

WESTGATE LAS VEGAS  
RESORT & CASINO

Team Member Handbook

*2017*

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## WELCOME

### WELCOME TO OUR TEAM!

Westgate Las Vegas Resort & Casino's success is the direct result of everyone working together toward a common goal: to deliver exceptional service to our valued guests. Our team members are what separate Westgate Las Vegas from our competitors.

We are a progressive Company lead by the brightest and best management teams in the industry. Your career is being supported by management that truly cares about your success and the success of our property.

Remember our success, and yours is directly linked to the satisfaction level of our guests. It is very simple to remember what we are all expected to do.

Every time we provide our guests with a bright smile, a friendly greeting, and outstanding service, we make a significant contribution to their overall experience, as well as the Company's success. Our goal is to provide our guests with the total guest experience.

We work hard as a team and succeed as a team. As a member of our Westgate Las Vegas team, you will share in the pride and accomplishments that come with working for the best. There is one more thing that we expect of everyone: Have fun! Our business is fast paced, but it is also exciting and rewarding. So, always look for ways to make your job and the guest experience fun and exciting!

This Handbook is being provided to you so that you will have the tools to achieve the success you strive for. Your Executive Team's focus is to inspire you and ensure your success.

## ABOUT THIS HANDBOOK

In general, the policies outlined in this Handbook apply to all team members, whether or not a team member is covered by a collective bargaining agreement. In certain circumstances, however, the collective bargaining agreement may include areas that are also addressed in this Handbook. In those circumstances, the terms of the collective bargaining agreement are controlling, and the specific provision of the Handbook may not apply.

The policies in this Handbook also apply generally to all team members who have individual contracts of employment. However, there may be instances where provisions of the individual contract cover areas that are also addressed in the Handbook. In those instances, the terms of the individual contract are controlling, and the specific Handbook provision may not apply.

Where applicable, Summary Plan Descriptions of team member Benefit Plans may take precedence over the terms of the policies described herein.

## **EFFECTIVE DATE**

This team member handbook is effective August 14, 2017, and supersedes any prior policies and procedures including written or verbal communications, staff meeting minutes, and/or Management memos that were previously issued on employment-related subjects.

## **AT-WILL EMPLOYMENT**

All team members of Westgate Las Vegas Resort & Casino are employed “at-will,” except for team members with a written employment contract signed by an officer of the Company and union team members covered by a collective bargaining agreement. “At-will” employment means that the team member has the right to quit or resign at any time and the Company has the right to terminate the team member at any time for any reason and with or without cause, with or without prior notice.

This Handbook is provided to all team members of Westgate Las Vegas Resort & Casino for informational purposes only and does not change the “at-will” nature of employment at Westgate Las Vegas Resort & Casino. Nothing herein is intended to create a contract of employment or any other type of contract. Statements in this manual are not promises of specific treatment, but general statements of Company policy. The Company reserves the right to change, interpret, withdraw or add to the policies, benefits or terms and conditions of employment, at its sole discretion.

## **EQUAL EMPLOYMENT OPPORTUNITY**

Westgate Las Vegas Resort & Casino is proud to be an Equal Opportunity Employer (EOE). We promote equal opportunity in the areas of recruitment, employment, training, development, compensation, benefits, transfers, and promotions. Westgate Las Vegas Resort & Casino has “zero tolerance” to discrimination of any kind. Our employment practices are without regard to race, color, religion, creed, gender, gender identity or expression, age, sexual orientation, marital status, disability or medical condition, national origin, veteran status, or any other category or status protected by federal, state, and local anti-discrimination laws.

It is your responsibility as a team member to report any incident of unlawful discrimination to your immediate Supervisor or another member of our Management team. Upon receipt of the complaint, Westgate Las Vegas Resort & Casino will conduct a prompt investigation and take appropriate corrective action. The Company will maintain confidentiality throughout the investigatory process to the extent practical and appropriate under the circumstances.

Westgate Las Vegas Resort & Casino will not tolerate or permit any team member to suffer retaliation of any kind or suffer any adverse employment action as a result of reporting an unlawful discrimination claim. Any team member who feels he or she has been subject to any acts of retaliation should immediately report such conduct to his or her Supervisor or another member of our



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Management team. Any person who retaliates against another individual for reporting any perceived acts of harassment will be subject to corrective action up to and including separation of employment.

## **DIVERSITY AND INCLUSION**

Westgate is committed to fostering, cultivating and preserving a culture of diversity and inclusion. Our human capital is the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities and talent that our team members invest in their work represents a significant part of not only our culture, but our reputation and Company's achievement as well.

We embrace and encourage our team members' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make our team members unique.

Westgate Las Vegas Resort's diversity initiatives are applicable, but not limited to, our practices and policies on recruitment and selection, compensation and benefits, professional development and training, promotions, transfers, social and recreational programs, layoffs, terminations, and the ongoing development of a work environment built on the premise of diversity equity that encourages and enforces respectful communication and cooperation between all team members.

All team members of Westgate have a responsibility to treat others with dignity and respect at all times. All team members are expected to exhibit conduct that reflects inclusion during work, at work functions on or off the work site, and at all other Company-sponsored and participative events.

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## TEAM MEMBER BENEFITS

### OUR BENEFITS PACKAGE

Westgate Las Vegas Resort & Casino offers eligible team members and their eligible dependents a comprehensive benefits package that includes:

- Medical Insurance
- Prescription Plan
- Dental Insurance
- Vision Insurance
- Disability Insurance
- Life and AD&D Insurance
- Flexible Spending Plan
- 401(k) S&RP

Eligibility and specific benefits are described in the Summary Plan Description (SPD) of each plan and are the governing document and foremost authority in all cases. SPD's are available in Team Member Services.

The Company reserves the right to make changes, additions, and deletions to our benefits package, including changes to insurance carriers, levels of coverage and team member premium costs. Please see Team Member Services if you have any questions regarding your benefits eligibility and coverage.

