

Beech Mountain Lakes Association, Inc.

Employee Handbook

This handbook has been prepared to help you in your job, and to introduce you to Beech Mountain Lakes Association (BMLA). Please read it thoroughly and keep it for future reference. It contains information about your benefits and the personnel policies and procedures of BML that affect your daily work.

This handbook is not to be construed as a contract or covenant of employment. The statements contained herein are not binding upon BMLA and we may revise this handbook or its policies, practices or procedures without prior notice at any time.

Beech Mountain Lakes Association is an equal opportunity employer and strives to abide by all applicable employment laws and regulations. At the time of employment, you are asked to provide documentation to verify citizenship status or employability as required by the Immigration Reform and Control Act.

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Fair Employment

We are an equal-employment-opportunity employer. All personnel actions, including recruitment, selection, promotion, training and termination, are made exclusively on the basis of job-related factors. Personnel decisions are made without consideration of race, color, religion, national origin, sex, age, handicap or veteran's status. Hiring decisions are based on skills, abilities, and potential of each applicant.

If you believe you have not been treated fairly, talk with your supervisor. If you are not satisfied with the response, contact the General Manager.

Promotional Opportunities

We intend to provide advancement opportunities by promoting existing employees whenever possible. Consideration for promotion is based on, but not limited to, an individual's demonstrated skills and abilities, prior job performance and knowledge.

It is expected that you will remain in your current position for at least six (6) months before applying for another position. If you are qualified and interested in another position, discuss the opportunity with your supervisor first; then contact the supervisor with the open position.

Sexual Harassment

All employees are entitled to work in an environment free from sexual harassment. Sexual harassment is prohibited by law. Sexual harassment is defined as deliberate or repeated behavior of a sexual nature, which is unwelcome when:

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

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If you feel you have been sexually harassed on the job, you should contact your immediate supervisor or someone else in management at your location. If you feel that you cannot contact your immediate supervisor, you should contact the General Manager. Any verbal complaint will need to be followed up in writing.

Your complaint will be investigated and individuals identified by you as having information will, as far as practical, be interviewed. If sexual harassment did occur, intervention, and correction of the situation will ensue.

All employees are expected to maintain confidentiality and cooperation in such an investigation. If it is determined that sexual harassment has occurred, appropriate sanctions will be taken against the offending employee. Sanctions may include reprimand, suspension, demotion or even termination. Care will be taken to provide support and assistance during this procedure to the employee who has brought the harassment complaint. No adverse employment actions will be taken against you for complaining of sexual harassment or providing information in an investigation.

Standards of Conduct

All employees are expected to conduct themselves in a professional, mature manner. We have to maintain the highest standards to insure the effective operation of BMLA; courteous service to our members and guests; and safe, healthful and pleasant working conditions for our fellow employees.

Any of the following are considered inappropriate conduct and may be considered sufficient grounds for dismissal. If such a decision is made, it will be made only after careful consideration of all known facts. This list should not be regarded as all-inclusive.

- Dishonesty in any form.
- Theft, willful damage or unauthorized possession of company property or the personal property of others.
- Willful falsification of records such as employment applications, time reporting, accident reports, insurance enrollment or claim forms.
- Negligence in standard operational procedures that endanger you, members, guests or fellow employees.
- Insubordination.
- Fighting or threatening bodily injury, or using profane, abusive or threatening language toward other employees, members, guests or management.
- Unauthorized possession, use, conveyance or storage of any types of firearms, explosive materials or illegal weapons while on company property.
- Discourteous treatment of others or a deliberate attempt to hamper the performance of another employee.

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- Use of alcohol/controlled substances on company property and company time.
- Failure to follow company policies or instructions from supervisors.

If you fail to report to work for two (2) consecutive days without notifying your supervisor of the reason for your absence and your supervisor determines the lack of notification was unjustified, you may be terminated.

Alcohol/Controlled Substance Use

Employees are prohibited from using, being in possession of, or being under the influence of any narcotics, alcohol, illegal drugs, or hallucinatory agents while on company property or on company business. Violation of this policy will result in appropriate disciplinary action.

