



# BEAUPORT HOSPITALITY GROUP, LLC

## EMPLOYEE HANDBOOK

*Creating memorable experiences through genuine hospitality;  
for each and every guest, each and every time.*





July 2020

Dear New Associate,

***Welcome to our Team!***

My name is Sheree Zizik and I am the owner of Beauport Hospitality Group, which serves as the parent Company to Cruiseport Gloucester, Gloucester Marine Terminal, Seaport Grille, Beauport Cruiselines, Beauport Hotel Gloucester, 1606 Restaurant & Bar, and Rail Stop Restaurant & Bar.

It is important that each new Employee become familiar with our mission so we may demonstrate our commitment to the mission in our workplace each day. **Our mission is to create superior experiences and deliver exceptional customer service to each one of our guests.**

How do we demonstrate our commitment to our mission? Just a few simple examples: Employees should welcome guests with warm, friendly smiles. Relationships with guests are to be nurtured and valued. To show we value our customers, we deliver the highest quality of product and service. Beauport Hospitality Group Employees show a spirit of willingness to do whatever it takes to give guests the best food, lodging and service.

You can read more about our mission and values in your employment packet. Also, in your employment packet is a description of each of our properties. You should become familiar with our properties for your own knowledge, and so that you can answer questions from our guests about what we have to offer across our properties.

We hope you enjoy your work here at Beauport Hospitality Group and that this is the start of a long-term career here. You should know that we value our Employees and want to help them grow, succeed and progress down their chosen career path. Please see your Manager should you have any questions about employment here.

Again, welcome to the team. **We are growing, and hope you grow with us!**

Sincerely,

*Sheree Zizik*

Owner, Beauport Hospitality Group



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## COMPANY MISSION STATEMENT & VALUES STATEMENT

### Beauport Hospitality Group's Mission Statement:

- To uphold a code of ethics of, honesty, fairness, respect and responsibility.
- To welcome our guests with a warm and friendly smile.
- To nurture relationships of our customers by demonstrating our shared passion to deliver the highest quality of food.
- To honor the "Return of Guest" by showing how we work as a team. Show how our spirit of willingness will bring whatever it takes to give the guest the best food, service and cleanliness of our establishment.

### Beauport Hospitality Group's Values Statement:

*Quality is more than a word we use to describe our food and service. It is our standards that affect everything we do. It is always the result of high standards, sincere effort, intelligent direction and skillful execution.*

*Our commitment to quality distinguishes us from our competitors and must NEVER be compromised. We run our business impeccably with meticulous attention to detail to ensure that our places are among the best of the best.*

*Passion fuels our commitment to the endless quest for excellence. This passion must permeate throughout our business. I ask that you think creatively, embrace change and continuously improve upon past accomplishments. We must grow our knowledge, learn from our mistakes and aggressively pursue new ideas.*

*Our passion drives us to persevere and meet all challenges with enthusiasm to achieve the unachievable. We will succeed as result of our passion for excellence.*

*We are dedicated to unparalleled hospitality and genuine care of our guests. The reason we exist as a growing business is to provide absolute guest satisfaction. We recognize that we are all linked together in the service process- that each of us plays a distinct and vital role in the caring service. A mind-set of being "of service" must flow throughout our business. We have a responsibility to support and serve one another, because ultimately, we are all serving our guests.*

*We are dedicated to maximum levels of performance and productivity in all areas of our business. To drive the success of the Company, we must set aggressive goals, focus on results and hold ourselves accountable. We will approach our work with a sense of urgency with dissatisfaction with status quo. We have an obligation to earn a profit in order to remain in business and grow. This must be quality profit. We never jeopardize our future for short-term gain. We will balance our need for current earnings with our desire for consistent long-term passion with the hospitality business.*

*We all will be challenged to achieve these goals.*



## BEAUPORT HOSPITALITY GROUP - POINTS OF SERVICE

### The 10 Points of Service of Beauport Hospitality Group:

To be owned and followed by all Employees:

1. **WE STRIVE TO BE THE VERY BEST**
  - a. We do the best job we are capable of all the time in every part of our duties.
  - b. We are proud of what we do.
2. **WE ACT QUICKLY TO SOLVE PROBLEMS**
  - a. We do everything possible to please our guests.
3. **WE SMILE- WE ARE ON STAGE**
  - a. We always maintain positive eye contact and use our service vocabulary.
  - b. We greet our guests. We tell them “Certainly”, “I will be happy to do so” and “It will be my pleasure”.
4. **WE ARE FRIENDLY, HELPFUL, & COURTEOUS**
  - a. We treat our guests and our fellow Employees as we would like to be treated.
5. **WE ARE AMBASSADORS FOR OUR PROPERTIES - BOTH AT WORK AND AT PLAY**
  - a. We always speak positively and never make negative comments.
6. **OUR UNIFORMS ARE IMMACULATE**
  - a. We take pride and care in our personal grooming. We wear proper, safe footwear that is always clean and presentable.
7. **WE ARE POSITIVE**
  - a. We always find a way to get it done. We never, never give up.
8. **WE USE PROPER TELEPHONE ETIQUETTE**
  - a. We always try to answer in three rings and we have a smile in our voice. If necessary, we always ask if we may place customers on hold. We eliminate transfer calls whenever possible.
9. **WE ARE KNOWLEDGEABLE ABOUT ALL PROPERTY INFORMATION**
  - a. We always recommend our property’s services and all properties within the Beauport Hospitality Group.
10. **WE NEVER SAY NO**
  - a. We say “I will be pleased to check”. We suggest alternatives. We call our Supervisor or Manager if we feel we cannot satisfy our guest’s needs.



## **INTRODUCTION**

As you begin with us, we would like to provide you with some knowledge regarding our policies and procedures. You are expected to read and understand each policy of Beauport Hospitality Group (also referred to as “the Company” or “Beauport”). If you do not understand any policy or part thereof, please contact your Manager or Human Resource office. Please note that in conjunction with this Handbook, each operation also has separate Addenda for its facilities. To the extent that the applicable Addendum contains more specific information about a topic please note that such more specific information will apply. Please note that Beauport Hospitality Group Employees are referred to as “Employees” in this Handbook, and in Beauport’s Addenda to the Handbook, and in all separate policies. Neither this Handbook nor any of the Addenda are contracts of employment.

Beauport Hospitality, LLC has 7 operations under one umbrella:

### **CRUISEPORT GLOUCESTER**

Cruiseport Gloucester is a function facility for full-service events. Event Managers are responsible for the sales of all function events and employs an extensive catering staff of polished caterers to execute each function. The function department often books event dates years in advance, with weddings, corporate events, non-profit, showers, rehearsal dinners, and more, ranging from 50 to 320 guests.

### **SEAPORT GRILLE**

The Seaport Grille is a high-volume restaurant, boasting post and beam décor with two waterfront decks. As a full-service restaurant, Seaport is equipped with a large support staff. Seaport prides itself in extraordinary food and beverage, outstanding service, and cleanliness year-round.

### **BEAUPORT CRUISELINES**

Beauport Cruiselines is an elegant dinner cruise ship that runs luncheon and dinner cruises, along with weddings and special events. All events are marketed through the sales office at Cruiseport Gloucester. Safety is of utmost priority on the ship and the ship prides itself on exquisite food and service while sailing the beautiful Gloucester Harbor.

### **GLOUCESTER MARINE TERMINAL**

Gloucester Marine Terminal is a full service 220-foot dock that leases commercial vessels, houses fishing vessels year-round, and is a mega deep-water dock. It is the only private homeland security port North of Boston. Small cruise ships range from 100 to 500 feet at dock. The terminal also takes very large ships up to 1200 feet that will anchor outside of the Gloucester harbor Breakwater.

### **BEAUPORT HOTEL GLOUCESTER AND 1606 RESTAURANT & BAR**

Beauport Hotel Gloucester is a full-service hotel and restaurant built on the spectacular site of 55 Commercial Street. Beauport Hotel Gloucester has 94 guest rooms and suites, with a Grand Ballroom overlooking Gloucester Breakwater, Pavilion Beach and the greasy pole. 1606 Restaurant & Bar located within Beauport Hotel Gloucester, is an upscale full-service dining room, extensive



outdoor deck, and bar offering reserved wines and is open to the public. Birdseye Rooftop deck, is a guest-only amenity, offering a heated pool, Jacuzzi, and bar service.

### **RAIL STOP RESTAURANT & BAR**

Rail Stop Restaurant & Bar is a fine-dining restaurant offering contemporary New England Cuisine, an extensive beverage program, including an exceptional wine list. From the moment that you step into Rail Stop Restaurant & Bar, the experience is one of vintage elegance. Mahogany paneling and gas lantern chandeliers provide a warm, timeless setting for our dry-aged steaks, chops, fresh seafood, and acclaimed world-class wines.

## **EMPLOYMENT POLICIES**

### **EMPLOYEE ASSESSMENT PERIOD**

Your first ninety (90) days with the Company are an introductory period, designed to give the Company an opportunity to make an initial determination of whether you will be a good match for the position and to give you a chance to decide whether the position fulfills your expectations.

It is Beauport Hospitality Group's goal to continuously provide feedback to our staff by recognizing Employees for quality performance and also provide suggestions for improvement when necessary.

If, as a result of an illness, injury or leave of absence you are absent from work during your assessment period, we may choose to extend your introductory period or annual assessment as necessary to give you a fair period of time to evaluate your job performance. If your assessment period is extended, you will be notified.

All Employees, both during and after the introductory period, are Employees At-Will. During this period, as at any other time, you or the Company may end your employment for any reason.

### **ACCOMMODATION**

Consistent with the Americans with Disabilities Act as amended (ADAAA), it is the Company's policy to provide reasonable accommodations to qualified Employees who have a known condition that meets the definition of a "disability" under the ADAAA and will be able to perform the essential functions of the job with such reasonable accommodation. The Company will not provide accommodations which would force it to alter the essential functions of a job and/or which would constitute an undue burden to the Company.

It is also the Company's policy to provide a reasonable accommodation to an Employee's religion or religious practices, provided that the accommodation does not place an undue burden on the Company.

### **AMERICANS WITH DISABILITIES ACT**

Beauport Hospitality Group strongly supports the policies of the Americans with Disabilities Act as amended (ADAAA) and is committed to treating all applicants and Employees with disabilities in accordance with the requirements of that Statute. The Company evaluates individuals by their abilities and seeks to give full and equal employment opportunities to all persons capable of performing the essential functions of the job with or without a reasonable accommodation. The Company will provide reasonable accommodations to any known qualified persons with disabilities



who require such accommodations in order to perform the essential functions of the job, unless doing so would create an undue hardship on the Company, and urges Employees and applicants who may be disabled and require accommodation to advise the Company of their particular needs. Information concerning individual's disabilities and their need for accommodation will be handled on a case by case basis and with confidentiality to the extent possible.

The Company hopes that all Employees will advise Management personnel when they become aware of visitors or guests with special needs in our workplace. Our Employees have shown care and support for persons with disabilities in the past, and we count on them to continue to do so.

### **PREGNANT WORKERS FAIRNESS ACT**

The Company's commitment to equal employment opportunity includes a commitment that its Employees have the right to be free from discrimination in relation to pregnancy or a condition related to pregnancy, including post-pregnancy conditions, such as the need to express breast milk for a nursing child. The right to be free from discrimination includes the right to reasonable accommodation for conditions related to pregnancy. A reasonable accommodation is a modification or adjustment that allows the Employee to perform the essential functions of her job while pregnant or while experiencing a pregnancy-related condition, without undue hardship to the Company. An accommodation would pose an undue hardship if it would require significant difficulty or expense. In addition, in satisfying its reasonable accommodation obligation, the Company is not required to discharge or transfer an Employee with more seniority or promote an Employee who is not able to perform the essential functions of the job with or without a reasonable accommodation.

If an Employee or prospective Employee who can perform the essential functions of a position seeks an accommodation under this policy, she should direct that request to the HR Department. No Employee will be denied an employment opportunity or be subjected to an adverse action because of her request for or use of a reasonable accommodation for a pregnancy or a pregnancy-related condition.

After receiving a request for a reasonable accommodation, the Company shall engage in a timely, good faith and interactive process. The Company will not require a pregnant Employee to accept a particular accommodation or to begin a leave if another accommodation would enable the Employee to perform the essential functions of her job without undue hardship.

As part of the reasonable accommodation process, the Company may require documentation from an appropriate health care or rehabilitation professional, although no such documentation will be required for accommodations involving (i) more frequent restroom, food or water breaks; (ii) seating; (iii) limits on lifting more than 20 pounds; and (iv) private non-bathroom space for expressing breast milk.

### **EQUAL OPPORTUNITY EMPLOYER**

It has been and will continue to be the policy of the Company to be fair and consistent in all of its relations with its Employees and applicants for employment and to base all employment-related decisions upon valid, job-related factors, without regard to race, color, religion, national origin, age, sex, gender, gender identity, sexual orientation, ancestry, uniform service member or veteran status, pregnancy, physical or mental disability, genetic information or any other legally protected characteristic or class which is protected by applicable federal and/or state law (a "protected status"). This policy applies to hiring, training, promotion, compensation, disciplinary measures and all other personnel actions and conditions of employment. By this policy, the



Company wishes to ensure that all Employees have the opportunity to make their maximum contribution to the Company and to their own career goals. The intention behind this policy is to provide for an equal employment opportunity workplace that will simultaneously serve the requirements of the law, sound business practices, and individual dignity.

## **EMPLOYMENT AT-WILL**

Employment with Beauport Hospitality Group is at the mutual consent of Beauport and you, the Employee, and is not for any specified period of time. Either the Employee or Beauport may terminate the employment relationship at any time, for any reason, with or without cause, and with or without advance notice. Nothing contained in this Handbook is intended, nor should it be construed, to alter the at-will relationship between Beauport and each Employee. Although Beauport reserves the right to periodically change other terms, conditions, and benefits of employment (including, but not limited to, an Employee's job title, job duties, and compensation) the at-will nature of your employment with Beauport is one aspect of your employment relationship that cannot be changed except by way of an express written agreement signed by the Employee and the ownership group of Beauport Hospitality Group.

## **ANNIVERSARY DATE**

The first day you report to work is your official anniversary date. Your anniversary date is used to compute various conditions and benefits described in this Employee Handbook. Anniversary dates are subject to change for any Employee who has left the Company for more than 90 days, other than for an approved Leave of Absence.

## **ANTI-HARASSMENT POLICY**

Beauport Hospitality Group maintains a nondiscriminatory workplace free from all forms of unlawful discrimination, intimidation, harassment, including sexual harassment, and retaliation. Harassment of Employees or applicants based on race, color, religion, national origin, age, sex, gender, gender identity, sexual orientation, ancestry, uniform service member or veteran status, pregnancy, physical or mental disability, genetic information or any other legally protected characteristic or class which is protected by applicable federal and/or state law (a "protected status"), or any other category protected by federal, state or local law is illegal and contrary to the policy of the Company. Sexual Harassment and Discriminatory Harassment (as such terms are defined below) are prohibited by the Company.

Sexual Harassment means sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature when: (1) submission to such conduct is made an express or implicit condition of employment; (2) submission to or rejection of such conduct is used as a basis for employment decisions affecting the individual who submits to or rejects such conduct; or (3) such conduct has the purpose or effect of unreasonably interfering with an Employee's work performance or creating an intimidating, hostile, humiliating, or offensive working environment.

Under this definition, direct or implied requests by a Supervisor for sexual favors in exchange for actual or promised job benefits such as favorable reviews, salary increases, promotions, increased benefits, or continued employment constitutes sexual harassment.

Depending on the circumstances, the following conduct may also constitute sexual harassment: (1) unwelcome sexual advances - whether they involve physical touching or not; (2) use of sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life; (3)



dissemination of sexually explicit voicemail, email, graphics, downloaded material or websites in the workplace; (4) sexually oriented comment on an individual's body, comment about an individual's sexual activity, deficiencies, or prowess; (5) displaying sexually suggestive objects, pictures, cartoons; (6) unwelcome leering, whistling, touching or deliberate brushing against the body in a suggestive manner; (7) sexual gestures, suggestive or insulting comments; (8) inquiries into one's sexual experiences; or (9) discussion of one's sexual activities. While such behavior, depending on the circumstances, may not be severe or pervasive enough to create an unlawfully hostile working environment, it can nonetheless make co-workers uncomfortable. Accordingly, the Company considers such behavior to be inappropriate and may take disciplinary action even when the behavior is not unlawful.

Discriminatory Harassment is defined as any unwelcome verbal, non-verbal, physical or other conduct or behavior relating to an individual's race, color, religion, national origin, age, sex, gender, gender identity, sexual orientation, ancestry, uniform service member or veteran status, pregnancy, physical or mental disability, genetic information or any other legally protected characteristic or class which is protected by applicable federal and/or state law (a "protected status), that (1) has the purpose or effect of creating an intimidating, hostile, humiliating, or offensive working environment; (2) has the purpose or effect of unreasonably interfering with an individual's work performance; or (3) otherwise adversely affects an individual's employment opportunities.

#### **HARASSMENT & MISCONDUCT STATEMENT**

The Company strives to foster a work environment free of unlawful discrimination, sexual harassment, discriminatory harassment, and retaliation. To that end, the anti-harassment policy includes the following statements:

- All Employees are prohibited from harassing other Employees in violation of this policy. This includes both Supervisor- subordinate actions as well as between co-workers. All Supervisors and Managers are expected to set an appropriate example for staff by behaving in a professional manner.
- The Company clearly prohibits Management, Supervisors or Employees from making comments to any other Employees that may create a hostile environment. Also, no Manager may imply that the granting or refusal to grant sexual favors will in any way affect the creation, continuance, or termination of the employment relationship, or the conditions under which any Employee works.
- The Company's policy requires that hiring, performance and salary reviews, discipline, promotions, terminations and all other personnel decisions are to be based solely on work-related criteria.
- Employees and Management staff are allowed to fraternize except in a Management-subordinate situation. Managers are required to report to the property's Managing Director any personal relationships that form and that would jeopardize these standards.
- Prohibited behavior also includes favoritism by a Manager, Supervisor or other Employee with discretionary powers, toward an Employee with whom that Manager or Supervisor is having a personal relationship.



- All Employees are required to report any suspected incidents of discrimination, harassment and/or sexual harassment to the Human Resource/Managing Director immediately. This includes harassment of other Employees or of one's self.
- Any Employee who violates this policy may be subject to disciplinary action up to and including termination of employment. Any Employee who makes a false claim in bad faith under this policy may also be subject to disciplinary action.
- Third party harassment is also prohibited under the terms of this policy. The Company's policy against harassment covers Employees and other individuals who have a relationship with the Company which enables the Company to exercise some control over the individual's conduct in places and activities that relate to the Company's work (e.g. vendors, suppliers, customers or other non-Employees of the Company).
- The Company prohibits any kind of retaliatory act against an individual who has complained about harassment/discrimination or assisted in the investigation of a harassment/discrimination complaint.