Westgate Las Vegas Resort & Casino has no control or responsibility for actions taken by the insurance company (such as conditions covered, claims processing, and actual benefit payments). You must submit claims and directly resolve claim issues with the insurance company.

If you leave the Company for any reason, you may continue your health insurance coverage under COBRA; see the COBRA section of this Handbook for more details.

## MEMBERSHIPS AND DISCOUNTS

Westgate Las Vegas Resort & Casino frequently obtains, for their team members, beneficial privileges and memberships with other organizations. See Team Member Services for details.

## David's Dollars

David's Dollars provides team members with financial assistance in the event of financial hardship, illness, or death in the family. All regular full-time team members of Westgate Las Vegas Resort & Casino are eligible to apply for assistance once they have satisfactorily completed one (1) year of employment. The maximum total allowance for any one team member in a twelve (12) month period, commencing from the issue day of the first loan, is \$1,000. There is a maximum of two David's Dollars loans permitted while the team member is employed at Westgate Las Vegas Resort & Casino.

To qualify for a David's Dollars loan, the team member must be experiencing an unexpected, unavoidable loss, which threatens the team member's basic living needs, the cause(s) of which is not attributable to financial mismanagement, careless behavior, and/or frivolous spending. Examples of such losses include, but are not limited to:

- Impending home repossession
- Impending apartment eviction
- Temporary loss of primary mode of work transportation
- Travel expenses associated with death or impending death of immediate family member
- Living expenses associated with a serious illness/accident of team member or immediate family member
- The unexpected repair/replacement of a major critical appliance, the absence of which creates an undue hardship on the team member and/or immediate family
- The unexpected loss of employment of a household member on whose income the team member and/or the team member's family's welfare is dependent

To request assistance, team members should contact Team Member Services and complete a David's Dollars request form. Immediate family member is defined as the team member's parent, stepparent, legal guardian, sibling, spouse, child, or stepchild.

## Westgate Las Vegas Training and Development Programs

Training and development is a true partnership between the team member and the Company. For our part, whether aimed at the ongoing development of the knowledge and skills necessary to excel in a current job function, or providing opportunities to achieve long-term career goals, Westgate Las Vegas Resort & Casino has made a substantial investment in the necessary resources. The expectation of the team member is to make the commitment and put forth the effort to become the best possible team member he or she can be.

The following is a list of some of the Company-wide training currently available:

- New Team Member Orientation
- Guest Service Training
- Responsible Gaming Training

- Harassment and Discrimination Prevention Training

All hourly team members attending mandatory training classes will be paid for the hours of the Training Classes. Time spent in training counts toward hours worked when computing overtime. Tipped team members will receive a Training Wage.

In all cases, at least the minimum wage will be paid for any time spent in mandatory training classes. Hourly team members who come in on their scheduled day off for mandatory training will be paid a minimum of 4 hours pay, or for the time spent in training, if longer than 4 hours. Team Member Services can provide a complete list of training available.

## PAID TIME OFF

We encourage team members to spend time away from the job resting and rejuvenating with their Vacation and Holiday Flex Time benefits. For more detailed information, please see your Supervisor, Manager or Team Member Services.

All non-union team members earn paid time off. As of the effective date of this policy, there are three types of paid time off:

- Mandatory Paid Leave (“MPL”)
- Standard Earned Vacation (“Vacation” or “SEV”)
- Holiday Flex Time (“Flex”)

### Mandatory Paid Leave (“MPL”)

Forty (40) hours of Mandatory Paid Leave (MPL) is made available to all non-union team members starting on the 90<sup>th</sup> day of employment with Westgate Las Vegas Resort & Casino and annually thereafter on the team member’s employment anniversary. Up to forty (40) hours of unused MPL can be rolled over to the next year. The maximum balance in the rollover bank cannot exceed forty (40) hours.

MPL must be used in whole-hour increments with a minimum of four (4) hours. Team members must provide as much advance notice as practicable when using MPL. MPL will not be paid in lieu of time off. Upon separation of employment, unused MPL hours will not be paid out.

### Standard Earned Vacation (“Vacation” or “SEV”)

Vacation time is earned by team members who are classified as full-time or part-time and is based on the team member’s years of service. The vacation year is the twelve-month period starting with the team member’s most recent date of hire and each subsequent employment anniversary date according to the schedule below:

Vacation Schedule *	
Years of Service	Vacation Days Per Year
2 – 5	Five (5)
6 – 11	Ten (10)
12+	Fifteen (15)

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\* Eligible exempt team members receive five (5) vacation days on their first employment anniversary.

Team Members in the position of Vice President, Executive Vice President, Assistant General Manager or President, shall be eligible to take accelerated vacation of 15 days of vacation per year during years 1 through 11. Upon resignation by a team member, any payout amount will be based on the above schedule. \*\*

Up to 40 hours of vacation is available to use on and after 90 days of employment and accrued vacation will be added to the employee's bank as Standard Earned Vacation on each 12-month anniversary of the employee thereafter.

Vacation must be taken as time off. Upon separation of employment, unused vacation will be paid out to the team member if the team member resigns. If the separation is a result of termination for any violation of Company policy, the team member will not be entitled to receive payment for unused vacation.

## Holiday Flex Time

All regular full-time hourly and daily rated team members not covered by a collective bargaining agreement, who work an average of 32 or more hours per work week, will earn eight (8) hours for each of the Company recognized holidays per Plan Year, as listed below. Each Plan Year is the period from November 1 through October 31. Unused Holiday Flextime hours must be used during the Plan Year in which they are earned. At the start of each Plan Year, any unused days will be forfeited. Team members cannot receive pay for unused Holiday Flex Time. Unused earned Holiday Flex Time will not be paid out upon separation of employment.

Company Recognized Holidays:

- New Year's Day
- Presidents Day
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Christmas Day

Team members may use Holiday Flex Time as follows:

- Option 1 – Receive 8 Hours of Holiday Flextime pay on the actual holiday.
- Option 2 – “Bank” the holiday and request Holiday Flextime pay at a later date during the Plan Year.

