassment to employees or guests
12. Bomb threats or threats of harm to Chula Vista property, employees, or guests
13. Use of inappropriate, unprofessional, degrading, or hate language
14. Defamatory or hate-driven gossip/rumors/violence
15. Violation of any safety rules and regulations set forth by Chula Vista Resort
16. Intruding or interrupting work productivity of fellow co-workers.
17. Visitation or loitering of your family or friends while you are on or off the clock disrupting your work
18. Failure to maintain a positive professional image and attitude while working
19. Any willful criminal or illegal activities on the resort property whether on or off the clock
20. Fraud of any insurance or benefit offered by Chula Vista including but not limited to the following benefits: worker's compensation, health, life, dental, supplementary, and other insurance benefit plans
21. Personal work or business on company time or leaving the resort on company time
22. Practical jokes, running, shoving others, or other acts of misconduct which may endanger yourself, guests or other employees

23. Any behavior or actions that are deemed unnecessary, intentional, careless, or negligent that cause personal injury or property damage that becomes an undue expense to Chula Vista Resort
24. Any form of illegal or discriminatory harassment to any employee or guest of Chula Vista Resort
25. Breach of confidentiality agreements and relaying trade secret information of Chula Vista Resort
26. Taking or using any confidential or personal information of a guest or employee for non-Chula Vista use without appropriate authorization or consent
27. Audio or video recording while at Chula Vista Resort without consent or written permission

Employees should be aware that all infractions affect their professional reputation in the company, annual performance reviews, and threaten their opportunities for pay raises and benefits eligibility and participation. All employees are reminded that they are responsible for asking questions to their supervisor or the HR Office if they are unclear about a particular issue that may violate a policy and cause disciplinary action. Communication is the key to prevention.

PROFESSIONAL LEVEL EMPLOYEE STANDARDS

Those individuals in salaried level professional positions - (i.e. - supervisors, managers, department heads, sales staff, and upper level management, and ownership) will be required to uphold and present high ethical and professional standards in their customer interactions, image and appearance, and confidentiality. It is important for professional level staff to understand that any and all work and information is the property of Chula Vista and affiliates and must remain at work (2501 River Road) and not taken home. Also, any property or paperwork information (contracts, documents, files, trade secrets, financial information, intellectual property or other documented company information) that you are working on for Chula Vista resort is deemed Chula Vista Resort property and should remain at the office of Chula Vista at all times. Upon termination of employment with Chula Vista Resort all paperwork information or property must be returned to Chula Vista. Failure to return these items will result in the delay in processing of final paychecks and/or possible prosecution of theft of company property. Professional Employees agree that they shall not disclose to others or use, both during his employment with Chula Vista or for a period of two (2) years thereafter, except in the furtherance of the business of Chula Vista, any confidential Business Information: provided however, that Employee shall not disclose to other or use at any time after termination of his employment and Confidential Business Information that constitutes a trade secret under Section 134.90, Wis. Stats. (the "Trade Secrets Act"), as amended. Executive, managers and supervisor will not be allowed on property for 60 days after termination.

CHULA VISTA PROFESSIONALS AND UPPER MANAGEMENT USE OF FACILITIES

All professionals, managers, vice presidents and owners of Chula Vista have privileges. The Executive Card can be used to charge meals, beverages, passes and golf when executives deem it necessary. Customary uses of these instances are site tours for customers, overnights for customers, meals and beverages for customers. The card will account for the charges being charged to the executive account and reviewed by top management.

RETURNING COMPANY PROPERTY AFTER TERMINATION

Employees who are discharged/terminated or have quit their employment should turn in ALL company property (i.e. keys, company resources, equipment, uniforms, uncompleted paperwork, computers, documents, etc.). Any items that are kept by the employee that are company property will be listed on any remaining checks as a payroll deduction. In addition, an employee's final paychecks may be delayed in processing if these items are not returned or paid for.

CONFIDENTIALITY AGREEMENTS

Employees of Chula Vista, Inc and its affiliates, who have access to confidential information, trade secret, and all like items should respect that information at all times. If it is found that an employee is divulging this information to unauthorized sources deemed to be competitive with Chula Vista and its affiliates, the employee will be subject to termination of employment and that such divulging of this information can cause irreparable damage and harm to Chula Vista Resort and its affiliates.

It is also understood that all employees will acquire and be informed of confidential business information during this employ with Chula Vista and affiliates. Confidential Business Information means all information relating to the business,

operation and administration of Chula Vista and affiliates, including but not limited to trade secrets, customer/guest lists, financial information, policy and procedure manuals, computer software and systems, training programs and related materials, marketing materials and information, research results, information regarding corporate opportunities, the identity of clients or their business requirements, the identity of key contacts within clients' organizations, and discoveries, inventions, ideas, concepts, or products improvement, or compilations of any of the foregoing, or similar information provided to Chula Vista and affiliates by customers of Chula Vista and affiliates.