#### **COMPLAINT/INVESTIGATION PROCEDURES**

Any person who believes that he or she is the victim of any type of discriminatory conduct, including sexual or other forms of harassment, or that another Company Employee has been the subject of discrimination, harassment or retaliation should promptly follow the procedures below:

1. Any Employee that feels harassed should, if the Employee feels comfortable doing so, tell the perpetrator to stop immediately and that the advances or other unwanted behaviors are unwelcome. The Employee must immediately report the harassment to the HRD/Managing Director.
2. All complaints of harassment or misconduct will be taken seriously.
3. All complaints of harassment may be made to any Manager, Sr. Manager, Human Resource Director, Managing Director or Owner of Beauport Hospitality Group. If a complaint has been reported to a Manager, they must immediately inform HRD/Managing Director.
4. A prompt and thorough investigation of all the circumstances surrounding the complaint will be conducted by the HR/Managing Director. Complaints against the Managing Director will be investigated by the Human Resources Director/or Ownership.
5. Every investigation will be conducted in a discreet and confidential manner to the extent practicable.
6. The investigation will generally involve an interview of the complainant, the accused and any witnesses. Written statements, dates and signatures may be required.
7. If any harassment or misconduct is found to have occurred, appropriate disciplinary actions will be documented and placed in the Employee's personnel file.
8. Discipline may include a warning, a written letter, remedial sexual harassment training and/or termination.
9. Upon completion of the investigation, the Company will provide the Employee who made the complaint with appropriate information about the outcome of the investigation.

Compliance with this Anti-Harassment Policy is a condition of each Employee's employment. The following agencies are responsible for governmental enforcement of employment discrimination laws, including laws prohibiting discriminatory harassment.



While addressing possible policy violations through the Company's internal procedures is strongly encouraged, Employees may contact the federal Equal Employment Opportunity Commission (EEOC) and state agencies such as the Massachusetts Commission Against Discrimination.

Equal Employment Opportunity Commission  
John F. Kennedy Federal Building  
475 Government Center  
Boston, MA 02203  
1-800-669-4000

Massachusetts Commission Against Discrimination  
1 Ashburton Place, Suite 601  
Boston, MA 02108  
617-994-6000

### **ANTI-VIOLENCE POLICY**

Beauport Hospitality Group prohibits bullying, violent acts or threats of violence by our Employees, applicants, guests, customers or vendors. The Company is committed to providing and maintaining a workplace that is violence-free for all Employees. No Employee should commit or threaten to commit any violent act against a co-worker, applicant, guest, customer, vendor or member of the public. The following guidelines should be followed by all Employees;

- A. Any Employee who is subjected to, or threatened with violence by a co-worker, guest, customer or vendor, or is aware of another individual who has been subjected to or threatened with violence, is to report this information to his/her Supervisor or Manager immediately or by calling 911. If, in the Employee's best judgment, calling 911 is necessary, the Employee should do so.
- B. Please do not assume that any threat is not serious. Bring all threats, suspicious individuals or activities to the attention of any member of Management so that the situation can be dealt with appropriately.
- C. Do not place yourself in peril. If you see or hear a commotion or disturbance near your work area, do not try to intercede, but report it immediately.
- D. All reported threats, suspicious individuals or activities will be thoroughly investigated, and all complaints which are reported to Management will be treated with as much confidentiality as practical.
- E. The Complaint/Investigation Procedures Policy set forth above will be followed.
- F. Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of the Anti-Violence Policy will be subject to prompt appropriate disciplinary action up to and including termination of employment.
- G. Making a false claim in bad faith is also cause for corrective action up to and including termination.
- H. Beauport encourages Employees to bring their disputes or differences with other Employees to the attention of their Manager, Human Resource Director or the Managing Director.
- I. It is the goal of the Company to prevent a situation from escalating into a potentially violent situation by assisting in the resolution of Employee disputes.



## **RETALIATION**

Beauport Hospitality Group does not tolerate any form of retaliation against Employees for making good faith complaints or reports of discrimination, harassment, or any other illegal or unethical activity undertaken by an Employee of the Company.

Anyone who violates this policy could be subject to appropriate disciplinary action, up to and including immediate discharge. If you are confronted with any form of retaliation, it is imperative that you report the incident immediately to your Manager, Human Resources, or the Managing Director so that it may be thoroughly investigated and addressed.

## **FAIR TREATMENT**

It is a fundamental principle of Beauport Hospitality Group that each and every Employee be treated respectfully, fairly, and justly at all times. We realize that being human; mistakes will be made in spite of our best efforts. We want to correct these mistakes as soon as they happen. The only way we can do this is to know of these mistakes, your problems, concerns, and any problems or concerns related to your work environment or conditions. If your concern relates to Equal Employment Opportunity and/or Harassment, please follow the complaint procedures stated in Conduct Section of handbook. Otherwise, please follow the steps below.

### **Step 1:**

Tell your immediate Supervisor or Manager. During this discussion, feel free to discuss the situation in detail. Your Supervisor wants to know your concerns and aid in resolving them. He/She will listen and discuss your situation in a friendly, courteous manner. Most often, you and your Supervisor will be able to take care of your concerns.

### **Step 2:**

If you do not get the situation resolved in Step One or do not feel comfortable speaking to your immediate Supervisor or Manager, please speak to Human Resources/Senior Manager - he/she will obtain the facts and try to resolve your concerns in a fair manner.

### **Step 3:**

If, after a thorough discussion of the matter with your Manager, Human Resource and Senior Management and you still feel the concern has not been resolved to your satisfaction, you may consult with the Managing Director, whose decision on the matter shall be final and binding.

It is the policy of the Company that all Employee suggestions and concerns shall be given full consideration. There will be no discrimination or retaliation against any Employee because he/she in good faith presents a concern, problem or opportunity.

**If you would like your concern addressed in a confidential matter, please e-mail:  
HR@Beauporthospitality.com.**

## **JOB POSTINGS**

Beauport Hospitality Group is dedicated to assisting Employees in reaching their professional goals through internal promotion and transfer opportunities. Beauport is an Equal Opportunity Employer and is committed to providing equal employment opportunities to all qualified individuals. Current career opportunities are typically posted by the time clock for internal review.



## **EMPLOYEE TRANSFERS**

Beauport Hospitality Group supports assisting Employees in finding the work environment and job title that suits their strengths best, and will do their best to engage with Employees who communicate an interest in transferring to another Beauport Hospitality Group entity.

To be eligible for a transfer, Employees must qualify by meeting the following requirements:

- Employed at least 3 months within the Company
- In good standing, with minimal disciplinary action
- Receive approval from the Managing Directors at both participating properties
- Must meet the job requirements of the position
- Must complete a formal transfer application

Transfers are never guaranteed and are only approved when the Employee and both parties agree upon a positive outcome. Under extenuating circumstances, Managing Directors may authorize an exception to the above guidelines.

All employment decisions (including recruitment, hiring, promotion, compensation, transfer, discipline and termination) are based on the applicant's or Employee's qualifications as they relate to the requirements of the position under consideration. These decisions are made without regard to race, sex, national origin, color, age, disability, veteran status, pregnancy, sexual orientation, religion, or any other status protected by applicable law.

## **EMPLOYMENT OF RELATIVES**

Beauport Hospitality Group permits the employment of relatives within certain guidelines designed to avoid favoritism and discrimination in the work environment. Employing family members in the same department can be approved by the Managing Director, based on Ownership discretion, if it is determined that the relationship will not disrupt and/or interfere with the operation of the department. If Management believes it is necessary, the Beauport Hospitality Group may ask that one of the Employees transfers or resigns. For purposes of this policy, a relative is any person who is related by blood or marriage. This policy applies to all Employees without regard to gender, sexual orientation, or any other status protected by applicable law.

## **PERSONNEL FILES**

The importance of maintaining current personnel files means that you must advise your Supervisor of any changes in personal information, such as a change of your name, address, phone number, insurance information, dependents, or material status. It is the policy of Beauport to ensure the Employee is aware of all documents placed in the Employee's personnel file. Files are the property of the Beauport Hospitality Group, and access to the information is restricted. All personal information is kept confidential and maintained in a secure area. Current Employees may review the contents of their personnel files or receive a copy of their personnel files by requesting, in writing, an appointment during regular business hours with the Human Resources Director. Employees may be charged the actual cost of photocopies if a copy of the personnel file is requested.



## **REFERENCE CHECKS**

The Beauport Hospitality Group maintains the discretion to conduct reference checks for all qualified candidates. In cases where other employers contact Beauport for references for former Beauport Employees, it is Beauport's policy to confirm its former Employees' dates of employment and job title. If you receive a request for reference information, please forward it to your Supervisor. Under no circumstances should an Employee provide another employer with information regarding current or former Employees of the Company.

## **PROOF OF U.S. CITIZENSHIP AND/OR RIGHT TO WORK**

Federal regulations require that: 1) all applicants complete and sign Federal form I-9, the Employment Eligibility Verification Form, before being employed; and 2) all applicants who are hired need to present documents of identity and eligibility to work in the United States of America.

## **RE-HIRES**

If you leave the Company and are interested in re-employment, you may be considered provided you:

- Submit a written application
- Meet the requirements of the open position
- At the time of your termination were in good standing with the Company

If Beauport rehires you within 30 calendar days of your termination date and you had successfully completed your initial 90-day introductory period, your insured benefit waiting time will be waived. The effective date is based on your specific insurance plan guidelines which will be discussed upon rehire. Vacation benefits will not be retroactive therefore you will begin to accrue vacation benefits as of your rehire date.

If you did not complete your three-month initial assessment period, and are rehired within 30 calendar days, you will be treated as a new hire. If Beauport Hospitality Group rehired you beyond 30 calendar days after your employment was terminated, you will be considered a new hire. Length of service for the purposes of insured benefits is governed by the terms and conditions of each benefit plan.

Beauport Hospitality Group adheres to the Massachusetts Earned Sick Time Law regulations regarding breaks in service.

## **EXIT INTERVIEWS**

All Employees who leave the employment of the Company may be asked to participate in an exit interview and fill out an exit interview form. Because we believe our Employees are a very valuable source of information about ways to improve our operations, we will use the exit interview as an opportunity to discuss with you your experience at the Beauport Hospitality Group and ask for your suggestions for improvement.

## **LAYOFFS**

A layoff is a termination caused by lack of work, the elimination of your job, or re-organization. Layoffs will be conducted as needed due to business demands. Employees' evaluations and past



disciplinary notices are tools that may be used in determining layoff status. If you are laid off, the Beauport Hospitality Group will give you your final paycheck on your last day of work. That check will include any unused earned and accrued vacation. You will not receive pay for any accumulated sick days.

## **TERMINATION OF EMPLOYMENT**

Since employment with Beauport Hospitality Group is based on mutual consent, both the Employee and the Company have the right to terminate employment at will, with or without cause, at any time, for any reason. Although advance notice is not required, the Company requests at least two weeks' written resignation notice from all Employees. If an Employee does not provide advance notice as requested, the Employee may be considered ineligible for rehire. Employees may not use vacation time during the notice period.

Employees must return all Company property in their possession including uniforms, keys, equipment, materials and written information issued to them, immediately upon request or upon termination of employment. Employees will receive their final pay in accordance with applicable state law.

Employees leaving the employment of Beauport Hospitality Group, whether voluntary or involuntary, shall receive all monies owed to them per Company policies and in adherence to all applicable laws. Final pay for all voluntary terminations in the Commonwealth of Massachusetts, shall be paid out on the next regular payday. For involuntary terminations, Employees will be paid all monies owed on the day of discharge.

## **MEAL BREAKS**

All Employees who work for six or more consecutive hours, by law shall be entitled to a 30- minute meal break, which is unpaid for non-exempt Employees. During this break, an Employee must be relieved of all duties and must be free to leave the workplace. The Department Manager will determine the time in which Employees will take their meal breaks.

An Employee who may need to leave Company property during their designated meal break is to notify his/her Manager and is required to punch out and back in for their 30-minute meal break time. An Employee may voluntarily agree to give up a meal break by (1) working through his or her meal break with the approval of the Company, as outlined in the "Waiver of Meal Period" policy below, or (2) agreeing to remain on the premises during the break at the request of the employer. However, the Employee must be paid for this time.

## **WAIVER OF MEAL PERIOD**

Non-exempt Employees wishing to voluntarily waive their right to 30-minute meal breaks during their period of employment with the Company, must complete a Meal Break Waiver Form for that purpose; and thereafter will be paid for time worked, without any ½ hour meal period deduction. This Form once completed will be placed in the Employee's personnel file.

Any Employee that has opted to sign the Waiver Form and elects thereafter to take a 30- minute meal break during any given shift that meets the State required minimum of 6 hours in a day, must initially notify their Manager at the beginning of such a shift, so that arrangements can be made to cover his/her time away from the job.



- Employees may not waive meal periods merely to shorten their workday or accumulate meal periods for any other purpose. All shifts must be worked as scheduled.

\*All non-exempt Employees that choose on a regular basis to take their 30-minute meal break (Employees that do not sign the Waiver Form) but in a specific shift wishes on a temporary basis to waive their rights to a meal break, must complete a waiver form for each requested shift and submit it to his/her Manager for payroll processing.

## **SCHEDULES**

Due to the cyclical nature of the hospitality industry, Employees may be required to work varying schedules to reflect the business needs of the Company. Therefore, no Employee can be guaranteed a particular shift or particular days off.

The workweek shall consist of seven (7) consecutive, twenty-four (24) hour periods. For purposes of scheduling and pay, the workweek begins on Sunday and ends on Saturday. Department Managers and Supervisors determine schedules on a weekly basis; non-exempt Employees must clock in and out according to that schedule, and all Employees must adhere to scheduled hours.

Your Supervisor/Manager will show you the location where work schedules are posted. In most cases these schedules will be posted no later than Thursday prior to the start of a workweek. Your schedule may change from week to week, so you must check it each week.

Your Supervisor/Manager will make every effort to honor your schedule requests. However, while you may have been hired to work a certain shift, you may have to change your present shift or workstation due to business demands and considerations. It is, therefore, important that you realize you were hired with the understanding that you will be scheduled when and where needed and will be expected to work accordingly, under Managerial direction.

Your department Supervisor/Manager is the only person authorized to make changes to a posted schedule. If you want a change to be made to the posted schedule, consult your Supervisor/Manager.

Final schedules are to be submitted to the Managing Directors by Tuesday of the preceding week, before posting to the team on Thursdays. If a schedule has been submitted to the Managing Directors as a final to post, and there continues to be adjustments, those adjustments need to be communicated.

If more than two days off in a row, over a two-week time period are put together to make three and four days, the Request for Time Off (RTO) guidelines will apply. Specifically, to weekend days. *For example, if a Manager's off days are Friday & Saturday for one week, and Sunday & Monday of the following week, the RTO guidelines would apply.* This does not mean that PTO is necessary, however this needs to be communicated and approved by your Manager/Department Head, by filling out a Request Time Off Form (RTO) that is then forwarded for Managing Director's review.

## **RECORDING WORK TIME OF NON-EXEMPT EMPLOYEES**

Your Supervisor/Manager will show you the location of the time clock and explain the property's specific rules for recording your start and end time. NO non-exempt Employee is permitted to



record another Employee's time. If you forget or have trouble punching in or out, you must let your Supervisor/Manager know immediately so an adjustment can be made to reflect your hours worked.

Employees are required to punch in and out under their correct job code and rate of pay. **Employees must punch in and out within 5 minutes before or after the start and end of their scheduled shift.** Any Employee who violates time and attendance policies may be subject to disciplinary action, up to and including termination.

### **REPORT-IN PAY**

Non-exempt Employees who report for work as scheduled, or at the request of the Company and for whom no work is available will be paid a minimum of three hours' work unless the Employee voluntarily asks to be released early due to personal illness. In this event, the Employee must record their personal request and reason for release.

### **MEETINGS AND TRAINING PROGRAMS**

Attendance at meetings, training programs, and similar activities required by your Supervisor/Manager are considered working time. If an Employee is scheduled to be off, the Employee will be paid for the time in attendance for a mandatory function. If the function is not mandatory or work related, Employees will not be paid unless they are already scheduled. All time will be subject to federal and state overtime pay requirements.

### **OVERTIME**

Non-exempt Employees may be asked or required to work overtime (i.e., time worked over 40 hours in a given workweek) in certain circumstances. All overtime must be approved by the Manager or Supervisor prior to the Employee working beyond the scheduled time. Working overtime without obtaining prior Supervisory approval may result in disciplinary action. Overtime will be paid according to the Company's policy, which will meet the requirements of federal and state law.

Exempt Employees are not eligible for overtime pay and instead are paid a salary that is intended to compensate them for all hours worked, including any hours worked over 40 hours in any workweek.

### **TIPPED EMPLOYEES**

In accordance with the Internal Revenue Service regulations, it is required that all employers track the sales generated by all "tipped Employees" to determine if the Employees are properly reporting tips per the Internal Revenue Code. Therefore, tipped Employees are required to report all tips.

### **SAFE HARBOR POLICY FOR EXEMPT EMPLOYEES**

It is our policy and practice to accurately compensate Employees and to do so in compliance with all applicable state and federal laws. To ensure proper payment and that no improper deductions are made, Employees must review pay stubs promptly to identify and report all errors.



Employees classified as exempt salaried Employees will receive a salary which is intended to compensate them for all hours they may work for the Company. This salary will be established at the time of hire or classification as an exempt Employee. While it may be subject to review and modification from time to time, such as during salary review times, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work performed.

Under federal and state law, salary is subject to certain deductions. For example, unless state law requires otherwise, salary can be reduced for the following reasons:

- full-day absences for personal reasons other than sickness or disability;
- full-day absences for sickness or disability if the deduction is made in accordance with a bona fide plan, policy or practice;
- full-day disciplinary suspensions for infractions of our written policies and procedures;
- Family and Medical Leave Act absences (either full- or partial-day absences);
- to offset amounts received as payment from the court for jury and witness fees or from the military as military pay;
- the first or last week of employment in the event the Employee works less than a full week; and
- any full work week in which the Employee does not perform any work.
- 

Salary may also be reduced for certain types of deductions such as a portion of health, dental or life insurance premiums; state, federal or local taxes; social security; or voluntary contributions to a 401(k) plan.

In any work week in which the Employee performed any work; salary will not be reduced for any of the following reasons:

- partial day absences for personal reasons, sickness or disability;
- an absence because the employer has decided to close a facility on a scheduled work day;
- absences for jury duty, attendance as a witness, or military leave in any week in which the Employee performed any work (subject to any offsets as set forth above); and
- any other deductions prohibited by state or federal law.

However, unless state law provides otherwise, deductions may be made to accrued leave for full- or partial-day absences for personal reasons, sickness or disability.

If the Employee believes he or she has been subject to any improper deductions, the Employee should immediately report the matter to a Supervisor or Manager.

#### **WAGE ADMINISTRATION POLICY**

The Company has an effective wage administration program which provides for a wage range for most positions. New Employees enter the job at the “hire rate” and are eligible to receive increases based on satisfactory job performance and Managing Director and/or Ownership’s discretion.

In rare instances of extraordinary skills or knowledge related to the job, a new Employee may be hired above the “budgeted rate.” When the max rate for a job is reached, there are no increases beyond the amount scheduled, so long as the wage scale does not change. Increases beyond the



“max” are permitted only when performance is rated “outstanding,” and the increase is approved in advance by the Managing Director.

Some jobs are “flat rate.” This means that the job is paid at a single rate with no increases. These jobs are tipped positions, where a major part of the income comes from gratuities earned.

