

Parkway Inn, Inc. dba Pisgah Inn

Employee Handbook

EFFECTIVE: 4/1/2024

This employee handbook supersedes all previously issued employee handbooks, and all previously issued employee handbooks are hereby revoked.

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Welcome to Pisgah Inn

Parkway Inn, Inc. (hereafter Pisgah Inn or the Company) is an ***equal opportunity employer***. Qualifications for employment and promotion are based solely upon your ability to perform the job and upon your dependability and reliability once hired. Race, color, religion, sex, national origin, genetic background, and age are not considered in hiring, employment benefits, or advancement opportunities. The only factors that will affect the hiring decisions are bona fide occupational qualifications. Nothing in this policy handbook is intended to interfere with rights under Section 7 of the National Labor Relations Act.

In some places in the text of this employee handbook the word "he" may be used to refer to the employee, Supervisor, General Manager, Managing Director or President, as the context will make clear. "He" shall be understood to refer to either males or females and is used only to make the reading clearer than it would be in trying to use neutral-gender pronouns such as "he or she will do his or her best to..." As stated above, equal respect and consideration shall be granted to both genders.

→ About This Handbook

The contents of this Handbook are provided to our employees for informational purposes and to familiarize them with our policies, procedures, and requirements. The policies set forth in this Handbook can be modified, revoked, or added to at any time at the sole discretion of Pisgah Inn through its General Manager or Human Resources. No other personnel have the authority to alter the policies. Any revisions will substitute and replace prior policy or procedure statements and become a part of this Handbook. All employees will become subject to the new addition, deletion, or change regardless of date of hire. Neither the text of this Handbook, nor that of any policy or procedure statement of Pisgah Inn, is intended to be, or should be construed as, a contract of employment or as a contract guaranteeing continued employment. This handbook supersedes any previous employee handbook or other written or verbal statement of policy which may have been previously issued by Pisgah Inn.

→ Our Management Rights

Pisgah Inn retains the exclusive right to hire, direct, promote, schedule, and assign tasks as it may deem necessary from time to time to the working force; to plan, direct, and control all operations; to discontinue, reorganize or combine any department or branch of operations; to hire, terminate, and lay off employees; to announce rules and regulations; and in all respects, carry out the ordinary and customary functions of management.

It is Pisgah Inn's intent to grow and prosper, but we recognize that all policies, benefits, procedures and/or operating methods are subject to change or discontinuation at the option of management.

Your Hours of Work and Your Pay

→ Employee Definitions

Exempt employees – these employees are sometimes referred to as salaried employees. They are paid a flat rate agreed to by Pisgah Inn for all hours worked and are not entitled to overtime.

Non-exempt employees – these employees hold positions that do not meet the Fair Labor Standards Act (FLSA) exemption test (for example, executive or supervisory, administrative, or professional) and who are paid their regular rate of pay up to 56 hours per week and one and one-half times their regular rate of pay for hours worked more than 56 hours per week.

→ Your Work Schedule

Work schedules are posted in common areas for your review at any time during operational hours.

→ Time Clock & Payroll Policies for Non-Exempt Employees

- You are required to punch in no earlier than 7 minutes prior to your scheduled starting time. You will be considered late for work if you punch in any later than your scheduled start time and your manager will be flagged through the system.
- You must work your scheduled hours unless management authorizes additional hours. A 30-minute mandated break will be taken from each 5+ hour shift worked. For those who live in housing and have shifts scheduled through two meal periods, you will have an hour taken out for those shifts. Example: Shift is 9:00 a.m to 5:00 p.m. (you break twice to eat lunch and dinner meals).
- You are to clock in after you eat a meal if your shift begins right after a meal period. Example: if you eat at 10:30 a.m. for your employee lunch then clock in at 11:00 a.m. to start your work shift. In other words, do not clock in at 10:30 a.m., eat and then clock in for your shift which starts at 11:00 a.m.
- You are responsible for punching in and out correctly. If you forget, or neglect to punch in or out, you will be responsible to report this to your manager or Human Resources.
- Any "write ins" must be approved and initialed by your supervisor or another manager on the day it occurs.
- Your individual supervisor will inform you of and enforce the break policies for your department.
- Never punch in or out for anyone but yourself.
- All servers agree to participate in our tip allocation system, which automatically allocates 14.76% of the server's sales to each server as their reportable tip income.

→ Pay Periods

- Pay periods are two weeks in length, and end at midnight on Saturday. Payday is the **second Monday following the close of the pay period**. If you signed up for direct deposit, your check will be deposited that day. If you signed up for a paper check, paychecks will be available at the Human Resources office after 9 AM every other Monday. Employees will be required to verify their time and rate of pay. You MAY NOT get your check early. If the employee is terminated or quits without notice, their final paycheck will be mailed to their address on file.
- There are no salary or pay advances.
- We are unable to cash payroll checks here at the Inn.
- There are no implied bonuses of any kind. Do not assume that you have a bonus or compensation other than your pay rate. To be valid, you must have in writing and signed by the General Manager, the terms of any bonus or incentive.
- If your employment has ended for any reason, your check will be mailed to you.

→ Overtime Work

Occasionally it may be necessary for our employees to work overtime. We expect your cooperation if you are asked to work overtime. Non-exempt (hourly) employees are paid time and a half for any hours worked over 56 hours per week. Overtime is based on your hourly rate plus half of your hourly rate for the week in which you work the overtime. No overtime can be worked without your supervisor's prior written approval. Employees are required to clock in and clock out in a timely manner to assure an accurate record of time worked.

→ Should You Find an Error in Your Pay

Every precaution is taken to avoid errors in your paycheck. If an error does occur, you should contact Human Resources and an adjustment will be made no later than the next regularly scheduled payday.

If an exempt employee feels that an improper deduction has been made from his wages, the employee may contest the deduction by notify Human Resources. If there has been an improper deduction, the employee will be reimbursed for the deduction.

Employee Benefits

→ Employee Meal Program

Employee meals are provided for resident employees and for non-resident employees currently working a scheduled shift. You must follow the proper procedures for obtaining meals. Also, you must be on time as the meals will not be served after the scheduled times. To enter the kitchen for your meal, you must observe the kitchen dress code, which calls for no open toe shoes, no exposed armpits, and no bare legs or short pants.

It is our aim to provide ample, wholesome, and economical meals for those employees who wish to eat here. This is not always easy. It is hard to satisfy everyone, but we try. Please be aware of the following special conditions with regards to our meal program.

- Vegetarian items available include any of the vegetables of the day, any starches of the day, soups, salads, and fresh fruit, as well as any vegetarian entrees listed on the employee menu. We will make every reasonable effort to satisfy you. Any employee with special dietary restrictions must let us know in advance and in writing. We will do our best to accommodate you.
- We try to make our employee food varied, healthy and good. It is the same quality food as that used in the main dining room. The meals are selected based on what the Chef and the Management feel are the most appropriate meal choices. All "to go" orders must be placed at the Front Desk or Cafe. You are not **permitted to enter the kitchen and help yourself** to your "to go" order. Department heads and managers may have special meal benefits, which are not to be confused with the regular employee meal program.
- Remember that you must show up on time to get your meal. This rule is strictly enforced. Those employees who are working through the normally scheduled mealtime will be allowed to eat as their schedule and supervisor permits.
- All resident employees are entitled to three meals per day. The cost of these meals is included in your \$13.50 per day room and board charges.
- Drive-up employees receive one meal per shift.
- The employee meal hours are posted at the time clock.
- All employee meals are to be eaten in the designated employee eating area. **There are no "to go" employee meals. Employee meals are not to be taken to the employee housing.**
- There is no sharing of employee meals. Employee meals are only available for currently employed personnel.

- There is no eating in the kitchen. Cooks can taste food. Any mistakes or mis-orders are to be saved for the Chef or Manager who will determine the correct method of disposal. Under no circumstances are mistakes or mis-orders to be eaten by any employee.
- Any employee who purchases a "to go" order from the menu must have a ticket, in advance that is paid in full. Please be prepared for a manager to request verification of what is in the "to go" box as well as to see your paid receipt.
- Employees eating meals off the clock must enter through the employee entrance.
- You are allowed one trip into the kitchen to pick up your employee meal and one trip back to unload your dishes.

→ Call Outs

- More than 2 sick days in a row requires a doctor's documentation. More than 5 days in a rolling 4-week period also requires a doctor's note. Give this documentation to HR before returning to work.
- Repetitive call outs or a pattern of calling out will require a doctor's documentation.
- Sickness that puts others at risk will require a doctor's documentation to be cleared to return to work.

→ Sick Leave Policy for Seasonal, Non-exempt Level (Hourly) Employees

- Sick Leave is unpaid leave time.

→ Vacation & Sick Leave Policy for Year-round Employees

- Year-round employees who are non-exempt level (paid on an hourly basis) receive one week (40 hours) paid vacation/sick leave after 12 months of employment and two weeks (80 hours) after 24 months of employment.
- Year-round Managers who are exempt level (paid on a salary basis) receive two weeks (80 hours) paid vacation/sick leave per year after 12 months of employment.
- Allotted vacation/sick leave days span March 1st of the current year to March 1st of the following year. The preferred period to use leave time is November 15th to March 1st. The last day of February is the deadline to use any awarded leave time.
- All leave requests must be approved by the General Manager (GM). If your leave days are not used during the preferred period of November 15th to March 1st and

you want to use them outside the preferred period, this request must be approved by the GM based on special circumstances.

- No vacation/sick leave time is carried over from year to year.
- Vacation/Sick leave time, if available, will be applied to absences due to sickness or disability. Once leave is exhausted, your pay will be deducted for any missed days thereafter.
- Vacation/Sick leave time is revoked upon separation or termination of employment. Any unused time will not be paid out.
- In the event of an employee's resignation notice, the employee will not be granted paid vacation time during their final notice or working period.

→ Holidays

- Year-round employees are paid for the following holidays if they fall on a working day (Monday-Friday): Thanksgiving, Day after Thanksgiving, Christmas Eve, Christmas, New Year's Day.

→ **Leave of Absence – FMLA Policy**

Pisgah Inn provides Family and Medical Leave to its eligible employees. Under this policy Pisgah Inn will grant up to 12 weeks (or up to 26 weeks for a military care giver) of unpaid leave to employees who meet the following conditions:

- 1) The employee must have worked for the Company for an equivalent of 12 months.
- 2) The employee must have worked at least 1,250 hours during the 12-month period immediately preceding the commencement of the leave.
- 3) The employee must be seeking leave for one of the following reasons:
 - The birth or adoption of a child
 - To care for a spouse, child, or parent with a serious health condition
 - The serious health condition of the employee.

For more details concerning your eligibility for FMLA leave (including what constitutes a serious health condition), please review Appendix D at the end of this Handbook or consult Human Resources

Safety & Occupational Health Policy

→ Safety

It is the policy of Pisgah Inn, to provide a safe and healthy workplace for its employees and the visiting public. The policy is designed to meet the requirement of the Occupational Safety and Health Act of 1970 (OSHA), as well as to encourage sound business practices. To prevent accidents, injuries, death, and property damage to company assets, Pisgah Inn has established a Health and Safety program.