Employees acknowledge and agree that the Confidential Business Information derives independent economic value, actual or potential, from not being generally know to, and not being readily ascertainable by proper means by other persons who can obtain economic value from its disclosure or use: and (ii) the Confidential Business Information is, and has been, subject to efforts by Chula Vista and its affiliates, to maintain its secrecy that are reasonable under the circumstances, Confidential Business Information does not include information concerning Chula Vista and affiliates, and its business which is widely disclosed to the public in published from, nor does it include generally available information concerning principles of business operation.

Employee shall not disclose to others or use, except in the furtherance of the business of Chula Vista, any Confidential Business Information: provided however, that Employee shall not disclose to others or use at any time after termination of his employment any Confidential Business Information that constitutes a trade secret under Section 134.90, Wis. Stats. (The "Trade Secrets Act") as amended.

In any event, and regardless of whether Confidential Business Information is involved, Employee will not remove from the premise of Chula Vista or affiliates, except in pursuit of business of Chula Vista and affiliates, any contracts, sales, invoices, purchase orders, pricing information, technical information, component, device, record, computer program, tape or other document pertaining to the business of Chula Vista and affiliates, whether developed by Employee or by someone else unless required in the course of employment or association with Chula Vista and affiliates.

Upon termination of his employment with Chula Vista and affiliates, Employee will immediately return to the principal office of Chula Vista, all written recorded and graphical materials, documents and items (and copies) in his possession or under his control and related to the business of Chula Vista and affiliates, regardless of whether such materials, documents and item contain Confidential Business Information.

Employee acknowledges that damages for the breach of this Agreement related to disclosure of Confidential Business Information or improper competition will be inadequate and will not give full and sufficient relief to Chula Vista, and that a breach of any provision of this Agreement will constitute irreparable harm to Chula Vista and affiliates. Therefore, Employee agrees that in the event of his breach of this agreement, Chula Vista shall be entitled to both injunctive relief against the continued violation thereof and compensatory damages. Also the Employee represents that there are no agreements with any other party, which would prevent him from performing his obligation hereunder. This agreement shall also be binding not only the parties but their respective successors, assigns, heirs, legal representatives, executors and administrators, except that the Employee may no assign or transfer any obligations or rights hereunder without the written consent of Chula Vista and affiliates.

Employees must also be sure that the appropriate and correct communication or information is being relayed to guess. Employees must be sure to "be behind the scenes" when dealing or talking about a product or service for a guest that arises out of guest criticism or complaint. These situations must remain between the guest and the employee and the appropriate supervisor. Discussion of these problematic situations with guest is to remain between the guest and the employee and the appropriate supervisor. Discussion of these problematic situations with guests are to remain confidential to allow us to continue to produce a quality product and service for Chula Vista towards all of our guests. Certain "public" environments are not feasible or handled appropriately as to not create an embarrassing situation causing a guest to overhear and be more distraught with their situation or event. Being confidential and discrete about certain guest incidents or events is your responsibility.

SOLICITATION OF ITEMS

As a company, we strive to establish a work environment that is productive without undue disruptions to the workday. Therefore, soliciting one employee or another, or collecting from one employee by another, is prohibited while during work time. Distributing literature and circulating petitions during work time or in work areas at any time is also

prohibited. Finally, trespassing, soliciting, or distributing literature by anyone outside of the company is prohibited. For purposes of this policy, “work time” is all time on the premises other than before and after work, at meal periods, and break times. “Work areas,” are areas on the premises other than the employee break rooms.

Employees wanting to solicit items (i.e. - Girl Scout Cookies) may advertise on employee bulletin boards in the break rooms and may only be put up on non-working time. The appropriate management staff must approve charitable donations and other gifts given to outside entities or organizations from Chula Vista.

ALCOHOL & DRUG USE

The consumption of alcohol during working hours and the use or distribution of illegal drugs is absolutely prohibited. Employees may not sit, eat, or drink at any food and beverage facility unless the privilege has been authorized or granted by the Executive Management.

Waterpark, restaurant and bar supervisors and managers have the right to ask an employee who is not being responsible to leave the area and/or refuse those persons service if the benefit is being abused, misused, or when permission has not been attained. In regards to prescription or over the counter medication, an employee should **provide** information or a doctor’s notice to their supervisor if they are required to take medication during working hours.

SMOKING POLICY

Smoking will not be permitted anywhere inside of Chula Vista Resort buildings. We strongly encourage employees who choose to smoke, to either smoke before their shift begins or after their shift has ended. Smoking breaks will only be permitted outside the building by loading dock and dumpster areas. Posted Smoking signs are posted in these areas. Again, “Smoking is NOT PERMITTED” inside of any buildings owned by Chula Vista Resort. Smoking is not permitted anywhere within the resort, including restrooms, restaurants, sales and administration offices, kitchen offices and areas where chemicals, dry goods, or food products are stored. **SMOKING IS NOT PERMITTED IN EMPLOYEE LOUNGES OR BREAK ROOMS.**

No employee, manager, or supervisor will be allowed to smoke during working hours. Smoking is not permitted on or in Chula Vista vehicles at any time. Smokers are required to wash their hands and use breath freshener as appropriate after smoking. Chula Vista believes that by not smoking, and helping each of our employees to reduce or stop smoking and becoming fit, we are helping to prolong relationships and the future for all employees and create an atmosphere and environment conducive to working productively.