### **ANNUAL PERFORMANCE REVIEW**

Your Manager/Supervisor should discuss your performance with you after the completion of your assessment period. Thereafter, you should receive annual performance reviews. You do not need to wait until your performance review to discuss any questions you have with your Manager.

Due to the cyclical nature of our business, reviews are completed annually, but are not guaranteed on your anniversary date. Wage increases are not necessarily granted after every performance review.

### **PAYCHECKS/PAYDATE**

Our bi-weekly pay periods start on Sunday and end on Saturday. Your bi-weekly pay will be offered through direct deposit or a pay card for your convenience. Employees are compensated for all hours worked during a two week pay period and are required to report any payroll discrepancies immediately to their Supervisor and to the Payroll Specialist. Employees are able to access all payroll information on the Beauport Hospitality Group’s online self-portal system.

### **DIRECT DEPOSIT AND PAYCARDS**

Pay checks can be directly deposited into an Employee’s savings or checking account. An application needs to be completed along with proper back up. Please allow 2-3 weeks to process. Should an Employee not have a bank account, a Pay Card application must be completed.

### **GARNISHMENT/CHILD SUPPORT**

Beauport Hospitality Group is legally bound to withhold an indicated amount when an Employee’s wages are garnished by Court Order. The Company will honor applicable federal and state guidelines that protect a certain amount of an Employee’s income from being subject to garnishment.

### **JURY DUTY**

Jurors are compensated to prevent financial hardship from interfering with serving jury duty. In compliance with Massachusetts law, the Company will pay Employees who have jury duty their regular wages for any work missed for the first three days of service.

Employees will be paid their normal rate of pay and tipped/commission Employees will receive minimum wage rate of pay only.

Upon learning of your jury assignment, please provide your Director of HR with a copy of your Jury Duty Summons immediately. In addition, the Employee must provide Beauport Hospitality Group a copy of their Certificate of Juror Certificate in order to be paid accordingly. Beauport Hospitality Group will not interfere with your ability to perform jury service in any way.



If released early from Jury Duty, you are required to return to work, if released with sufficient time to get to work from the courthouse. Should your service be cancelled, you must communicate immediately to your Manager that you are available for work.

### **WORKER'S COMPENSATION**

State law provides for compensation in the event you suffer an on the job accident or occupational illness as defined by the Worker's Compensation laws. The Company bears all the cost for this insurance. If you are injured on the job, you must notify your Supervisor immediately, no matter how slight the injury is. Be sure an Accident Report is completed and signed by you and your Supervisor prior to the end of your shift. Arrangements will be made immediately for you to get medical attention from an authorized physician and/or hospital, if necessary.

Beauport requires the timely reporting of any valid job-related injury or illness. Abuse of the Worker's Compensation benefits will not be tolerated and the Company reserves the right to investigate, or have its worker's compensation insurance carrier investigate the facts of all claims. Appropriate disciplinary action will result if it is determined that an Employee is found to have falsified the reporting of a worker's compensation claim.

### **STANDARDS OF CONDUCT - PERFORMANCE EXPECTATIONS**

We are delighted that you are joining our team. It is our intent that all Employees succeed in their employment with us. Therefore, it is necessary that we set specific standards of conduct for Employees to follow so everyone will know and understand what is allowed and not allowed.

### **DOCUMENTATION PROCESS**

Beauport Hospitality Group expects all Employees to take personal responsibility for maintaining high standards of conduct and job performance, including adherence to all Company policies and procedures. When Employee job performance is below standard, rules are not followed, or Employee conduct is unsatisfactory, discipline may result. By using corrective action, we hope that most Employee problems can be corrected at an early stage, benefiting both the Employee and the Company. Disciplinary action may be in the form of a verbal or written counseling, written warning, final warning, suspension, or termination of employment.

The nature and seriousness of the offense, the Employee's past record, and the impact on the Company, its Employees, and guests will all be taken into consideration in determining whether disciplinary action is necessary and what form of corrective action is needed. Beauport Hospitality Group reserves the right to determine the appropriate level of corrective action or discipline and to skip lesser forms of discipline if the Beauport Hospitality Group deems it appropriate to do so. This corrective action policy does not alter the at-will relationship the Beauport Hospitality Group maintains with its Employees.

Progressive discipline will be effective annually from the date of the Employee's last disciplinary action. Once the previous documentation surpasses a 12-month period, the documentation will remain in the Employee's personnel file, but at the Company's discretion, will be taken into consideration progressively for the next disciplinary action.

### **EMPLOYEE CONDUCT**



The following are examples of unacceptable conduct and are not all inclusive. The examples of conduct which violate Company policy and may result in disciplinary action, up to and including termination, are as follows:

1. Failure to follow Company rules, regulations, policies and procedures.
2. Violating a safety rule or practice. Working or behaving in an unsafe manner. Failing to report personal injury, accidents, breakage, or damage to equipment, and machinery. Giving false information or refusing to cooperate in the investigation of accidents or injuries.
3. Insubordination: Failure or refusal to carry out one's job assignments or to comply with a request from a Supervisor.
4. Any discourteous conduct, use of obscene or suggestive language, rudeness, coercion, intimidation, threats, or similar acts to guests, subordinates, Supervisors, co-workers, vendors, or anyone else doing business with or using the services of the Company. (i.e. bullying actions, discriminatory comments)
5. Disrespectful treatment, verbal, visual, or physical harassment or other threats of (or actual) violence on co-workers, guests or members of the public.
6. Reporting to work under the influence of intoxicants or drugs, drinking alcoholic beverages, using drugs, or the possession of either while on Company time or premises.
7. Gambling, fighting, or any disruptive behavior while on Company premises.
8. Theft, misappropriation, misuse or willful destruction of a fellow Employee, a visitor, or Company property, or unauthorized handling or removal of such, including found items. Alcohol is to be turned in to Security for disposal. All other items are to be turned into the Executive Housekeeper or Security to be logged and stored.
9. Engaging in criminal activities, or the conviction of or pleading guilty to serious criminal offenses or unlawful activities, that adversely affect an Employee's qualifications for a job or that might damage the reputation and business goodwill of the Company.
10. Defaming a current or former Employee of the Company, whether through social media networks, text messages, blogs, etc.
11. Conduct that is illegal.
12. Sleeping during working hours.
13. Making or publishing knowingly false and malicious statements concerning any guests.
14. Distributing literature, posting information or removing Company documentation from bulletin boards. Selling, solicitation, fund-raising, or collection during work time.
15. Soliciting gratuities from guests, altering guest checks or commenting on the gratuity given.
16. Any unauthorized offering of a complimentary or discounted pricing of any product.
17. Falsification or alteration of Company records, including employment application. This includes clocking in or out for another Employee.
18. Interfering or hindering of work schedule; failing to work a shift as scheduled. Misuse or repeated nonuse of your time, to include not clocking in or out for your shifts and meal breaks. Walking off the job or leaving during your working hours.
19. Unauthorized use of Company telephones, computers or guest facilities.
20. Possession of firearms, weapons, and other dangerous or hazardous devices on Company property or off property while performing job duties for the Company.
21. Abuse of any privileges extended under Beauport Hospitality Group benefit programs.
22. Revealing confidential Company information to unauthorized persons, and/or using the Company's confidential information for personal gain or shared with others for personal gain.
23. Failure to meet the required performance standards.



24. Being absent three consecutive workdays without reporting, which will be treated as a voluntary resignation.
25. Being on premises before or after your scheduled shift without specific authorization of the Department Head or Managing Director. At the Beauport Hotel, Employees may not go to, call, or enter a Guest's room for a social or personal matter or enter into any type of personal contact any place on property while on or off duty without prior approval from the Managing Director.
26. Team Member's wishing to use services of the Company must obtain prior approval from the Managing Director.
27. Loitering or being out of your work area without permission. Employees may not go to their cars while on the clock.
28. Repeated absenteeism or tardiness (See Absenteeism/Tardiness Policy).
29. Any unauthorized leave of absence or overstaying a leave of absence without authorization or not reporting to work after being released by a doctor following absence due to an injury or illness. Not following back to work instructions given by a doctor.
30. Failure to report in the proper uniform or comply with established Standards of Appearance Policy.
31. Refusing to allow Management or other designated personnel to inspect Team Member banks, bags, purses, and lockers whenever necessary.
32. Failing to maintain accurate and proper accountability and control of cash; excessive cash variances or other irregularities.
33. Any other inappropriate or unprofessional conduct or violation of other Company policies or procedures.

These are just some examples of inappropriate conduct, and the Company maintains full discretion to discipline an Employee for engaging in other inappropriate conduct not listed here.

#### **PERSONAL/SOCIAL RELATIONSHIPS IN THE WORKPLACE**

As a general matter, the Company does not attempt to regulate the private social behavior of its Employees. However, where that behavior may have a negative impact on the work environment or present a conflict of interest, the Company reserves the right to take whatever action is appropriate, in its discretion, to maintain an equitable and professional work environment and protect the Company's interests.

Beauport Hospitality Group Employees should maintain professional and business-like relations with all Employees and all guests at all times. With the exception of Company sponsored functions, socializing and fraternization with guests is not allowed on Company premises. The intimate or social relationships between non-Management Employees will be addressed only when, and if, those relationships negatively impact the work environment or present a conflict of interest.

Managers and Supervisors have a particular responsibility for maintaining a professional business environment. An intimate relationship between individuals who have a direct or indirect Supervisory relationship with each other may have undesirable repercussions in the workplace and is highly inappropriate. If such a situation develops, the involved Employee in the Supervisory position must communicate this fact to his/her Manager so that a transfer or reassignment may be considered for either party. Failure to follow this policy is considered serious misconduct and may result in disciplinary action up to and including termination.

#### **ABSENTEEISM/TARDINESS**



The successful operation of the business depends upon every team member coming to work, arriving on time and staying until the end of the Employee's scheduled work day. Beauport Hospitality Group expects all of its Employees to assume responsibility for their attendance and punctuality. Employees' time is recorded electronically. If an Employee is going to be tardy or absent, they must notify their department Manager no later than two hours in advance of their scheduled shift.

Employees will be considered tardy if they report to their work area in uniform later than 5-minutes past their scheduled starting time. Absenteeism and tardiness become a burden to your co-workers and may result in a less-than-perfect stay for our guests. If an emergency will cause you to arrive late, leave early or be absent from work, you should personally notify your Manager as soon as possible. Absenteeism and/or tardiness that are unexcused or excessive in the judgment of the Company is grounds for disciplinary action, up to and including termination.

- **If you cannot make a scheduled shift and do not communicate this to your Supervisor at least two hours prior to your start time, this will be considered a "no-call no-show" and appropriate disciplinary action may be taken.**
- The Company reserves the right to request a doctor's note if you call out sick for three consecutive days on which you were scheduled to work.
- You are expected to call out each day that you will be absent. If you are absent for three days and fail to contact your Supervisor during that time, you will be deemed to have voluntarily resigned from your employment with us.

## DEFINITIONS

**Excused Absence or Tardiness:** An absence or tardiness will be classified as excused when the absence or tardiness is due to one of the following reasons:

1. Jury duty or mandated court subpoena
2. Approved leave of absence pursuant to Company policy or applicable law
3. Approved paid time off (i.e., vacation, sick time, bereavement time)
4. Military leave of absence
5. Natural catastrophe such as an earthquake or tornado

**Unexcused Absence or Tardiness:** An unexcused absence or tardiness will be classified as such when the reason is not covered by the factors listed above.

**Unreported Absence or Tardiness:** An unreported absence or tardiness should be classified as an unexcused absence or tardiness regardless of the reason. An unreported absence of three consecutive days will result in a voluntary resignation.

**Tardy:** Employees may punch in up to five minutes before their scheduled start time, expected to be in their uniform and at the work station at the scheduled start time. Any unexcused tardy will be handled as follows:

- 1<sup>st</sup>-3<sup>rd</sup> Occurrence: A verbal Warning
- 4<sup>th</sup> Occurrence: A written warning
- 5<sup>th</sup> Occurrence: A final written warning
- 6<sup>th</sup> Occurrence: Dismissal

Should you fail to notify your Manager that you did not punch in, you will be considered tardy.



Any tardiness after one hour will be considered an absence.

**Absenteeism:** All absences not meeting the Excused Absence criteria listed above will be considered unexcused. Every unexcused absence is subject to disciplinary action listed below up to and including termination.

- 1<sup>ST</sup> Occurrence: A verbal warning
- 2<sup>nd</sup> Occurrence: A written warning
- 3<sup>rd</sup> Occurrence: A final written warning
- 4<sup>th</sup> Occurrence: Dismissal

The Company reserves the right to alter the disciplinary penalties noted above based upon the circumstances surrounding the offense and/or the Employee's disciplinary record with the Company. Nothing in this policy prohibits the Company from issuing more severe discipline, up to and including termination of employment, if in the sole discretion of the Company's Management, the circumstances so warrant. Nothing in this policy alters the at-will status of each Employee.

Please consult your Manager regarding inquiries about the Attendance Policy. This Absenteeism/Tardiness Policy is intended to comply with any applicable state laws, and to the extent this Policy is inconsistent with an applicable state law, the state law in question governs.

#### **CELL PHONE POLICY**

All personal phone calls or cell phone use including texting should be made before or after your shift or on your meal break in Employee designated areas. Employees cannot make or receive personal telephone calls and/or texts during working time except for an emergency and with Management approval. Incoming emergency calls will be communicated to the MOD, who will relay the emergency message to the Employee.

Employees are allowed to carry their cell phone for emergency use only, which must always be placed on silent. For emergency cell phone use during a shift, the Employee must receive approval from their Manager first, and then make the call in a non-guest area.

For effective communication within the Company, the Managing Director may approve certain Managers, Supervisors or job classes to use a cell phone for business purposes only, always outside of guest view.

Adherence to this policy is required. Lack of cooperation by an Employee may result in loss of cell phone privileges during working hours as well as disciplinary action, up to and including termination.

#### **CHEWING GUM AND EATING**

Employees are prohibited from chewing gum at work. Eating is only permitted in authorized designated areas.

#### **PUBLIC RESTROOMS**

Employees are not permitted to use guest-only restrooms and should only use the restrooms designated by their property. Hands must be washed prior to returning to work.



## **RETURNING TO WORK PREMISES**

Employees are not permitted in working areas at any time other than their assigned work shift unless specifically authorized by their Manager/Supervisor. Employees may come on Company property on their day off to pick up their paycheck and/or review of their future schedule but must use approved entrances and exits. They should leave the property immediately following and should not go to their work area.

## **SMOKING**

Beauport Hospitality Group promotes a safe and healthy environment for all our guests and Employees; therefore, smoking is prohibited throughout all properties and any Company vehicles. Employees are permitted to smoke during service hours; however, they should only take smoke breaks during their Meal Break period, not in addition.

Employees who smoke must keep a clean, odorless, smoke-free environment by washing hands, using breath mints, and covering or removing uniforms. Smoking in an Employee uniform or issued apron is unacceptable. Smoking of any kind, including tobacco use and e-cigarettes, is permitted only in outside designated smoking areas during an approved break by your Manager.

**No additional breaks are allowed to any Employee who smokes - Employees are required to use smoke breaks during normal Meal Break periods.**

Smokers and users of tobacco products must dispose of the remains in the proper containers; this helps to keep a neat and clean environment for all Employees and our guests.

While Beauport Hospitality Group has designated smoking areas available for its Employees and Managers, the Company in no way has any legal responsibility to do so.

**The Company asks that all Managers refrain from using the designated smoking area when their Employees are present, based on our corporate Fraternization policies.**

Employees who choose to use these smoking areas do so at their own risk. The inability to comply with the Company's Smoking Policy may result in disciplinary action.

## **VISITORS**

Employees may bring family members and friends on Company property during working time only with prior authorization from their Manager. Children or visitors are not allowed in the back of the house area for any reason. If a friend or relative has a valid reason to see an Employee during work hours, the visitor must report to the Manager on duty.

## **CASH HANDLING**

Employees in cash handling positions are directly responsible for banks issued to them and for cash sales reported. Improper cash handling will lead to disciplinary action and/or the Employee's removal from a position requiring cash handling. Banks will be subject to periodic, unannounced audits. Misappropriation of Company funds will result in immediate termination.

All monies collected on behalf of the Company are to be turned in at the end of the shift in which the monies were collected. Any shortages are the responsibility of the cashier collecting.



## STANDARDS OF APPEARANCE

Our Employees play a critical role in how our guests perceive Beauport Hospitality Group and its Companies. The professional appearance of all Employees sends a positive message to our guests.

A clean, polished, well-groomed Employee is one of the first impressions you will make on our guests. Consequently, Employees must take pride in their presentation and follow all guidelines outlined by Management. All Managers are responsible for communicating and enforcing the Standards of Appearance Policy to his/her staff.

As required by law, Management may also make reasonable accommodations in relation to standards of appearance for religious practices and for disabilities. The following guidelines were created to maintain appropriate standards of appearance for all team members and ensure fair and equal treatment of all Employees.

## PROFESSIONAL IMAGE STANDARDS

Good personal hygiene levels are required from all Employees. Each Employee is expected to bathe or shower daily and use appropriate deodorant. Proper dental care is also essential for good appearance. If worn, make-up, cologne and perfume should be worn in moderation. Fingernails are to be neat and cleaned. A conservative color non-chipped nail polish is acceptable. Jewelry should be worn in moderation and fit the conservative, yet stylish image of Beauport Hospitality. Jewelry of any type may not be affixed to the uniform. Sunglasses are acceptable only in outdoor areas where sunshine may impair your vision.

**Males:** Hair must be; clean, neatly trimmed, pulled back or above the collar line, not cover the eyes and be fashionably styled. Extreme hair colors/dyes or hairstyles are not permitted. F&B workers must follow hair sanitation standards as required by the state. Facial hair: only mustaches and close-cut beards are acceptable if neat and trimmed at all times. The growing of facial hair is not acceptable unless done so during time off.

**Accessories for Males:** No pierced facial/body jewelry is permitted, except that one stud earring in each ear-lobe may be worn. Plugs are not an acceptable form of earring. Visible tattoos are not allowed and must be covered up.

**Females:** Hair must be clean and neatly groomed. Based on position, hair may need to be pulled back off the shoulders. Hairstyles should not be distracting, obtrusive or cover the eyes. Extreme hair colors/dyes or hairstyles are not permitted. F&B workers must follow hair and nail sanitation standards as required by the state. Simple hair accessories are permitted.

**Accessories for Females:** No pierced facial/body jewelry is permitted, including but not limited to tongue/nose rings and ear cuffs. Only two stud earrings may be worn in each ear-lobe. Earrings/jewelry must not be a distraction or a focal point. To ensure a safe and professional environment, earrings must be moderate in size, not be more than 2 inches long, no bigger than a quarter in size nor touch your shoulder or tray. Visible tattoos are not allowed and must be covered up.

## STANDARDS OF DRESS

Beauport Hospitality Group would like to promote a conservative, yet stylish image throughout its properties. All clothing, including uniforms should be clean, neat, crisp in appearance and pressed



at all times. Clothing must fit appropriately, not too tight or too loose. Clothing should be neat, clean, and free from holes/tears and pressed prior to all shifts. Employees are personally responsible for the care of their uniform while employed with Beauport Hospitality Group.