Exempt team members who work on a Company Recognized Holiday may take time off at a later date, as approved by the Department Head.

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Team members must be in active status to be eligible to earn Holiday Flex Time. Team members who are absent, on a leave of absence or suspension on any holiday will not earn Holiday Flex Time for that day.

## Requesting Vacation and Holiday Flex Time Off

Standard Earned Vacation time and Holiday Flex Time should be requested on the appropriate form at least two (2) weeks in advance and must be used in eight (8) hour increments. MPL may be requested with minimal notice by the team member and may be taken in four (4) hour increments. The team member must receive proper approval before taking time off. The Supervisor will attempt to accommodate each request while balancing operation needs and guest demands. Westgate Las Vegas Resort & Casino retains the right to decline or modify time off requests based on guest commitments and other work requirements.

Holiday Flex Time pay may be used for a maximum of three (3) unscheduled absences; however, each call-off will still be counted as an absence in accordance with the Attendance Policy. Paid Time Off is paid at the team member's base pay rate at the time of the leave. It does not include overtime or any special forms of compensation such as incentives, bonuses, or shift differentials.

Requests for vacation or other time off are also subject to the terms of the travel-related guidelines in the "COVID-19 SAFETY" section of this Handbook.

## LEAVES OF ABSENCE

When a team member is required to be away from work for an extended period, they may qualify for a leave of absence. Our policy complies with the Family Medical Leave Act of 1993 (FMLA) as amended, Nevada Parental Leave NRS 392.920 & AB243, and the Uniformed Services Employment and Reemployment Rights Act (USERRA). Leaves of absence are granted only upon written approval by the Company. With the exception of Bereavement Leave, all leaves are unpaid. The Company requires team members to exhaust all unused, earned Vacation and Holiday Flex Time for any leave period. Team members are not allowed to accept new employment while on a leave of absence. For additional information speak with Team Member Services.

At Westgate Las Vegas Resort & Casino, our leaves of absence without pay include:

- Family and Medical Leave (FMLA)
- Military Leave
- Nevada Parental Leave
- Bereavement Leave
- Personal Leave

Except in the case of emergency or as otherwise provided by applicable law, team members must submit a written request for leave at least 30 days in advance of the leave. If the reason for the leave is potentially related to the FMLA, the team member will be mailed all documents and information needed to apply for FMLA leave. The documents must be completed and

returned to BASIC (our administrator) per the instructions included with the documents. *NOTE: Non-union team members who have completed 90 days or more of service with the Company are eligible to receive up to three (3) paid days of Bereavement Leave. Team members with less than 90 days of service may take up to three (3) days off without pay.*"

## UNAUTHORIZED LEAVES OF ABSENCE

Team members, who are absent with or without properly calling off for absences for (4) or more consecutive work days, will be considered on a leave of absence, at which time the team member must either apply for or be in the application process for a leave of absence. Team members, who are absent (4) or more consecutive work days without an approved leave of absence, will be considered to be on an unauthorized leave of absence. Unauthorized leaves of absence may result in disciplinary action up to and including termination.

## FAMILY AND MEDICAL LEAVE ACT POLICY

Under the Family and Medical Leave Act of 1993, as amended (FMLA), team members may be eligible for a period of job-protected unpaid leave for certain family and medical reasons as described below. This Family Medical Leave Act Policy ("Policy") provides an overview of team members' rights and responsibilities under the FMLA as well as the Company's policies regarding FMLA Leave. The Company has posted notices of the FMLA at all Company facilities. The information in those posters is incorporated into this policy by reference.

## GENERAL ELIGIBILITY

To be eligible for FMLA Leave under this Policy, a team member must have worked at the Company for at least 12 months and must have worked at least 1,250 hours during the 12-month period before the commencement date of any leave requested under this Policy. Eligibility will be determined as of the date the leave commences. Team members, who work at a site at which fewer than 50 team members are employed within a 75-mile radius, are not eligible for leave under this policy. When a request for FMLA is made, the company will advise of the team member's eligibility and the team member's rights and responsibilities.

## TYPES AND DURATION OF FMLA LEAVE

- A. Bonding Leave; Serious Health Condition Leave; Leave to care for a family member with a serious health condition; Active Duty Leave

A team member may be eligible for up to 12 weeks of unpaid leave during a rolling 12-month period (measured backward from the date a team member uses FMLA leave) for the following reasons:

1. The birth of the team member's child and to bond with the child; or for placement through adoption or foster care and to bond with the newly placed child. Such leave must be concluded no later than 12 months after the birth or placement of the child with the team member;
2. To care for an immediate family member (spouse, a child under 18 years old or a child 18 and over who is incapable of self-care because of a disability, or parent) with a serious health condition;
3. Because of a serious health condition which renders the team member unable to perform the functions of his/her job; or
4. Because of any qualifying exigency arising out of the fact that a team member's spouse, son (of any age), daughter (of any age) or parent, who is serving in any branch of the military (including the National Guard or Reserves), has been deployed or called to active duty in a foreign country ("Active Duty Leave").



B. Military Caregiver Leave

A team member also may be eligible for Military Caregiver Leave to care for a spouse, son (of any age), daughter (of any age), parent or next of kin who is:

1) A current member of the Armed Forces; including the National Guard or Reserves, and who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness, which is incurred in the line of duty (or for a pre-existing injury or illness which is aggravated in the line of duty) and that renders the service member medically unfit to perform the duties of his or her office, grade, rank or rating, or

2) A veteran who was a member of any branch of the Armed Forces, including the National Guard or Reserves, and who is undergoing medical treatment, recuperation, or therapy, for a serious injury or illness that occurred in the line of duty (or for a pre-existing injury or illness which was aggravated in the line of duty) at any time within 5 years preceding the treatment, recuperation or therapy. A covered veteran incurs a serious illness or injury for purposes of this paragraph when one of the following occurs:

1. The injury or illness makes him or her medically unfit to perform the duties of his or her office, grade, rank or rating.
2. It causes the service member to have a VA Service Disability Rating is at 50% or greater.
3. It is a mental or physical condition substantially impairs their ability to obtain gainful employment.
4. The VA enrolls the team member in the Department of Veteran Affairs Program of Comprehensive Assistance for Family Caregivers.