LUNCH BREAK POLICY

Lunch breaks are to be taken for everyone who works at Chula Vista. Lunch breaks **ARE MANDATORY** for every employee who works more than 6 hours. It is the employee’s responsibility to take a lunch break. Lunch breaks must be a (minimum of 31 minutes). Lunch breaks are allowed and it is preferable that all breaks be written on your schedule and approved by your supervisor/manager.

TELEPHONE AND CELLPHONE USAGE

Telephones have been installed for the purpose of transacting business at Chula Vista Resort. Personal calls, both incoming and outgoing, are not generally allowed. Chula Vista believes that personal phone calls are distracting and affect the productivity of your job. Any personal use of Chula Vista Resort phones, may lead to payroll deduction for those given unauthorized calls, including, but not limited to termination of employment.

In case of emergencies, an incoming call will go to your supervisor and you will be given a written message. Personal phone calls are only allowed at payphones on the resort after working hours when you are off the clock or during your half hour meal break. Employees should utilize the local number when calling to work; the toll free numbers are reserved for customers and reservation only lines and should only be used to call the resort in the even of an emergency.

Also, it is important that phones be answered with the appropriate customer service philosophy, respect, and courtesy in all departments providing a proper response and greeting that will contain: (1) salutation, (2) name of the department to which the call was received in, and (3) the name of the person answering the call. Professional and courteous service for all internal and external customers is important and expected throughout all departments at Chula Vista Resort.

Cell phones do NOT have a place in your workspace unless your job description and approved by an executive. While you are punched in, cell phones are not to be used for either phone calls or text messaging. Please leave them in a secure place such as your car or locked locker. All Managers, Maintenance, and Security staff are required to carry cell phones to increase their availability but should be restricted to business use.

HEALTH & SAFETY

Your safety and the safety of your co-workers are important to all of us, and it requires the combined efforts and constant vigilance of everyone. The best equipment, the proper design, training and planning are only part of the effort. The other part, developing and practicing safe work habits is up to you. Chula Vista will make the utmost effort to keep all of it's equipment in proper working condition and will continue to use every reasonable effort to safeguard the health and safety of its employees. If you notice unsafe equipment or work conditions, inform your supervisor or manager immediately and the information will be brought to the attention of the Director of Safety and Security.

INJURY REPORTS & DOCUMENTATION

It is important for all employees to keep safety in mind when working and always being pro-active in providing suggestions and ideas for improving safety and to work with supervisors and managers to maintain the level of safety to create a better and safer working environment. All employees should seek help, use good judgment, and common sense when there are questions about practices you may feel or deem unsafe in your department.

Incidents do occur in the workplace. If you should be injured while on the job, you should immediately notify your supervisor or manager. It is very important that this information be relayed to them to provide proper documentation and information to our insurance carrier.

All employees regardless of the nature of the injury must provide information to complete an accident report. Work place accidents – including but not limited to injuries and illnesses **must be reported within 24 hours of the first occurrence of the illness or injury but NO LATER THAN 30 days from the date of the injury or illness** or they will be deemed unreportable and not qualified as a work related injury or illness after that 30 day window.

Incident reports are to be completed by designated managers and supervisors to obtain and document statements from any witnesses. Employees are not allowed to complete their own incident reports. If you seek medical attention for your work related injury, please be sure to see your supervisor for any additional forms you may need. Job related injuries are covered under the provisions of worker's compensation laws.

Even though we continually stress safety, incidents will happen. In the event of an incident, these are the guideline procedures to follow:

1. Inform a manager or supervisor immediately. Determine if the incident is major or minor. Be sure to give appropriate information about who you are, your location, what your condition is, and what you need.
2. It is important that only the injured employee(s), supervisors, managers, and witnesses are involved in documenting the incident.
3. Always make the injured employee feel comfortable both mentally and physically within your means and always wait for qualified help to arrive.
4. Calling for specialized medical treatment, is the responsibility of the manager and supervisor. If you are a witness to the incident, be sure to provide clear information to the supervisor or manager documenting the incident.

5. Whether or not an injured employee seeks medical treatment, an incident report must be completed and submitted to HR within 24 hours (preferably) the same day of the incident. **ONLY designated Managers and Supervisors** are allowed to complete incident reports. Employees may not complete their own incident report.
6. If an employee does seek medical treatment, a medical authorization form as well as a physical capabilities/return to work form needs to be brought with the employee when they see a doctor for treatment.
7. If an employee does not have a doctor (primary care physician) or is unsure where to go to seek medical treatment, they should ask for a recommendation from our worker's compensation carrier.

Questions pertaining to injuries should be referred to a manager immediately. Do not answer any questions pertaining to injuries to those individuals and employees that do not need that information.

SAFETY STATEMENT & WORKER'S COMPENSATION

Worker's compensation fraud is a prevalent and unprofessional and uncalled for act in the work place and costs thousands of dollars in lost wages and benefits to employees throughout many companies and industries.