Specific uniforms for each position will be discussed with Department Managers upon new hire orientation. Please see your Manager regarding your property and department specific uniform requirements and policies.

Appropriate undergarments are required and must not be exposed. This includes non-logo white T-shirts and undergarments.

Nametags (if applicable) are part of the uniform and should be worn on the left side.

Shoes must be appropriate given your job responsibilities and meet all safety requirements.

Some items in the uniform requirement may not be provided by the Company (i.e. belt or shoes), in which case the Employee is responsible for securing these items within a reasonable time from their date of hire.

Employees who fail to adhere to the Dress Code Policy, may be sent home to correct their standards of appearance. If the Employee is asked to go home to change or make any necessary grooming standard adjustments, the time involved in resolving the Employee's standards of appearance will not be paid time.

Failure to adhere to an approved uniform standard may result in disciplinary action up to and including termination. If an Employee separates from the Company for any reason, all uniforms and all other Company property must be returned.

Those Employees who are not required to wear uniforms must wear professional attire at all times, adhering to Professional Dress Code Standards, outlined below:

## **PROFESSIONAL DRESS CODE STANDARDS**

### **Acceptable for Men:**

- Sport coats or suit required when in view of/meeting with customers, outside visitors or during special events.
- Pressed dress slacks or pressed chinos.
- Shirts should be collared, pressed, long-sleeved and tucked in pants.
- Ties are optional, based on position.
- Sweaters of V-Neck style with exposed collared shirts are acceptable, with sport coat.
- Dress or business-casual shoes (polished and in good repair).
- Socks and belt required.

### **Acceptable for Women:**

- Business style dresses or suits.
- Jackets suggested when meeting with customers, outside visitors, or during special events.
- Dress skirts (modest length - 3 inch above knee)
- Pressed dress slacks or pressed chinos.
- Blouses, tunics, and knit tops (with modest neck lines, non-transparent)
- Sweaters or cardigan or business style.
- Dress shoes, business casual shoes, professional leather boots (below the knee)
- Shoes/boots are clean and polished at all times.



- Heels must be moderate in height.

**Not acceptable at any time for all Employees (non-uniformed or uniformed)**

- a) Any type of denim or corduroy clothing.
- b) Short sleeve sports shirts or casual/sport apparel, including logo merchandise.
- c) Torn, frayed, patched or worn clothing.
- d) Bulky, oversized, or worn sweaters (business/cardigan or V-neck is acceptable)
- e) Carpi's, leggings, tight fitted pants, mini-skirts, yoga pants.
- f) Unpolished shoes, athletic shoes/sneakers, sandals, heels in excess of 3 inches.
- g) Sun dresses, short/crop tops, low cut, revealing or transparent clothing.

**DINING POLICY**

Beauport Hospitality Group takes great pride in its facilities. Employees are encouraged to experience each of our Beauport properties as a guest. Employees who have successfully completed their 90-day probationary period are eligible for the Beauport Dining benefits as outlined below.

Off duty Employees, Supervisors and Managers are able to dine in our restaurants during operational hours, while off the clock. While dining in any Company restaurant,

- Employees are not allowed to drink or eat at the bar. We reserve the bar for guests of the bar ONLY.
- Employees must behave in a manner consistent with our other patrons and adhere to all policies and procedures of Beauport Hospitality Group.
- Employees must be dressed in a manner consistent with our other patrons (No uniforms are to be worn during the Employee's dining experience).
- Employees must receive Management approval prior to dining, reservations are required.

Please feel free to take your time and have an enjoyable experience. Your cooperation in adhering to the Employee Dining Policy is appreciated.

All Employees are expected to adhere to all rules and regulations set forth by Beauport Hospitality Group's Alcohol and Drug Policy as stated in the Employee Handbook. Failure to comply with the above policy will result in loss of benefit, and/or disciplinary action up to and including termination.

**USE OF FACILITIES**

The Beauport Hospitality Facilities have been built for the use and enjoyment of our guests. Employees should only be on the property during scheduled work hours, and, if needed, before/after their scheduled shift no longer than 30 minutes.

The following are exceptions:

- Attendance at a departmental or all-Employee meeting.
- Attendance at a Company sponsored function.
- To pick-up a paycheck.
- Utilizing a Gift Certificate awarded for recognition programs.
- Off duty or personal, business or entertainment in a food outlet, must follow the Dining Policy.



## COMMUNICATION

Effective communication is necessary in any relationship including our working relationships. The following communication tools are used to help make our working relationships more effective:

- Bulletin Boards -located near the time clock(s) and/or in department designated areas, communicate announcements, schedules, internal postings, etc.
- Postings - located near the time clock(s), communicate State/Federal Laws and OSHA/Safety information
- Meetings - may be determined per each department head and will be communicated on the schedule to each Employee

NOTE: The posting of written solicitations on Company bulletin boards is restricted. Bulletin boards display important business-related communications and Employees are not allowed to remove any items posted on the bulletin boards. This communication medium is not to be used to post personal or third-party information.

## OPEN DOOR POLICY

The Beauport Hospitality Group believes in direct and open communication at all levels of the Company. Through effective and open dialogue, team member concerns can be identified and resolved. Team members are encouraged to voice their opinions directly to their department Manager. Any concerns or escalations should be addressed with Human Resources.

## SOLICITATIONS & DISTRIBUTIONS

Because distraction on the job leads to unsafe working conditions, poor work performance and inefficiency, the Company has established the following rules while on Beauport Hospitality Group property and as it relates to solicitation and distribution of literature:

- During your working time (which does not include breaks), you may not solicit other Employees or distribute any pamphlets or other materials for any purpose.
- You may not solicit any other Employees while they are in work areas or engaged in the performance of work tasks.
- The distribution of any literature, pamphlets or other material in work areas and guest or customer areas, is likewise prohibited.
- Persons not employed by the Company are not allowed to solicit or distribute pamphlets or other materials on Company premises for any purpose.

## SAFETY & SECURITY

### POLICIES & PROCEDURES

- Only an Employee's Company-owned property (i.e. Uniform, laptop) and items approved in writing, may be removed from Company premises.
- Beauport Hospitality Group reserves the right to monitor and search any parcels, boxes, packages, bags, purses, briefcases, computer equipment, discs, and recording devices carried onto Company property.
- By law, no alcoholic beverages are to be removed/brought onto Company property, unless done by a vendor.



- All items left by a guest are to be turned in using the Lost and Found Policy.
- Keys to hotel rooms may only be given to guests who provide positive identification.
- Never take any work keys home with you after work.
- Never discuss client information with other Employees, vendors, or a third party (i.e. Do not announce a guest's room number aloud).

### **LEAVING PROPERTY DURING WORK HOURS**

It is recognized that an Employee occasionally must leave the property during work hours to conduct personal business. Since all Employees must be accounted for while on Beauport Hospitality Group properties, the Employee must do the following when leaving the property during work hours:

1. Obtain permission from his/her Supervisor/Manager prior to leaving the property.
2. All Employees must punch out when leaving and punch in when returning.
3. Check in as soon as he/she returns.

### **CONFIDENTIAL INFORMATION**

Employees are required to maintain the confidential information of our customers and the Company. Such confidential information should only be discussed when it affects an Employee's day to day job duties and on a need to know basis. During and after employment with the Company, Employees are not allowed to discuss confidential proprietary information with the Company's competitors. Confidential information means business information which is treated by the Company as confidential and which has not been made generally available to the public or to others in the hospitality industry with the approval of the Company.

Examples of confidential information include but are not limited to: Company customer and Employee information found on Company records or databases such as; customer names, room numbers, customer needs and requirements, contract dates for existing or prospective customers, sales files, negotiated accounts, marketing and sales plans, lists of future business bookings, profit and loss statements, customer addresses or telephone numbers, Employees' personal health information, food and beverage recipes, the Company's pricing and marketing strategies, profit margins, methods of operations, sources of supplies and any other information relating to the Company's business that is treated by the Company as confidential.

This policy is not intended to restrict or affect any rights Employees may have under the National Labor Relations Act ("NLRA") to communicate with the public or other Employees about their wages, hours, or other terms and conditions of employment, to engage in protected, concerted activity, or any other rights Employees may have under the NLRA.

### **LOST AND FOUND**

Any item found in a guest room, banquet room, or any area of Company property must be turned in to your Manager or Security department (if applicable) to be handled in accordance with procedures established. Items will be logged in the Lost and Found log and kept secure until claimed. If a guest should call reporting a lost item or inquiring if an item has been found, refer them to the appropriate individual responsible for safekeeping such items at your property. If that individual is not immediately available, take the guest's name and telephone number and what he/she is missing, and then give the information to a Manager.



## **COMMUNICATION SYSTEMS, EQUIPMENT USE, AND INTERNET USE**

We expect all Employees to act in a professional manner as they use all electronic and telephonic communication systems and equipment. All communications and information transmitted by, received from, or stored in these systems are available to assist and support the Employees to ensure the highest level of customer service is available for our internal and external customers. All communication systems are the property of the Company and are provided for job-related purposes. All technology resources are required to be used in a legal and ethical manner by all Employees. The Company may access and monitor Employee communications and files as it considers appropriate. Employees have no expectation of privacy in their use of any equipment or communication systems provided by the Company. The Company reserves the right to review all messages created, received or sent over the Company's communications system for any purpose.

Company communications systems and equipment include but are not limited to Company telephones, computers, computer files, the email system, all hardware, camera footage, software equipment and passwords that are furnished to Employees. Company communications systems and equipment are property of the Company and should generally be used for business purposes only. Limited personal use of the Company's communications systems is permitted so long as the personal use does not (1) interfere with the user's work performance; (2) interfere with any other user's work performance; (3) interfere with operations of the computer system, network and/or portal; or (4) violate any policy of the Company. In addition, Employees are not permitted to use passwords or other codes to protect computer files or other communications unless they have previously given the password or code to the Managing Director or designee. All passwords and codes are the property of Beauport Hospitality Group. Employees may not use Company communication systems for commercial, religious, or political solicitation.

This policy is not intended to preclude or dissuade Employees from engaging in activities protected by state or federal law, including the National Labor Relations Act, such as discussing wages, benefits, or terms and conditions of employment.

## **SOCIAL MEDIA POLICY**

The Company recognizes that Employees may use social media sites for their own personal use. However, Employees should exercise care so that no social media posting appears to be an official communication of the Company. Employees must not post any Company confidential information, including but not limited to information regarding the Company's customers, to any social media site. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct may subject Employees to disciplinary action up to and including termination.

Nothing in the Company's social media policy is designed to interfere with, restrain, or prevent Employee communications regarding wages, hours, or other terms and conditions of employment. Employees have the right to engage in or refrain from such activities.

## **USE OF PHONES & OTHER ELECTRONIC DEVICES**

Please see Cell Phone Policy for specifics on telephone procedures.

As it pertains to safety, Employees who are required to use motor vehicles or machine operating equipment as part of their job duties are prohibited from using cell phones, two-way radios and all other electronic devices while operating such equipment/vehicles unless safely pulled over.



Phone calls on outgoing Company telephones that are not work-related or of emergency nature are prohibited. Incoming calls of a personal nature will only be accepted for emergency situations. Employees are expected to reimburse the Company for additional costs incurred with the personal use of Company equipment, such as long-distance telephone calls.

To ensure that the use of electronic and telephone communications systems and other business equipment are consistent with the Company's legitimate business interest, the Company may access and monitor the use of that equipment from time to time.

Cell phones issued to certain Employees at time of hire are the property of Beauport Hospitality Group and must be returned with all appropriate passwords upon termination of employment.

Employees are prohibited from using iPods, headphones/earbuds, and other electronic devices while working that will be considered a safety concern.

All Employees have a responsibility and an obligation to notify their immediate Supervisor, the Human Resources department, or any member of Management upon learning of violations to any of the communication systems policies. Improper use of Company communications services and equipment, including misuse, harassing, offensive, demeaning, insulting, intimidating, or sexually suggestive written, recorded, or electronically transmitted messages may result in discipline up to and including termination.

Please see Social Media Policy for restrictions and suggestions on social media representation. All Employees expected to post as representatives of the Company must read and sign the policy prior to posting any materials.

## **PERSONAL INFORMATION SECURITY POLICY**

All Beauport Hospitality Group properties will maintain a Written Information Security Plan (WISP) for its Personal Information Security Policy and monitor its standards in connection with the safeguarding of personal information contained in both paper and electronic records of Beauport Employees, its guests and any protected state residents.

The Company will ensure the security and confidentiality of personal information, protect against anticipated threats to security or integrity of such information and protect against unauthorized access to or use of information, creating risk of identity theft or fraud against Beauport guests and Employees.

Personal information of our Employees or guests is defined under Massachusetts law to include first and last name (or first initial and last name) in combination with any one or more of the following data elements that relate to such person: social security number, driver's license number or state ID card, financial account numbers, or credit or debit card numbers. Beauport will monitor the safety of all personal information of our guests and Employees by following the security standards stated below:

1. The Written Information Security Plan will be discussed with all Employees at the time of hire.
2. The WISP is located in the property's safety manual and posted for all Employees.
3. Managers of each department will review the security program with the Employees and will discuss the action steps that should be taken if an Employee comes in contact with personal information belonging to other Employees and/or our guests.



4. Employees are responsible to bring to Management's attention any known breach of confidential information or having knowledge of personal information that is not being kept secure, confidential and/or the integrity of the WISP is at risk.
5. As a good faith effort to maintain a secure environment, Beauport Employees and Managers will have limited access to all personal information of guests and other Employees.
6. Employees are prohibited from discussing, releasing or using unauthorized personal information of our guests, Employees or any public member.
7. If an Employee comes in contact with unauthorized personal information in the form of paper and/or electronic data, it is the responsibility of the Employee to report it to Management immediately. A listing of "authorized Managers" who have access authority to personal information of our guests and Employees is stated in the back of the WISP.
8. If there is no Manager on property and the personal information is paper or encrypted electronic data, safely secure the data immediately. Personal Information in paper form should be placed in a secure envelope and placed in the drop safe. Notify your Manager by phone of the incident.
9. Management will be responsible to secure the personal information and determine if a "breach" has occurred by investigating the incident.

NOTE: Employees that have any questions regarding their responsibility with WISP should talk with the Managing Director and/or Human Resources Director.

## **FIRE PROTECTION**

Each Employee will be instructed by his/her Supervisor/Manager on fire protection procedures. Periodically, to keep you informed, these procedures will be reviewed. Fire protection is NOT to be taken lightly and procedures should be followed in each alarm situation. Loss of life and/or property is too serious to be taken lightly. Evacuation procedures will be reviewed at time of orientation.

Note: An Emergency Safety Manual has been developed for your specific property. It is available to you as a reference to use.

## **ACCIDENT PREVENTION**

All Employees are expected to practice safe work habits at all times. Be aware of what you are doing, what is going on around you and what your limitations are. Practice good housekeeping in your work area. Report any unsafe conditions or practices to your Supervisor. Do not be afraid to ask for help.

All work-related injuries and illnesses should be reported immediately to your Manager/Supervisor, regardless of how slight it is. Be sure an INCIDENT/ACCIDENT REPORT is completed and signed by your Manager/Supervisor AND YOU prior to the end of your shift.

All guest injuries must be reported to the Manager on Duty immediately. An Incident report must be completed and signed by a Supervisor.

All reports must be submitted to the HR Department immediately.

## **RIGHT TO KNOW LAW**



By applicable law, all Employees have the Right-to-Know about all hazardous substances in the work area. Safety Data Sheets (SDS) are available for your review. See your Supervisor for more information regarding the location of an SDS Binder near your work area.

### **GENERAL SAFETY RULES**

1. Job safety is the responsibility of each individual Employee. Job safety is often applying common sense to a situation. Use good common sense and stay alert on the job at all times.
2. All injuries, no matter how slight, must be reported to your Supervisor immediately.
3. Submitting false or fraudulent information when reporting an injury may result in dismissal and denial of any benefits due.
4. Employees under the influence of illegal drugs or alcohol on-the-job will be subject to immediate discharge or disciplinary action. An Employee should notify the applicable Supervisor before the Employee begins or continues work if the Employee believes the Employee cannot safely work.
5. If when reporting for work, you feel unable to work for any reason, please inform your Supervisor that you are unable to work.
6. Report any unsafe conditions to your Supervisor immediately, regardless if the unsafe condition directly affects you.
7. If at any time you are not sure of how to perform the job you have been instructed to do **STOP AND CHECK WITH YOUR SUPERVISOR**. This is for your safety and for that of your fellow Employees.
8. Do not start or operate any equipment when guards or other safety devices are not in place.
9. Do not attempt to repair or tamper with equipment not working properly. Report the condition to your Supervisor immediately.
10. Any Employee who is furnished safety equipment will be required to use such equipment while doing the work for which the equipment was furnished.
11. Good housekeeping practices should be followed at all times. This means clean tools, dry floors, neat work areas and properly arranged materials.
12. Use the correct method of lifting objects. Lift with your legs, not your back. If a load is too heavy or awkward, ask for assistance.
13. All electrical power tools and cords must have an operational third wire positive ground. Electrical tools and cords without positive grounding should not be used. Double insulated tools must be so marked.
14. Do not use flammable liquids, toxic materials, chemicals or acids unless authorized and instructed in the proper procedures.
15. Do not smoke in areas that are not specifically designed as smoking areas. (Smoking in public buildings is against the law. See your Supervisor for designated outside smoking areas).
16. All Employees who drive or are passengers while on Company business must wear their seat belts at all times. Employees who are required to use motor vehicles or machine operating equipment as part of their job duties are prohibited from using cell phones, iPods, headphones/earbuds, two-way radios and other electronic devices while operating such equipment/vehicles.
17. Obey all safety and warning signs at all times.
18. Wipe up all spills immediately. Keep floors clean and dry at all times.

To ensure a safe and secure environment is maintained and to avoid Employee and guest accidents, common sense and reasonable care must be exercised at all times. Any Employee that



disregards safety standard practices and fails to exercise reasonable/common sense actions or disregards explicit instructions that leads to an accident is subject to disciplinary action up to and including termination.

## **ENERGY CONSERVATION**

All Employees should be aware that utility costs (gas, electricity, and water) have become one of the most significant operating expenses. Every Employee needs to contribute to the conservation of these precious resources by following basic practices as part of our job requirements. Turn off all lights where practical, turn off all machinery when not in use, set thermostats at prescribed settings, report water drips, use recycling receptacles, and avoid using the elevator when possible. A common-sense approach to conservation at work will result in substantial savings to you and the Company.

## **DRUG AND ALCOHOL USE POLICY**

Beauport Hospitality Group has a significant interest in ensuring the health and safety, continued good performance, and attendance of its Employees. The Company is aware of its right, obligation and intent to maintain a safe, efficient drug-free working environment for all its Employees and to protect Company property, equipment and operations. This not only serves the private interests of the Company, its Employees, their families and all we serve, but also the public interest in eliminating the toll on the health and economic vitality of the communities in which we live and work.