Employees are prohibited from consuming alcoholic beverages while on duty. Employees choosing to drink after hours on BMLA property must remember that even off duty, they continue to represent BMLA and will be held accountable for their actions.

Safety

All duties of the BMLA employees will be performed in a safe and compliant manner so as not to jeopardize the safety or health of our employees. We intend to reduce the possibility of accidents and to comply with all safety laws and regulations.

You have certain responsibilities as an employee to ensure safety in the work place. All employees need to abide by the following:

- Observe all safety rules and regulations. Become familiar with special safety regulations regarding your particular job and observe them at all times.
- Always become familiar with safety systems or labeled precautions on any equipment or tools.
- Report any unsafe condition to your supervisor or the General Manager.
- Report any work-related injury or illness to your supervisor as soon as possible.
- If you are tired, use extra caution when handling hazardous materials or equipment.
- Be aware of all procedures for evacuation.

By using common sense and safety awareness, we all contribute to a safe work environment.

Safety is everyone's responsibility.

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Employee Confidentiality

In the course of your daily work, you may have access to confidential information regarding BMLA's financial status, future plans or member's accounts. It is the responsibility of each employee to maintain confidentiality of company related business. All requests from the media or outside sources should be referred to the General Manager.

Inclement Weather Conditions

If the clubhouse is open for business, but inclement weather conditions are preventing you from getting to work, contact your supervisor immediately. You may cover such absence by using one of the following:

- Use earned, unused vacation time.
- Take the time as unpaid.

If the clubhouse is closed because of inclement weather you will receive pay for the hours you are scheduled to work.

Payment of wages due to closure applies to full-time employees only.

Telephone Courtesy

Telephone courtesy is essential. The following guidelines can help you communicate more effectively over the phone:

- Always identify "Beech Mountain Lakes Association" and yourself when answering the phone.
- Try to answer the phone as quickly as possible, usually within 3 rings.
- When you are going to be away from your work area, forward the phone or obtain coverage.
- If you need your phone contact to wait, use the hold button.
- Check messages immediately upon returning to your work area.

Personal calls are to be kept to a minimum and should be placed only during your lunch period. Personal long distance calls are for emergencies only and are to be reimbursed back to BMLA.

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Customer Service

Customer service is of utmost importance for our members and guests as well as fellow employees. We all need to do our part in maintaining exemplary customer service in all aspects of our interactions.

Dress and Appearance

As an employee, you represent our company. Your image is BMLA's image. Dress Standards have been established and must be adhered to. Your supervisor will inform you of the specific dress code for your area.

Gifts/Gratuities

To avoid compromising business interests and the integrity of position at BMLA, you should not accept payments, services or privileges from any member, guest or business organization that does, or seeks to do, business with us.

Travel and Expense Reimbursement

Authorized and approved travel, cell phone and expense items will be reimbursed from an itemized expense report. The approved expense report is to be submitted to Accounting for payment.

Introductory Period

To give you and BMLA an opportunity to adjust to each other, non-seasonal employees are hired for a ninety (90) day period. This provides you, as a new employee, a period of time to adjust to your working environment, demonstrate satisfactory performance and discover the advantages of working for BMLA. Management has the opportunity to evaluate your performance and potential on an on-going basis throughout this period.

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Employee Classification

Positions are classified as regular full-time, regular part-time or temporary/seasonal. The classification is determined by the business need of the position.

Regular, Full-Time Employees: Employed for an indefinite period of time and regularly scheduled to work 40 hours or more per week.

Regular, Part-Time Employees: Employed for an indefinite period of time and regularly scheduled to work less than 40 hours per week.

Temporary/Seasonal Employees: Employed on a part-time or full-time basis for a specific period of time, generally not to exceed 6 months.

These position classifications govern employee's benefit entitlement. Only regular, full-time employees are eligible for benefits. If an employee transfers from a part-time or temporary/seasonal position to a regular, full-time position, entitlement to benefits commences on the date of becoming a full-time employee.