All injuries will be thoroughly investigated to justify the legitimacy of all workers' compensation related claims. It is the goal of Chula Vista to keep all work related accidents down to a minimum and fully deters all potentially fraudulent claims for the protection of all employees.

Workplace safety should always be the goal of everyone - HASTE DOES MAKE WASTE. We want employees to understand that we want to provide quick and quality service, however, not at the expense of the employee's own safety. We want employees to understand that every dollar spent on worker's compensation injuries and claims are one dollar less for employee benefits. We want to make safety a priority to keep our environment fun and productive.

SECURITY OF PROPERTY, GUESTS & EMPLOYEES

Security and safety are your most important responsibilities. If you witness a suspicious, wrongful, or harmful act or see a dangerous or potentially hazardous area on or around the resort grounds, you are to report it immediately to any supervisor or manager. Corrections will be made or emergency help may be dispatched. Everyone must be observant for the security of co-workers, our guests, and the resort property.

Housekeeping and maintenance staff members will, when entering a room, keep the door ajar. All staff entering rooms should go with another individual and announce their entrance to a room by knocking on the door at least twice indicating their status (i.e. - "housekeeping", "room service", etc.)

All rooms should be treated with privacy and respect when entering room without disturbing the guests and their property. Rooms are the provide domains of the guest from the minute they check into the room to the time of checkout. Violation of a guest's privacy including using or stealing their property will result in disciplinary action including termination of employment and prosecution if the employee is engaged in criminal behavior.

HAIR RESTRAINTS & SANITARY CODES

All food service employees will wear the proper legal hair restraints per Wisconsin Health Code. All kitchen employees will wear the appropriate hat. Hair that is collar length or shorter will require only the hat. Hair that is longer than collar length will be braided back or tied back, and in a hair net or under the appropriate kitchen hat.

All dining room personnel with hair that is collar length or shorter is complying with code. Hair that is longer than collar length will be braided or pulled back, and a stiff hair spray will be used to hold hair in place. No baseball caps will be allowed. Employees visible to the public or are involved in customer contact will adhere to hairstyles, which are consistent with conservative contemporary styles. Employees, who wish to wear a hat, must utilize a Chula Vista hat. Hats must be worn with the bill forward.

Employees that are visible to the public a minority of the time or have little customer contact will adhere to the “braided or tied back” rule, and place their hair under the appropriate hat, and at no time will remove the hair from under the hat, or will use a stiff hair spray which will hold their hair in place. Employees that have facial hair will keep it neat, clean, and no longer than ¼” in length. Noting that males may not have beards or heavy side burns. Moustaches maybe allowed if properly trimmed above the lip. Men should be clean-shaven at all times.

Employees must maintain sanitary codes per departmental requirements. Employees are required to wash their hands after using restroom areas. We must maintain a clean environment and professionalism towards all guests.

UNIFORM & IMAGE POLICY

All positions at Chula Vista Resort have uniform and uniform policy guidelines. You are required to wear your official uniform at all times when working. See your manager for specific departmental details regarding your department uniforms. All employees will be required to purchase 2 uniforms from Chula Vista. Each employee may purchase uniforms by paying cash or electing a payroll deduction plan.

Managers, department heads, professional, and administrative staff have set department guidelines to allow a business or business casual dress code policy. It is important that these upper level professionals be in appropriate attire to represent their department, position, and Chula Vista as a whole at both Chula Vista and off site functions representing Chula Vista.

PROFESSIONAL APPEARANCE, HYGIENE & GROOMING POLICY

All employees should maintain a professional image and satisfactory personal habits while on the job. Chewing gum, slouching, standing with your hands in your pockets, are not appropriate for a professional image. Each department will have different uniform policies based upon the needs of that particular department. The basics of adhering to a professional physical image are as follows:

1. **Hair** – Neat, conservative hairstyles with natural hair coloration are appropriate. Obsessive or extreme coloration of hair is not permitted. Hair for men should be collar length and trimmed appropriately. Hair for women should be groomed in a manner that does not block the face. Hair for men should be collar length or above. If facial hair exists such as goatees, sideburns, moustaches, or beards, they should be no longer than ¼ inch in length or trimmed above the lip. Tie back rule for hair will be permitted for those working in kitchen culinary areas for sanitary requirements. Accessories in the hair for women should compliment the uniform.
2. **Body Odor** – is unprofessional and unacceptable to our guests and your co-workers. Employees will be expected to have good personal hygiene by taking a shower prior to work, utilizing deodorant, and brushing your teeth! Cologne or perfume may be worn but should be done in moderation as to prevent the odor from causing allergic reactions towards others.
3. **Tattoos & Body Piercing** – When on the clock and working, visible tattoos and body piercing are not allowed and must be removed or covered up appropriately. Body piercing, which includes nose, tongue, lip, cheek, eyebrow, or any other visible body piercing, is not allowed to be worn.
4. **Fingernails** – Should be neat, trimmed, and clean (free from dirt) especially in customer contact. If nail polish is used, it should be of a natural or conservative color and not overbearing or obsessive in nature.
5. **Makeup & Cosmetics** – Should be used and applied in moderation and not excessively that enhances the professional appearance and uniform requirements.
6. **Jewelry** – May be worn if it appears to be professional in nature and used in moderation in conjunction with the uniform standard requirements. Jewelry must be worn not to impede the productivity or work of the employee or pose a safety hazard while working.