Pursuant to this goal, the Company has implemented a policy regarding the use, sale, or possession of alcohol, illegal drugs or controlled substances. The following outlines rules and regulations as it pertains to our policy on Drug and Alcohol Use:

1. The use, sale or possession of alcohol, illegal drugs or controlled substances on Company premises or while working may result in immediate termination or other disciplinary action. The premises include, but are not limited to, any and all Company property (including parking areas), offices, operating equipment, cars, vans, and/or other vehicles. Marijuana use while at work or at Company events is not permitted.
2. Being under the influence of an illegal drug or alcohol on the job poses serious safety and health risks, not only to the user, but to all guests and fellow Employees. While at work or while performing work for the Company, if an Employee is reasonably suspected of being under the influence of an illegal drug or alcohol, an investigation will take place. Please see the "Reasonable Suspicion Drug Testing" section below for further information.
3. Employees are not allowed to consume alcohol on Company premises at any time. Exceptions to this policy are:
  - a. The Employee receives prior authorization from the property Managing Director to dine in the restaurant and/or attend a pre-approved function or event. If authorization is given the following policy must be adhered to:
    - i. The Employee behaves in a manner consistent with our other patrons and adheres to all policies and procedures as an Employee of Beauport.
    - ii. The Employee is dressed in a manner consistent with our other patrons.
    - iii. The Employee is not permitted to sit at bar.
  - b. We also recognize that some Employees, from time to time, entertain customers and guests of the Company as a part of their normal job duties. Such Employees must have approval of the Managing Director to engage in any activities which would normally be in violation of this policy, such as drinking alcohol. We expect



that those Employees who drink alcohol when entertaining customers or guests of the Company will do so responsibly and in moderation and adhere to policies stated in the Employee Handbook.

4. When there is a reasonable belief that illegal drugs or alcohol are present on Company property, a search may be conducted.
5. Employees are required to cooperate with the Company in the investigation of suspected violations of this policy. Failure to do so may result in discipline, up to and including discharge.
6. Subject to the following provision, the legal use of drugs prescribed by a licensed physician may be permitted so long as such usage does not adversely affect job performance or threaten the health, safety or welfare of any other person or equipment and (a) the prescription is current; (b) the drugs are prescribed for the Employee using it; and (c) their use is in compliance with the prescription.
7. The Company has discretion to deny, terminate or suspend employment if it determines that the legally prescribed drug will adversely affect the Employee's performance, or threatens the health or safety of the Employee or of others, or threatens any property. Any such decision will be made in accordance with the Americans with Disabilities Act and relevant state and local laws.
8. Notwithstanding anything to the contrary herein, nothing in this policy impacts the Company's obligation to provide an Employee with a reasonable accommodation to the extent medically necessary and as required by applicable law.
9. The Company retains the right to alter, modify or depart from this policy at any time, at its sole discretion, without prior notice.

#### **REASONABLE SUSPICION DRUG TESTING**

Beauport Hospitality Group will conduct reasonable suspicion drug testing on an Employee if there is a reasonable and articulable belief that the Employee is under the influence of a dangerous drug. This belief should be based on the direct observation of specific, contemporaneous physical, behavioral, or performance indicators of probable use and where practicable based on the observation of two persons in Supervisory positions. Reasonable suspicion includes, but is not limited to, physical evidence of use, giving the appearance of being under the influence, the causing of an accident, or nonresponsive behavior. Any reasonable suspicion drug testing will be conducted by a third party. A positive result on such a drug test may be grounds for immediate discharge.

#### **EMPLOYMENT CLASSIFICATIONS & BENEFITS**

At the time you are hired, you are told whether you are a non-exempt Employee who qualifies for overtime pay, or whether you are an exempt Employee who will be paid on a salary basis. You are also classified as Full-Time, Part-Time Benefit Eligible or Part-Time Variable. Unless otherwise specified, the benefits described in the Employee Handbook apply only to Full-Time Employees. All other policies described in this Employee Handbook and communicated by Beauport Hospitality apply to all Employees. If you are unsure into which job classification your position fits, please ask your Human Resources Department. Certain benefits are summarized below for informational purposes only; the terms of any benefit plan or program will always be controlling. Please see Human Resources for further information. The benefits for which an Employee is eligible depends upon the Employee's employment classification.



## EMPLOYEE CLASSIFICATION

Employees are designated either “exempt” or “non-exempt” in accordance with federal and state wage and hour laws:

- **Non-Exempt Employees (Hourly)** - are entitled to overtime pay at the rate of time and one half their regular rate of pay for all hours actually worked beyond forty (40) hours in a workweek.
- **Exempt Employees (Salary)** - are paid on a salary basis and qualify as executive, professional, administrative, outside sales persons, or another exempt category under applicable wage and hour laws and are not required by law to be paid overtime for hours worked over forty per week. Accordingly, exempt Employees may be required to work additional hours without receiving additional compensation from the Company, as their salary fully compensates them for all hours worked.

An Employee’s exempt or non-exempt classification may be changed only upon written notification by the Managing Director and/or Human Resources.

Beauport Hospitality Group offers Full-time, Part-time Benefit Eligible and Part-time variable employment classifications. Each Employee will belong to one of the following employment categories:

**Full-Time Benefit Eligible (“FTBE”)** - Employees who are regularly scheduled for 40 hours or more per week, and work or are paid an average of 40 hours or more per week on a consistent basis, and are expected to continue to do so. Employees who are classified as Full-time are eligible to participate in our benefits package in accordance with their employment classification, length of employment, and rules governing their specific benefit package. Full-Time Benefit Eligible Employees are also eligible for paid Vacation benefits, in accordance with Beauport Hospitality Group Policy.

**Part-Time Benefit Eligible (“PTBE”)** - Employees who are regularly scheduled at least 30 hours, but less than 40 hours per week, and work or are paid an average at least 30, but less than 40 hours per week on a consistent basis, and are expected to continue to do so. Employees who are classified as Part-Time Benefit Eligible are eligible to participate in our insurance benefits package in accordance with their employment classification, length of employment, and rules governing their specific benefit package. Part-Time Benefit Eligible Employees must work an average of 30 hours weekly, to be eligible for vacation benefits.

**Part-Time Variable** - Employees who are regularly scheduled less than 30 hours per week, and work or are paid on average less than 30 hours per week on a consistent basis, and are expected to continue to do so. Employees who are classified as Part-Time Variable and Employees who average less than 30 hours/week measured in a 12-month “Look Back Period,” are not eligible for insurance benefits or paid Vacation benefits unless dictated by applicable laws.

Employees retain their employment classification status unless and until notified in writing of a change.



Below is a summary of the various benefit plans and policies currently available to eligible Employees.

Benefit	Eligibility	Accrual
Medical Insurance	FTBE/PTBE	1 <sup>st</sup> of the month following 60 days of continuous employment
Dental Insurance	FTBE/PTBE	1 <sup>st</sup> of the month following 60 days of continuous employment
Vision Insurance	FTBE/PTBE	1 <sup>st</sup> of the month following 60 days of continuous employment
Life Insurance	FTBE/PTBE	1 <sup>st</sup> of the month following 60 days of continuous employment
Short Term Disability <ul style="list-style-type: none"> <li>• Pre-Tax</li> <li>• Post-Tax</li> </ul>	FTBE/PTBE	1 <sup>st</sup> of the month following 60 days of continuous employment
Accident Insurance	FTBE/PTBE	1 <sup>st</sup> of the month following 60 days of continuous employment
Critical Illness Insurance	FTBE/PTBE	1 <sup>st</sup> of the month following 60 days of continuous employment
*Variable Part-Time Employees may be eligible for insurance coverage based on their 12-month initial lookback period from hire date.		

Regarding the offered insurance plans, eligible Employees must make elections prior to their effective date, within 30 days of eligibility, or otherwise must wait until an annual Open Enrollment period unless the Employee demonstrates a Qualifying Event. An Employee's eligibility for benefits is subject to the terms of the applicable insurance policy or to the terms of the particular benefit plans.

#### EMPLOYMENT CLASSIFICATION CHANGES

**Full-Time Benefit Eligible Employees** - Hours will be continuously monitored to ensure the Employee maintains Full-Time status. If it is determined that the Employee does not meet the minimum requirement of working 40+ hours/week on a consistent basis, the Employee will be notified and changed to Part-Time Benefit Eligible. If a full-time Employee changes to Part-Time Variable work hours, the Employee's insurance coverage will be terminated on the last day of the month following the last day as a full-time Employee, unless the Employee chooses to continue coverage under COBRA at his or her own expense, and the Employee will cease accruing vacation time.

**Part-Time Benefit Eligible Employees** - Hours will be monitored annually in the Company's standard "Look Back Period" of 12 months, to ensure the Employee maintains a regular schedule of 30+ hours of work per week. If it is determined that the Employee is scheduled and continuously works for 40 or more hours/week on average, then the Employee's employment classification status will be changed to Full-Time Benefit Eligible. If the Employee does not maintain the minimum requirement of 30+ hours/week, the Employee's Employment classification will be changed to Part-Time Variable and the Employee will be notified that the Employee's insurance coverage will be terminated at the end of the Plan Year, unless Employee chooses to continue coverage under COBRA at his or her own expense. (See Benefit Summary for details).

**Part-Time Variable Employees** - Variable Employees are not eligible for insurance benefits unless a change in classification is warranted. These exceptions are listed below:

A. During the Plan Year, if an employment classification change is needed to be made due to increase in scheduled hours, and the Part-Time Variable Employee is officially changed to Part-Time Benefit Eligible or Full-Time Benefit Eligible, the Employee will be eligible on the first of the month following 60 days of the Employee status change. (Based on carrier's policy, See Benefit Summary for details).



B. Hours will be reviewed annually during the Employee's initial 12-month anniversary and thereafter during the Company's established "Look Back Period" of 12 months. Employees that work 30+ hours once the Look Back Period of 12 months has been completed will be changed to either Part-Time Benefit Eligible or Full-Time Benefit Eligible, whichever applies. (See Benefit Summary for details).

*Specific details will be outlined in the Benefit Summary Packet, if you have any questions concerning your status or eligibility for benefits, please see your Human Resources Department for questions.*

## **DEDUCTIONS**

Insurance deductions are taken out each pay period in which insurance coverage is in effect. In the case of tipped Employees and/or Employees on a leave of absence, Employees may be short on the deductions and will owe the Company payment to cover the Employee cost of insurance. A make-up deduction will be taken out in the following pay period for the amount of the shortage.

Employees are expected to make up the deduction within fourteen (14) days of non-payment. Additionally, if the Employee is out on a leave of absence, it is the Employee's responsibility to make up the shortfall in the form of a check prior to the end of the first pay period in a month. Failure to do so may result in loss of coverage. Should an Employee's deductions remain unpaid for more than thirty (30) days, the Employee's coverage may be cancelled.

## **INSURANCE COVERAGE OPTIONS**

**Medical:** All Full-Time Benefit Eligible and Part-Time Benefit Eligible Employees are eligible for Medical Insurance coverage, effective first of the month following 60-days continuous employment. The Employee is responsible for payment of the premium through re-occurring payroll deductions. Multiple coverage options are available. See Benefit Summary for plans and rates.

**Dental:** All Full-Time Benefit Eligible and Part-Time Benefit Eligible Employees are eligible for Dental Insurance coverage, effective first of the month following 60-days continuous employment. The Employee is responsible for payment of the premium through re-occurring payroll deductions. See Benefit Summary for details.

**Life:** All Full-Time Benefit Eligible and Part-Time Benefit Eligible Employees are eligible for Life Insurance coverage, effective first of the month following 60-days continuous employment. The Employee is responsible for payment of the premium through re-occurring payroll deductions. Rates and plans vary depending on the specific Employee. See Benefit Summary for details.

**Disability:** All Full-Time Benefit Eligible and Part-Time Benefit Eligible Employees are eligible for Disability Insurance coverage, effective first of the month following 60-days continuous employment. The Employee is responsible for payment of the premium through re-occurring payroll deductions. Rates and plans vary depending on the specific Employee and length of coverage. See Benefit Summary for details. (Disability income for job-related illnesses or injuries is provided through Workers' Compensation Program).

**Accident:** All Full-Time Benefit Eligible and Part-Time Benefit Eligible Employees are eligible for Accident Insurance coverage, effective first of the month following 60-days continuous



employment. The Employee is responsible for payment of the premium through re-occurring payroll deductions. See Benefit Summary for details. (Plan benefits are paid for illnesses or injuries that are not job-related).

**Critical Illness:** All Full-Time Benefit Eligible and Part-Time Benefit Eligible Employees are eligible for Critical Illness Insurance coverage, effective first of the month following 60-days continuous employment. The Employee is responsible for payment of the premium through re-occurring payroll deductions. See Benefit Summary for details.

### **BENEFITS CONTINUATION (COBRA)**

The federal Consolidation Omnibus Budget Reconciliation Act (COBRA) gives Employees and their qualified beneficiaries the opportunity to continue already existing health and dental insurance coverage under the Company's insured benefit plan when a "qualified event" would normally result in the loss of eligibility. Common qualifying events are resignation, termination, or death of an Employee; a reduction in an Employee's hours or leave of absence; divorce or legal separation; or a dependent child no longer meeting eligibility requirements. The Employee will be notified in writing of his or her rights to benefits that may be continued and of the terms, conditions, and limitations of such continuance under COBRA. Details of all insured benefits are described in the Benefits Summary Plan provided to all eligible Employees. Please see your HR Specialist with any questions.

### **PAID TIME OFF BENEFITS**

**Paid Vacation** - All Full-Time and Part-Time Benefit Eligible Employees of Beauport Hospitality Group are eligible for Paid Vacation. Paid Vacation eligibility will be calculated based upon employment status and average hours worked, including overtime and hours taken as Paid Vacation Time. Part-Time Benefit Eligible Employees will accrue Paid Vacation time based upon working an average of 30 hours or more. Hours will be reviewed annually during the Employee's initial 12-month anniversary and thereafter during the Company's established "Look Back Period" of 12 months.

Paid Vacation Time is accrued based on hours paid, including overtime and hours taken as Paid Vacation Time. Paid Vacation Time is capped at a 2,080 hour per year base. Therefore, Paid Vacation Time will not be earned on any hours paid above 2,080 in a year. This year is based on your anniversary date, rather than a calendar year.

Eligible Employees will begin to accrue on the Employee's first day, and accrued but unused Paid Vacation Time may be taken after 90 days.

The amount of Paid Vacation Time Off received each year will be determined by:

- ***Length of service for the eligible Employees (If an Employee is Full-Time Benefit Eligible and Salaried)***
- ***Average hours worked on a weekly basis for the past year: (If an Employee is Part-Time Benefit eligible or has worked an average of 30+ hours per year)***
- **Employees who are PTBE will receive the equivalent vacation time to their average hours worked the previous yearly period, per ACA reporting in the HRIS.**
  - Example A: Employee 1 has been with the Company for one year and has worked an average of 35 hours a week. Employee 1 will be entitled to 35 hours of Paid Vacation Time Off.



Paid Vacation time accrues ratably based on the following schedule:

Years of Service with Beauport Hospitality Group	Paid Vacation Time
1-year Anniversary	Up to 5 days/ 40 hours
2-year Anniversary	Up to 10 days/ 80 hours
5-year Anniversary	Up to 15 days/ 120 hours

If a Full-Time Benefit Eligible Employee or Part-Time Benefit Eligible Employee has not worked continuously for the Company for a full 12 months as a classified “Full-Time” or “Part-Time Benefit Eligible” Employee, then the Paid Vacation Time will be calculated on a prorated basis.

Paid Vacation Time accrues annually and vests only at the end of 1-year of continuous employment, and annually thereafter based on the Employee Anniversary date.

Employees who are classified as Full-Time Benefit Eligible for only a portion of their 12 months’ continuous employment will receive an entitlement made applicable on a prorated basis, based on the percentage of months worked in the 12-month period coded as Full-Time Benefit Eligible. The number of months coded as Full-Time Benefit Eligible will determine the total PTO amount to be placed in the Employee’s account to be used following the Employee Anniversary date.

Continuous employment is in regards to the previous 12-month period, wherefore an Employee cannot be absent from work for a 2-week period or greater. An example would be a Seasonal Employee returning on an annual basis, who has been out of work for an extended period, beyond 2 weeks. *The only exception would be for an Approved FMLA Leave of Absence*

### REQUESTS FOR TIME OFF

Employees are encouraged to take time off for vacations, appointments and other reasons throughout the year. Please note a request is just a request and not guaranteed until approved by appropriate Management and forwarded to the Managing Directors. Requests for Time Off (“RTO’s”) should be submitted for approval no less than 2 weeks prior to the schedule posted. If you are scheduled for a day that was requested off, it is your responsibility to be at work. Management approval is needed to switch a shift and change coverage for a scheduled work day. Time off is not paid unless an Employee is eligible for paid time off pursuant to another policy or applicable law.

Due to the heavy business volume, there will be no RTO’s for the following dates:

*New Year’s Eve, New Year’s Day, Valentine’s Day, Easter Sunday, Mother’s Day, Memorial Day, Father’s Day, Fiesta Week, Memorial Day, Independence Day, Labor Day, Halloween, Thanksgiving Day, Christmas Eve, or Christmas Day.*

### RULES FOR REQUESTING AND USING PAID VACATION:

1. Any Paid Vacation time that is not used during the Employee’s Anniversary Year in which it was granted will be forfeited on the Employee’s next Anniversary Date.
2. Paid Vacation time will not accrue during any period during which an Employee is not working. Periods in which an Employee is not working include but are not limited to unpaid leaves of absence and layoffs.
3. If an Employee is missing work due to illness, once all accrued Sick time has been used, Paid Vacation time may be utilized if requested by Employee.



4. Paid Vacation must be requested as soon as possible and in any event prior to the posting of your department's schedule, in order to provide the greatest likelihood of the request being honored.
5. Employees must complete the Company's Request Time Off Form (RTO) obtain approval from your Manager, and submit the form to Human Resources in a timely manner as dictated by the payroll schedule of your property.
6. All Paid Vacation time must be arranged in advance. Vacations will be granted according to the Company's operational needs.
7. Management requests that Employees take vacation outside of peak periods. While the Company always has the discretion to grant or deny vacation requests, requests for vacations between the dates of Memorial Day through Labor Day may be particularly difficult for the Company to grant.
8. Vacation pay will be distributed in the pay period in which the vacation falls. No advance vacation pay will be issued.
9. A combination of hours worked, vacation, sick, and/or holiday pay cannot exceed 40 hours of pay per week. (Vacation time will be adjusted accordingly based upon actual hours worked in a 40-hour work week).
10. Paid Vacation rate of pay will be determined by the hourly rate paid to the Employee at the time the Paid Vacation time is taken. If an Employee typically works at more than one pay rate, the Paid Vacation time will be paid based on the Employee's primary rate of pay. Tipped Employees will receive the minimum wage rate.
11. Paid Vacation Time must be used before requesting to use unpaid time.
12. Only, upon termination of employment for any reason, will the Employee receive all accrued but unused Paid Vacation time through the date of termination.

**Paid Sick Time Off** - All Employees are eligible to earn and use up to 40 hours of paid sick time per calendar year. Employees may earn one hour of sick time for every 30 hours worked and begin accruing those hours on the date of hire. Employees may only use earned sick time on and after the 90th calendar day from date of hire. All Beauport Hospitality Group Employees will accrue sick time based on actual hours worked.