The Fair Labor Standards Act provides statutory requirements for exempt and non-exempt position classifications. Accounting will interpret and classify each position based on the FLSA statutory requirements. Generally, a non-exempt employee will be paid hourly and an exempt employee will be salaried.

Business Hours

Business hours vary by department. You will be notified by your supervisor of your specific work hours. Lunch periods and breaks will be scheduled in accordance with state law. Your supervisor will advise you of the time to take lunch and breaks. Non-exempt workers may not work through breaks of lunch and receive credit on their payroll sheet.

Attendance

Your regular and prompt attendance is expected. Unexpected absence or tardiness places a burden on other employees, which affects the performance of BMLA.

It is your responsibility to notify your supervisor prior to your scheduled workday in the event that you will be absent or late. Failure to contact your supervisor for two (2) consecutive days will be considered a voluntary resignation from your position with BMLA.

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Performance Appraisal

Your performance is evaluated by your supervisor on an on-going basis. The performance appraisal process allows evaluation and recognition for achievements throughout the year, identification of areas needing improvement and establishing performance goals for the upcoming year.

Performance appraisals will be completed for regular full-time and regular part-time employees only in the anniversary month of their hiring.

Employee Records

The Accounting Department maintains personnel files on all current and former employees. Information in these files includes, but is not limited to, employment paperwork, position and compensation history, benefit enrollment and performance appraisals.

Employee files are confidential and access to a file is limited to the specific employee, respective supervisor, General Manager, and Accounting Department. Review of one's employee file will be conducted in the presence of an Accounting Representative.

Requests for employee information from outside sources are handled only by Accounting. Only an employee's current employment status, title and date of employment are verified. Any additional information may only be released with the written approval of the employee.

Employees are asked to provide information necessary to maintain their records in a current status. Notify Accounting when any change occurs in your name, address, telephone number, marital status, dependent status, benefit enrollment, beneficiary changes or anything else pertinent.

Employment Tenure

Employment tenure is considered continuous service from the most recent hire date. In the case of a layoff or reduction in force, if an employee is rehired within a six (6) month period, the original hire date before the layoff occurred will be reinstated. For other reasons of termination, in most cases, previous service will not be credited to

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employment tenure. Your hire date is your anniversary date and is used in determining eligibility for our benefits program.

We are not able to guarantee employment for any specified length of time. You should understand that your employment is for an indefinite period and that either you or BMLA can terminate the employment relationship at any time and for any reason. Managers do not have authority to promise employment on any term other than an "at-will" basis.

Periodically, it may be in the best interest of BMLA to terminate employees either on an individual basis or during a reduction in force. BMLA reserves the right to make decisions at its sole and absolute discretion.

Termination

It is hoped that our association will be a mutually satisfying relationship. However, if you should find it necessary to resign from employment, you are asked to provide a two-week written notice, and during such period, you will be expected to productively work.

Any earned, unused vacation pay will be paid as a lump sum in the pay period following your last paycheck.

You may be eligible for continuation of benefits according to the qualifying events and conditions applicable through COBRA legislation.

Overtime

Determination of your eligibility for overtime pay is based on your position classification as either exempt or non-exempt in accordance with FLSA. Only non-exempt positions are eligible for overtime pay. Overtime pay is compensated at time-and-a-half for hours worked over 40 in a workweek. Work performed by non-exempt employees on all Association recognized holidays will be compensated at a rate of time-and-a-half.

Salary Changes

As described below, salary changes can be classified as merit increases, salary adjustments, and promotional increases. Salary changes are usually effective on the first day of a payroll period following approval.

- **Merit Increase** - Salary increase based on performance.

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- **Salary Adjustment** - Salary increase usually awarded due to a change in the value of one's position to BMLA or labor market.
- **Promotional Increase** - Salary increase usually awarded for a promotion to a position of greater responsibility or authority.

Insurance Coverage

All regular, full-time employees are eligible for group health insurance coverage after three (3) months of full-time employment. Regular, part-time and temporary/seasonal employees are not eligible for insurance coverage. You will be given information regarding these benefits when you complete your new hire paperwork. Upon enrollment in the insurance plans (after meeting the three (3) month eligibility), you will receive booklets that thoroughly describe the benefits and their respective provisions. Premiums that you pay for the insurance coverage will be through payroll deductions if required.