The General Manager fully supports the program, actively participates in it, and expects similar participation from all employees. Safety and health take precedence over all activities, and no job will be attempted until safety has been considered and provided for.

Supervisors shall ensure that employees are familiar with company safety rules and regulations, and that these rules are enforced. Supervisors shall be held responsible and accountable for all accidents occurring under their supervision.

Employees shall be held responsible for obeying all safety rules and regulations, and for performing their assigned duties in a safe and healthy manner. Unsafe conditions or acts must be reported to your supervisor, who shall take the appropriate measures to correct the situation. A high rate of accidents for supervisors or employees is unacceptable and may be the basis for disciplinary action up to, and including, termination of employment.

There will be a safety committee organized to oversee safety issues throughout the season. Participation on the Safety Committee is open to and encouraged for all employees. All activities of the Safety Committee are conducted on Company time, and members are compensated at their regular pay rate.

If injured on the job, you must report the injury immediately to your manager or Human Resources so an incident report can be completed.

→ Hazardous Materials

This written Hazardous Materials Policy is intended to meet the requirements of the North Carolina Occupational Safety and Health Hazard Communication Standard 13 NCAC 7c.0101 (a)(99). This program is intended to assure that all Pisgah Inn employees are effectively informed concerning existing and potential workplace safety and health hazards associated with the storage, use and disposal of hazardous substances used at Pisgah Inn facilities.

For the purpose of this program, a hazardous substance is defined as follows:

"Hazardous substances are those harmful or noxious materials which, during manufacture, handling, transport, storage or use, may generate or release infectious, irritating, flammable, explosive, corrosive, asphyxiating, toxic, or other dangerous dust, fumes, gases, mists, vapors, or ionizing radiation in quantities likely to injure the health of persons coming in contact with them, or to cause material damage to property."

Pisgah Inn maintains a list of all known hazardous substances used in the workplace. A copy of this list is kept in the kitchen office, the main office (Inn lobby), the housekeeper's office, the country store, the maintenance shop, and the general manager's office. Along with this list is a Safety Data Sheet (SDS) for each substance on the list. This list is updated each year after the annual inventory is taken. Any time a hazardous substance is to be purchased; it will be checked against the list. If the substance is new to our operation, it will be added to the list and a Safety Data Sheet will be made available.

This information is available to all employees of Pisgah Inn. You are required to familiarize yourself with the characteristics, instructions for use, and potential dangers of all hazardous materials with which you will come in contact during the performance of your duties. If you need help understanding the information on these sheets, your supervisor will be able to answer your questions, or otherwise assist you.

Pisgah Inn's Hazardous Materials Policy is also available upon request to:

- Designated Employee Representatives
- OSHA Representatives
- NIOSH (National Institute for Occupational Safety & Health)
- National Park Service Representatives

→ Pre-employment Safety Training

Pisgah Inn takes a proactive approach to workplace health and safety. In order to develop and maintain a safe work environment, we have developed the Pre-employment Safety Training Checklist. Your immediate supervisor is responsible for providing the following training at the beginning of your employment. You, as the employee, are not to begin work assignments until you feel you have received adequate instruction in these areas. A copy of the Pre-employment Safety Checklist is included in Appendix C.

→ Early Return to Work Policy

Pisgah Inn has implemented the following Early Return to Work (ERTW) Policy. This policy applies to every employee at Pisgah Inn.

The objective of the ERTW program is to increase employee morale and productivity, as well as to control and reduce insurance costs.

Any employee who is involved in a work-related injury that results in a restriction of work activity would be evaluated for placement in an alternate job by the Safety Director. During this period of alternate assignment, the employee will receive his or her regular rate of pay. The Safety Director will coordinate the ERTW activities with the assistance and input of the supervisor, attending doctors, and the employee.

By participating in the ERTW program, the employee agrees:

- 1) That an alternate work assignment will be made should an injury occur.
- 2) To report to the Safety Director for your next scheduled shift for assignment if a work restriction exists due to your injury.
- 3) That failure to report to an alternate work assignment may result in termination of your employment.
- 4) To accept reassignment to an alternate job based on the attending doctor's evaluation and recommendations.
- 5) To return to your regular job upon release by the doctor and under the direction of the Safety Director.

Our Employment Policies and Procedures

→ Policy against Harassment and Discrimination

It is our goal to ensure that all employees can work in an environment free from any kind of discrimination or harassment, including sexual harassment. *Comments or conduct directed at an employee's age, race, ethnic background, or disability which has the purpose or the effect of unreasonably interfering with an employee's work performance or creating an intimidating, hostile work environment will not be tolerated. The following are some examples of conduct that may be considered harassment based on age, race, ethnicity, or disability:*

- continued or repeated verbal abuse, unwelcome comments or remarks related to a person's race, age, ethnicity, or disability
- continued or repeated insults, humor, or jokes about a person's age, race, ethnicity, or disability

Sexual Harassment: As part of our continuing affirmative action efforts and pursuant to the guidelines of the Equal Employment Opportunity Commission ("EEOC") on sexual harassment, we reaffirm its long-standing policy. Accordingly, no employee at Pisgah Inn shall engage in sexual activity or sexual harassment of any other employee either at Pisgah Inn or outside of Pisgah Inn, including travel for business purposes.

Sexual harassment does not refer to occasional socially acceptable compliments. It refers to behavior that is unwelcome, personally offensive, or sufficiently severe, that is based on the victim's gender.

Unwelcome Conduct: This simply means that the victim doesn't like the conduct. Even if the victim appears to welcome the conduct, it may nevertheless violate company policy, or the victim may act like it is OK but in fact is simply afraid or too embarrassed to say so.

A hostile work environment: Hostile work environment results when the sexual harassment makes the workplace extremely unpleasant for an employee because of his or her gender.

Sexual harassment can be **verbal conduct, physical conduct, written conduct, or any combination of these**. That is, it can be direct and outrageous such as when a supervisor demands sex in return for a promotion or to prevent a demotion. Harassment can also be much more subtle, such as when a sexually hostile work environment gradually chips away at an employee's self-esteem, personal confidence, and career opportunities.

The following are some examples of sexual harassment. These examples are by no means exhaustive. The key is whether the conduct offends a person of the opposite or same sex.

Prohibited Physical Conduct

- Groping, touching
- Indecent exposure
- Sexual or crude gestures
- Touching yourself sexually
- Hugs, kisses, neck rubs

Prohibited Verbal Conduct

- Explicit talk about sex, including jokes and comments
- Frequent talk about sex
- Comments about someone's body, clothes, or looks
- Repeatedly asking for a date
- Asking for sexual favors

Prohibited Written Conduct

- Sexual graffiti
- Sexual e-mail
- Sexual websites that others can see
- Sexual magazines or pictures
- Music with curse words or sexually explicit lyrics

Supervisor Harassment

A supervisor is someone who:

- Has the authority to make significant employment decisions such as hiring firing, demoting, promoting, or giving raises
- Can recommend these actions to a manager who makes a final decision

- Has the authority to direct the employee's daily work activities

The existence of power is the basis for this type of sexual harassment. This is referred to as **quid pro quo harassment** ("this for that") ("If you go out with me, I will give you a raise.") However, this type of harassment is often more subtle – a promise or threat that is unspoken.

Policy against Harassment and Discrimination

How to handle incidents of discrimination or harassment - Employees who feel that they have been discriminated against or who have been subject to harassment, including sexual harassment (or any employee with direct knowledge of such incidents) must immediately report such incidents to Human Resources or the General Manager. Any manager who is made aware of any harassment or perceived harassment has the duty to report this to Human Resources or the General Manager.

All information will be held in strict confidence and will be disclosed only on a need-to-know basis if necessary, for the investigation and resolution of the matter. Allegations of discrimination and harassment, including sexual harassment, made in good faith will not be subject to disciplinary action, whether or not they can be substantiated.

In determining whether the alleged conduct constitutes harassment, including sexual harassment, the totality of the circumstances, the nature of the harassment and the context in which the alleged incident or incidents occurred will be investigated promptly and thoroughly. Any employee found to be in violation of this policy will be subject to disciplinary action which may include reprimand, suspension, or dismissal.

→ Fraternization

Fraternization between management and staff is strictly prohibited to avoid either the practice or perceived practice of favoritism or sexual harassment. PISGAH INN restricts members of management from forming personal relationships with their subordinates that extend beyond the hotel/restaurant. If a member of management and a direct subordinate become romantically involved, one of the individuals will be required to resign employment to avoid violation of this policy. If a team member fails to disclose personal or romantic relationships that would violate this policy, both team members may be subject to disciplinary action, up to and including termination of employment. Acts of fraternization will be grounds for disciplinary action up to and including the termination of employment. (This guideline does not prohibit company sponsored social events or business-related gatherings). Situations that may have previously existed prior to the passage of this policy may be "grandfathered" from application of this policy subject to the GM and Human Resources approval.

→ Our Technology Policy

Computers: Pisgah Inn provides employees access to computers, printers, and other equipment. This equipment is to be used exclusively for the business activities of Pisgah Inn. Employees found to be using Pisgah Inn computer equipment for inappropriate or illegal purposes may be subject to appropriate disciplinary action, up to and including termination.

- Employees shall not use Pisgah Inn systems to knowingly violate any city, state, or federal laws.
- Computer games and personal software may not be installed on Pisgah Inn equipment.
- Pisgah Inn equipment shall not be used to create or store personal information or projects.
- Pisgah Inn equipment shall not be used to store or display images depicting violence, sexually explicit material, or racially offensive material.
- Employees are not permitted to download any software (free or otherwise) without express permission.
- Do not expect privacy on Pisgah Inn equipment.
- Use of Pisgah Inn computers, email, telecommunications, and office equipment constitutes consent to monitoring the use of this equipment.

Internet: Pisgah Inn computer systems are connected to the internet for business purposes only. Accessing the internet for personal use is prohibited. Employees are expressly prohibited from allowing any third party to use Pisgah Inn provided computers or internet services.

- Conducting Pisgah Inn business on the internet must be done following all guidelines and policies for conducting business in conventional settings.
- Pisgah Inn maintains the right to limit internet access.
- Pisgah Inn will comply with any reasonable requests from law enforcement to review internet activities of any employee.
- For protection of Pisgah Inn's network and proprietary information, security measures have been installed on the system. No employee shall, under any circumstances, attempt to disable or circumvent these security measures.

Email & Electronic Communication: Email is provided for business purposes only. No personal emails may be sent from Pisgah Inn's equipment. All emails, sent or received, are Pisgah Inn's records and as such, are accessible to appropriate staff members.

Employees may not use Pisgah Inn's email address to receive personal email messages. No anonymous emails can be sent from Pisgah Inn systems. All employees are required to identify themselves by name and email address. Chat room participation is strictly prohibited.