**For purposes of this Policy, the definition of "sick time" covers Employees who need time to:**

- a) Care for a child, spouse, parent, or parent of a spouse who is suffering from a physical or mental illness, injury or medical condition that requires homecare, professional medical diagnosis or care, or preventative medical care
- b) Care for the Employee's own physical or mental illness, injury or medical condition that requires homecare, professional medical diagnosis or care, or preventative medical care
- c) Attend the Employee's routine medical appointments or routine medical appointments for a child, spouse, parent, or parent of a spouse, or
- d) Address the psychological, physical or legal effects of domestic violence.

Beauport Hospitality Group prohibits any retaliation against an Employee who uses earned sick time under this Policy, and the Company will not interfere with an Employee's use of earned sick time under this Policy. An Employee's use of earned sick time may not be considered as a negative factor in any employment action such as evaluation, promotion, disciplinary action or termination, or otherwise subjecting an Employee to discipline for the use of earned sick time pursuant to the Massachusetts Earned Sick Time Law. Likewise, the Company prohibits any retaliation against Employees who oppose practices that are in violation of Massachusetts' Earned Sick Time Law, as well as any retaliation against Employees who support the exercise of rights of another Employee under this law.



### **USAGE OF SICK BENEFITS:**

1. Accrued but unused sick time may be carried over up to 40 hours each year, however, Employees are only eligible to take a maximum of 40 hours of sick time during a single calendar year.
2. When a sick leave is foreseeable, Employees must provide the Company with advance notice. When the use of this sick leave exceeds 24 consecutively scheduled work hours, and the Company requires the Employee to provide medical certification confirming the need for the leave.
3. Sick Time will not accrue during any period an Employee is not working. Periods in which an Employee is not working include but are not limited to Paid Vacation time, leaves of absences and layoffs.
4. If an Employee is missing work due to illness, once all accrued sick time has been used, accrued Paid Vacation time may be utilized if requested by Employee.
5. Employees must complete the Company's Request Time Off Form (RTO) to obtain approval from your Manager, and submit the form to Human Resources in a timely manner as dictated by the payroll schedule of your property. This applies if the Sick Time is a Foreseen Circumstance.
6. If an Employee reports to work sick, the Employee may be sent home and the Employee may use sick time if requested (in accordance with Report in Pay Law).
7. Sick pay will be distributed in the pay period in which the sick time was taken. No advance sick pay will be issued.
8. A combination of hours worked, vacation, sick, and/or holiday pay cannot exceed 40 hours of pay per week. (Sick time will be adjusted accordingly based upon actual hours worked in a 40-hour work week).
9. Sick time rate of pay will be determined by the hourly rate paid to the Employee at the time the sick time is taken. If an Employee typically works at more than one pay rate, sick time will be paid based on the Employee's primary rate of pay.
10. Tipped Employees and Commission Paid Employees will receive the minimum wage rate for sick time.
11. The smallest amount of sick time an Employee can use is one full hour. For uses beyond one hour, Employees may use earned sick time in the smallest increment the Company's payroll system uses to account for absences or use of other time.
12. Sick time has no cash value and can only be used when time is taken off from work in accordance with this Policy.
13. Upon termination of employment, accrued and unused sick time will not be paid out.
14. To the extent that Beauport Hospitality Group's applicable sick leave policy contains any information that conflicts with the requirements of the Massachusetts Earned Sick Time Law or other applicable state law, the applicable state law will always prevail over any differences contained in this Handbook. Please see HR Department for more details.

**Bereavement Pay** - Beauport Hospitality Group recognizes the need for an Employee to take time off in the event of the death of a family member. Employees must properly inform and coordinate this request with their Supervisor and provide proper documentation to payroll.

Full-Time Benefit Eligible Employees may be granted up to three days off with pay due to the death of an immediate family member.

Part-Time Benefit Eligible and Part-Time Variable Employees may be granted up to three days off without pay, due to the death of an immediate family member.



“Immediate family” for purposes of this policy is defined as: An Employee’s spouse, children, legally recognized domestic or civil union partner or child, parent, sibling, grandparents, grandchildren, or in-laws. If additional time is needed, use of Paid Vacation time, or a leave of absence without pay, may be authorized by the Company.

**Floating Holidays (Beauport Hotel Only)** - Due to the nature of our industry, Beauport Hotel recognizes that many Managers are required to perform work on major holidays. Salaried, exempt Employees will receive up to five (5) floating holidays following 90 days of continuous employment that may be used at the time of their choice in the applicable calendar year, given prior Management approval. Any unused floating holidays are forfeited at the end of each calendar year.

**Holidays:** Cruiseport Gloucester, Seaport Grille, Rail Stop Restaurant & Bar, Beauport Cruiselines, Events Offices and the Administrative Offices are closed on Thanksgiving Day and Christmas Day, pending the Events scheduled for each property. Salaried, exempt Employees at these properties will be paid for these days. In addition, the Salaried, exempt Employees at these properties will receive up to three (3) floating holidays following 90 days of continuous employment that may be used at the time of their choice in the applicable calendar year, given prior Management approval. Any unused floating holidays are forfeited at the end of each calendar year.

*Floating Holidays will be calculated on a prorated basis for any salaried Manager who has worked less than 12 months continuous in the calendar year.*

## LEAVES OF ABSENCE

### LEAVES OF ABSENCE

The Company provides time off to eligible Employees as provided under the appropriate Federal and State leave laws. The Leaves offered by the Company are summarized in the Leave of Absence Policy below. Additional copies of The Leave of Absence Policy are located in the Human Resource office.

### LEAVE OF ABSENCE POLICY

It is the policy of Beauport Hospitality Group to grant leaves of absence in accordance with applicable state and federal leave laws. The leave may be paid, unpaid, or a combination of paid and unpaid depending on the circumstances and as specified in this Policy. Beauport Hospitality Group will provide a comprehensive process regarding all leave of absence requests outside of and including the Family and Medical Leave Act (the “FMLA”). Employees managed by Beauport Hospitality Group are referred to as “Employees” throughout Beauport Hospitality Group’s various leave policies.

The FMLA entitles Employees to take up to twelve (12) weeks of unpaid job-protected leave in any 12-month period for specified family and medical reasons. To be protected under FMLA entitlement, the Employee must meet both the eligibility and qualification requirements as stated below in sections A&B. All Full-Time and Part-Time Employees are eligible if they meet the criteria outlined below.

Non-FMLA leaves will be followed and adhered to as stated under applicable federal and state laws.



Requests for “Other” Types of Leaves (e.g., Personal Leave, Parental Leave, Leave for Victims of a Crime or Domestic Violence and School Activities), as described below, will be reviewed on an individual basis and in accordance with applicable state and federal law.

\*Whenever possible, requests for a leave of absence should be submitted to your Supervisor at least 30 days prior to going out on leave.

\* When an Employee requests a leave of absence, the Company will review their length of service and hours worked in determining eligibility as provided for under the appropriate Federal and State rules and regulations.

\* Except as otherwise prohibited by applicable law, the Company requires Employees to use all available paid time off (i.e., Paid Vacation time, sick time) prior to commencing an unpaid leave of absence.

\* If applicable state or local law affords greater Leave of Absence rights than those provided under the Company policy, you will be granted the greater benefit leave.

\*Employees requesting time off whose reason for leave is not covered under federal or state leave laws will not normally be eligible for a leave of absence. Employees who have completed a year of service who fall into this category may be eligible to apply for a personal leave of absence.

\*Employees who request time off as provided under the American with Disabilities Act will be addressed on a case by case basis.

## **FAMILY AND MEDICAL LEAVE ACT LEAVE**

### **A. Eligibility under Federal Family Medical Leave Act**

In order to qualify to take FMLA leave under this Policy, the Employee must meet all the following conditions:

1. The Employee must have worked for Beauport Hospitality Group at least 12 months, and
2. The Employee must have worked at least 1,250 hours during the 12-month period immediately before the date when the leave would begin; and
3. The Company must employ at least 50 Employees at the same worksite or within a 75-mile radius of the worksite.

Beauport Hospitality Group will measure the eligible Employee’s 12-month FMLA period as a rolling 12-month period measured from the date an Employee uses any FMLA leave. If both the husband and wife are employed by the Company and are each eligible to take FMLA leave, they are limited to a combined total of 12 weeks of FMLA leave (consecutive and intermittent) when the FMLA leave is for the birth or adoption of a child, or to care for a sick parent. When the leave is to care for a sick child or their own illness, each spouse will be eligible for up to 12 weeks of leave entitlement.

FMLA leave runs concurrently with any applicable state leave, such as the Massachusetts Parental Leave Act, unless otherwise prohibited by applicable law.

### **B. Qualifications of Leave**

FMLA leave may be taken for the below reasons:

1. The birth of a child of the Employee, or the placement of a child with the Employee for adoption or foster care:
  - A. Leave must be taken in one continuous period
  - B. Leave for the birth or placement of a child may be taken only during the 12 months immediately after birth or placement.
  - C. Generally does not qualify for intermittent leave unless for medical reasons.



2. The need to care for a spouse, child, parent, parent-in-law, or grandparent of the Employee with a serious health condition (described below) (“Family Illness Leave”).
3. The Employee’s own serious health condition (described below) that makes the Employee unable to perform the essential functions of his/her job (“Employee Illness Leave”).
4. To care for an injured or ill family member when the injury or illness is a result of an injury sustained while on active military duty (referred to a Military Caregiver Leave), or any “qualifying exigency” arising out of family member’s active duty or call to active duty (“Qualified Exigency Leave”). (These types of leaves may be taken intermittently).

A. “Military Caregiver Leave” - An eligible Employee, under Military Caregiver Leave, may take up to 26 weeks of FMLA leave in any 12-month period to care for a spouse, child of any age, parent or next of kin who is (i) a current member of the Armed Forces (including a member of the National Guard or the Reserves) and incurs a serious illness or injury in the line of duty or active duty that may render the service member medically unable to perform his or her duties, if the illness or injury is one for which the service member (1) is undergoing medical treatment, recuperation or therapy, (2) is in outpatient status, or (3) is on the temporary disability retired list, or (ii) a veteran of the Armed Forces (including the National Guard or the Reserves) who requires medical treatment, recuperation or therapy for a serious illness or injury 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, if the illness or injury (1) 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 (2) manifested itself before or after the member became a veteran.

B. “Qualifying Exigency Leave” - An Employee may take Qualifying Exigency Leave for certain “qualifying exigencies” arising out of the fact that the Employee’s spouse, child of any age or parent is on active duty (or has been notified of an impending call to active duty) in support of certain types of military operations, known as “contingency operations.” The family member must be a member of the Regular Armed Forces or the National Guard or one of the military’s Reserve Units or a retired member of the Regular Armed Forces or the Reserves. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, attending post-deployment reintegration briefings and any other circumstance that the Company and the Employee agree should be a qualifying exigency and as to which they agree about the timing of the leave for that event.

**C. Serious Health Condition**

A “serious health condition” is defined as a condition which requires inpatient care at a hospital, hospice, or residential medical care facility, or a condition which requires continuing care by a licensed health care provider. Incapacity due to pregnancy is also covered under this policy, as is incapacity due to donating bone marrow and/or organs for transplants.



This policy covers illnesses of a serious and long-term nature, resulting in recurring or lengthy absences. Examples of a serious health condition include: surgeries, heart attacks or other serious heart conditions, cancer treatment, strokes, pneumonia, and ongoing pregnancy and prenatal care. Generally, a chronic or long-term health condition which, if left untreated, would result in a period of incapacity, would be considered a serious health condition.

Employees with questions about what illnesses are covered under this FMLA Policy are encouraged to consult with the HR Specialist. Beauport Hospitality Group will require an Employee to provide a certification of the serious health condition. The certification process is outlined in section E.

**D. Procedures for Request of FMLA Leave:**

When an Employee plans to take leave under this FMLA Policy, the Employee must give the Company at least a 30-day notice. If it is not possible to give a 30-day notice, the Employee must give as much notice as is practicable. An Employee undergoing planned medical treatment is required to make a reasonable effort to schedule the treatment to minimize disruptions to the Company's operations.

Except where leave is not foreseeable, any Employee who expects to be out for 3 or more consecutive work days is to submit the request in writing to the HR Manager. Please see attached "Request for Leave of Absence" Form.

Employees giving notice of need for an FMLA leave must explain the reasons for the needed leave so as to allow Beauport Hospitality Group to determine if the leave qualifies for FMLA Leave. If the Employee fails to explain the reason for leave, it may be denied. When Employees seek leave due to an FMLA qualifying reason for which the Company had previously provided FMLA protected leave, Employees must specifically reference the qualifying reason for leave or the need for FMLA leave. Employees may also be required to provide certification and periodic recertification supporting the need for leave. Unless a longer period is specified, a medical certification or recertification must be completed and returned to the Company within 15 days of the Company's request.

Beauport Hospitality Group may also require periodic recertification of a serious health condition, and when the leave is a result of the Employee's own serious health condition, a fitness for duty report to return to work may be required.

**E. Approval of FMLA Leave**

Approval of an FMLA leave by the HR Manager is conditional, pending review by Managing Director. The Employee will be notified in writing whether Beauport Hospitality Group is designating the leave as FMLA within five (5) business days from the time the Employee requests FMLA leave. Employees will generally be notified of the designation by a memorandum confirming the designation and setting forth some of the basic Employee rights and obligations. If an Employee who has requested a leave in writing is ineligible for or does not qualify for a leave pursuant to this policy, the Company shall provide notice to the Employee of the determination of ineligibility.

Employees for which medical certification is initially required also may be required to provide subsequent medical certifications.



Moreover, Employees on leave may be contacted periodically for updates concerning their status and their intent to return to work. Employees are expected to be fully responsive to such requests for updates.

**F. Pay**

Leaves of absence pursuant to this policy are not paid leaves. However, an Employee may substitute any paid time off for which the Employee is eligible (sick time, short-term disability pay (“STD”), or Paid Vacation time) during an approved leave of absence. All paid time off will be counted against the Employee’s use of FMLA leave. Employees who seek paid leave will need to meet the notice and qualification requirements under any paid leave policy provided by the Company. The Company reserves the right to grant the Employee’s request for a leave of absence but deny the Employee’s request for paid time off.

For an FMLA leave that does not qualify as a Massachusetts Parental Leave (as defined below), and unless otherwise prohibited by state law, Employees are required to use all earned but unused Paid Vacation time and all sick time (where applicable) prior to taking unpaid leave time.

An Employee who is taking leave because of the Employee’s own serious health condition may be eligible for STD payments if covered and approved by the carrier. An Employee taking leave for the birth of a child may receive, if covered, STD payments only for the period of disability. For an FMLA leave that does not qualify as a Massachusetts Parental Leave, an Employee eligible to use their STD insurance during their FMLA leave is required to use all earned Paid Vacation time and sick time during the waiting period until the STD coverage goes into effect.

Employees will not accrue Paid Vacation time during any unpaid portion of an FMLA leave.

For an Employee who does not qualify and/or does not have STD coverage, available sick time is to be used prior to Paid Vacation.

**G. Intermittent Leave or a Reduced Work Schedule**

In the case of leave for the serious health condition of either the Employee or a qualified family member, leave may be taken on an intermittent or reduced schedule when that schedule is medically necessary. Employees wishing to take leave on a reduced schedule or intermittent basis must provide additional information. The leave may not exceed a total of 12 weeks over a 12-month period, except for Military Caregiver Leave, which may not total more than 26 weeks in a 12-month period. Employees taking intermittent leave will be afforded protection as required under applicable law.

The Company has the right and 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. Employees returning to work under the Return to Work Program, who request a reduced work schedule or have restrictions, may also be granted temporary assignment to another job or job duties.

Intermittent or reduced schedule leave will not normally be granted for the birth, adoption or foster care of a child. Any exception must be approved by the Managing Director. If approved, leave for birth, adoption, or foster care of a child must be taken within one year of the birth or placement of the child.



#### **H. Return to Work and Reinstatement of Position**

At the end of a leave of absence pursuant to this Policy, an Employee will generally have the right to return to the same job or a job with equivalent status, pay, benefits and other employment terms. The position will be the same or one which entails substantially equivalent skill, effort, responsibility and authority. An Employee will not be entitled to more favorable employment terms as a result of taking a leave pursuant to this policy than he or she would have had if no leave had been taken. Thus, an Employee who takes a leave pursuant to this policy will be subject to any pay or benefit reductions or other adverse actions, including any layoffs or Employee terminations, which the Employee would have experienced if he or she had not been on a leave.

Employees who have been out for at least 30 calendar days on an Employee Illness Leave may be required to provide certification from their treating health care provider that the Employee is able to resume work, prior to returning to work.

The Employee must be able to perform all essential functions of the former position to be reinstated.

In the event that an FMLA leave is extended beyond a level totaling 12 weeks of leave over 12 months (26 weeks in the case of Military Caregiver Leave), the leave will become a "Personal Leave of Absence" and the Company will consider the possibility of restoration but generally will not guarantee restoration. Please see the "Personal Leave of Absence" policy below for further information.

#### **I. Employee Status and Maintenance of Health Benefits during FMLA Leave**

While an Employee is on leave, Beauport Hospitality Group will continue the Employee's health benefits during the leave period at the same level and under the same conditions as if the Employee had continued to work. Under current benefit policy, the Employee pays their portion of the health insurance and the full cost of additional insurance plans.

During any paid portion of the FMLA leave, the Company will continue to make payroll deductions to collect the Employee's share of the premium.

During the unpaid portion of FMLA leave or while being paid by the disability carrier/workers compensation carrier, Employees must continue to make this payment, either in person or by mail. The payment must be received in the HR Department office by the 1st of the month, although a 15-day grace period will be given. If the payment is more than 15 calendar days late, the Employee's insurance may be dropped for the duration of the leave.

If the Employee chooses not to return to work for reasons other than a continued serious health condition, Beauport Hospitality Group may require the Employee to reimburse it for the amount it paid for the Employee's health insurance premium during the leave period. If the Employee does not return at the end of the leave period, the Employee's notification of his/her intent not to return will be the COBRA qualifying event.

#### **J. Medical Records**

Documents relating to medical certifications, recertifications or medical histories of Employees or Employees' family members will be maintained separately and treated as confidential medical records except that, in some legally recognized circumstances, the records (or information in them) may be disclosed to Supervisors and Managers, first aid and safety personnel or government officials.



## **K. FMLA Violations and Enforcement**

### **(i) Unlawful Actions by Employers**

The FMLA makes it unlawful for any employer to:

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

### **(ii) Enforcement**

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

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

## **PAID FAMILY LEAVE**

### **A. Explanation of Benefits**

**Beginning January 1, 2021**, you may be entitled to up to

- 12 weeks of paid family leave in a benefit year for the birth, adoption, or foster care placement of a child, or because of a qualifying exigency arising out of the fact that a family member is on active duty or has been notified of an impending call to active duty in the Armed Forces;
- 20 weeks of paid medical leave in a benefit year if they have a serious health condition that incapacitates them from work
- 26 weeks of paid family leave in a benefit year to care for a family member who is a covered service member undergoing medical treatment or otherwise addressing consequences of a serious health condition relating to the family member's military service.

Your family members for the purpose of PFML benefits, include your spouse, domestic partner, child, parent or parent of a spouse or domestic partner; a person who stood in loco parentis when you were a minor; or a grandchild, grandparent or siblings.