Dental Program: Full time employees will be allowed general cleaning and x-rays twice a year not to exceed the amount of \$250.00. Bills for these services must be presented to the Administrative office before the allowance will be given. There will be no monetary allowance given if employee does not use this allowance timely. This allowance cannot be cumulative from year to year.

Vacation

All regular, full-time employees are eligible for paid vacation benefits. Regular part-time employees and temporary/seasonal employees are not eligible for paid vacation.

- Vacation accrual will be based on eligible hours paid which include vacation, sick, holiday, funeral and regular pay. There is no accrual for overtime hours.
- Maximum vacation hour accrual is 160 hours.
- Employees will not be paid vacation in lieu of taking time off, except upon termination.
- Employees under one (1) year of service will begin accruing vacation on their full-time hire date and will be able to use accrued vacation time after six (6) months full-time service
- Employees hired temporary, seasonal or part-time who change to full-time status, will begin accruing vacation hours on their full-time hire date.

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Vacation Schedule:

0-4 Years of Service: The accrual factor will be .03846 times the number of eligible hours paid. If an employee works 40 hours per week Or 2080 hours per year, he/she will accrue 80 hours of vacation time per year.

5-9 Years of Service: The accrual factor will be .05769 times the number of eligible hours paid. If an employee works 40 hours per week Or 2080 hours per year, he/she will accrue 120 hours of vacation time per year.

10+ Years of Service: The accrual factor will be .07692 times the number of eligible hours paid. If an employee works 40 hours per week Or 2080 hours per year, he/she will accrue 160 hours of vacation time per year.

All use of vacation time must be approved by your supervisor.

* A maximum of 80 hours of vacation time may be carried from year to year. A maximum of 40 hours of vacation time can be taken during the summer months and only with the General Manager's approval.

Holidays

All regular full-time employees are eligible to receive company-paid holidays. Regular part-time employees and temporary/seasonal employees are not eligible for holiday pay.

To receive holiday pay, the employee must work their scheduled day before and their scheduled day after the holiday, unless vacation time has been approved by the General Manager.

A schedule of company-paid holidays will be published each year. The holidays observed include:

New Years Day
Memorial Day
Christmas Eve Day
Christmas Day

Thanksgiving Day
Independence Day
Labor Day
One Floating Holiday

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All non-exempt employees who are required to work on a BML-designated holiday will be compensated for the time worked plus the holiday pay. Exempt employees who are required to work on the holiday will receive a day off with pay at another time.

If the holiday falls on your day off, your supervisor will schedule another day off with pay.

Personal Days

All regular full-time employees are eligible to take two personal days per calendar year. Time must be approved by your supervisor or the General Manager.

Sick Days

All regular full-time employees are eligible to receive paid time off for health-related reasons. Regular part-time employees and temporary/seasonal employees are not eligible for paid sick days.

- Sick leave accrual will be based on eligible hours paid which include vacation, sick, holiday, funeral and regular pay. There is no accrual for overtime hours.
- A Maximum of 640 hours of sick leave hours may be accrued.
- Employees under one (1) year of service will begin accruing sick leave on their full-time hire date and will be able to use accrued sick leave after 30 days full-time service
- Employees hired temporary, seasonal or part-time who change to full-time status, will begin accruing sick leave hours on their full-time hire date.
- Accrued sick days will be paid at ½ the current rate upon termination.

The accrual factor will be .030769 times the number of eligible hours paid. If an employee works 40 hours per week or 2,080 hours per year, he/she will accrue 64 hours of sick leave per year.

In a week where at least 40 hours have been worked, there will be no compensation for sick leave. For less than 40 hours worked in a week, sick pay will only be compensated to the point that hours worked plus sick pay equals 40 hours.

An extended illness or injury in which the employee will be out of work longer than three (3) working days will require a doctor's approval for return to work.