Eligible team members are entitled to a total of 26 weeks of unpaid Military Caregiver Leave during a single 12-month period. This single 12-month period begins on the first day an eligible team member takes Military Caregiver Leave (as long as it is within five years of the covered service member's active duty) and ends 12 months after that date. Military Caregiver Leave applies on a per-covered service member, pre-injury basis, so that a team member may be eligible to take more than one 26 week period of Military Caregiver Leave, but no more than 26 weeks of leave may be taken during any one 12-month period.

An eligible team member is entitled to a combined total of 26 workweeks of leave for all FMLA qualifying reasons during the single 12-month period described above. For example, if a team member takes ten weeks of FMLA leave due to his/her own serious health condition, the team member may take only 16 weeks of Military Caregiver Leave during that same 12 month period.

## DEFINITIONS

A. A "serious health condition" as referred to above means an illness, injury, impairment, or physical or mental condition that involves:

1. Inpatient care (*i.e.*, an overnight stay) in a hospital or other medical care facility (including any period of incapacity or any subsequent treatment in connection with such inpatient care);
2. A period of incapacity of more than three (3) consecutive full calendar days, and any subsequent treatment or period of incapacity relating to the same condition that also involves (i) treatment two (2) or more times by a health care provider or under the supervision of a health care provider within 30 days of the start of the incapacity, or (ii) treatment by a health care provider on at least one (1) occasion within seven (7) days of the start of the incapacity which results in a regimen of continuing treatment under the supervision of a health care provider;
3. Any period of incapacity or treatment due to pregnancy, or for prenatal care;

4. Any period of incapacity or treatment due to a chronic serious health condition requiring periodic visits of at least twice a year for treatment by a health care provider;
  5. A period of incapacity or treatment which is permanent or long-term due to a condition for which treatment may not be effective, during which the team member (or family member) must be under the continuing supervision of, but need not be receiving active treatment by, a health care provider; or
  6. Any period of absence to receive multiple treatments by a health care provider or under the supervision of a health care provider, either for restorative surgery after an accident or other injury, or for a condition that will likely result in a period of incapacity of more than three (3) consecutive calendar days in the absence of medical intervention or treatment.
- B. A “qualifying exigency” referenced above under “Active Duty Leave” refers to the following circumstances:
1. Short-notice deployment: to address issues arising when the notification of a call or order to active duty is seven (7) days or less;
  2. Military events and related activities: to attend official military events or family assistance programs or briefings;
  3. Childcare and school activities: for qualifying childcare and school related reasons for a child, legal ward or stepchild of a covered military member;
  4. Care of the covered military member’s parent if the parent is incapable of self-care;
  5. Financial and legal arrangements: to make or update financial or legal affairs to address the absence of a covered military member;
  6. Counseling: to attend counseling provided by someone other than a health care provider for oneself, for the covered military member, or child, legal ward, or stepchild of the covered military member;
  7. Rest and recuperation: to spend up to fifteen (15) calendar days for each period in which a covered military member is on a short-term rest leave during a period of deployment; or
  8. Post-deployment activities: to attend official ceremonies or programs sponsored by the military for up to 90 days after a covered military member’s active duty terminates or to address issues arising from the death of a covered military member while on active duty.

## **WHEN SPOUSES WORK TOGETHER**

If both spouses are employed by the Company and are eligible for leave under this policy, they are eligible for a combined total of 12 weeks of leave within the applicable 12-month period when the leave is due to the birth or placement of a child or to care for a parent who has a serious health condition, or a combined total of 26 weeks within the applicable 12-month period when the leave is due to the birth or placement of a child or to care for a parent who has a serious health condition and for Military Caregiver Leave. (However, in no event shall the spouses take more than a combined total of 12 weeks of leave within the applicable 12-month period for the birth or placement of a child or to care for a parent who has a serious health condition).

## **NOTICE OF NEED FOR FMLA LEAVE**

A team member who wants to take FMLA must follow normal call-in policies and notify the person the team member would normally notify for an absence. Failure to adhere to normal company call-in procedures can result in discipline, as with any other type of leave.

If FMLA applies or believed to possibly apply, the team member will be required, thereafter, to contact Human Resource to complete a request for leave. The team member will be required to fill out prescribed forms requesting leave.

To avoid a delay in FMLA protection, the team member must give notice as soon as possible and practicable under the circumstances of enough facts to advise the person receiving the call that FMLA may apply. Team members are always required to give notice as soon as practicable and possible, but, except for instances of active duty leave, a team member is not required to provide more than thirty (30) days advance notice.

If a team member fails to give the required notice with no reasonable excuse, FMLA coverage may be delayed for a period of time. This can result in discipline for absences taken prior to FMLA coverage commencing. Team members should make every reasonable effort to schedule foreseeable medical treatments so as not to disrupt the ongoing operations of the Company.

## **SUBSTITUTION OF PAID LEAVE FOR UNPAID FMLA LEAVE**

Team members must concurrently exhaust any short-term disability benefits, workers compensation benefits, accrued vacation time, or any other form of applicable paid leave for FMLA leave. All substituted paid leave that is being concurrently exhausted will be counted against an eligible team member's FMLA leave entitlement.

## **INTERMITTENT FMLA LEAVE**

Intermittent or reduced schedule leave is leave at varying times for the same qualifying condition. Intermittent leave or reduced schedule leave may be available if the need for leave is due to a team member's serious health condition or a team member's immediate family member's serious health condition and when the need for intermittent or reduced schedule leave is certified by a health care provider. Intermittent or reduced schedule leave is not available for the birth or placement of a child for adoption or foster care unless the Company agrees. Military Caregiver Leave may be taken intermittently or on a reduced leave schedule when medically necessary. Active Duty Leave may also be taken on an intermittent or reduced leave schedule.