A "serious health condition" is an illness, injury, impairment, or physical or mental condition that involves receiving care in a hospital, hospice, or residential medical facility, or continuing treatment by a health care provider.

**Beginning July 1, 2021**, you may be entitled to up to

- 12 weeks of paid family leave in a benefit year to care for a family member with a serious health condition.
- 26 total weeks, in the aggregate, of paid family and medical leave in a single benefit year.

**Your weekly benefit amount will be based on the Employee's earnings, with a maximum benefit of \$850 per week.**

### **B. Job Protection, Continuation of Health Insurance, No Retaliation**



**Job Protection:** Generally, if you take family or medical leave under the law you must be restored to your previous position or to an equivalent position, with the same status, pay, employment benefits, length-of-service credit and seniority as of the date of leave.

**Continuation of Health Insurance:** Your employer must continue to provide for and contribute to your employment-related health insurance benefits, if any, at the level and under the conditions, coverage would have been provided if you had continued working continuously for the duration of such leave.

**No Retaliation:** It is unlawful for any employer to discriminate or retaliate against you for exercising any right to which you're entitled under the paid family and medical leave law. An Employee or former Employee who is discriminated or retaliated against for exercising rights under the law may, not more than three years after the violation occurs, institute a civil action in the superior court.

### **C. How to File a Claim**

Employees must file claims for paid family and medical leave benefits with the DFML using the Department's forms. Forms and claim instructions will be available on the Department's website [www.mass.gov/DFML](http://www.mass.gov/DFML) before January 2021.

Employees are required to provide at least 30 days' notice to their employer of the anticipated starting date of any leave, the anticipated length of the leave and the expected date of return. An Employee who is unable to provide 30 days' notice due to circumstances beyond his or her control is required to provide notice as soon as practicable.

### **D. Payment for Concurrent Leave**

Any paid leave provided under a collective bargaining agreement or employer policy and paid at the same or higher rate than paid leave available under this law shall count against the allotment of leave benefits available under this law.

## **OTHER TYPES OF LEAVE**

### **A. Personal Leave of Absence**

Personal Leaves of Absence will generally not be granted due to the small number of staff members at each of our Beauport Hospitality Group properties. In limited circumstances, the Managing Director may authorize a Personal Leave after considering factors such as the purpose of the leave, the Employee's length of service, the Employee's attendance record, the Employee's position, and the Company's business needs. If a Personal Leave is authorized by the Managing Director, the Employee will be required to use all available accrued Paid Vacation time and sick time prior to qualifying for an unpaid Personal Leave. If a request for Personal Leave is denied, the Employee will be notified of the reason.

### **B. Massachusetts Parental Leave**

Pursuant to the Massachusetts Parental Leave Act, full-time Massachusetts male and female Employees who have completed the 90-day introductory period are eligible for eight (8) weeks of unpaid Parental Leave for the purpose of giving birth or for the placement of a child under the age of 18 years old (or under the age of 23 years old if the child is mentally or physically disabled) for adoption. Part-Time Employees are not eligible for parental leave.



If two Employees seek leave for the birth or adoption of the same child, they are limited to a combined total of eight (8) weeks Parental Leave.

Employees who qualify for Parental Leave under this policy are required to give Beauport Hospitality Group two (2) weeks' notice of an intention to take leave, as well as two (2) weeks' notice of an intent to return from leave, unless the failure to give notice was beyond the Employee's control.

An Employee is entitled to be restored to his or her previous or a similar position at Beauport Hospitality Group with the same status, pay, length of service credit and seniority.

Under this Parental Leave Policy, an Employee who is adopting a child has the same benefits as an Employee who takes Parental Leave for the birth of a child. An Employee on Parental Leave may use any earned Paid Vacation time or sick time prior to commencing the unpaid portion of his or her leave, but he or she is not required to do so. An Employee shall not continue to accrue Paid Vacation while on any unpaid portion of a Parental Leave. Parental Leave shall run concurrently with any FMLA Leave and with any disability benefits, to the extent that disability benefits are available during any portion of the Parental Leave.

Provided that the Employee has given appropriate notice of his or her intent to take leave and his or her intent to return to the job at the end of the eight (8) Parental Leave, the Employee will be entitled to return to the same or a comparable job at his or her last rate of pay (except where certain legally recognized circumstances apply).

The Company will continue to pay for normal Employee benefits on the same basis as if the Employee was an active Employee during approved the Parental Leave, provided such continuation is permitted under applicable benefit plans. The Employee will continue to be responsible for timely paying his or her share of applicable insurance premiums, if any, during the entire Parental Leave, and during any paid portion of the Parental Leave, appropriate deductions will be made from the Employee's paycheck. If the Employee fails to return from leave, the Company may be entitled to recover the portion of the benefit premiums that were paid for by the Company with respect to the unpaid portion of the leave. The Company will be entitled to recover these amounts unless the Employee's failure to return was due to a serious health condition or if there are other circumstances beyond the Employee's control.

### **C. Leave for Victims of a Crime or Domestic Violence**

Employees who are victims of a crime or domestic violence will be granted up to 15 days of time off in any 12-month period if:

- (i) the Employee, or a family member of the Employee, is a victim of abusive behavior;
- (ii) the Employee is using the leave from work to: seek or obtain medical attention, counseling, victim services or legal assistance; secure housing; obtain a protective order from a court; appear in court or before a grand jury; meet with a district attorney or other law enforcement official; or attend child custody proceedings or address other issues directly related to the abusive behavior against the Employee or family member of the Employee; and
- (iii) the Employee is not the perpetrator of the abusive behavior against such Employee's family member.

An Employee seeking leave under this policy must exhaust all accrued but unused Paid Vacation time and sick time prior to requesting or taking such leave. Except in cases of imminent danger to the health or safety of an Employee, an Employee seeking leave under this policy shall provide appropriate advance notice of the leave to the Company.



All information related to the Employee's leave under this policy shall be kept confidential by the Company and shall not be disclosed, except to the extent that disclosure is:

- (i) requested or consented to, in writing, by the Employee;
- (ii) ordered to be released by a court of competent jurisdiction;
- (iii) otherwise required by applicable federal or state law;
- (iv) required in the course of an investigation authorized by law enforcement, including, but not limited to, an investigation by the attorney general; or
- (v) necessary to protect the safety of the Employee or others employed at the workplace.

#### **D. Small Necessities Leave**

The Massachusetts Small Necessities Leave Act ("SNLA") permits an eligible Employee leave for up to 24 hours/year (in addition to the 12 weeks of FMLA leave) for the following purposes:

- To participate in school activities directly related to the educational advancement of a son or daughter of the Employee, such as a parent-teacher conference or interviewing for a new school;
- To accompany a son or daughter of the Employee to routine medical or dental appointments, such as check-ups or vaccinations; and
- To accompany an elderly relative of the Employee to routine medical or dental appointments or appointments for other professional services relating to the elder's care, such as interviewing at nursing or group homes.

Employees are eligible for SNLA leave if they have (i) worked for Beauport Hospitality Group for at least 12 months, (ii) worked at least 1,250 hours in the previous 12-month period, and (iii) the Company employs at least 50 Employees at the same worksite or within a 75-mile radius of the worksite.

If the need for leave is foreseeable, you must request leave under the Small Necessities Leave Act from your Supervisor at least one week in advance of the leave. If the necessity for leave is not foreseeable, you must request leave as soon as practicable. Employees must complete the required forms for approval of the leave request. LOA forms are available in Human Resources. Leave time shall be calculated on a calendar year basis. When taking leave under the Small Necessities Leave Act, Employee shall be required to use Paid Vacation or may use sick time (if applicable) during the leave period. If all earned Paid Vacation time has been exhausted, the remaining time shall be without pay.

#### **E. Leave to Attend School Related Activities**

Employees who are parents, guardians, or custodians of school-age children (including day care and pre-school) may, subject to business needs and the Supervisor's approval, be granted unpaid time off to attend school related activities. Employees may use available Paid Vacation time for such approved absences. Employees should provide as much notice as possible to their Supervisor of the need for time off for school visits. Employees are to provide documentation from the school verifying the date and time of visit. Leave granted pursuant to this policy shall run concurrently with any SNLA Leave, to the extent applicable.

#### **F. Military Leave**

An Employee is expected to notify his/her Supervisor as soon as he/she is aware of the dates required for service in the military. Employees who are members of the reserves or National Guard and who must perform annual duty or training and Employees who enlist or are called up in the U.S. uniformed services for an extended period of time will be granted a military leave of absence. They are eligible for re-employment under the Uniformed Services Employment and



Reemployment Rights Act (“USERRA”). Re-employment will be in accordance with USERRA and the time for requesting reinstatement depends on the length of time the Employee was out. Employees may use accrued personal leave and vacation during military leave of absence. Benefits will cease to accrue during military leave longer than two weeks.

## TERMINATION

All terminations which occur during a leave of absence, or upon the expiration of a leave of absence, are generally reviewed and approved by the Human Resource Director and Managing Director prior to termination. The Company complies with all applicable State and Federal laws in evaluating whether the termination of an Employee’s employment is appropriate under the particular circumstances.

## BEAUPORT HOTEL ADDENDUM

Addendums for the Beauport Hotel Gloucester will supersede any policy concerning the same subject matter stated in the prior pages of the Beauport Hospitality Group Handbook. Applicable State and Federal Laws will always prevail over any differences contained in this Handbook.

## HOUSE USE POLICY - EMPLOYEE STAYOVER

In the event of inclement weather or other unforeseen circumstance that requires Employees to stayover at the hotel {safety precaution or other pre-approved instance}, the following guidelines must be adhered to while on property. Prior to receipt of room keys, the House Use Policy Acknowledgement page (see page 2) must be signed and returned to the BHG Human Resources department.

### A. Approval Process

- Reasons for stayover include but are not limited to:
- Hazardous conditions impeding commute to work (Employees must have significant commute)
- Participating in an overnight/late night project followed by a subsequent shift
- Managing Director discretion

*Managers must submit rooming list to Managing Director by 4 PM of day of stay*

### B. Accommodations

- Based on availability, not Employee request
- Maximum occupancy must be sought for guest rooms
- If available room has two double beds, Employees may choose a roommate, or one will be assigned
- Roommate assignment must be same-sex
- Noise should be kept to a minimum, as not to disrupt neighboring rooms
- Employees should not congregate in one room, to give the appearance of a “party”



### **C. Food & Beverage**

An additional meal period will be added for a family meal, or the Kitchen will inform staff of a fixed menu option

### **D. Housekeeping**

- Please tidy your room prior to departing
- Housekeeping is a guest service, and we should treat each other's job duties with respect and courtesy

### **E. Responsibilities**

While on or off duty and staying on property, you are still an Employee of the Beauport Hotel. Employees must continue to uphold the Standards of Conduct and maintain a professional image standard. Should an issue arise, contact the Manager on Duty.

### **LOCKERS**

Each Employee may utilize a locker if available. Only personal belongings and Hotel issued items are to be kept in lockers. Lockers are only to be used during an Employee's shift. It is the Employee's responsibility to keep his/her locker neat and clean at all times, and clean the locker out when their shift is complete. All lockers are the property of the Company and therefore are subject to inspection at any time to ensure that unsafe and unauthorized items are not stored in them. Any unauthorized Company property found in an Employee locker may lead to disciplinary action up to and including termination. The Hotel is not responsible for valuables brought on property.

### **RESTROOMS**

Designated Employee restrooms are located in the Employee only break room area, and one restroom additionally per housekeeping area on floors two and three. Public, non-Employee restrooms are considered public lobby restrooms, restaurant restrooms, banquet restrooms, and pool top restrooms. Employees are not to use guest room restroom facilities.

### **SCHEDULES**

The Hotel is open for business 24 hours a day, 365 days a year. Due to this, we ask all Employees to understand that a flexible schedule is required for all positions. Schedules for all departments are to be posted on a weekly basis by the department head. Any adjustments to the schedule must be noted on the posted schedule.

### **SMOKING**

Beauport Hotel Gloucester's Employee Smoking area is located in the rear of the parking lot by the cooler. Employees must adhere to all smoking policies and remain far enough away from the building to avoid smoke from migrating back into an enclosed workspace.



## **EMPLOYEE BREAK AREA**

Beauport Hotel Gloucester provides a clean and safe Employee only area to include a break room, lockers, Employee restrooms, and limited food storage areas. Employees are asked to be respectful of this space and to keep this area clean at all times. Food items must be clearly marked, as periodic cleaning may occur. The Hotel is not liable for any personal belongings brought into the Hotel and/or work area.

## **LODGING POLICY**

Employees of the Beauport Hospitality Group may not utilize private lodging facilities unless approved by a Manager in an emergency response scenario, where an Employee may be asked to stay at the Company Hotel in order to protect their safety and/or secure their shift due to inclement weather.

## **MEAL BREAKS**

Beauport Hotel Gloucester is committed to providing a quality, complimentary family meal for all Employees on a daily basis for two meal periods per day (lunch and dinner).

## **EMPLOYEE ENTRANCE**

All Employees are asked to use the Employee entrance located by the loading dock of the Hotel. Employees are discouraged from entering or leaving the building using the guest entrance, located by the Porte-cochere, unless in an emergency evacuation procedure.

## **IN-HOUSE RADIO COMMUNICATION**

Some positions at Beauport Hotel Gloucester may require carrying a two-way radio at all times for in-house communication. In these positions, radios should be considered part of the uniform and a requirement in effective inter-departmental communication and safety.

## **PARKING POLICY**

Beauport Hotel Gloucester offers on-site parking and valet services to guests only. The use of garage spaces will be reserved primarily for Hotel and Restaurant guests, managed by the valet attendant on duty. Parking spaces on Hotel property are reserved for short-term visitors and guests of the Hotel and Restaurant as well. Please respect the parking spaces reserved for guests only.

The Hotel suggests all Employees find alternative long-term parking arrangements. We ask that you please comply with town restrictions and time limitations on parking in any and all downtown areas. Respect the private spaces of our neighbors and their on-street parking spots by seeking alternative parking when possible.

Car-pooling or the use of local public transportation is encouraged. Convenient CATA (Cape Ann Transportation Authority) bus services regularly pick up and drop off near the Hotel. For current schedules and fares, visit [www.canntran.com](http://www.canntran.com).

The Gloucester MBTA (Massachusetts Bay Transportation Authority) train station is also walking distance from the Hotel. For current schedules and fares, visit [www.mbta.com](http://www.mbta.com).



## **BEAUPORT CRUISELINES, LLC - ADDENDUM**

Addendums for the Beauport Cruiselines, LLC will supersede any policy concerning the same subject matter stated in the prior pages of the Beauport Hospitality Group Handbook. Applicable State and Federal Laws will always prevail over any differences contained in this Handbook.

### **GENERAL SHIP INFORMATION**

- 124 feet in length
- 10.8 feet in depth
- Coast Guard certified
- Seating for 25 to 220 guests
- Ship capacity is 460 guests
- Ship has three decks; two enclosed luxurious dining decks, with open-air third deck

### **SAFETY INFORMATION**

Our number one priority at Beauport Cruiselines is the safety and well-being of our passengers and crew. Therefore, we ask that you read and review the following procedures. If you have any questions about these procedures, please ask your Deckhand or any of the ship's Officers. Prior to sailing, safety information will be reviewed.

### **GENERAL EMERGENCY SIGNAL AND PROCEDURES**

Crewmembers are serving aboard the vessel, performing safety sensitive duty and are responsible for the safe handling of the passengers in the event of an emergency. The Boat Captain, the Boat Engineer and Deckhands in definition are considered crewmembers.

The General Emergency Signal is used to call passengers to the Muster Station. A Muster Station is a place of safety where passengers assemble in an emergency. Upon hearing this signal, whether the ship is at sea or in port, go quickly and quietly to the Muster Station and await further instructions.

If your nearest exit is blocked, use the alternative exit as shown during the Safety Briefing.

When you reach your Muster Station, please remain quiet and calm so that you may hear any instructions which will be broadcast over the loudspeaker system or given by the Officers in the room.

If you are infirming and feel that you will need assistance to reach your Muster Station, please notify your Ship Officer or Deckhand as soon as possible, so that necessary arrangements can be made.

### **FIRE**

Fire is one of the worst hazards at sea. For your safety, passengers are reminded of the following:



- You are reminded not to hang or drape anything over the lighting fixtures or fire extinguishers.
- The use of candles and other items with naked flames are not permitted.
- If you discover a fire, immediately raise the alarm by notifying the Ship Officers or Deck Hands.

## **LIFE JACKETS**

Adult Life jackets are stowed throughout the ship; located on the second deck in front of the Bar, facing the bow of the ship. Alternative locations are on the third deck in cannisters. Special life jackets are provided for children and persons weighing less than 70 lbs. (32kgs), located on the second deck, outside, underneath the stairwell.

Passengers will be instructed on Life Jacket locations, should a need arise. Until the Ship Officers indicate Life Jacket necessity, Life Jackets should not be sought for use. Deckhands will administer life jackets.

## **MAN OVERBOARD**

If you see anyone fall overboard:

1. Raise the alarm by shouting "man overboard"
2. Maintain visual, until you are relieved of that duty
3. Throw life ring over
4. Deckhand will retrieve man overboard ladder and complete recovery

## **ACCIDENT PREVENTION**

1. Please be careful when moving around the ship, as the natural motion of the ship may cause you to become unsteady or slip.
2. Always hold the handrails when going up or down stairs, or while moving about the ship in bad weather.
3. Never hold the frames of open doors, as the ship's motion may cause the door to close on your hands or fingers.
4. Please take care when entering and leaving raised seating areas, especially when the lighting is reduced.
5. Open decks are slippery when wet, as a result of inclement weather or the daily routine cleaning of the ship. Always use caution when walking in these areas and rubber-soled shoes are suggested.
6. Rubber-soled shoes should also be used at all times when the ship is pitching and rolling, and are also recommended for all shore excursions.
7. Never leave children unattended.
8. Raised thresholds are common on ships, particularly at fireproof doors, exterior doors and/or adjacent to bathroom facilities, including the bathroom. Please take care when walking through all such locations, as there are high steps and raised thresholds throughout the ship
9. Many doors are fitted with self-closing devices. Please retain a hold on doors as you pass through them.
10. Do not stand on chairs or stools for any reason.
11. Under no circumstances are passengers allowed to enter crew working areas, even if invited by a member of the ship's staff. Some areas of the ship, such as the Galley are occasionally open for inspection on particular escorted tours.



12. It is very dangerous for anyone to sit or stand on the ship's side rails on the open decks or balconies. Please don't allow children to do so, even if you're holding them.
13. Remember to keep a firm hold on all exterior doors when going through them, as the ship's movement causes a breeze across the open decks, and may cause the door to swing unexpectedly.

***We recommend these suggestions always to be kept in mind, as compliance with them is essential for your safety and well-being.***

### **SPECIAL ATTENTION FOR OUR DISABLED GUESTS**

Employees of BEAUPORT CRUISELINES, LLC are expected to ask any guest with special needs if we can assist in boarding the vessel, reading menu options, or the provision of any service provided to our guests. Employees should be careful to listen to the requests of our disabled guests closely, and to seek Supervisory assistance as necessary.

Onboard, Employees should pay special attention to assure that services, such as counter-service and buffet access, are provided in a manner which is both timely and respectful of our guests' needs and wishes.