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Leaves of Absence

Several types of leaves of absence are provided for which employees are eligible. Benefit coverage for all regular full-time employees will continue during the leaves described below providing the employee continues to pay their required insurance premiums. Failure to pay the premiums will result in immediate termination of insurance coverage. Holidays that fall within a leave of absence will not be compensated.

Leaves for personal or medical reasons should be made with the full understanding that while we will attempt to have a comparable position at a comparable rate of pay for you upon your return from a leave, we cannot guarantee that your same position will be available.

For all leaves described below, failure to return to work on the scheduled date will be considered a voluntary resignation.

Medical/Disability Leave:

For extended health-related leaves of absence, a medical/disability leave may be granted for a maximum of six (6) months. A doctor's statement describing the medical reason or type and extent of the illness/injury necessitating a leave of absence, and an expected date of return is required. The estimated date of return may change as circumstances deem necessary.

Upon release from doctor's care or scheduled date of return, which ever comes first, the employee is expected to return to work.

Medical leaves will be compensated only through accrued, unused sick days or vacation days. If a holiday falls within the leave, a sick day or vacation day will be used to compensate for the holiday. If an employee is not eligible for or does not have any accrued, unused sick days or vacation days, the medical leave will be unpaid.

Funeral/Bereavement Leave:

Funeral/bereavement leave is granted with pay (for regularly scheduled hours) for up to three (3) successive working days for an employee to bereave the death or attend the funeral of an immediate family member of the employee or spouse. Immediate family members include spouse, child, mother, father, brother and sister. One (1) day of leave will be granted for grandmother, grandfather, mother-in-law, father-in-law, sister-in-law or brother-in-law.

Jury Duty/Witness Service Leave:

Upon receipt of a summons, a leave of absence for jury duty or witness service for which the employee has no direct interest will be granted for full-time employees.

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If the monies received for full days of jury duty or witness service are less than your regular rate of pay, you will be compensated for the difference between such pay and your regular rate of pay. You will need to provide proof of wages earned for full days of jury duty or witness service to receive the pay differential.

Military/Reserve Duty:

An employee's temporary military/reserve duty will be honored and a leave of absence for a maximum fifteen (15) consecutive days will be granted.

If your temporary military/reserve duty compensation is less than your regular rate of pay, you will be compensated for the difference between your military pay and regular pay. Proof of your military pay will be required to receive the differential.

If an involuntary military/reserve duty is required to be longer than fifteen (15) days, the leave may be exempt from the compensation differential described above.

All requests for a temporary or involuntary military/reserve duty leave must be accompanied by proof of the duty.

Worker's Compensation

Pursuant to state law, worker's compensation insurance benefits are provided to employees who are injured on the job in the course of their regular or assigned duties. If you are hurt on the job, report the injury to your supervisor immediately.

There is an unpaid waiting period imposed by the state before worker's compensation wage replacement benefits are paid. If you are unable to return to work prior to the end of the waiting period, any days not paid by worker's compensation can be paid through accrued, unused sick days. If you do not have accrued, unused sick days, the days will be unpaid.

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EMPLOYMENT POLICY/EMPLOYEE HANDBOOK

Revised 02/25/2003

The following information will be given to each employee at the start of his/her employment with BMLA, INC.

JOB TITLES – EMPLOYMENT POSITIONS

GENERAL MANAGER
ADMINISTRATIVE ASSISTANT
SUPERVISOR
FULL TIME HOURLY EMPLOYEES
PART TIME (SEASONAL) EMPLOYEES

Job descriptions, wages, hours and working conditions are included herein by reference and copies are available in the Administrative Office.

PROBATION: Except for contract employees, such as the general manager, all newly hired full time employees will have a three (3) month probationary period and will be evaluated before becoming regular employees entitled to regular employee benefits.

REVIEWS: All full time employees will be reviewed and given a written evaluation after the probationary period and at least once a year by their supervisor and given an opportunity to discuss the written evaluation before it is signed by the employee, and placed in his/her personnel file.