Social Media Guideline: As a part of our comprehensive approach to information security, this guideline has been created to address issues that may arise from your creation, participation or use of social media pages. Social Media pages are personal web pages or online diaries, such as Facebook. These websites are open to anyone to read and will exist in cyberspace indefinitely. To ensure that all employees understand Pisgah Inn's position on social media, please review this guideline.

- You should not use Pisgah Inn time, equipment, or materials to create, update, maintain or in any other way support a social media page.
- Be aware that Pisgah Inn has a right to monitor your Internet access during work hours and on Pisgah Inn provided equipment.
- If you choose to use social media pages on your own time, you should make it clear to your readers that the views you express are yours alone, and that they do not necessarily reflect the views of your employer.
- Never disclose any information that is confidential or proprietary to Pisgah Inn. Never use ethnic, racial, gender or religious slurs, and you should not include sexually provocative or offensive language or material on your social media page. Ask the General Manager if you have any questions about what is or is not appropriate to include on your social media page.
- You may not discuss or identify other employees, customers, clients, or anyone with whom you come into contact because of your employment with Pisgah Inn.
- These prohibitions regarding the disclosure of Pisgah Inn information apply even after your employment relationship with Pisgah Inn has ended.

Violations of these policies may result in disciplinary action, up to and including termination. If you have any questions about these guidelines, or any matter related to your site that these guidelines do not address, please direct them to the General Manager.

Cell Phones: Personal telephone calls are to be limited to emergency calls only. Unless cell phones are being used for Pisgah Inn business, they are to be turned off and stored in an employee locker or vehicle.

Telephone Use: Pisgah Inn has very limited telephone service. We therefore request that you do not use the business phones for your personal phone calls. If a phone message comes for you on the main Pisgah Inn phone line, we will make every attempt to get the message to you as soon as possible. We do not take any responsibility for your messages. We are physically unable to be an answering service for 100 employees. In the event of emergency phone calls, we will take extraordinary measures to find you.

Vehicle Policy: On a yearly basis, Pisgah Inn will obtain and review Motor Vehicle Records on employees who are required to drive as part of their job description. Management will review these records to determine that the employee holds a valid driver's license, and that his driving record is without violations which are considered felonies or misdemeanors under North

Carolina law. Employees not meeting the requirements will lose driving privileges and if the job requires the employee to drive, Pisgah Inn may terminate the employee's employment.

Pisgah Inn does not permit the use of company vehicles for personal use.

Further, Pisgah Inn requires that any employee who will be using a company vehicle, be listed on the master list kept at the front office. Only employees who are currently covered by Pisgah Inn's automobile insurance policy may drive company vehicles. Any unauthorized use of a company vehicle will result in disciplinary action. Accidents or damage of any kind to company vehicles must be reported immediately.

→ Our Zero Tolerance Violence Policy

Our Policy: Threats, threatening or intimidating behavior, harassment, acts of violence, or any related conduct which disrupts another's work performance or the ability of Pisgah Inn to execute its mission will not be tolerated. No person may, while on property owned by or under the control of Pisgah Inn, display violent, threatening, intimidating, harassing or disruptive behavior for any reason. Our Zero Tolerance Policy extends to jokes, jests, horseplay, and any act of intimidation. Any threat will be presumed to reflect the employee's intent to physically harm another employee or property and will be treated seriously regardless of whether the employee later claims that he had no intention of action on the threat.

Pisgah Inn employees are specifically prohibited from engaging in any violent behavior toward another person while in the performance of their duties or at any time while on property owned by or under the control of Pisgah Inn.

This policy applies regardless of the means of transmission and includes, without limitation, oral or written statements, telephone, facsimile, email, mail, or transmission by any other communication medium.

Enforcement: Any employee found to be in violation of this policy will be terminated immediately. Any person found to be in violation of this policy will be instructed not to return to Pisgah Inn property and in some instances the matter may be referred to the appropriate law enforcement agency for criminal prosecution.

Your responsibilities: Any employee knowing of or suspecting a violation of this policy must immediately report such knowledge or suspicion to a supervisor. Failure to report known or suspected violations of this policy is grounds for immediate termination.

→ Our Zero tolerance Weapons Policy

Policy statement: Weapons present a safety hazard and are both inappropriate and inconsistent with the mission of Pisgah Inn. Weapons are strictly prohibited on all property owned by or under the control of Pisgah Inn. No employee, vendor, visitor, or other person may, while on property owned by or under the control of Pisgah Inn, possess, carry, use, or display a weapon for any reason. This policy excludes law enforcement officers while on Pisgah Inn property in the discharge of their law enforcement related duties.

Definitions:***A weapon is:***

- any device capable of projecting a ball, pellet, arrow, bullet, missile, shell, shot, or other material or propellant; or
- any incendiary device, poison gas or biological agent, or
- any incendiary or explosive materials, liquid, solid or mixture equipped with a fuse, wick, or other detonating device; or
- any replica, reproduction, counterfeit, fake or toy weapon.

This definition includes, without limitation:

- firearms, bows, rockets, slingshots
- knives (other than kitchen or small pocketknives), razor blades (other than for shaving), stilettos, daggers, swords
- clubs, metal knuckles, martial arts weapons
- air guns, spear guns, dart guns
- flare guns, tranquilizer guns, and stun guns.

The prohibition against weapons applies regardless of whether the weapon is unloaded or incapable of being fired.

The following weapons are excluded from this policy:

- Chemical sprays (including mace and pepper spray) commonly used for self-defense.
- Razor blades contained in box-cutter tools issued by Pisgah Inn.

Enforcement: Any employee found to be in violation of this policy can be terminated immediately. Any person found to be in violation of this policy may be instructed not to return to Pisgah Inn property and in some instances the matter may be referred to the appropriate law enforcement agency for criminal prosecution.

Your responsibilities: Any employee knowing of or suspecting a violation of this policy must immediately report such knowledge or suspicion to your Supervisor or the General Manager. Failure to report known or suspected violations of this policy is grounds for immediate termination.

→ Our Substance Abuse Policy

Purpose: As part of its commitment to safeguard the health of its employees, to provide a safe place for its employees to work and to promote a drug-free community, Pisgah Inn establishes this policy on the use or abuse of alcohol and illegal drugs by its employees. Substance abuse, while at work or otherwise, seriously endangers the safety of employees and residents, as well as the public, and creates a variety of workplace problems, including increased injuries on the job, increased absenteeism, decreased morale, decreased productivity, and a decline in the quality of care and services provided by Pisgah Inn. Pisgah Inn has established this policy to detect and remove abusers of alcohol and illegal drugs from the workplace and will comply with North Carolina General Statute § 95-230 et seq. ("Controlled Substance Regulation").

The Scope: All employees are covered by this policy. As a condition of employment, employees are required to abide by the terms of this policy. This policy is not considered a contract between the employer and the employee.

Definitions

"Illegal drugs" are drugs or controlled substances which are (1) not legally obtainable or (2) are legal drugs legally obtainable but not obtained or used in a lawful manner.

"Legal drugs" are those prescribed or over-the-counter drugs which are legally obtained by the employee and used for the purpose for which they were prescribed or sold.

Drug Use Prohibitions

- The use, sale, purchase, possession, manufacture, distribution or dispensing of illegal drugs on Pisgah Inn property or during working hours is against this policy and is cause for immediate discharge.
- It is also against this policy for any employee to report to work or to work with the presence of illegal drugs in the employee's body. Employees who violate this policy are subject to disciplinary action, up to and including discharge.
- Legal drugs may also affect the safety of the employee or fellow employees or residents. Therefore, any employee who is taking a legal drug which might impair safety, performance, or any motor function must advise his/her supervisor before reporting to work under such medication. A failure to do so may result in disciplinary action. Improper use of legal drugs is prohibited and may result in disciplinary action.

Refusal to submit to, efforts to tamper with, or failure to pass a drug test will result in disciplinary action, up to and including discharge.

Reasonable Suspicion Testing

Employees may be asked to submit to a drug test if cause exists, to ensure their ability to perform work safely and/or effectively. Testing for cause should be based on specific objective facts and reasonable inferences drawn from these facts in the light of experience. Factors which could establish cause include, but are not limited to, the following:

- Direct observation of an individual engaged in drug-related activity
- A pattern of abnormal conduct
- Unusual, irrational, or erratic behavior
- Unexplained, increased, or excessive absenteeism or tardiness
- Sudden changes in work performance
- Repeated failure to follow instructions or operating procedures
- Violation of Pisgah Inn safety policies or failure to follow safe work procedures
- Unexplained negligence or carelessness
- Discovery or presence of drugs in an employee's possession or near an employee's workplace
- Arrest or conviction for a drug-related crime
- Information provided either by reliable and credible sources or independently corroborated
- Evidence that an employee has tampered with a prior drug test

If a supervisor believes cause exists, the supervisor should report his or her findings and observations to the General Manager.

Post-Accident Testing: Employees may be tested for the presence of drugs following an accident or other occurrence that involves one or more of the following events: a fatality, an injury to an employee or other individual, substantial damage to vehicles and/or substantial damage to other property.

Testing Procedure:

- Any employee, who refuses to consent to testing, fails to appear for testing, tampers with the test, or fails to cooperate with the testing procedures, will be terminated.
- Procedures shall be provided for reasonable individual dignity based upon the circumstances.

Retesting: Any employee whose test is positive may, at the employee's expense, obtain a retest of the same sample at the same or another approved laboratory.

Investigation: To ensure that illegal drugs and alcohol do not enter or affect the workplace, Pisgah Inn reserves the right to search all containers, lockers, or other items on Pisgah Inn property in furtherance of this policy.

- Searches will be conducted under this policy only where Pisgah Inn has reason to believe that the employee has violated this substance abuse policy.
- Failure to consent to a search or to display personal property for visual inspection will be grounds for discharge or denial of access to Pisgah Inn premises.

Confidentiality and Notices: Results of a test for the use of illegal drugs or alcohol shall be transmitted to your Supervisor or the General Manager. To effectively address the employees with drug or alcohol problems, it will be necessary for your Supervisor or the General Manager to consult with other persons in the process. However, such results will be disseminated only on a need-to-know basis. An employee or applicant that tests positive will be provided with the requisite post-testing notices.

Your Responsibilities as an Employee

→ Doing Your Part

Along with the advantages and opportunities offered by Pisgah Inn, there are certain responsibilities and obligations. Your most important obligation, of course, is to do a good job! Doing a good job means thinking for yourself, asking questions, and making good suggestions. You also have certain obligations which include keeping a positive attitude, supporting Pisgah Inn's policies and programs, maintaining good health, using good judgment, being prompt and regular in your attendance, cooperating with your fellow workers, and being loyal to Pisgah Inn, our clients, and our customers. It also means following our rules.

→ Our Ethics and Confidentiality Policy

Being a Pisgah Inn employee carries with it a responsibility to be constantly aware of the importance of ethical conduct and the need for strict adherence to the confidentiality of the information obtained while working in a facility. The following rules are mandatory, and any violation will result in disciplinary action, up to and including termination.