- (1) **Earrings:** Women are allowed no more than 2 per ear and may protrude from the earlobe area only and not to exceed more than one (1) inch in diameter. Men are allowed to wear 1 stud shaped earring in the earlobe no larger than ¼ cm in size while punched in for work.
 - (2) **Rings:** No more than 1 per finger or two per hand and must compliment uniform
 - (3) **Necklaces:** May be worn if professional in nature but not with charms or symbols attached that might be offensively suggestive. Bracelets that are hanging or dangling in nature are not allowed to prevent strangulation or choking if caught against at work
7. Other Regulations – Under no circumstance, will an employee be allowed to work if they have joined in intentional dismemberment of any digits, limbs, or other body parts.

PERSONAL BELONGINGS

Handbags, book bags, purses, coats, umbrellas, extra clothes, and nonessential working attire are not allowed in your work area. These items are only allowed in the employee lounge (break room area), **NOT IN YOUR WORKPLACE**. Chula Vista Resort is not responsible for the loss or theft of an employee's personal belongings on property including lockers in the break room areas or in your departmental areas. Any tools, resources, or equipment that is provided to an employee by Chula Vista for their job and is lost, must be replaced by that employee (i.e. - uniform shirt).

Lockers and coat hooks are provided in the break room areas. Employees wanting to utilize the lockers must provide their own padlock. We do strongly recommend that items of value be left at home or locked in the trunk of your vehicle. If a locker is used, you must vacate the locker at the end of each shift to allow others to secure their own belongings and items as well. Also, Chula Vista has the right to inspect lockers at any time and seek your cooperation if asked to view what items are being stored.

Personal packages, bags (i.e. handbags, back packs), boxes, and personal items are subject to search by management before, during, and after the shift of any employee for loss prevention, safety, and security reasons if warranted. This also includes any parcels, boxes, and/or other items taken from the resort. Chula Vista Resort should not be used as a mailing address for personal items except for items delivered to employees within the employee-housing complex.

EMPLOYEE PARKING

Employees who drive automobiles or motorcycles to work must park in the parking lot designated for employee parking. Employee parking areas change frequently depending upon resort and guest events that require parking spaces.

Employees should check the time clocks or departmental memorandums, or in the break room notice boards for any changes to parking areas for employees which can occur on a daily or weekly basis. Also, it is important for employees to note that they should park properly within the stalls allowing enough room for other employees to park in their respective stalls and to prevent accidents. Parking properly within stalls prevents damages to vehicles. Chula Vista Resort is not responsible for damage or theft to vehicles caused in the company parking lot areas, so please park accordingly and safely.

In the event of inclement weather, please watch the appropriate notices by the time clocks to park your vehicles in the proper area during weather maintenance. If a lot is not cleared when you arrive to work, park in the designated area until the employee lot is clear to move your car back to the appropriate lot. If you have special needs or accommodations for parking please see your supervisor.

If you choose to car pool with another employee, you must allow for variances in scheduling. The nature of the resort may require scheduling changes so a supervisor or manager may not be able to guarantee the same schedule for all members of a car pool. It is your responsibility to inform your supervisor of car-pooling so that they are able to schedule you appropriately. Ultimately it is the sole responsibility of the employee to find adequate transportation to get to and from work daily.

WORK AREAS

Always leave an area better than you found it is a good motto to follow at Chula Vista Resort. It takes less than a few seconds to pick up small trash or a candy wrapper off of the floor and to throw it away in the closest garbage can. Even if you don't work in a particular departmental area and you see trash, keeping all areas looking clean and pleasant is everyone's responsibility.

STORM & TORNADO POLICY

In the event of a severe storm or tornado your first priority should be guest safety!

1. Direct guests to leave the outdoor areas IMMEDIATELY in a calm but efficient manner.
2. Advise guests to go to their room or to the main lodge building and stay in the safe areas until the storm passes. If they have questions or concerns, they should dial "O" to reach the front desk. Always use common sense! If a situation seems unsafe, you should direct guests away from that area!

OFF DUTY POLICIES

Each and every staff member is welcome to come to Chula Vista as a customer on your day off with the appropriate supervisor/manager authorization. Employees must have supervisor or management permission prior to using the facilities as a guest on the resort. Employees who stay as guests at Chula Vista must present a "guest image" and should not be harassing or preventing other employees from working. Employees may not harass or solicit guests. Employees who also are here as a guest, may not be in uniform.

There will be no loitering on the property of Chula Vista. Employees who have quit or have been discharged from Chula Vista are not to return to property to loiter, trespass, disrupt, interfere, or harass employees and guests. It is important for employees to understand that when you are on the property and off the clock, they still represent the image of Chula Vista Resort as an employee.