HEALTH BENEFITS: Part time and seasonal employees receive NO FRINGE BENEFITS. All full time regular employees are eligible for medical/hospital insurance coverage upon successful completion of their probationary period. Full time employees may have Medical/Hospital insurance benefits for their spouse and children deducted from pay. Seasonal and part time employees are not eligible to receive such benefits.

DENTAL PROGRAM: Full time employees will be allowed general cleaning and x-rays twice a year not to exceed the amount of \$200.00. Bills for these services must be presented to the administration office before allowance is given. There will be no

monetary allowance given if employee does not use this allowance timely. This allowance cannot be cumulative from year to year.

HOLIDAYS:

With the nature of the association business in mind, BMLA has established a paid holiday policy, whereby each full time employee who has completed the probationary period is eligible for eight (8) paid holidays per calendar year. They are;

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Christmas Eve Day

Christmas Day

Floating Holiday - one (1) personal holiday to be selected by the employee, which is subject to the manager's/supervisor's approval, and taken by December 31 of each year.

During the first calendar year the employee's selected holiday is earned based on the employee initial employment date, one full day if prior to July 1, 4 hours when employment date is after July 1 and prior to September 1, and no pay earned if after September 1.

PAID HOLIDAY QUALIFICATIONS: Regular rate of pay will be paid for the Holiday only if the employee works a full day before the holiday and a full day after the holiday. Utilizing vacation days prior to and after Holiday when approved by General manager is authorized, however, sick days and personal days are not. The nature of the association business does not lend itself to recognizing the traditional holidays as a period of time off. Those departments of BMLA, which provides services during the holiday periods, will be expected to maintain the necessary level of service during this period of time.

The BMLA manager reserves the right to determine minimal operating standards in these certain situations. The supervisors of those departments, which must maintain services to property owners during these periods, and must prepare a Holiday Schedule for the manager's review two weeks prior to the start of the holiday period. This schedule will include the hours of operation and the personnel duty schedule.

If an employee is assigned to work on a holiday as part of his/her regular workweek it will generally be based on seniority. However, in fairness to all employees, no employee will be required to work two (2) consecutive holidays unless the employee and his/her supervisor mutually agree upon it. All holidays are considered as days off with pay regardless of when they are taken. Compensatory time must be taken in the same calendar year. Holidays cannot be accrued.

EARNED VACATION DAYS

Full time employees will earn vacation days on the ANNIVERSARY DATE of their employment.

1. Vacation days are earned annually based on employment date.
2. Five (5) days of vacation are earned after the first year of service, with ten (10) days earned upon completion of the second year of employment.
3. Beyond the second year of continuous employment, one (1) additional day per year is earned to a maximum of eighteen (18) days per year.
4. Vacation days earned are non-accruable (will not accumulate from year to year) and must be taken prior to the anniversary date of the year earned. Any unused earned vacation will be paid upon termination of employment.
5. Both an employee's department supervisor and the BMLA manager must approve vacation schedule requests.
6. Vacations must not be taken between Memorial Day and Labor Day, unless approved by the department supervisor and the BMLA general manager.

SICK DAYS: Each full time employee will receive six (6) sick days per year with pay with a cumulative maximum of eighteen (18) days total.

PERSONAL DAY: Each full time employee will be entitled to one non-accruable day off each year with 24 hours advance notice and the approval of the employee's supervisor.

ANNUAL EVALUATION: On the anniversary date each full time employee will be (or will have been) evaluated. Such evaluation will be generated by their supervisor and approved by the general manager

PERSONNEL POLICIES AND STANDARDS OF CONDUCT

ABSENCE/ILLNESS: For any extended illness or injury that requires longer than five (5) days' absence from work, the employee is required to provide a physician's certificate of employee's illness.

JURY DUTY: Employees who are eligible for employee benefits and are summoned for petit jury duty during normal working hours, will continue to be paid their regular wages, providing their service for jury duty is confirmed by an authorized Court Official. Employees must promptly notify the supervisor/manager when summoned for petit jury duty. Failure to do so will result in non-payment of employee's wages during their service for such jury duty..