- Employees shall refrain from any use of their position which is motivated by the desire for private gain for themselves or other persons. They must conduct themselves in such a manner that there is no suggestion of the extracting of private advantage from their employment with Pisgah Inn.
- Employees shall not use their positions in any way to threaten or coerce or give the appearance of threatening or coercing another employee to provide any financial benefit to the employee or other persons.
- Employees shall avoid any action which might result in giving preferential treatment to any organization or person, losing their independence or impartiality of action, or affecting adversely the confidence of the public in the integrity of Pisgah Inn.
- Employees shall not accept any gift or gratuity, whether in the form of service, loan, thing of value, or promise from any fellow employee, or salesperson, vendor or other entity who does business with or furnishes goods or services to Pisgah Inn. Included in this prohibition is the purchasing, offering to purchase, or being given the opportunity to purchase an item or items for substantially less than fair market value from a vendor. If purchased, the item(s) should have been offered publicly through advertising or some other means to inform the public that such an item was/is for sale and the cost publicly known.
- Employees shall not be simultaneously employed by another firm, without the written authorization of his/her Manager. If permitted, outside employment shall not interfere with or lessen the effectiveness of the employee's job and cannot be performed during regularly scheduled work hours. Nor may the employee use the facility, materials, or equipment of Pisgah Inn to perform outside services.

- Employees may not transact business with any salesperson, vendor, or other individual who does business with or who furnishes goods or services to Pisgah Inn if the employee is engaged in any intimate, romantic, or dating relationship with that person.
- Employees are often able to learn or have access to personal facts about a co-employee, or they may learn of sensitive information about Pisgah Inn, management, or other employees. Such information is considered strictly confidential, and the employee is both legally and morally obligated to refrain from discussing any confidential information with anyone. Integrity in preserving and protecting the rights and privacy of employees and Pisgah Inn is a prime consideration for continued employment and breach of confidentiality is grounds for immediate dismissal.

Search of Pisgah Inn Property

Personal items should not be stored on Pisgah Inn premises. Pisgah Inn retains the right and authority to search any property owned by Pisgah Inn, property provided to an employee by Pisgah Inn for Pisgah Inn use, or any property used by an employee for the purpose of benefiting Pisgah Inn. An employee should not maintain any reasonable expectation of privacy in property owned by Pisgah Inn, property provided by Pisgah Inn or property used in furtherance of Pisgah Inn business. Such items will include but are not limited to desks, file cabinets, closets, information contained on any computer used for Pisgah Inn business or a Pisgah Inn network, and any other item that is provided by Pisgah Inn or used on Pisgah Inn premises to carry out Pisgah Inn's business.

→ Our Disciplinary Procedures

It is our intention to make every effort to avoid unwarranted disciplinary actions or discharges. It is the goal of Pisgah Inn to enforce rules and/or performance standards fairly, equitably, and consistently. Failure to meet Pisgah Inn's rules/standards may result in progressive problem correction steps or immediate termination according to the frequency, seriousness, and circumstances of the situation.

Progressive Discipline

Pisgah Inn reserves the right to use a system of warnings or progressive discipline when and if Pisgah Inn determines that it would be helpful and appropriate under the circumstances. Pisgah Inn will follow one or more of the steps discussed below if it chooses to do so. Employees should not expect a warning prior to termination in all cases.

- 1) **First offense:** oral or written warning is given, and notice of warning is documented and filed. This may or may not be signed by the employee.
- 2) **Second offense:** written warning is issued and signed by the employee and filed.
- 3) **Third offense:** suspension or termination at the discretion of Pisgah Inn.

Note: Depending upon the nature and severity of the violation, or combination of violations, the normal problem correction procedure steps may be accelerated, and a more extensive corrective action step imposed, up to and including termination.

Prohibited Conduct

The following are some examples of the reasons for employee discipline which includes termination. This list is for illustrative purposes only to provide employees with some examples, and it is not inclusive.

- Incompetence in work standards and performances; performing inefficiently or unsatisfactorily, or failing to apply effort on the job, including intentionally slowing down work or productivity
- Unauthorized use of Pisgah Inn tools or utilities; committing unsafe acts that affect equipment or personnel
- Violating a safety rule or safety practice
- Knowingly altering yours or another employee's work time
- Being absent or tardy excessively; being absent or tardy without proper notice or excuse; habitual tardiness or absenteeism
- Loafing or spending unnecessary time away from the job
- Leaving your job or your regular workplace during working hours for any reason without authorization from your supervisor except for scheduled lunches, breaks and going to the rest room
- Leaving work before the end of the regular workday or not being ready to work at normal starting time
- Violation of Pisgah Inn Drug or Alcohol Policy; reporting to work in an intoxicated condition or under the influence of drugs other than properly used prescription drugs; possession, distribution or consumption of alcohol and illegal substances on Pisgah Inn property; refusal to submit to drug and alcohol testing; refusal to submit to drug or alcohol search when authorized
- Participating in disorderly, immoral, or indecent conduct reflecting on Pisgah Inn
- Misusing or stealing of funds; committing any other forms of dishonesty; taking Pisgah Inn property (such as daily work documentation) from the premises without permission; any other breach of Pisgah Inn records retention, security or funds handling policies and procedures
- Misrepresenting facts in seeking employment
- Removing another employee's property without permission
- Writing drafts on insufficient funds (NSF checks)
- Willfully destroying or damaging Pisgah Inn property or property of a co-employee

- Refusing to perform a service connected with an employee's job as required by the employee's supervisor or by management, or being insubordinate, arguing with your supervisor
- Violation of Pisgah Inn weapons policy; possessing firearms, fireworks, or explosives on facility property
- Contributing to unsanitary conditions or poor housekeeping
- Failing to follow instructions
- Violation of Pisgah Inn Technology Policy
- Conducting yourself in a manner that shows disregard for Pisgah Inn's best interest
- Violating a work rule or inducing another employee to violate a work rule
- Participating in criminal or illegal activities
- Repeatedly wearing improper attire or evidencing uncleanliness
- Failing to notify Pisgah Inn immediately of any accident on the property
- Conducting activities that endanger life, safety, or the health of others or self
- Using, altering, removing, or destroying Pisgah Inn records without authorization
- Possession of, or use of, materials capable of intoxication during scheduled work periods
- Sleeping on the job or during working hours
- Posting, altering, or removing any materials on Pisgah Inn bulletin boards
- Using profane or abusive language, as determined by management
- Falsifying Pisgah Inn records
- Making false or malicious statements
- Violating federal or state law on Pisgah Inn property or while conducting Pisgah Inn business
- Smoking in unauthorized areas
- Violation of Pisgah Inn Harassment Policy, including sexual and racial harassment; threatening, intimidating, or otherwise interfering with other employees
- Violating Pisgah Inn Ethics and Confidentiality Policy
- Violation of Pisgah Inn recycling policy

- Failing to report a conviction within 5 days under criminal drug statutes
- Repeatedly failing to work in harmony with other employees on a day-to-day basis
- Committing other job-related conduct not keeping with Pisgah Inn objectives
- Failing to perform duties related to work assignments and responsibilities during scheduled working hours

→ Regular Attendance and Being on Time

Absenteeism: In order to properly maintain a reliable work force and productivity, the following policy on absenteeism will be enforced:

- Any employee who is absent without a supervisor's approval for any reason will be subject to disciplinary action up to and including termination of employment.
- Any employee failing to call in a minimum of four (4) hours prior to starting time will be subject to disciplinary action and/or termination.
- Any employee not reporting to work and failing to call in will automatically be subject to termination (no call/no show).

Employees who are absent from work or who must leave work due to illness or injury must first check with their supervisor. A written Doctor's note allowing you to return to work and/or a Drug test (per our procedures) may be required. Any employee who misses work due to illness or injury that is job related will be required to have a drug test.

Tardiness: In order to schedule work for the day to maintain productivity, the following policy on tardiness will be enforced:

- Any employee tardy for work will be subject to disciplinary action and/or termination
- Circumstances beyond your control will be considered if you are tardy
- When calling in to report that you will be tardy or late for work, you must report to your supervisor

The Inn telephone number is 828-235-8228. If you will be late or absent from work, you must call in at least four (4) hours prior to the start of your scheduled shift. Be sure to speak directly with your supervisor. Do not leave a message with anyone else. Calling in does not necessarily relieve you of your job responsibilities. Obviously, excessive tardiness or absenteeism may result in termination.

→ Employee Feedback Policy

It is the policy of Pisgah Inn to provide each employee with feedback and constructive criticism as to their job performance. We will strive to give each employee continual and ongoing verbal feedback. It should be further understood that for each job at Pisgah Inn, there is a ceiling pay

rate. Once that rate has been achieved, no further increases can be expected for that job classification. We hope that by providing employees with verbal and written feedback, each employee will be in a better position to improve their performance and will at the same time be more at ease in their job (by knowing where they stand in the eyes of the company).

→ Other Employee Obligations

Recycling Program: Pisgah Inn takes pride in its commitment to the environment. We require that all employees recycle. Each department recycles glass, paper, cardboard, plastic, and aluminum. As part of your job, you will ensure that none of the materials listed above will go into any trash container headed for the landfill. All cans and bottles must be rinsed out before being deposited in recycling container. Any willful violation of the intent of this program is considered grounds for disciplinary action. Please understand that we will be penalized each time a recyclable material is discovered in our trash. Unlike other recycling programs, ours is not voluntary anymore, it is mandatory and required. In addition to recycling in the workplace, we also require that residents recycle. Recycling bins will be located at the employee housing area for resident use. Any resident found to be throwing away recyclable materials is subject to termination of their residency status. Once again, if recyclable materials are found in any Pisgah Inn trash at the landfill (by the landfill supervisors), we are subject to fines and penalties. There is now a definite cost to us for throwing away recyclables. We appreciate your cooperation in this program and further, we welcome comments, suggestions, and ideas. Recycling bins are located at the Camp store, in the campground, behind the kitchen, and at the employee housing area.

Resignations: All employees who voluntarily leave Pisgah Inn are asked to give at least two weeks or more notice.

Personnel Records: It is the employee's responsibility for keeping Pisgah Inn up to date on changes of name, address, telephone number, and person to contact in case of emergency.