When you have completed/ended your shift, been dismissed by your supervisor, and have clocked out for your shift, every staff member is to leave the property grounds. No staff member may enter a guest room unless the employee rents the room or the employee has relatives staying in that room. Entering a guest room even with authorization by a guest after working hours will result in termination. Fraternization with guests can lead to being taken advantage of by guests or lead to possible termination of employment. Employees involved in guest interaction should be engaged off of Chula Vista Resort property.

Employees who do not live within the employee housing complex may not visit, "hangout, or be an overnight guest in the employee complex, unless given specific management authorization or approval. Employees who are involved with incidents in the complex including damaging common areas are subject to payroll deduction of fines and penalties (common area damage fees) including the employee being subject to disciplinary action and termination/discharge of employment if they are involved in incidents violating housing complex policies.

Please do not have friends and relatives waiting for you in common areas: front desk lobby, convention center lobby, the bar area, or the pool areas. Please do not use these areas for your personal use after you have clocked out as these areas always get first priority usage by our guests. Employees should not be "hanging out" on the Chula Vista Resort property with guests. This could pose an unprofessional and inappropriate image and reputation for the employee and the image of the resort as a whole.

Loitering on property can affect your image and personal reputation as an employee. We encourage employees to use good common sense off the clock. Again, employees still represent Chula Vista off the clock while on property grounds! Employees who present unprofessional behavior or inappropriate actions off the clock while on company grounds can be interpreted and reviewed by management slating the image of the property that may lead to termination of employment.

CHULA VISTA RESORT PORTABLE RADIO USE POLICY & FORM

It is the POLICY of Chula Vista Resort that any employee who uses a portable radio belonging to Chula Vista Resort will adhere to this policy.

When an employee starts his/her shift and their job duties require the use of a portable radio they will get to the specific location determined by the department manager and sign out a portable radio. That form will contain the date and time, employee name, home address and phone number along with the radio identification number. The employee will use that radio during the entire shift and at shift end the portable radio will then be returned to the department manager or his/her designated person and signed back as returned.

If the portable radio is not signed back in as returned and is not located within 3 days from sign out, the replacement cost of said radio will be charged to the employee who last used the portable radio. This charge will be made and can be taken from the employee's bi-weekly pay check or paid upon demand by Chula Vista Resort.

All department managers, whose departments require the use of portable radios, will be responsible for the implementation of this policy. In the event of an inventory check of portable radios and radios are signed in and not accountable, the department manager will be held responsible for replacement of missing radios.

CHULA VISTA RESORT PORTABLE RADIO EARPIECE USE POLICY

All employees of Chula Vista Resort who use a portable radio in the course of their duties as an employee of Chula Vista Resort will be required to wear an earpiece in conjunction with the portable radio.

The earpiece will be classified as part of the required uniform. All employees are required to have their own earpiece and the lending or giving of an earpiece to another employee is prohibited. All employees will be required to purchase their own earpiece. These earpieces will be available for sale in the gift shop. The earpiece has a warranty of one year and will be replaced free during that time if found to be defective. The warranty only covers defective earpieces and does not apply if broken or mistreated by the employee.

Exceptions to this policy may be required due to specific job tasks and locations.

CHULA VISTA CASHIERING OFFICE

Chula Vista distributes cash banks, use of keys, radios, vehicle and golf cart transportation and work orders for the resort. Any employees utilizing cash banks, use of keys, and vehicle and golf cart transportation as a part of their job description is responsible for these company assets and the safe return of these assets on a daily basis. Damaged assets are the responsibility of the staff who these assets were checked out to, whether or not you did the resulting damages. Restitution for these damages or losses is the financial responsibility of the staff and will be deducted from the staff member's payroll until paid.

EMPLOYEE BENEFITS

Chula Vista is an employer that remains successful providing benefits beyond wages. All employee benefits are optional for employees. Employees are invited to enroll in the benefits offered. All benefits are strictly voluntary and are not required as parts of employment and employees have the right to choose which benefits they would like to participate in.

All employees must follow guidelines for employment and the guidelines for eligibility to take part in the benefit program offered. Benefits are also not guaranteed to all employees if they have not met the minimum requirements for participation that some benefit programs have. Benefits are subject to change, and may be added or deleted at any time. Employees who mis-use or abuse any benefit may result in a manager or supervisor revoking or denying any or all benefits for a period of time including indefinitely during the life of an employee with Chula Vista. Employees who have been terminated or quit will no longer be eligible for benefits and are not payable to the employee once an employee quits, is discharged, or gives any notice whether verbal or written or otherwise.

Chula Vista offer a wide range of opportunities from flexible schedules, overtime, seasonal, year round, part-time, and full time employment. Chula Vista offers more hours for year round employees than many other hotel properties in the Dells area.