AVAILABLE FOR OVERTIME: Employees may be required to work a reasonable amount of overtime. Employees must be willing to respond to callback, if available, with reasonable notice, outside of regular duty hours. Overtime pay will be paid at a rate of time and one half after forty(40) hours' per work week. Part time/Seasonal employees shall be paid at hourly rate for all hours worked. Personal days/sick days/vacation will not be considered as hours for the purpose of calculating overtime. Overtime must be approved in advance by the department supervisor. Additional pay or time off will compensate exempt employees. Only your supervisor can approve overtime. Working overtime without management approval may result in loss of overtime pay.

CHANGE IN PERSONAL DATA: Employees must promptly notify their supervisor(s) of any changes of their address or telephone number. It is also the employee's responsibility to advise the supervisor/manager of any changes of the employee's benefit status.

WORK SCHEDULING: Regular work day and work schedule will be set by the general manager for the association. Each department will be treated accordingly to meet their special requirements. All hours and schedules can only be changed by a supervisor or *the* general manager.

ATTENDANCE AND PUNCTUALITY : Employees are expected to begin work at their scheduled starting time. Employees unable to do so must report and give the reason to their supervisor at least one (1) hour before their starting time. Failure to report expected tardiness or an absence will result in the withholding of regular pay for the period of the absence and may result in other disciplinary action. Employees shall not leave their posts until properly relieved by their replacement or by permission of their supervisor.] After reporting to work late three (3) times within one(1) pay period without being excused by the supervisor/manager employees will receive a written reprimand and a day off without pay. Repeated or unreasonable tardiness will not be tolerated and may lead to termination

ADVERSE WEATHER:

Employees are expected to be at work for the beginning of their scheduled shift unless work has been canceled or delayed by the general manager. The supervisor/manager will call every employee to inform them of the closing or late opening. Maintenance employees are expected to be on-call and ready for work during all adverse weather conditions.

BMLA FACILITIES AND PROPERTY

1. BMLA vehicles are to be used only in connection with performance of association business. All association property such as tools, radios, etc. shall be removed from

- the vehicle or locked in the trunk or work toolbox of a pickup when unoccupied. In addition, the vehicle shall be turned off and kept locked when not occupied.
2. Employees must have a valid driver's license to operate association vehicles. A copy of a valid driver's license will be retained in the personnel file of each employee driving BMLA's vehicles. Each employee driving a BMLA vehicle must report to the supervisor/manager any suspensions or revocations of his/her driver's license.
 3. Outgoing or incoming personal calls on association telephones are prohibited, except those of an urgent nature and they should be brief.
 4. Employees shall observe all fire, safety and housekeeping rules of the association.
 5. If you have an accident with a company vehicle be sure to provide assistance to all persons involved immediately. Be sure to get the other driver's name, insurance information, and license plate number. Cooperate with law enforcement agencies and report the accident to them and to the General manager immediately. All employees are prohibited from picking up unauthorized passengers with any association vehicle.
 6. An Incident report is to be filled out upon return to BMLA's facility.

CONFIDENTIAL NATURE OF RECORDS: All association records pertaining to owners, guests, renters, and employees are confidential and are not to be released except in accordance with the BMLA records release policy. Employees shall not misuse their employment for personal gain.

JOB SAFETY: Employees are expected to exercise reasonable care and to take normal precautions to avoid accidents in the performance of their employment. Safety must always be a primary concern. Avoid all unsafe practices and don't take chances.

SAFEGUARDING COMMUNITY AND PERSONAL EFFECTS: Employees are responsible for safeguarding all property with which they are working or which is entrusted to their care, and must follow the check in and check out procedures for such property.

WORK PRACTICES:

1. Employees shall not leave their assigned work area without the approval of their supervisor.
2. Employees shall not engage in personal business or any activity other than association business while on duty.
3. Employees who perform overtime work without authorization or knowledge of their supervisor will not be paid for such overtime.

FACILITY USE PRIVATE: BMLA facilities can be used on a limited basis by employees and their immediate family provided prior approval is granted by the supervisor/manager. BMLA is a Private community and members pay to use this facility, therefore employees use is limited.