Team members who take foreseeable intermittent or reduced schedule leave must attempt to schedule their intermittent or reduced schedule leaves so as not to disrupt the operations of the Company and in some instances, the Company may require team members taking foreseeable intermittent or reduced schedule leaves to transfer temporarily to an alternative position for which the team member is qualified and which better accommodates the team member's leave schedule. Pay and shifts would not be affected by a change to an alternate position. Time worked in the alternate position would not count towards the team member's FMLA leave entitlement.

Team members taking unforeseeable intermittent leaves must follow the Company's standard call-in procedures absent unusual circumstances.

## **DOCUMENTATION SUPPORTING FMLA LEAVE**

A team member requesting leave for a serious health condition must provide a completed FMLA Certification of Health Care Provider Form supporting the need for the leave. A request for reasonable documentation of family relationship verifying the legitimacy of a request for FMLA Leave may also be required.

The team member will have fifteen (15) days in which to return a completed Certification form following the Company's request for the certification. If the team member fails to provide timely certification after being required to do so, covered leave may be delayed moving forward until the certification form is

finally submitted. Absences counted against the team member for a late certification will not be reversed absent exceptional circumstances. If a team member never returns the completed form, the FMLA will be denied, and the absences will be unprotected. If the Certification form is incomplete or insufficient, a team member will be given written notification of the information needed and will be given a period of seven (7) days to provide the necessary information.

In some circumstances, a second opinion, at the expense of the Company, related to the health condition may be required. If the original certification and the second opinion differ, a third opinion, at the expense of the Company, may be required. The opinion of the third health care provider, which the Company and the team member jointly select, will be the final and binding decision.

A request for Active Duty Leave must be supported by the Certification of Qualifying Exigency for Military Family Leave form as well as appropriate documentation, including the covered military member's active duty orders.

A request for Military Caregiver Leave must be supported by the Certification for Serious Injury or Illness of Covered Service member form or Certification for Serious Injury or Illness of a Veteran for Military Caregiver Leave form as well as any necessary supporting documentation.

Once the company has received a complete and sufficient certification form from the team member, the Company will advise the team member whether he or she has been approved or denied FMLA and, if possible, will advise how much FMLA will be used.

## **RECERTIFICATION**

In the following circumstances, the Company may, in its sole discretion, require recertification of the qualifying reason for FMLA: (1) where the team member needs more leave than the original certification justified; (2) where circumstances and facts cast doubt on the team member's need for FMLA; or (3) when the need for FMLA extends beyond 6 calendar months. In these situations, the team member will have fifteen (15) days in which to provide a completed Recertification form.

## **RESTORATION TO POSITION AND BENEFITS**

Healthcare benefits will be maintained while a team member is on FMLA, subject to the payment of premiums explained in this paragraph. For all other benefits, they will be maintained similarly to others on similar forms of leave (paid/unpaid). Team members on paid FMLA (because they are concurrently exhausting a paid leave benefit) will continue to have their premium payments deducted from their paycheck as if they were on non-FMLA paid leave. Team members on an unpaid FMLA leave (for which no paid leave is substituted or after all paid leave has been exhausted) will need to maintain the benefits they accrued prior to the commencement of the leave by making premium payments. If the payment is not received on the due date or thereafter, the company will provide the team member written notice of nonpayment and provide 15 days to make the payment. If the payment is not made within the 15-day window, and at least 30 days have passed from the due date, then coverage under the benefit plan will lapse, retroactively to the original due date.

Team members are permitted to return to whatever position they would have held had they not taken FMLA leave. Generally, this means team members returning from FMLA leave within 12 weeks will be returned to the job position that they held when they went on leave, or a substantially similar one. If the team member would have lost their position even if they had not taken the leave, then there exists no reinstatement right. For example, if the team member's position is eliminated because of a reduction in force, then no reinstatement right exists.

If an eligible team member fails to pay his or her portion of the required premium payments for benefit coverage, and the Company elects to make the team member's portion of premium payments to keep benefit coverage in effect during a period of paid or unpaid FMLA leave for medical and dental benefits, and/or a period of unpaid FMLA leave for other benefits, the Company may recover the amount of the premium payment from the team member regardless of whether the team member returns to work. The Company may recover its own share of the premiums paid for maintaining a team member's medical and dental benefit coverage during any period of unpaid FMLA leave if the team member fails to return

from leave after entitlement has expired, provided the team member fails to return to work for a reason other than the continuation, recurrence, or onset of a serious health condition was unrelated to the qualifying reason the team member took FMLA leave.

## **RETURN TO WORK**

Team members on FMLA leave must periodically inform the Team Member Services Department of their status and intent to return to work while on FMLA leave. Team members returning from FMLA leave must be able to assume all of the essential functions of their jobs upon return. The Company will provide time for the team member to learn of any changes or new technology implementations. As a condition to restoring a team member whose leave was based on the team member's own serious health condition, the team member must provide certification from the team member's health care provider stating that the team member can resume work. This return to work statement is required for all serious health conditions unless the team member has previously provided one for that condition within the past year. If safety issues exist, the Company may require a return to work statement every thirty days.

## **FAILURE TO RETURN FROM LEAVE**

Unless required otherwise by law a team member granted a leave of absence under these provisions who fails to return to work upon expiration of the leave will no longer have protected absences. Further absences would count against the attendance policy.

## **KEY TEAM MEMBERS**

A team member who qualifies as a "key team member may be denied restoration of employment after a period of FMLA leave if holding the team member's position would cause the company grievous economy injury. A "key team member is a team member who is salaried and is among the highest paid ten percent of the work force within 75 miles of the place where the team member reports to work. Upon requesting FMLA leave, a team member will be notified by the Company of his/her status as a "key team member if there is a possibility that the Company may deny reinstatement after leave.

## **INTERACTION WITH STATE LEAVE LAWS**

Certain states require employers to provide greater or different job-protected leave. When applicable, the Company complies with all such leave laws. When leave provided under one of these laws is covered under the federal FMLA, it also shall count toward the team member's federal FMLA entitlement and as FMLA Leave under this Policy. These leave laws vary by state, and the team member should contact Team Member Services with any questions.