HEALTH INSURANCE

This benefit is available to employees who work full time, year round and work at least 30 hours per week (approx 1560 hours per year). Employees become eligible for health insurance after they have accumulated 150 days of continuous service, and have worked at least 600 hours during that 150 days. Enrollment for employees on the group health plan begins on the first of the month following 150 days of continuous service. Our current insurance carrier, DEAN HEALTH PLAN (AS OF JULY 1, 2002), will allow Chula Vista to contribute a percentage of a single premium rate plan or family/group rate plan towards your premium. Information regarding the health insurance benefits and premium rates are available through Human Resources.

If you elect to terminate your employment with Chula Vista, you may continue coverage for up to 18 months based on COBRA eligibility guidelines. If you continue with the insurance coverage with Chula Vista, you must have a check payable for the full premium plus 2% (administrative fee) with the Chula Vista benefits administrator by the 15 of each month proceeding each month of coverage. (Chula Vista only contributes premium participation to active employees.). If you elect to terminate the insurance coverage, termination is only accepted in writing to the Benefits Administrator, and all premiums must continue to be paid until notification from the insurance company has been accepted with a termination coverage date. Insurance eligibility dates will happen on the fifth month of service after your hire date so you may apply for the health insurance. If you any reason you do not receive a notice, please contact the Benefits Administrator for enrollment information.

SUPPLEMENTAL INSURANCE

Chula Vista also offers a wide variety of supplemental insurance plans through AFLAC, which include short-term disability insurance, accidental death and dismemberment insurance, cancer, unreimbursed medical, and day care expenses. The eligibility for these is the same as the Life and dental eligibility.

401(k) SAVINGS AND RETIREMENT PROGRAM

The ability to save and invest for your retirement with pretax dollars is available through this plan. Chula Vista may contribute an employer matching funds annually. The board of directors makes this decision annually for the following year. Employees may change and update their investment strategies periodically. Enrollment takes place each July and January. All employees who are at least 18 years of age, and have worked at Chula Vista at least 365 days, and that accumulate at least 1000 hours of paid service to Chula Vista before either enrollment date are eligible.

FOOD AND BEVERAGE DISCOUNTS

Employees get a 25% discount on food items only at Cactus Bar & Grille, Steamboat Rock Bar & Grille, Golf Course Clubhouse, Crash Landing , and Market Fresh Buffet. Alcohol is NOT included. There may be an exception of Weekends, Holiday Periods, and any period deemed to be "TOO BUSY", or "HIGH CAPACITY" periods by the food and beverage manager or shift supervisor. This 25% discount is a privilege only and will be extended to immediate family up to 4 only, or a single employee and a respective date. Employees also receive a 10% discount at Kaminski Brothers Chophouse. Alcohol is NOT included.

Any and all beverages of any kind are available as a guest on a day off only and are available at full price with the approval of the food and beverage manager or shift supervisor. Employees should not be in bar, restaurant, or any public areas after working. The off duty policy will be strictly enforced. Executives will utilize their "CARD" for every purchase. If you do not have your card, you will pay cash.

VACATION

Paid vacations are earned after 1 year of full time service. To be eligible for vacation time, hourly employees must meet the following qualification and guidelines:

1. Employees must be full-time, year round, and working at least 30 hours per week or 1500 hours annually to qualify, (any staff who has a full time student status and is a seasonal employee (ie. Working 40 hours per week annually) is not eligible for vacation pay of any kind). Employees are eligible to use to take vacation and receive vacation pay

only after the anniversary date has been met and the appropriate paperwork has been completed. Vacation hours will be paid at the average number of regular hours worked, (not over time hours) the rate for vacation pay will be determined by the primary pay rate of the employee during that given year excluding overtime, tips, bonuses, advances etc.

2. Hourly level employees are eligible for up to and only 40 hours per year. All vacation time must be earned, approved, and budgeted to receive benefit. The employee must request vacation pay with your supervisor/manager annually. Both payment and time off must be approved in advance. All requests should be as far in advance (3 months or better) as possible. Vacation can be used for sickness/illness, funeral (bereavement), military, pregnancy, except under state law.
3. Employees during their 1st year of employment can earn vacation pay, but may redeem their vacation pay after their first anniversary date. Employees hired for example in the following months and years will be eligible for vacation pay accordingly based upon the average number of hours worked per week.

<u>Hire Month/Year</u>	<u>Eligible Vacation Hours to be Earned</u>	<u>Vacation Used in Year</u>
January/February	32 hours (4 days)	January/February - following year
March/April	24 hours (3 days)	March/April - following year
May/June	16 hours (2 days)	May/June - following year
July/August	8 hours (1 day)	July/August - following year
September thru December	must wait until following year to accumulate	none

1. Vacation time may not be rolled over from year to year and must be taken or will be forfeited. When an employee quits, terminates, or give notice, all vacation eligibility is vacated and becomes unearned and void and will not be paid.
2. All vacation requests are reviewed by the department head, general manager and accounting. Vacation pay policies may be added, changed, deleted, eliminated with or without cause at the discretion of management.

A vacation request form is available from your supervisor or manager. You should work with your supervisor or manager to determine the best time for your vacation. Vacations will not be granted during busy periods. Vacation Requests must be received 30 days or more in advance of the requested dates.