HIRING FROM WITHIN: BMLA will provide employment opportunities to residents in the same manner as they are now open to outside residents. Members applying for a position must have all association dues, fees and assessments paid in full, or paying on an approved Board of Directors' payment plan in order to be hired. Employment will be denied to members not in good standing or who are not on an approved payment plan.

SEXUAL HARASSMENT: We are particularly sensitive to the matter of sexual harassment, which is a form of sex discrimination prohibited by law. Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature constitutes sexual harassment when;

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
2. Submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individual; or
3. Such conduct has the purpose or effect of unreasonable interfering with an individual's work performance, or creating an intimidating hostile or offensive work environment.

ESTABLISHED INTERNAL PROCEDURES for dealing with charges of sexual harassment; the Board of Directors has the responsibility of investigating charges of sexual harassment or other forms of discrimination. You are obligated to report to your immediate supervisor/manager any acts or practices of sexual harassment witnessed or experienced by you. You will not be subjected to any reprisals or other harm for reporting such matters irrespective of whether the investigation finds merit to your complaint.

The Board will investigate the charges that are presented, determine whether the charges are well-founded, and take such corrective or remedial action deemed appropriate under the circumstances. Corrective or remedial action may include discipline (such as reprimand, suspension, demotion or discharge) of the offending party. You will be notified of any action taken by the Board on matters reported by you.

YOUR PAYCHECK: We treat your compensation (salary, bonus, etc.) as confidential information, which is not shared with other employees. Checks will not be released to third parties without written authorization. Such authorization must be submitted to your

supervisor. When a payday occurs on a holiday, you will be paid on the last working day preceding the normal pay date.

PAY CORRECTION: If you believe there is an error in your pay check regarding the amount of your wages, amount of taxes or other deductions withheld, you must contact the administrative assistant, requesting a review to clarify any potential discrepancy.

DISCIPLINARY ACTION/TERMINATION:

Certain offenses could make an employee subject to termination.

Some examples of MINOR RULES violations are as follows: (Three (3) written reprimands will result in termination.)

- A) Excessive tardiness or absenteeism - records will be kept and all violations will be recorded.
- B) Repeated failure to notify manager of absence within (1) one hour of your scheduled shift, constituting "un-excused absence".
- C) Failure to observe departmental working hour schedules (i.e. starting time, quitting time, rest and / or meal periods).
- D) "Loafing" or other abuse of time during assigned work hours, including book reading, television viewing, game playing.
- E) Engaging in "Horseplay".
- F) Interfering with any other employee's performance of his / her duties.
- G) Leaving your regularly assigned work location without notifying the supervisor. (Personal needs and family and medical emergencies are of course the exception to this rule).
- H) Performing unauthorized personal work on company time.
- I) Defacing bulletin boards or any notices placed thereon.
- J) Minor safety violations.

Some examples of MAJOR VIOLATIONS (may result in immediate termination of employment) are:

- A) Any willful act which might endanger the safety or lives of others.
- B) Refusal to perform work properly assigned by your supervisor.
- C) Willful, deliberate or repeated violation of association safety rules.
- D) Willfully falsifying any company records, including time records.
- E) Chronic unsatisfactory work performance.
- F) Leaving the premises during working hours without permission of manager.
- G) Deliberately abusing, destroying, damaging, or defacing association property.
- H) Theft of any kind.
- I) Fighting on association property.
- J) Consuming or bringing alcohol or narcotics on association property or reporting for work under the influence of alcohol or narcotics.
- K) Disclosure of confidential association information to unauthorized persons.
- L) Driving without a valid driver's license.
- M) Deliberate abuse of any association vehicle.

- N) Reckless driving.
- O) Failure to report to the manager any accident which you are involved in while operating any of the association's vehicles or equipment.

RESIGNATIONS: All resignations received from employees will be effective upon receipt.

APPROVED: Gregory Jones
Gregory Jones, Secretary

APPROVED: Joseph S. Petko 2/26/03
Joseph Petko, President

APPROVED: Ty Bahr

Approved: Warren P. Faust

Approved: Fred Rummey (2/26/03)

Approved: Michael DeLoach