Dress Code

Front Desk, Retail, and Café' Dress Code

- Facial hair can be no more than 1/2 inch
- Navy, long sleeve button down collar shirt with sleeves rolled to just beneath the elbows (if rolling them up) or navy polo shirt. Shirt must be appropriately fitted. (these navy shirts are on site).
- Khaki pants (clean and pressed) and appropriately fitted
- Dark color closed toe, non-slip shoes
- No headgear or sweatbands except for ball caps - solid color or with Pisgah Inn logo
- No hats other than approved non-logo or Pisgah Inn logo hats
- No leggings
- Name tag (we will supply)

Servers, Bussers Dress Code

- Facial hair can be no more than 1/2 inch
- Black long sleeve button down collar shirt with sleeves rolled to just beneath the elbows (if rolling them up)
- Shirt must be properly fitted
- Black trousers
- Black socks
- Black closed toe, non-slip shoes
- Black bistro apron (we have on site)
- No leggings, yoga pants, or jeans
- No hats or sweatbands
- Name tag (we will supply)

Host & Dining Room Supervisor Dress Code

- Facial hair can be no more than 1/2 inch
- Business Casual
- No sleeveless tops or shorts
- Solid color tights are required if dress or skirt is worn
- Closed toe, non-slip shoes
- No hats or sweatbands
- Name tag (we will supply)

Cooks, Expo, Pantry Dress Code

- Facial hair more than 1/2 inch long requires a beard guard at all times
- Ball Cap or Chef Beanie – solid color and non-logo or with Pisgah Inn logo
- Chef's coat
- Chef pants, Work pants, Scrub pants, Jeans or Slacks
- Black closed-toe, non-slip shoes
- No leggings or shorts
- White bib apron
- Name tag (we will supply)

Dish Machine Operator Dress Code

- Facial hair more than 1/2 inch long requires a beard guard at all times
- Ball Cap or Chef Beanie - solid color and non-logo or with Pisgah Inn logo
- Non-logo, long or short sleeve T-shirt
- Chef pants, Work pants, Scrub pants, Jeans or Slacks
- Non-slip shoes
- No leggings or shorts

- White bib apron
- Name tag (we will supply)

Housekeeper & Laundry Attendant Dress Code

- Facial hair can be no more than 1/2 inch
- Smock top and matching pants (we have these on site)
- Non-Logo, white or black long sleeve shirt may be worn underneath smock top, weather permitting
- No hats other than approved non-logo or Pisgah Inn logo hats
- No sweatbands
- Solid color closed toe, non-slip, comfortable shoes
- Name Tag (we will supply)

Maintenance Dress Code

- Facial hair can be no more than 1/2 inch (Grounds Person is exempt)
- Short or long sleeve denim shirt
- Shirt is tucked in and belted
- Khakis or jeans (no holes/rips/tears)
- No hats other than approved non-logo or Pisgah Inn logo hats
- No sweatbands
- Brown or black closed toe work shoes or boots
- Name Tag (we will supply)

Security Dress Code

- Button down, collar shirt in a neutral color
- Jeans or cargo pants
- No hats other than approved non-logo or Pisgah Inn logo hats
- No sweatbands
- Solid color comfortable walking boots or tennis shoes
- Wear badge with photo (we will get this made for you)

Driver Dress Code

- Navy, long sleeve button down collar shirt with sleeves rolled to just beneath the elbows (if rolling them up) or navy polo shirt. Shirt must be appropriately fitted. (these navy shirts are on site).
- Khaki pants or long shorts (clean, pressed and appropriately fitted), cargo pants or nice jeans (no holes, rips or tears)
- No hats other than approved non-logo solid color or Pisgah Inn logo hats

- No sweatbands
- Solid color comfortable walking boots or tennis shoes
- Wear a badge with photo (we will get this made for you)

Employees must be in uniform, ready to work with name tag on before clocking in. If an apron is part of your uniform, only put it on after you are inside the building and take it off before you leave.

It is up to each employee to make sure their uniform is clean and unwrinkled. This includes not having rips, tears or holes in clothing.

Uniform Policy: As a condition of your employment, you are expected to meet Pisgah Inn's Uniform requirements. Housekeepers, Laundry Attendants, Retail Associates, Café Attendants will be issued uniforms at wholesale cost. The cost of the uniforms will be deducted from your paycheck. You may purchase additional uniforms as needed. You may pay cash for additional uniforms, or have the cost deducted from your next paycheck. All uniforms become your personal property. The uniforms are issued to you in "new condition", and we do not issue or reissue "used" uniforms. You may, at your option, try to sell your used uniforms to other employees. Pisgah Inn does not mark up the cost of your uniforms for profit. You only are charged our cost plus a small handling and administrative fee. One name tag will be given to you. You will be charged for any name tags after your first one. The cost of replacement name tags is \$5 each.

Servers and Bussers receive their first apron at no cost. Additional aprons can be bought for \$10 each.

Grooming & Personal Hygiene Requirements: Pisgah Inn expects and requires you to be clean and properly groomed. This applies to residents and non-residents alike. Proper personal hygiene includes but is not limited to your fingernails, body odors, breath, hair, as well as properly laundered and pressed clothing. You must meet the standards of hygiene and grooming to work at Pisgah Inn.

Grooming standards

- 1) For all Managers and Supervisors: Facial hair can be no more than 1/2 inch
- 2) No excessive jewelry. You can wear one ring, non-dangle earrings, a watch, and one small necklace. No bracelets. Ear gauges must not be bigger than the size of a dime. Any facial piercing must be limited to one small stud (no septum rings). Other types of facial piercings must be removed during your shift. No tongue rings
- 3) Hair must be neat, clean, groomed and properly restrained
- 4) Established facial hair must be neat and closely trimmed – max of 1/2 inch beard
- 5) No excessive make-up

- 6) No bare legs: hose is required with skirts or dresses; socks must be worn with trousers
- 7) Nails must be neat, manicured and trim (no chipped polish)
- 8) Any visible tattoos considered offensive are unacceptable
- 9) Personal fragrant products (fragrances, colognes, lotions, powders and other similar products) that are perceptible to others are not to be worn by employees.

Please remember that all employee evaluations will include an objective evaluation of your ability to meet Pisgah Inn grooming and hygiene standards. Also, remember that our uniform standards require not only the proper uniform, but that it be clean, pressed, laundered and in good repair.

Customers: It is Pisgah Inn policy to provide its customers with the best possible service in a courteous, thoughtful, and timely manner at all times. The customer comes first and should be treated in the same manner that you would want to be treated.

Smoking: Pisgah Inn is a tobacco and vape free environment. Employees are not to smoke or vape anywhere on the property, on or off the clock, except for the designated employee smoking areas. This policy extends to all tobacco products including e-cigarettes, and smokeless products.

Parking: All employees are required to register their vehicles at the front office before being permitted to park in the lot. All employee vehicles are to be parked in the main parking lot facing the parkway on the side farthest from the restaurant and hotel buildings. There is no employee parking behind the kitchen, in the service areas, nor at the country store. All vehicles must be street legal and have current tag and registration.

Public Facilities: Employees are permitted to use the public facilities if they are not in uniform, are off the clock, and act appropriately. Off-duty employees should exercise common sense so as not to interfere with on-duty employees. None of the public facilities should be considered an employee lounge or break area.

Safety Committee: All full and part-time employees are invited and encouraged to participate on our safety and environmental committee. This is a paid position and will offer you a break from your regular job while still earning money.

Kitchen: The kitchen is not a thoroughfare from the back to the front of the building. Please use the pebble path starting at the handicapped ramp that goes around the kitchen building. The loading dock area behind the kitchen is a **restricted access area** and you should not be there unless you are authorized. The kitchen is for on duty, working employees only. Please avoid being in or around the kitchen area.

Any questions regarding any policy, rule or regulation contained in this employee handbook should be directed to the General Manager.

Service Animals vs Emotional Support Animals

Emotional Support Animals (ESA) are not considered Service Animals.

Definition of Service Animal

A service animal means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other disability.

Service animals-in-training are not considered service animals.

The work or tasks performed by a service animal must be directly related to the individual's disability. Some of the many examples of work or tasks performed may include:

- Assisting individuals who are blind with navigation and other tasks
- Alerting individuals who are deaf to the presence of people or sounds
- Pulling a wheelchair
- Alerting individuals to the presence of allergens or the onset of a seizure
- Retrieving items
- Providing physical support and assistance to individuals with mobility disabilities; and helping person manage psychiatric and neurological disabilities

The provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks for the purposes of this definition.

Identifying Service Animals

When it is not obvious that a dog is a service animal, employees may ask only two questions to identify whether the animal is a service animal:

- 1) Is the animal required because of a disability?

And

- 2) What work or tasks has the animal been trained to perform?

Use of Service Animals

A service animal must be harnessed, leashed, or tethered.

Employees may require an individual with a disability to remove a service animal from a facility, service, program, or activity if:

- The animal is out of control and the animal's handler does not take effective action to control it; or
- The animal is not housebroken

If it is not obvious that the animal is a service animal, employees may ask:

1) Is the animal a service animal required because of a disability?

and

2) What work or task has the animal been trained to perform?

DO NOT ask any other questions. Do not ask for proof of disability or require proof that their service animal is certified.

Establishments cannot restrict disabled guests and their service animals to certain areas.

APPENDIX A: Handbook Acknowledgement Form

I have read a copy of the employee handbook of Pisgah Inn's (hereinafter "Pisgah Inn") and I clearly understand the information that is included. Should I have any questions concerning the employee handbook, I agree to contact my Supervisor or the General Manager. Any verbal or even written assurances which conflict with or inconsistent with the information provided in the handbook are not binding or are superseded by the handbook.

I understand that this handbook is not inclusive. Furthermore, Pisgah Inn has the right to change policies and procedures at any time with or without notice.

I understand that my employment with Pisgah Inn is an "at will" employment. That is, my continued employment is not guaranteed and can be terminated by either party for any reason at any time. The employee handbook is not to be considered a contract of employment.

I understand that the employee handbook is the property of Pisgah Inn and that all information contained in the handbook is confidential and shall not be copied, reproduced, or given to anyone without the written permission of the Owner.

This Handbook is available to me at the front desk or online at www.pisgahinn.com/employees. The most updated handbook will be listed here.

Employee Signature

Date

Witness/Manager Signature

Date

APPENDIX B: Employee Acknowledgment of Receipt and Understanding of Pisgah Inn Drug and Alcohol Policy

I, _____, hereby acknowledge that I have received a copy of, read and understand Pisgah Inn Drug and Alcohol Policy, and I have had an opportunity to have explained to me any aspect of the Policy which I did not understand. I understand that I must abide by the Policy as a condition of employment and any violation may result in disciplinary action up to and including termination.

Further, I understand that during my employment I may be required to submit to testing for the presence of drugs or alcohol pursuant to the Policy. I understand that submission to such testing is a condition of employment with Pisgah Inn and disciplinary action up to and including termination may result if I refuse to consent to such testing; if I refuse to execute all forms of consent and release of liability as are usually and reasonably attendant to such testing; if I refuse to authorize release of the test results to Pisgah Inn; if the test results establish a violation of the Policy; or if I otherwise violate the Policy.

I also understand that the Policy and related documents are not intended to constitute a contract between Pisgah Inn and me.

I further state that I have read the foregoing acknowledgment and know the contents thereof and that I sign the same of my own free will.