REQUEST FOR TIME OFF

In times of hardship, vacation pay may not always be available. Time away from work is certainly allowed for emergencies, bereavement, and hardship cases. These requests will allow for time off, but may not always comply with our paid vacation policies. Unpaid time away should be utilized in these instances.

USE OF RECREATIONAL AMENITIES

Water Park – 4 complimentary passes quarterly. Additional passes can be purchased for \$10.00.

Golf Course – 9 holes for \$7.50

18 holes for \$12.50

Flat fee including cart. Not available during peak times.

Mini-golf – 20% off

GIFT SHOP & ROOMS DISCOUNTS

All employees receive a 20% discount in our gift stores, except on specially marked items already discounted. Discounts are available for:

\$55 per night plus tax for a standard room

\$110 per night plus tax for a 2 bedroom condo

\$160 per night plus tax for a 3 bedroom condo

Please see your supervisor or manager for details. Room discounts are not available in advance. Reservation can be made no more than 3 days prior to the arrival date. Specialty rooms are only available the afternoon of arrival. Holiday and Holiday Periods are not available. Check with General Manager for available dates.

EMPLOYEE HOUSING

If you are interested in employee housing, a contract can be obtained from Human Resources for review.

EMPLOYEE RECRUITMENT BONUS

Employees are encouraged to recruit other qualified employees to Chula Vista. If an employee recruits a new employee to Chula Vista or affiliate, and that employee works 150 hours of continuous service, the employee making the referral will receive a \$ 25 recruitment bonus for each recruit that meets the hour test.

DELLS EMPLOYEE CARD

Chula Vista is a member of the Wisconsin Dells Visitor & Convention Bureau. This membership allow you the employee to ability to purchase for \$15 a Wisconsin Dells Employee Card good for 1 free admission to all the major attractions in the Dells area.

PERSONAL RELATIONSHIP POLICY

In order to advance our value of prohibiting any sort of harassment, including sexual harassment, and avoiding both conflicts of interest and the appearance of conflicts, we have adopted a Personal Relationships Policy. While we respect your privacy, we also want to honor the goal of having a workplace free from harassment and where decisions are made without regard to personal relationships.

Therefore, an employee who is involved in a personal relationship with another employee may not work directly for or supervise the employee with whom he or she is involved. *Personal relationship* is defined as a relationship between individuals who have or have had a continuing relationship of a romantic or intimate nature. Chula Vista reserves the right to take prompt action if an actual or potential conflict of interest arises concerning individuals who occupy positions at any level (higher or lower) in the same line of authority that may affect employment decisions. Supervisors are prohibited from dating subordinates and may be disciplined for such actions, up to and including termination.

When a conflict or the potential for conflict arises because of a personal relationship between employees, even if there is no line of authority or reporting involved, the employees may be separated by reassignment or terminated from employment. If you become involved in a personal relationship after your employment begins, it is your responsibility and obligation to disclose the relationship to your Manager and Departmental Vice President. When a conflict or a potential conflict arises because of the relationship affecting employment, you will be given the opportunity to offer input on who is to be transferred to another position or terminated if no position is available, but the final decision rests with Chula Vista management. Of course, if you feel pressured to engage in any personal relationship with a co-worker that is unwelcome, please report this to your supervisor or Human Resources, or the Assistant General Manager or General Manager.

SUMMARY

===== Policies and procedures are designed to help create an understanding between employees, management, and the business itself. It is also designed to create a productive and positive work environment. It is the responsibility of all employees to provide ideas and suggestions for improving policies and procedures and increasing communication between all levels of staff and management. All employees should be aware that they are responsible for understanding this document, any changes, additions and deletions that take place to this manual. Also management may make changes, additions and deletions to these policies and procedures stated in this manual at any time with or without cause or notice. Management will always inform employees of policy and procedure changes to the handbook via bulletin boards, newsletters, in-service, training meetings and payroll.

NOTICES

Any and all changes in this handbook are binding upon the posting of the notice on the employee bulletin boards in the employee lounges and the newsletter. Unless objected to in writing to the general manager with 2 weeks of the notice-posting period, each employee of Chula Vista is bound by the changes herein.

Policy Revision and New Ratification Effective Dates: September 30, 1998

Policy Revision Update:	November 30 1998
Policy Revision Update:	March 18, 1999
Policy Revision Update:	April 26, 1999
Policy Revision Update:	March 26, 2000
Policy Revision Update:	September 24, 2000
Policy Revision Update:	January 1, 2001
Policy Revision Update:	March 18, 2001
Policy Revision Update:	May 13, 2001
Policy Revision Update:	April 1, 2002
Policy Revision Update:	October 1, 2002
Policy Revision Update:	May 1, 2003
Policy Revision Update:	January 4, 2004
Policy Revision Update:	March 17, 2005
Policy Revision Update	November 5, 2005
Policy Revision Update	January 5, 2006
Policy Revision Update	April 27, 2006
Policy Revision Update	August 11, 2006
Policy Revision Update	August 2, 2007
Policy Revision Update	November 23, 2007
Policy Revision Update	March 25, 2008
Policy Revision Update	May 15, 2008