### **SMOKING**

BEAUPORT CRUISELINES, LLC prohibits any form of tobacco consumed in Company buildings or at any worksite, except in designated smoking areas, that are out of public view. Smoking is prohibited at any time, or in any area, where food is being prepared or served. Smoking is prohibited inside the boat.

### **ALCOHOL AND DRUGS**

**Beauport Cruiselines, LLC is firmly committed to a workplace free from alcohol abuse or unlawful drugs. Substance abuse creates unnecessary safety risks to you and your co-workers, and deprives Beauport Cruiselines, LLC of your full capacity and capabilities.**

No Employee, except as necessary to providing guest services relating to the serving of alcohol, is allowed to consume, possess, sell or purchase any alcoholic beverage or unlawful drugs (or prescription medications without medical authorization) on any property owned by or leased on behalf of Beauport Cruiselines, LLC including any parking lot or in any vehicle owned or leased on behalf of Beauport Cruiselines. No Employee may use, possess, sell, transfer or purchase, or report to work under the influence of any non-prescribed prescription drug, controlled substance, or illegal substance.

Subject to the following sentence, the legal use of drugs prescribed by a licensed physician may be permitted so long as such usage does not adversely affect job performance or threaten the health, safety or welfare of any other person or equipment and (a) the prescription is current; (b) the drugs are prescribed for the Employee using it; and (c) their use is in compliance with the prescription. The Company has discretion to deny, terminate or suspend employment if it determines that the legally prescribed drug will adversely affect the Employee's performance, or threatens the health or safety of the Employee or of others, or threatens any property. Any such decision will be made in accordance with the Americans with Disabilities Act and relevant state and local laws.



Violation of this policy is strictly prohibited and may result in immediate termination. Beauport Cruiselines, LLC complies with all drug testing requirements required by the United States Coast Guard for charter vessels, including pre-employment drug testing, serious marine incident drug testing, reasonable cause drug testing (as described below), and random drug testing (as described below).

#### **REASONABLE CAUSE DRUG TESTING**

Beauport Cruiselines LLC., will conduct reasonable cause drug testing on an Employee if it has a reasonable and articulable belief that an Employee has used a dangerous drug. This belief should be based on the direct observation of specific, contemporaneous physical, behavioral, or performance indicators of probable use and where practicable based on the observation of two persons in Supervisory positions.

#### **RANDOM DRUG TESTING**

All Employees serving aboard the vessel that meet the definition of a crewmember, perform a safety sensitive duty, or are responsible for the safe handling of passengers in the event of an emergency, are subject to random drug testing in accordance with applicable law governing charter vessels. Failure to comply, or delay in complying, with a testing directive will result in termination.

#### **GUEST OR PASSENGER INJURIES/EMERGENCIES**

We must care for our guests both in their enjoyment of our services, as well as in the event of emergency or injury. Any Employee witnessing a guest injury or other emergency should act immediately, with first focus on the care and needs of our guest. These guidelines should be followed:

- Remain composed: set the tone of professional competence. Notify the Senior Officers of Deckhand for immediate assistance.
- Do not leave the guest unattended.
- Encourage the guest, in the event of a fall or injury, not to move until a Supervisor or medical professional arrives.
- To avoid guest embarrassment, control congestion by keeping guests away from the injured party.
- Calmly provide aid and comfort as the condition may require.
- Obtain the identity information of the individual, and the names and addresses, and telephone numbers, of members in the party.
- Provide Senior Officer with any information as to the occurrence or as to witnesses to any occurrence.

Do not make assurances of what specific actions will be taken by the Company, but do assure the guest that BEAUPORT CRUISELINES, LLC regards any injury as a serious matter. Do not express any opinion as to cause or fault, as the first and only on-site concern should be the rendering of appropriate care.

#### **KEEPING OUR VESSELS IN SHIP-SHAPE**



Every Employee on-board has an obligation to keep our vessel ship-shape. This includes the obligation to make sure that all areas are free from trash and debris, and that all public areas have a pleasant and professional appearance. Captains and Supervisors may call upon any BEAUPORT CRUISELINES, LLC team member at any time to participate in maintaining the superior appearance and presentation of any BEAUPORT CRUISELINES, LLC vessel and dock area.

This obligation also includes a responsibility of each crew member to report and correct any unsafe condition that may be observed, such as items dropped on any deck, or irregularity in any path of travel.

### **MAINTAINING VESSEL SECURITY**

The safety and security of our passengers and Employees is our most important responsibility and Beauport Cruiselines regularly communicates with various government agencies and officials to ensure you have a safe and enjoyable cruising experience.

Each BEAUPORT CRUISELINES, LLC Employee is an important player in assuring that our vessels, and our dock area, are not the target of improper activity. Unfortunately, our high visibility on the waterfront makes this a necessary concern for our operations.

Each Employee must observe all persons in the area of our vessels, and report any strange or unusual presence. Non-Employees, and Employees that are off-duty, are not allowed in non-public areas. Persons not identified as Beauport Cruiselines Employees should have their presence challenged, and should be reported immediately. Non-Employees are not allowed in private areas of vessels at any time.

We take your safety and security very seriously. In order to prevent unauthorized persons from boarding the ship, we must maintain an accurate ship security access system.

All personnel wishing to board or enter a restricted area with or without carry-on items, will undergo screening. Do not accept any items if the contents or donors are unknown to you. Beauport Cruiselines, LLC is required by 46 USC 3507(c) (1) to have a security guide available for passengers. The security guides provide important information, such as a description of medical and security personnel designated on board to prevent and respond to criminal and medical situations; and law enforcement processes available with respect to criminal activity.

### **SHIP TOURS**

Certain areas of the ship are available for tour. However, tours of the ship's bridge and engine rooms are not available. While we understand and appreciate passengers' interest, these are vital working areas of the ship.

### **VISITING CREW AREAS**

The Crew Areas are strictly off-limits to our passengers. Only authorized Crew Members are allowed in Crew Areas.

### **VISITORS TO THE SHIP**

Due to security concerns; visitors to the ship without an authorized Crew Member are not permitted.



## **CRIME PREVENTION**

Beauport Cruiselines, LLC has zero tolerance for crime on board its ship. This guide is designed to offer information to all passengers on proper response procedures and available law enforcement processes in the event that an incident occur passengers should immediately report missing persons and criminal activity to ship's personnel so appropriate action may be taken to ensure the safety and security of all persons on board.

Timely reporting of an incident is also imperative so that necessary law enforcement notifications can be made as expeditiously as possible. Incidents may be reported at any time by telling a crew member. Missing persons or criminal activity may also be reported to the on-board Security Department. Any situations requiring medical assistance can be reported to the Senior Officers aboard Beauport Cruiselines, LLC.

Beauport Cruiselines reports all missing persons and serious criminal incidents, such as homicide, suspicious death, kidnapping, assault with serious bodily injury, sexual assaults as defined by existing laws, firing or tampering with the vessel, or theft of money or property in excess of \$10,000 to appropriate law enforcement authorities.

In addition to our own reporting policies and other legal requirements, on voyages that embark or disembark in the United States, U.S. Federal Law requires Beauport Cruiselines to report to U.S. nationals and the above felonies to the U.S. Federal Bureau of investigation (FBI) by telephone as soon as possible, to the U.S. Department of Homeland Security electronically, and to the U.S. Coast Guard in writing. These U.S. requirements apply to all such incidents that occur on board in U.S. territorial waters, or at sea or in another country's territorial waters if the individuals involved are U.S. nationals. The U.S. FBI may assert criminal jurisdiction in all of these circumstances. Contact information for the FBI and U.S. Coast Guard are below:

U. S. Federal Bureau of Investigation (FBI)  
Headquarters, Washington, D.C  
[www.FBI.gov](http://www.FBI.gov)

U.S. Coast Guard National Command Center  
[www.USCG.mil](http://www.USCG.mil)

## **ALL RESTAURANTS ADDENDUM**

### **SEAPORT GRILLE, 1606 RESTAURANT & BAR AND RAIL STOP RESTAURANT & BAR**

Addendums for all Restaurants will supersede any policy concerning the same subject matter stated in the prior pages of the Beauport Hospitality Group Handbook. Applicable State and Federal Laws will always prevail over any differences contained in this Handbook.

## **INTRODUCTION**

We are in the 'Hospitality' business and the customers who walk through our doors are our guests. Every day the restaurants must be in top-notch shape before the guests begin to arrive. This is no different than how you would want your home to look when you have guests over for dinner. That desire to make sure that everything is 'just right' should be part of your preparation and work



philosophy. Please take pride in YOUR restaurant and make it a place you would recommend to all your friends and family!

### **CONDUCT:**

All of the Restaurants within the Beauport Hospitality Group seek to maintain a friendly, efficient atmosphere for its Employees and the customers. To do so, the Company expects its Employees to conduct themselves with courtesy and dignity.

### **PLEASE REMEMBER:**

Always be ready to immediately start work at the beginning of your scheduled shift. Show good teamwork and interest in your job – we ask that all Restaurant Employees come in on time, do any necessary side work and have a positive attitude! A bad attitude with negativity affects the operation of the business. Help your team members out. Four hands are always better than two!

**Body Language** – Be aware of your facial expressions, make eye contact and smile! Remember you are on stage when you are in the dining room, your guests can read your body language

**Tact and Tone of Voice** – Use an open, friendly and professional manner when communicating. Always be able to give the right answer to your guests. (If you aren't sure of a correct answer, ask. You never want to mislead our guest.)

**Attentiveness** – Give a personal touch to service. Always be one step ahead of the guest needs.

**Guidance** – Always be prepared to explain the menu and its ingredients

**Service is the most important thing:** It is our number one product and essential to developing the trust of the long-term guest. The most perfect food in the world is not perfect if it does not have perfect service.

A restaurant's success will be measured against three things: Reception of the guest, Food and Service. Service is definitely more important than food. A restaurant with satisfactory food and excellent service is a lot more successful than a restaurant with great food and average service.

### **CODE OF ETHICS**

- To uphold our code of ethics of Honesty, Fairness, Respect, and Responsibility
- To be truthful and fair on all levels of communication, and to have direction of service to our Guests, Employees and co-workers.
- To welcome all our guests with a warm and friendly smile at all times.
- To nurture relationships of our guests by demonstrating our shared passion to deliver the highest quality of product and above all service!
- To honor the Return of Guest by showing how we work as a team. Showing our spirit of willingness will bring whatever it takes to give the guest the best food, service, and cleanliness of our establishment.
- To uphold our reputation of quality of fresh food and finest beverages.
- To excel in service, and delivery of skills.
- To continue to honor our performance and passion in preparing food, and servicing our guests.



## **FORBIDDEN ACTIVITIES AT OUR RESTAURANTS**

Our Company expects all Restaurant staff members (Management and non-Management) to uphold themselves in a responsible manner. The following actions are considered serious, and may ultimately result in termination:

- Approaching a guest about the lack of gratuity or a complaint
- Giving poor service
- Misuse or destruction of Company property, or property belonging to co-workers, guest, Manager or vendor
- Overcharging or undercharging a guest or failing to ring items
- Rudeness to fellow Employees and guests
- Standing up at the host stand and complaining about turns
- Bad conduct, lateness, no call, no show
- Physical or verbal altercations towards guest, Employee, Manager or vendor; threatening of physical violence; bringing or threatening to bring in weapons
- Mishandling Company funds, guest credit cards or records
- Drinking, possession or distribution of alcohol while punched in, on break or showing up to work unfit and/or under influence of illegal drugs or alcohol
- Selling, distribution, or possession of illegal drugs
- Serving alcohol to a minor
- Gambling on premises
- Not following recipes
- Food or restaurant property taken out of building
- Being on your cell phone while in a guest area

## **SCHEDULING AND EMPLOYEE SHIFTS**

In order to stay in touch with the pace and feel of the restaurant, and to keep up with new menu items and policies, we require all restaurant staff members to work at least one (1) day shift and (1) weekend shift. Staff members who repeatedly give away or trade shifts to work less may be removed from the schedule.

You are responsible for being at your workstation in the correct attire, on the dates and times posted for your work schedule!

Missing a scheduled shift or a stand-by shift without advance notice, and/or not scheduling a qualified replacement may be grounds for disciplinary action, up to and including discharge.

## **STAND-BY SHIFTS**

You may be scheduled for stand-by-shifts (sometimes referred to as “on call”) A stand-by shift means that you must call a Manager an hour before the shift to find out if you’ll be needed to work. Stand-by shifts are critical to the smooth operation of our restaurant. You must treat them as regular shifts and report to duty when requested or find a qualified replacement to cover your shift if you are unable to work.



## **STATION ASSIGNMENTS**

A Manager or a schedule Manager assigns stations on a daily basis. Care is taken to assign stations according to ability, skills and availability. You may not switch stations with another staff member or make changes to a station map without first obtaining your Manager's approval. You are required to stay on your station until released by your Manager.

## **PHASING**

Phasing means the rotating closure of a station or section of the restaurant. The Manager on duty for the shift is responsible for phasing. Staff members may not phase station sections of the restaurant, themselves, or each other. After a staff member's station is phased by a Manager, the staff member must:

- Finish up service to any guests remaining in the station or
- If the station is still busy (for example, at shift changeover) the original staff member transfers the care of the station and, if applicable, the guest check to the new staff member assigned to the station
- Complete all assigned side work duties and leave the station clean and stocked for the next shift
- Complete a check out and cash out with Manager in back of the house
- Check out with shift Manager

## **LATENESS**

Lateness puts a burden on every staff member and directly affects our guests, your co-workers and production. If you are going to be late (even by a few minutes) you must call your Manager or shift leader before your scheduled start time. This phone call will alleviate any doubt that you are on your way and that you are OK. It is not enough to leave a message with the person who answers the phone. You must speak with a Manager. Repeated lateness will result in disciplinary action up to and including discharge.

## **COVERING AND SWITCHING SHIFTS**

If you are unable to work your scheduled shift and stand-by shift, it is your responsibility to arrange for a qualified replacement to work in your place. The shift should be released in the Restaurant Scheduling app. Once the shift is picked up, a Manager must approve the pick-up. A Manager may disapprove a proposed shift change if the change will cause the staff member to work overtime or the pick-up is not a qualified replacement. If the shift is not picked up, the Employee is expected to work their scheduled shift. If the Employee calls out for their scheduled shift, outside of the two-hour attendance policy guidelines, the Employee will be subject to disciplinary action.

If you are sick or unable to come to work, do not wait until the last minute before trying to find a qualified replacement. If you feel ill the day before your scheduled shift, start calling your co-workers at that time. If you recover before your shift starts, it's much easier to call your replacement and cancel than it is to try and find a replacement at the last minute.

Because we ask staff members to find replacements, you may decide to exchange phone numbers for purposes of the covering a shift. Exchanging phone numbers is a voluntary practice. We ask that you be respectful of other staff members' privacy. Any conversation about of others' telephone numbers or other personal information is grounds for discharge.



Your reliability is important to the success of the shift and your restaurant! No-Shows, repeated absences or repeated tardiness will result in disciplinary action, up to and including discharge.

## **BEVERAGE SERVICE POLICY AND PROCEDURES FOR ALL RESTAURANTS**

The following policy and procedures have been approved and adopted as beverage service by operating procedures at our restaurants and must be understood by all personnel.

### **POLICY**

Our restaurants will take all reasonable measures to ensure that guest(s) at our restaurants who wish to consume alcoholic beverages do so at a reasonable pace and safe level; we will make every effort to prevent individuals from becoming intoxicated.

### **PROCEDURES**

1. Alcohol may be consumed by guest(s) at our restaurants at safe levels only. All Managers, beverage Managers, bartenders, beverage service personnel and any Employee engaged in the dispensing of alcohol have the responsibility and right to refuse to serve an alcoholic beverage to a guest at all Beauport Hospitality Group properties under the following circumstances.

**a. Failure to present a valid identification for proof of age.**

The legal drinking age in Massachusetts is 21 years of age. If you have any doubt about the age of a person requesting service you shall request identification, in the form of a current driver's license, to check proof of age. Make sure I.D. has not been tampered with by looking at both sides. Beware of look-alike and borrowed licenses. Parents may not authorize service to their underage family members. **WHEN IN DOUBT, DON'T SERVE.**

**b. Warning signs indicate that a guest is approaching his/her limit.**

You should constantly look for 'warning signs' that indicate that a guest is approaching his or her alcohol limit. Pay particular attention to guests who return frequently to the bar. Keep an eye on the rate at which an individual is drinking her gulps instead of sips, one who changes his/her drinking pattern from a moderate to increased rate, or orders several drinks in rapid succession.

Watch those who order strong drinks like White Russians or Martinis. Other warning signs are blood shot or glassy eyes, slurred speech, loss of coordination, loud, boisterous, and aggressive behavior, foul language, irrational statements or being a nuisance. Should you see these warning signs be polite but firm and **REFUSE FURTHER SERVICE.** Don't hesitate to say, "I'm sorry, but I cannot serve you any more alcohol." If you feel uncomfortable, always get a Manager involved.

**c. The bar has been closed.**

All Restaurants within the Beauport Hospitality Group always have a specific beverage service closing time, which the staff is informed of before the guests arrive. Never serve a guest after the bar is closed. If a guest insists on 'just one more' be polite but firm and **REFUSE FURTHER SERVICE.**

2. The Restaurant Manager, Function Manager or the Person in Charge at the time shall personally handle all alcohol related problems. Inform the Manager at once if a problem develops.



**Under no circumstances are Employees permitted to consume alcoholic beverages while on duty. Employees are not allowed to drink or eat at the bar. We reserve the bar for guests of the bar ONLY. We do allow you to come in and enjoy a dining experience with your family and friends on your day off. However, you must be a guest at a table. When you punch out at the end of your shift, please leave the building.**



## HANDBOOK ACKNOWLEDGEMENT & AGREEMENT

Your passion for service has led you to the beginning of a prosperous and challenging career with our Company! Welcome to the Beauport Hospitality Group, where service meets success!

This document acknowledges that I have received my copy of the BEAUPORT HOSPITALITY GROUP Employee Handbook and my Policy Addendums and that I have read the policies within and have familiarized myself with all its contents.

I further understand and acknowledge that:

1. This Handbook replaces any and all prior Handbooks, policies and practices of Beauport Hospitality Group, and I have been given an opportunity to ask questions regarding this entire handbook document.
2. This Handbook represents the current corporate policies, regulations, and benefits, and that the Company retains the right to make changes to this document and all other working conditions at any time, except to the policy of the “at-will employment” which may not be changed, altered, revised or modified without a written agreement signed by both myself and the Owner of the Company.
3. I acknowledge that revisions to the Handbook may occur and any such changes will supersede, modify, or eliminate existing policies. I recognize that I am responsible for reviewing and understanding such updates.
4. The Employee Handbook is not a contract or intended to create a promise or representation of continued employment and that my employment at the Company is at-will, and may be changed or terminated at the will of the Company at any time, for any reason with or without notice.

My signature below acknowledges that this handbook is neither a contract of employment nor a legal document. I acknowledge that I have read and understand the handbook’s provisions.

I look forward to making a valuable contribution to Beauport Hospitality Group by providing outstanding service to our guests and team members.

Name: \_\_\_\_\_ Date: \_\_\_\_\_  
**Print Full Name**

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