Employee Signature

Date

Manager/Witness Signature

Date

APPENDIX C: Pre-Employment Safety Training

- Material Safety Data Sheets (MSDS)
- What is a Material Data Safety Sheet?
- Which Hazardous Materials will you be exposed to?
- How to read and interpret Material Safety Data Sheets
- Where Material Safety Data Sheets are kept
- Fire, Emergencies & First Aid
- Location, and use, of fire extinguishing equipment
- Fire Departments
- Evacuation procedures for your work area
- Location of First Aid Kits
- First Aid & CPR certified care providers
- Equipment Training
- Which equipment will you be using?
- Correct operating procedures
- Hands on demonstrations
- Appropriate clothing, footwear, and protection
- Cleaning & preventive maintenance
- Pisgah Inn Safety Committee
- Company Philosophy "Safety First"
- Participation
- Safety Committee Chairperson
- Reporting hazards

APPENDIX D: Family and Medical Leave Policy

(FMLA)

Pisgah Inn provides Family and Medical Leave to its eligible employees. The function of this policy is to provide employees with a general description of their FMLA rights. In the event of any conflict between this policy and the applicable law, employees will be afforded all rights required by law.

General Provisions

Under this policy, Pisgah Inn will grant up to 12 weeks (or up to 26 weeks of military caregiver leave to care for a covered service member with a serious injury or illness) during a 12-month period to eligible employees. The leave may be paid, unpaid or a combination of paid and unpaid leave, depending on the circumstances of the leave and as specified in this policy.

Eligibility

To qualify to take family or medical leave under this policy, the employee must meet all the following conditions:

- 1) The employee must have worked for the company for 12 months or 52 weeks. The 12 months or 52 weeks need not have been consecutive. Separate periods of employment will be counted, provided that the break in service does not exceed seven years. Separate periods of employment will be counted if the break in service exceeds seven years due to National Guard or Reserve military service obligations or when there is a written to rehire the employee after the service break. For eligibility purposes, an employee will be considered to have been employed for an entire week even if the employee was on the payroll for only part of a week or if the employee is on leave during the week.
- 2) The employee must have worked at least 1,250 hours during the 12-month period immediately preceding the commencement of the leave. The 1,250 hours do not include time spent on paid or unpaid leave. Consequently, these hours of leave should not be counted in determining the 1,250 hours eligibility test for an employee under FMLA.
- 3) The employee must work in a worksite where 50 or more employees are employed by the company within 75 miles of that office or worksite. The distance is to be calculated by using available transportation by the most direct route.
- 4) If the employee is not eligible to receive FMLA leave from the Company, any leave taken for medical or other reasons will need to be taken only as permitted by the Company's other leave policies.

Type of Leave Covered

To qualify as FMLA leave under this policy, the employee must be taking leave for one of the reasons listed below:

- 1) The birth of a child and to care for that child
- 2) The placement of a child for adoption or foster care and to care for the newly placed child
- 3) To care for a spouse, child, or parent with a serious health condition (described below)
- 4) The serious health condition (described below) of the employee

An employee may take leave because of a serious health condition that makes the employee unable to perform the functions of the employee's position. A **"serious health condition"** means an illness, injury, impairment, or physical or mental condition that involves:

- Inpatient care (an overnight stay) in a hospital, hospice, or residential medical care facility; or

Continuing treatment by a health care provider that includes any of the following:

- Any period of incapacity of more than three consecutive calendar days and any subsequent treatment or period of incapacity relating to the same condition that also involves (1) treatment two or more times by a health care provider, by a nurse or physician's assistant under direct supervision of a health care provider, or by a provider of health care services under orders of or on referral by a health care provider, or (2) treatment by a health care provider on at least one occasion that results in a regimen of continuing treatment under the supervision of the health care provider
- Any period of incapacity due to pregnancy or for prenatal care
- Any period of incapacity or treatment for incapacity due to a chronic serious health condition
- Any period of incapacity that is permanent or long-term due to a condition for which treatment may not be effective and for which you or your family member is under the continuing supervision of a health care provider
- Any period of absence to receive multiple treatments (and any period of recovery from such treatments) by a health care provider or by a provider of health care services under orders of or on referral by a health care provider for (1) restorative surgery after an accident or other injury, or (2) a condition that likely would result in a period of incapacity of more than three consecutive calendar days in the absence of medical intervention or treatment

Employees with questions about what illnesses are covered under this FMLA policy or under the company's sick leave policy are encouraged to consult with the Human Resource Director.

If an employee takes paid sick leave for a condition that progresses into a serious health condition and the employee requests unpaid leave as provided under this policy, the company may designate all or some portion of related leave taken as leave under this policy, to the extent that the earlier leave meets the necessary qualifications.

5) Qualifying exigency leave for families of members of the National Guard or Reserves or of a regular component of the Armed Forces when the covered military member is on covered active duty or called to covered active duty.

An employee whose spouse, son, daughter, or parent either has been notified of an impending call or order to covered active military duty or who is already on covered active duty may take up to 12 weeks of leave for reasons related to or affected by the family member's call-up or service. The qualifying exigency must be one of the following:

- a. short-notice deployment
- b. military events and activities
- c. childcare and school activities
- d. financial and legal arrangements
- e. counseling
- f. rest and recuperation
- g. post-deployment activities, and
- h. additional activities that arise out of active duty, provided that the employer and employee agree, including agreement on timing and duration of the leave.

Eligible employees are entitled to FMLA leave to care for a current member of the Armed Forces, including a member of the National Guard or Reserves, or a member of the Armed Forces, the National Guard or Reserves who is on the temporary disability retired list, who has a serious injury or illness incurred in the line of duty on active duty for which he or she is undergoing medical treatment, recuperation, or therapy; or otherwise in outpatient status; or otherwise on the temporary disability retired list. Eligible employees may not take leave under this provision to care for former members of the Armed Forces, former members of the National Guard and Reserves, and members on the permanent disability retired list.

In order to care for a covered servicemember, an eligible employee must be the spouse, son, daughter, or parent, or next of kin of a covered servicemember.

a) A "son or daughter of a covered servicemember" means the covered servicemember's biological, adopted, or foster child, stepchild, legal ward, or a child for whom the covered servicemember stood in loco parentis, and who is of any age.

b) A "parent of a covered service member" means a covered servicemember's biological, adoptive, step or foster father or mother, or any other individual who stood in loco parentis to the covered servicemember. This term does not include parents "in law."

c) Under the FMLA, a “spouse” means a husband or wife, including those in same-sex marriages, which were made legal in all 50 United States as of June 26, 2015.

d) The “next of kin of a covered servicemember” is the nearest blood relative, other than the covered servicemember's spouse, parent, son, or daughter, in the following order of priority: blood relatives who have been granted legal custody of the servicemember by court decree or statutory provisions, brothers and sisters, grandparents, aunts and uncles, and first cousins, unless the covered servicemember has specifically designated in writing another blood relative as his or her nearest blood relative for purposes of military caregiver leave under the FMLA. When no such designation is made, and there are multiple family members with the same level of relationship to the covered servicemember, all such family members shall be considered the covered servicemember's next of kin and may take FMLA leave to provide care to the covered servicemember, either consecutively or simultaneously. When such designation has been made, the designated individual shall be deemed to be the covered servicemember's only next of kin. For example, if a covered servicemember has three siblings and has not designated a blood relative to provide care, all three siblings would be considered the covered servicemember's next of kin. Alternatively, where a covered servicemember has a sibling(s) and designates a cousin as his or her next of kin for FMLA purposes, then only the designated cousin is eligible as the covered servicemember's next of kin. An employer is permitted to require an employee to provide confirmation of covered family relationship to the covered servicemember pursuant to § 825.122(k).

“Covered active duty” means:

(a) “Covered active duty” for members of a regular component of the Armed Forces means duty during deployment of the member with the Armed Forces to a foreign country.

(b) (2) *Covered active duty or call to covered active-duty status* in the case of a member of the Reserve components of the Armed Forces means duty during the deployment of the member with the Armed Forces to a foreign country under a Federal call or order to active duty in support of a contingency operation, in accordance with 29 CR 825.102.

The leave may commence as soon as the individual receives the call-up notice. (Son or daughter for this type of FMLA leave is defined the same as for child for other types of FMLA leave except that the person does not have to be a minor.) This type of leave would be counted toward the employee’s 12-week maximum of FMLA leave in a 12-month period.

6) Military caregiver leave (also known as covered servicemember leave) to care for an injured or ill servicemember or veteran.

An employee whose son, daughter, parent or next of kin is a covered servicemember may take up to 26 weeks in a single 12-month period to take care of leave to care for that servicemember.

Next of kin is defined as the closest blood relative of the injured or recovering servicemember.

The term “covered servicemember” means:

(a) a member of the Armed Forces (including a member of the National Guard or Reserves) who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness; or

(b) a veteran who is undergoing medical treatment, recuperation, or therapy, for a serious injury or illness and who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during the period of 5 years preceding the date on which the veteran undergoes that medical treatment, recuperation, or therapy.

The term "serious injury or illness means:

(a) in the case of a member of the Armed Forces (including a member of the National Guard or Reserves), means an injury or illness that was incurred by the member in line of duty on active duty in the Armed Forces (or existed before the beginning of the member's active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and that may render the member medically unfit to perform the duties of the member's office, grade, rank, or rating; and

(b) in the case of a veteran who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during a period when the person was a covered servicemember, means a qualifying (as defined by the Secretary of Labor) injury or illness incurred by a covered servicemember in the line of duty on active duty that may render the servicemember medically unfit to perform the duties of his or her office, grade, rank or rating.

(c) Outpatient status, with respect to a covered servicemember, means the status of a member of the Armed Forces assigned to either a military medical treatment facility as an outpatient; or a unit established for the purpose of providing command and control of members of the Armed Forces receiving medical care as outpatients.

Amount of Leave

An eligible employee can take up to 12 weeks for the FMLA circumstances (1) through (5) above under this policy during any 12-month period. The company will measure the 12-month period as a rolling 12-month period measured backward from the date an employee uses any leave under this policy. Each time an employee takes leave, the company will compute the amount of leave the employee has taken under this policy in the last 12 months and subtract it from the 12 weeks of available leave, and the balance remaining is the amount the employee is entitled to take at that time.

An eligible employee can take up to 26 weeks for the FMLA circumstance (6) above (military caregiver leave) during a single 12-month period. For this military caregiver leave, the company will measure the 12-month period as a rolling 12-month period measured forward. FMLA leave already taken for other FMLA circumstances will be deducted from the total of 26 weeks available.

If spouses both work for the company and each wish to take leave for the birth of a child, adoption, or placement of a child in foster care, or to care for a parent (but not a parent "in-law") with a serious health condition, the spouses may only take a combined total of 12 weeks of leave. If spouses both work for the company and each wish to take leave to care for a

covered injured or ill service member, the spouses may only take a combined total of 26 weeks of leave.

Employee Status After Leave

An employee who takes leave under this policy may be asked to provide a fitness for duty (FFD) clearance from the health care provider. This requirement will be included in the employer's response to the FMLA request. Generally, an employee who takes FMLA leave will be able to return to the same position or a position with equivalent status, pay, benefits and other employment terms. The position will be the same or one which is virtually identical in terms of pay, benefits and working conditions. The company may choose to exempt certain key employees from this requirement and not return them to the same or similar position.