## **NEVADA PARENTAL LEAVES**

The Company provides Parental Leave under NRS 392.920 and AB 243. To be eligible for Parental Leave, a team member must be a parent, guardian or custodian of a child enrolled in either public or private school. Eligible team members are entitled to four (4) hours of unpaid leave time per child per school year, to attend or participate in school-related activities.

Leave may be taken in as little as one-hour increments for any of the following reasons:

- Parent / Teacher conferences
- School related activities during regular school hours
- Volunteering or involvement at school
- Attendance at other school related events

Team members seeking to use Nevada Parental Leave are required to provide 5-day advance notice of the need to take Nevada Parental Leave, and must provide documentation indicating that they attended and were involved in the activities specified.

## **MILITARY LEAVES**

Westgate Las Vegas Resort & Casino support staff members who serve the armed forces of our country. In compliance with the Uniformed Services Employment and Reemployment Rights Act (USERRA), eligible staff members may qualify for benefits and job protection when military service calls them away from work, or for other qualifying events related to their own or family member's Military service. For more information, please refer to Westgate Las Vegas Resort & Casino USERRA, Policy code 705.

## **BEREAVEMENT LEAVES**

Westgate Las Vegas Resort & Casino recognizes how important it is to attend to family matters and allows team members time away from work in the event of a death in their immediate family. Non-union team members who have completed 90 days or more of service with the Company are eligible to receive up to three (3) paid days of Bereavement Leave. Team members with less than 90 days of service may take up to three (3) days off without pay.

Bereavement Leave does not have to be consecutive days. Payment is only made for regularly scheduled workdays missed. Documentation acceptable to the Company is required.

For the purposes of this policy, "immediate family" is defined as:

- Spouse
- Child (including stepchild)
- Foster Child
- Sibling (including step-siblings)
- Parent
- Grandparent
- Grandchild
- In-Laws (mother, father, brother, sister, son, daughter)
- Domestic Partner
- Any individual legally acting in one of the above capacities

Team members should contact Team Member Services to coordinate bereavement leave.

## **DOMESTIC VIOLENCE LEAVES/ACCOMODATIONS**

### **Nevada Domestic Violence Victims Leave, effect January 1, 2018**

Employees, who have been employed for at least 90 days and who are a victim of an act which constitutes domestic violence, or whose family or household member is a victim of an act which constitutes domestic violence, and the employee is not the alleged perpetrator, is entitled to not more than 160 hours of leave in one 12-month period.

- Hours of leave provided must be used within the 12 months immediately following the date on which the act which constitutes domestic violence occurred;

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- Hours of leave provided may be used consecutively or intermittently; and
- If used for a reason for which leave may also be taken pursuant to the Family and Medical Leave Act, must be deducted from the amount of leave the employee is entitled to take pursuant to the Family and Medical Leave Act

An employee may use the hours of leave only:

- For the diagnosis, care or treatment of a health condition related to an act which constitutes domestic violence committed against the employee or a family or household member of the employee;
- To obtain counseling or assistance related to an action which constitutes domestic violence committed against the employee or a family or household member of the employee;
- To participate in court proceedings related to an act which constitutes domestic violence committed against the employee or a family or household member of the employee;
- To establish a safety plan, including, without limitation, any action to increase the safety of the employee or the family or household member of the employee from a future act which constitutes domestic violence.

Westgate Human Resources may require employees to provide documentation that confirms or supports the reason for requesting leave. Such documentation may include, without limitation, a police report, a copy of an application for an order for protection, an affidavit from an organization which provides services to victims of domestic violence or documentation from a physician.

## **PERSONAL LEAVES**

Team members with at least one year of employment may request a Personal Leave of Absence. Personal leaves are granted by the Manager at his/her discretion based on business needs, and may not exceed 30 days during any 12- month rolling period, except where additional leave is required under applicable law. A team member who is granted a personal leave has not assured the right to return to work for the Company or to the position held prior to the leave. Attendance Points do not apply.

## **JURY DUTY**

We encourage our team members to support our country's judicial system by serving jury duty as required. We provide our full-time team members their regular rate of pay for any scheduled shifts missed due to jury duty, less any amount received from the court.

Team members are responsible for advising their Supervisor when they receive a jury summons. To receive reimbursement, the team member must provide Payroll a copy of the court compensation and submit the attendance slip provided by the court. Compensation for jury service will not exceed 30 days in any 12-month period.

## **CONTINUATION OF BENEFITS -- COBRA**

Under the Consolidated Omnibus Budget Reconciliation Act (COBRA), you and your eligible dependents may qualify for a temporary extension of coverage if you leave the Company or become ineligible for continued participation in the Company health plan.

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If you leave the Company or your benefit eligibility status changes due to an employment status change or another event, notification will be sent to the appropriate agencies and vendors regarding the change in status. BASIC will then send you options for continuing coverage. Generally, eligible team members who pay the entire COBRA premium may continue coverage for up to 18 – 36 months or longer depending on the circumstances. Contact Team Member Services with any questions regarding continuation of coverage and benefits eligibility.

## **WORK-RELATED ILLNESS & INJURY**

Westgate Las Vegas Resort & Casino provides Workers' Compensation insurance for all Team Members, and we pay the full cost of this coverage. You may be eligible to receive benefits if you suffer a work-related illness or injury.

Workers' Compensation benefits include payment for medical treatment and the partial payment of lost wages. Wage benefits begin several days after the disability occurs. The benefit amount is determined by the insurance company, in accordance with state law. In the event of death due to a work-related injury or illness, a death benefit may also be paid to the surviving spouse and/or children.

Team Members involved in accidents during work time which result in property damage or physical injury will be subject to alcohol/drug testing. If a Team Member tests positive for alcohol or illegal drugs, Worker's Compensation benefits may be denied.

## **Reporting Work-Related Injury or Illness**

Contact your Supervisor immediately in the event of a work-related injury or illness and report to Security. This notification is required within seven (7) days of the occurrence, even if the injury or illness seems minor and/or no time is lost from work. This is necessary to ensure that any subsequent claim is handled correctly and to comply with legal reporting and record maintenance requirements. Failure to immediately report a work-related injury or illness could result in a delay or even a loss of benefits.

We will protect the company against any fraudulent claims or fraudulent extensions of claims. Workers' Compensation is a valuable and expensive benefit, and we ask your help to promptly report any evidence of fraudulent activity related to this benefit.

## **PRIVACY ACT -- HIPAA**

Healthcare information is kept confidential and private in compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Westgate Las Vegas Resort & Casino has a set of standards and enforcement procedures in place to maintain the confidential and private nature of your healthcare records.

Information related to the results of your drug and/or alcohol test or any drug and/or alcohol treatment program participation is kept confidential and secure in a filing system separate from personnel files. Any violation of our policy that results in the release of information relating to a team member's drug and/or alcohol use, testing, discipline, or any related matter will result in corrective action, up to and including separation of employment.

Information is only released with written permission from you or as required by law.



# COMPANY POLICIES

## INTRODUCTORY PERIOD

Your first 90-day period in your new position is your Introductory Period. This time period gives you and your Supervisor the opportunity to evaluate your compatibility with the new job. Your Supervisor will evaluate your performance and suitability for continued employment and overall fit with the Company. You can also decide if the new position meets your expectations. Either you or your Supervisor may end the employment relationship at any time and for any reason, without notice during the Introductory Period.

Team members who transfer or are promoted into a new position within the Company, are required to complete a new Introductory Period and will be evaluated for compatibility in the new position. We anticipate that each team member's career with the Company will be enduring and successful and we strive to retain transferred team members who have functioned successfully in other positions.

## YOUR COMPANY SUCCESS

We are excited about your future with Westgate Las Vegas Resort & Casino. Here are some important tips for achieving success on the job:

- Become an expert on the techniques, skills, and procedures required for success in your position.
- Avoid being unexpectedly absent or late to work.
- Consistently strive to improve your job quality, accuracy, and productivity.
- Organize your work to meet deadlines and effectively plan and prepare for projects and busy periods.
- Develop and apply important time management skills.
- Be a dependable and outstanding member of your work team.
- Demonstrate courtesy, patience, and consideration at all times when dealing with our customers, vendors and co-workers.

## OPEN COMMUNICATION

Westgate Las Vegas Resort & Casino is committed to fostering open and honest communication with its team members to ensure a harmonious and safe work environment. The Company's "Open-Door" policy means that team members are encouraged to and can meet directly with Supervisors and Managers to discuss and address team member concerns. All team members are encouraged to utilize the various communication channels available to find out more about the Company, share suggestions and feedback, and obtain answers to questions.

## PROPERTY NEWSLETTERS

Our Property newsletters provide updates on the property, guests and team member news and events.

## **TEAM MEMBER OPEN DOOR POLICY**

We encourage communication within all levels of the organization. Often the fastest way to get questions answered is through the direct Supervisor; however if needed, team members are encouraged to access other levels of management including the department Manager, Director, or Vice-President. Team members should feel free to contact any member of Management or Human Resources to help resolve any issues at any time.

## **TEAM MEMBER SERVICES TIPLINE**

The company promotes open communication and the Open Door policy to report and resolve issues, including complaints regarding sexual or other forms of illegal harassment and criminal behaviors or activities. The Company encourages all team members to immediately report any policy or procedure violations to any Supervisor or Manager or Team Member Services. The Company has also implemented a telephone tip line (TMS TIPLINE) whereby team members may report harassment, suspected criminal activity, policy violations, fraudulent activity, or any issue of concern, either confidentially or anonymously. To initiate a Tip Line complaint, team members can call the Tip Line at 855-945-8867 or file online at <http://www.lighthouse-services.com/wgresorts>. These services are available 24 hours a day, 7 days a week, 365 days a year. Team members who make a good faith report will be protected from any form of retaliation. In the event a team member feels that they have been subjected to retaliation are encouraged to immediately report their concerns to the Team Member Services department.

## **PROPERTY-WIDE MEETINGS**

Several times a year, the General Manager hosts meetings for all team members. During these fun and informative sessions, important information is shared with all team members, about topics ranging from survey results and upcoming entertainment to financial results.

## **TEAM MEMBER ACTIVITIES & RECOGNITION**

To recognize the contributions of our team members and to promote teamwork, Westgate Las Vegas Resort & Casino offers a variety of team member programs and events, some of which include:

### **RECOGNITION EVENTS**

- Ambassador of the Month
- Manager of the Quarter

### **ACTIVITIES**

- Holiday Events
- Community Partnership Events
- Health and Wellness Programs

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Team members may contact Team Member Services to learn more about these and other programs and events.

## INTERNAL CAREER OPPORTUNITIES

We encourage all team members to develop and expand their careers with Westgate Las Vegas Resort & Casino. Team members are encouraged to take advantage of internal career opportunities by applying for transfers and promotions to available jobs posted in the back-of-house. Team members who meet all of the eligibility requirements below will receive first consideration for transfer or advancement over outside applicants when all other factors are equal.

Before applying for internal career opportunities, team members must have:

- At least six (6) months of continuous service in their current position
- Good work history with no coaching/counseling in the prior six (6) months (including Attendance points of 7 or more)
- Job skills and qualifications required for the new position
- Submitted a "Request for Transfer/Promotion Form."

Eligible team members will be granted an interview with the Hiring Manager and will be contacted regarding the selection decision. The hiring manager will inform the team member/applicant's present department head prior to interviewing. The hiring manager will also contact Team member Services to ensure the team member being considered is not disqualified by virtue of attendance points and/or corrective counseling within the last (6) months. If selected, the Hiring Manager will contact the team member's current Manager to set a transfer date that least disrupts Company or departmental operations. Any exceptions to the above require the approval of Team Member Services.