Use of Paid and Unpaid Leave

An employee who is taking FMLA leave because of the employee's own serious health condition or the serious health condition of a family member must use all paid vacation, personal or sick leave prior to being eligible for unpaid leave. Sick leave may be run concurrently with FMLA leave if the reason for the FMLA leave is covered by the established sick leave policy.

Leave for the birth of the child and for an employee's serious health condition, including workers' compensation related absences (to the extent that such qualify), will be designated as FMLA leave and will run concurrently with FMLA. An employee who is taking leave for the adoption or foster care of a child must use all paid vacation, personal or family leave prior to being eligible for unpaid leave.

An employee who is using military FMLA leave for a qualifying exigency must use all paid vacation and personal leave prior to being eligible for unpaid leave. An employee using FMLA military caregiver leave must also use all paid vacation, personal leave, or sick leave (if the reason for the absence is covered by the company's sick leave policy) prior to being eligible for unpaid leave.

Intermittent Leave or a Reduced Work Schedule

The employee may take FMLA leave in 12 consecutive weeks, may use the leave intermittently (take a day periodically when needed over the year) or, under certain circumstances, may use the leave to reduce the workweek or workday, resulting in a reduced hour schedule. In all cases, the leave may not exceed a total of 12 workweeks (or 26 workweeks to care for an injured or ill servicemember over a 12-month period).

The company may temporarily transfer an employee to an available alternative position with equivalent pay and benefits if the alternative position would better accommodate the intermittent or reduced schedule, in instances of when leave for the employee or employee's family member is foreseeable and for planned medical treatment, including recovery from a serious health condition or to care for a child after birth, or placement for adoption or foster care.

For the birth, adoption or foster care of a child, the company and the employee must mutually agree to the schedule before the employee may take the leave intermittently or work a reduced

hour schedule. Leave for birth, adoption or foster care of a child must be taken within one year of the birth or placement of the child.

If the employee is taking leave for a serious health condition or because of the serious health condition of a family member, the employee should try to reach agreement with the company before taking intermittent leave or working a reduced hour schedule. If this is not possible, then the employee must prove that the use of the leave is medically necessary.

Certification for the Employee's Serious Health Condition

The company will require certification for the employee's serious health condition. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. Medical certification will be provided using the DOL Certification of Health Care Provider for Employee's Serious Health Condition.

The company may directly contact the employee's health care provider for verification or clarification purposes using a health care professional, an HR professional, leave administrator or management official. The company will not use the employee's direct supervisor for this contact. Before the company makes this direct contact with the health care provider, the employee will be given an opportunity to resolve any deficiencies in the medical certification. In compliance with HIPAA Medical Privacy Rules, the company will obtain the employee's permission for clarification of individually identifiable health information.

The company has the right to ask for a second opinion if it has reason to doubt the certification. The company will pay for the employee to get a certification from a second doctor, which the company will select. The company may deny FMLA leave to an employee who refuses to release relevant medical records to the health care provider designated to provide a second or third opinion. If necessary, to resolve a conflict between the original certification and the second opinion, the company will require the opinion of a third doctor. The company and the employee will mutually select the third doctor, and the company will pay for the opinion. This third opinion will be considered final. The employee will be provisionally entitled to leave and benefits under the FMLA pending the second and/or third opinion.

Certification for the Family Member's Serious Health Condition

The company will require certification for the family member's serious health condition. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave and may lead to disciplinary action up to and including termination of employment. Medical certification will be provided using the DOL Certification of Health Care Provider for Family Member's Serious Health Condition.

The company may directly contact the employee's family member's health care provider for verification or clarification purposes using a health care professional, an HR professional, leave administrator or management official. The company will not use the employee's direct supervisor for this contact. Before the company makes this direct contact with the health care provider, the employee will be given an opportunity to resolve any deficiencies in the medical certification. In compliance with HIPAA Medical Privacy Rules, the company will obtain the

employee's family member's permission for clarification of individually identifiable health information.

The company has the right to ask for a second opinion if it has reason to doubt the certification. The company will pay for the employee's family member to get a certification from a second doctor, which the company will select. The company may deny FMLA leave to an employee whose family member refuses to release relevant medical records to the health care provider designated to provide a second or third opinion. If necessary, to resolve a conflict between the original certification and the second opinion, the company will require the opinion of a third doctor. The company and the employee will mutually select the third doctor, and the company will pay for the opinion. This third opinion will be considered final. The employee will be provisionally entitled to leave and benefits under the FMLA pending the second and/or third opinion.

Certification of Qualifying Exigency for Military Family Leave

The company will require certification of the qualifying exigency for military family leave. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. This certification will be provided using the DOL Certification of Qualifying Exigency for Military Family Leave.

Certification for Serious Injury or Illness of Covered Service member for Military Family Leave

The company will require certification for the serious injury or illness of the covered service member. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. This certification will be provided using the DOL Certification for Serious Injury or Illness of Covered Service member.

Recertification

The company may request recertification for the serious health condition of the employee or the employee's family member no more frequently than every 30 days unless circumstances have changed significantly, or if the employer receives information casting doubt on the reason given for the absence, or if the employee seeks an extension of his or her leave. Otherwise, the company may request recertification for the serious health condition of the employee or the employee's family member every six months in connection with an FMLA absence. The company may provide the employee's health care provider with the employee's attendance records and ask whether need for leave is consistent with the employee's serious health condition.

Procedure for Requesting FMLA Leave

All employees requesting FMLA leave must provide verbal or written notice of the need for the leave to the HR manager. Within five business days after the employee has provided this notice, the HR manager will complete and provide the employee with the DOL Notice of Eligibility and Rights.

When the need for the leave is foreseeable, the employee must provide the employer with at least 30 days' notice. When an employee becomes aware of a need for FMLA leave less than 30 days in advance, the employee must provide notice of the need for the leave either the same day or the next business day. When the need for FMLA leave is not foreseeable, the employee must comply with the company's usual and customary notice and procedural requirements for requesting leave, absent unusual circumstances.

Notice should be provided by the employee personally, or by the employee's spouse, an adult family member, or another responsible person, if the employee is unable to provide notice personally. The notice must be sufficient to make the Company aware of your need for FMLA leave and of the anticipated timing and duration of the leave.

Designation of FMLA Leave

Within five business days after the employee has submitted the appropriate certification form, the HR manager will complete and provide the employee with a written response to the employee's request for FMLA leave using the DOL Designation Notice. Leave taken for any purpose allowed by the FMLA by an employee who is eligible for FMLA leave will be designated by the Company as FMLA leave, even if the employee has not specifically requested FMLA leave.

Intent to Return to Work from FMLA Leave

On a basis that does not discriminate against employees on FMLA leave, the company may require an employee on FMLA leave to report periodically on the employee's status and intent to return to work.

Outside Employment

Outside employment while on an approved FMLA leave of absence is cause for termination, unless such employment is specifically approved in writing prior to leave being taken. This applies to all forms of employment, including employment entered by the employee prior to the leave of absence.

APPENDIX E: Resident Information

Each individual side of a dorm room comes with at twin sized bed, a nightstand, a shared dresser, and closet. Please keep in mind your dorm room will be shared with a roommate. Storage space will allow an average of one suitcase and duffel bag per person.

Residents will ***need*** the following essential items prior to moving into employee housing:

- 1) Sheets, pillows, pillowcases, and blankets for a **twin sized bed**
- 2) Toilet paper and trash bags
- 3) Towels, wash cloths and other bath linens
- 4) Alarm clock (wind up or battery backup powered!)
- 5) Clothes for winter weather as well as summer (April and October will get cold)
- 6) Hangers (as clothes on the floor will result in a failed housing inspection)
- 7) Toiletries (Paper towels, soap, toilet paper and any cleaning supplies)
- 8) Shower curtain and hooks
- 9) Small trash can

Residents ***may*** want to have the following "creature comforts" prior to moving in (though not required or necessary):

- Coffee maker, microwave oven
- Extra reading lights or lamps
- Additional small trash cans
- Extension cords or "multi" plug receptacles (power strips)
- Television, radio, small stereo (headphones please)
- An iron and a travel ironing board to press your uniform
- Pictures (though No holes are allowed to be made in walls). Bring command strips or they will be available at cost in our country store.
- Folding chair to sit in outside your room

Please **do not** bring the following:

- Hot plates, toasters, or toaster ovens, etc.
- Pets of any sort
- Illegal Drugs
- Dart boards
- Weapons
- Candles or Incense

The laundry room (100) is open from 8:00am - 10:00pm daily. This is at no cost to you. If you are uncertain if you should bring something, just ask!

You will be living 30 minutes from all the surrounding towns so most of these things will be available for you to purchase once you are here. We also do our best to have the essentials available to you at our country store.

If you are uncertain if you should bring something, just ask!

→ Room and board charges

- The cost for room and board here is \$13.50 per day, which is \$8.25 daily for three meals, and \$5.25 daily for your room.
- Your room and board charges will be deducted from your paychecks at the rate of \$189.00 every two-week pay period. Servers or Bussers must pay in cash at the beginning of each week.
- You will be charged from the time you move in until the time you are officially checked out by management.
- To maintain the condition of the dorms, Pisgah Inn requires a \$100.00 security deposit from each resident. Your paycheck will have a \$25 payroll deduction per pay period over 4 pay periods.
- To ensure compliance with safety, sanitary and maintenance requirements & policies, management will conduct housing inspections weekly.
- Upon identification of any deficiency caused by resident neglect or maliciousness, Pisgah Inn will take immediate steps to correct the deficiency restoring the room to proper condition for you. Any expenses associated with the correction will be deducted from your security deposit. Subsequently, this amount will appear as a deduction on your next paycheck, or you may pay it in cash. This does not apply to reasonable wear and tear or reasonable and routine maintenance.

- You and only you - are responsible for your room.
- Use caution when inviting guests or other employees into your room. If they damage your room, you and only you are responsible.
- If your room fails the housekeeping inspection, a \$20.00 re-inspection fee will be assessed (\$10.00 to each resident in the room or \$20.00 if the room is a single). This will be deducted from your paycheck. Servers and Bussers will need to pay this amount with cash.
- If you fail the first re-inspection, a second inspection will be performed the following day, and failure to pass will result in a \$50.00 fine. Three failed inspections will result in termination of your housing privileges and a full forfeit of the rest of your security deposit.

→ Housing Rules

- By agreeing to live here, you also agree to work six days per week ***if needed***.
- Cohabiting is strictly prohibited- This includes but is not limited to overnight guests. Failure to follow these guidelines will result in automatic termination of housing privileges.
- ***Smoking*** –Pisgah Inn is a tobacco free environment. Employees are not to smoke anywhere on the property on or off the clock except for those areas designated as smoking areas. ***The dorm rooms are now 100% non-smoking.*** This policy extends to all tobacco products including e-cigarettes, water vapor smokes and smokeless products. If you smoke outside your dorm room, make sure to close door and window so smoke does not get inside.
- Living at Pisgah Inn is not a condition of your employment. The housing program is a privilege, which is earned and maintained by you. You do not have to live here to work here.
- Do NOT hang anything on sprinkler pipes.
- Cooking of any kind is strictly ***limited*** in your rooms and prohibited outside of your rooms (i.e., BBQ grills). Hot plates, toaster ovens, BBQ Grills, electric skillets, and any other high heat producing equipment are prohibited for fire safety reasons. Storage of these items in your room is also prohibited. A Blue Ridge Parkway picnic area, complete with BBQ grills and restrooms is located near the Inn. You are welcome to cook out there.
- Only snacks, drinks, or microwavable items are to be consumed in your quarters. Improperly stored food or large quantities of food will quickly create a rodent problem. We also ask that you separate your trash into recyclables and landfill items and then promptly deposit these into the proper locations. Correct disposal of trash and recyclables is a condition of your residency. Beware of leaving trash bags outside of your

dorm rooms. Animals (including skunks and bears) **will** get into your trash. You will be responsible for a difficult clean up.

- Illegal drugs or firearms/weapons of any kind are strictly prohibited. Possession of either will be grounds for arrest and/or termination of your residency.
- Visitors: The employee and their guest must check in to the front office BEFORE entering housing. If they are approved to visit housing, the earliest they may visit is 10:00 AM and they MUST be off the property by 6:00 PM. The employee and guest must come to the front desk to check out. Only one visitor allowed at one time. You are solely responsible for the conduct of your guest. Overnight guests are strictly prohibited. Non-Resident employees are prohibited from entering housing.
- Visitation between two or more resident employees is limited during quiet hours (10:00 PM to 10:00 AM). After that, employees must return to their quarters for the night.
- Pisgah Inn management and the National Park Service reserve the right to inspect your quarters at any reasonable time with or without prior notice and with or without you being present.
- Pets of any kind are prohibited.
- Pisgah Inn does not provide free ice to employees. If you need ice, please purchase it from our country store.
- Termination of your employment for any reason will result in immediate termination of your residency. You will be asked to vacate your room **immediately** upon termination of your employment. Once an employee is terminated, the dormitories and all other employee areas are off limits. Further, final pay due the terminated employee will be automatically **mailed on the next regular payday** to the address provided by the employee on their application. If for any reason your housing is terminated, but not your employment, you are welcome and expected to commute to work.
- Employees of legal drinking age may consume alcohol while off duty so long as it does not interfere with their ability to perform their duties on upcoming shifts. Public or excessive drunkenness, being in public areas with open containers of alcohol, or any alcohol related disturbances are violations of your residency agreement and cause for termination of your residency. Providing alcohol to minors is a federal offense.
- The water heater closet in the bathrooms is not to be used for storage.
- Residents are not to tamper with the smoke detectors in your rooms. Please inform management or any member of our safety committee of any problems with your smoke detector. Do not deface, mutilate, or destroy your living quarters. You are expected to keep your rooms neat and orderly, both on the interior and the exterior. Do not drive nails into walls or woodwork.
- Dartboards are not permitted.

- You may NOT burn candles or incense at any time. Fires can and have happened.
- Common sense, maturity, & discretion are the watchwords for residents. Have respect for your fellow employee who may be trying to sleep. **Quiet has priority over noise.** You may have reasonable recreation and social activities, but not at the expense of peace and quiet. Quiet hours are 10:00 PM - 10:00 AM and will be strictly enforced. If noise or music from the dorms can be heard by guests in any public areas, we consider it too loud regardless of the time of day. If noise from your room can be heard by your neighbor after quiet hours, we consider it too loud.
- The Laundromat in Housing is open for housing residents' use. It is usually open from 8:00 AM until 10:00 PM.
- **Mail:** Note: **Do not** change your mailing address to our address.

Employee mail may be addressed to:

P.O. Box 2417

Candler, N.C. 28715

- We pick up our mail from town 2 times per week. If you need more frequent mail service, we suggest obtaining a P.O. Box in either Candler or Waynesville. Employees may pick up their mail from the front desk after they are off work. Outgoing mail may be posted from the mail basket at the front office. Please purchase your stamps from the post office. We do not have postage stamps for sale for employees. Also, we require that you use FedEx, or UPS, for any large packages being sent to you. **Large Packages received at the U.S. Post Office will be returned to sender.** The above listed private shipping companies deliver directly to the Inn 6 days per week.

FedEx or UPS Deliveries:

408.6 Blue Ridge Parkway

Waynesville, NC 28786

- If you leave, quit, or vacate your room without following the prescribed procedures, you may incur additional costs associated with checking you out. If you leave any personal belongings or property in the room, they will be packed up by Pisgah Inn **and discarded**. If Pisgah Inn cleans the room, you will be charged your security deposit of \$100.
- Residents agree to avoid extended days off or vacations during the operating season. We cannot permit residents to take extra time off while they are occupying the employee housing (and needed for work).

APPENDIX F: DISCIPLINARY ACTION TO BE TAKEN IF AN EMPLOYEE BREAKS THE 100% NO SMOKING IN HOUSING POLICY:

- The first time your room inspection results in the determination of it being in violation of the non-smoking policy, you will be automatically fined \$100. This decision is left 100% up to the inspector(s) discretion and it will be an AUTOMATIC fine.
- Your room will be re-inspected two days later, and the directions given by the original inspector(s) must be followed.
- If there is a second violation, your housing privileges will be terminated.
- The ban on smoking has been enforced by the National Park Service. We will abide by these regulations.

Failure to sign this form will deem you ineligible for housing privileges.

Please sign below:

Employee Signature

Date

HR Signature:

Date

APPENDIX G: Employee Housing Inspection

Checklist

The purpose of the housing inspection is to ensure that the rooms are kept free of fire and safety hazards, that they are kept clean and up to Pisgah Inn and National Park Service standards, that they are kept free of rodent and insect infestation, and to ensure that vandalism or accidental damage is immediately identified and remedied.

Dorm inspections are not intended to punish or penalize, but to maintain and protect personnel and property.

A checklist similar to the one shown below is used to record the condition of your room upon your arrival, during each room inspection, and upon your departure.

CHECKLIST

Cleanliness

- ____ Litter on porch or exterior grounds (cigarette butts, trash, etc.)
- ____ Living area clean (Beds do not have to be made)
- ____ Bathrooms clean and neat (toilet, shower, floors, and walls)
- ____ Floors swept and mopped clean
- ____ Vanity clean. Mirror clean.
- ____ Recycling compliance
- ____ Trash emptied and can clean
- ____ Clothes hung up or in drawers or boxes (not on floor)
- ____ Beds on frames
- ____ Walls clean
- ____ Windows clean (glass and blinds)
- ____ Closet clean and orderly

Physical Damage

- _____ Holes in walls
- _____ Holes or damaged screens on doors or windows
- _____ Evidence of hot plates, toaster ovens etc.
- _____ Cigarette burns on floors or furniture
- _____ Smoke detectors tampered with
- _____ Doors or light fixtures damaged
- _____ Other fixtures or furniture damaged
- _____ Deck or porch damaged

Fire and Safety

- _____ Water heater closet clean and clear
- _____ Overloaded receptacles
- _____ Furniture too close to baseboard heater
- _____ Exits clear
- _____ Smoke alarm and fire extinguisher OK

Malicious Damage or Other Items

- _____
- _____
- _____

APPENDIX H: Pisgah Inn Room Rent Refund

Guidelines:

- To qualify for a refund of room rent, the employee must work a minimum of 360 hours, give a 2-week working notice or resign under mutually agreed upon reasons and documented by management.
- A 3-strike policy will be enforced. In order to be eligible, the employee must receive NO MORE than 2 disciplinary documentations.
- The refund will be for the employee ROOM RENT portion ONLY (\$5.25 per day)
- The employee's supervisor MUST sign off to ensure their duties have been completed.
- If for any reason the employee's room is left dirty, smoked in, or in ANY WAY damaged, they are not eligible for a refund of room rent or security deposit.

If confirmed eligible for the refund, this will be direct deposited if the employee has signed up for direct deposit for paychecks. If not, the employee will be mailed a check. A forwarding address must be given to the HR Director prior to the final day of season.

If the TV supplied by Pisgah goes missing, your paycheck will be deducted for \$300. In addition, if any of the TV supplies (HMI cables, satellite box or remote) disappear, the cost for these items will be up to \$100 and deducted from your paycheck. These items belong to the Pisgah Inn.

APPENDIX I: Company Vehicle Usage Policy

- The company provides vehicles for business use to allow employees to drive on company-designated business and to reimburse employees for business use of personal vehicles according to the guidelines below. The company retains the right to amend or terminate this policy at any time. (The term "vehicle," as used in these guidelines, includes, but is not limited to, cars, trucks, backhoes, front-end loaders, graders and any motorized watercraft.)
- Employees may not drive any business vehicles without prior approval of their supervisor. Prior to approving a driver and periodically thereafter, supervisors must check the employee's driving record. Employees approved to drive on company business are required to inform their supervisor of any changes that may affect either their legal or physical ability to drive or their continued insurability.
- Employees holding jobs requiring regular driving for business as an essential job function must, as a condition of employment, be able to meet the driver approval standards of this policy at all times.
- If possible, company vehicles will be permanently assigned to departments that have demonstrated a continued need for them. Additional vehicles are maintained in a motor pool for use by individual employees, as needed.
- Employees who need transportation in the course of their normal work may be assigned a company vehicle for their use. All other employees needing transportation for company business may use vehicles assigned to their department or those drawn from the motor pool. As a last alternative, when no company vehicles are available, employees may use their own vehicles for business purposes with prior approval of their supervisor.
- Employees who drive a vehicle on company business must, in addition to meeting the approval requirements above, exercise due diligence to drive safely and to maintain the security of the vehicle and its contents. Use of handheld cell phones (including texting) while behind the wheel of a moving vehicle being used on company business is strictly prohibited. Employees are responsible for any driving infractions or fines as a result of their driving.
- Nonemployees and nonbusiness passengers (i.e., family and friends) are prohibited from riding in company vehicles.
- Employees must report any accident, theft or malicious damage involving a company vehicle to their supervisor and the Personnel Department, regardless of the extent of damage or lack of injuries. Such reports must be made as soon as possible but no later than 48 hours after the incident. Employees are expected to cooperate fully with authorities in the event of an accident. However, employees should make no voluntary statement other than in reply to questions of investigating officers.

- Employees are not permitted, under any circumstances, to operate a company vehicle or a personal vehicle for company business when any physical or mental impairment causes the employee to be unable to drive safely. Additionally, employees shall not operate any company vehicle at any time or operate any personal vehicle while on company business while using or consuming alcohol, illegal drugs or prescription medications that may affect their ability to drive. These prohibitions include circumstances in which the employee is temporarily unable to operate a vehicle safely or legally because of impairment, illness, medication or intoxication.

Employee Signature

Date

Manager/Witness Signature

Date