## GUEST SERVICE

Our goal is to create satisfied guests and cultivate long-term, positive relationships at all times. In order to provide the finest service to our guests, the following guidelines should be followed in all guest contact situations.

Westgate Las Vegas Resort and Casino subscribes to the "SNAP" model of guest service and interactions. All team members are expected to demonstrate this level of guest service by practicing the following "SNAP" steps:

- Smile, make eye contact and greet the guest; initiate the conversation and engage.
- Name: Introduce yourself and use the guest's name, whenever possible.
- Anticipate and follow through with the guests' needs and requests.
- Positive Parting Comments: Always leave the guest with at least (2) positive parting comments. One of your comments should always be "My Pleasure."

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Remember also speak clearly to guests with a cheerful tone, Display positive body language, present a neat and well-groomed appearance and a readable name tag. Refrain from personal conversations with co-workers in the presence of guests during work time.

When a guest is unhappy or makes a complaint, dedicate yourself to resolving the issue by taking the following steps:

- Be a good listener, let the guest talk, and take note of important facts.
- Express interest and understanding.
- Never argue with a guest or use offensive or profane language. Maintain composure. If the guest appears to be irate, diplomatically obtain assistance from your Supervisor.
- Accept responsibility for any errors—whether it's your fault or not. Apologize and see that the error is corrected.
- Put yourself in the guest's place. Look at the problem through his or her eyes and treat the guest the way you would want to be treated if the situation was reversed.

If you are unable to assist the guest, excuse yourself and locate a member of Management. Determine the proper person or department to handle the situation. Make sure the guest and the person who can help are connected and follow up to make sure the issue is resolved.

Remember that you represent Westgate Las Vegas Resort & Casino at all times. Your pleasant attitude, courteous manner, kindness, and consideration are a reflection of our Company and contribute greatly to the success of our business.

## GUEST AND ENTERTAINER INTERACTIONS

The privacy and guest experience of celebrities and celebrity associates, as well as all hotel-casino guests, is a top priority at the Westgate. Celebrities include, but are not limited to:

- Television and Motion Picture personalities
  - Known sports figures
  - Local television personalities
  - Government officials / Politicians
- 
- Celebrities, regardless of whether they are Westgate entertainers or hotel-casino guests, must be treated as any other guest concerning their privacy and guest service. Please refer to the "Guest Service" standards in the Westgate Team Member Handbook.
  - Unauthorized filming (Videotaping) is not allowed on Westgate property. Team members are not permitted to film celebrities, or other guests, with or without permission of the guest or celebrity. Team members are not permitted to candidly film, record or take photos in public areas without expressed permission from management.
  - Team members are not permitted to approach celebrities and request or take selfie photos.

- All team members, with the exception of those identified as authorized to use cell phones for business purposes, are prohibited from utilizing cell phones in any public area on property during scheduled work hours. Cell phones must be turned off and not visible during scheduled hours in assigned work areas.
- Team members who have a cell phone with a camera or other recording devices are not permitted to use the camera on property without prior approval from management. Cell phones may be used during scheduled breaks in approved break areas only.
- Team members are never permitted to approach celebrity entertainers, guests, or associates to request an autograph or any other celebrity memorabilia.
- Team members are not permitted to fraternize with guests, including celebrities.
- Team members are not permitted to patronize celebrity and/or any other hotel guest rooms without prior approval from management.
- Team members must not initiate contact with celebrities on property, unless they are performing a guest service for the celebrity, in accordance with their work duties.
- Team members must not engage in the physical pursuit of celebrities, or any other guests, in any area, at any time on Westgate property.
- Team members must respect the personal space of celebrities working at, or patronizing, Westgate at all times. Team members are never permitted to approach or otherwise gain the attention of celebrities on Westgate property.
- Should team members witness/observe other team members approaching, requesting photos, candidly filming or otherwise engaging or interacting with celebrities or celebrity associates, (unless it is in conjunction with their assigned job duties) they are to notify a supervisor, Westgate security or a member of management immediately.
- It is a violation of company policy, as well as a violation of the privacy guests, have a right to expect, to divulge to anyone outside of business necessity, your knowledge of any celebrity guests staying in the hotel.

When using Social Media and Social Networking sites on your personal time, make it clear that you are speaking for yourself and your views and opinions, and not necessarily the views and opinions of Westgate. .

## GUEST RIGHTS AND PRIVACY

Westgate considers the rights and privacy of our guests to be of the utmost importance. Nevada State Law also entitles all persons to equal enjoyment of accommodations without discrimination in any place of public accommodations. Hence, only Human Resources or an authorized management designee shall, upon request or requirement, divulge guests' names, whereabouts or other personal information

to Immigration or any other local, state or federal agencies. Team members are prohibited from independently sharing or divulging guests' names, whereabouts or personal information, including dates of guest visits and/or stay with Westgate to any outside persons or entities, including Immigration or any other local, state or federal agencies, without management's expressed permission. Warrants or subpoenas presented to Westgate team members regarding guests or other legal matters should be referred immediately to Human Resources, Security or a designated member of management. Any team member, who is found to have violated this policy, will be subject to disciplinary action up to and including termination.

## STANDARDS OF CONDUCT

Out of respect for our guests and each other, team members are expected to maintain certain behavior and performance standards. The following is a list of behaviors that may result in coaching and counseling, up to and including immediate termination of employment; it is not intended to be an exhaustive list and Management reserves the right to determine the appropriate level of discipline to be issued for policy violations. At all times, team members are expected to use good judgment in determining appropriate behavior at work. Since employment is "at-will," Management has the right to terminate employment at any time, with or without reason, with or without following this process.

1. Violations of any of the policies and procedures as outlined in this Handbook.
2. Rude, malicious, discourteous, offensive, abusive, intimidating, unprofessional, conduct/behavior or language toward guests or co-workers.
3. Purchase, possession or consumption of alcoholic beverages, during work time or in Company uniform, except with prior approval by Management. Reporting to work or being at work while under the influence of alcohol is strictly prohibited. Even with management approval, when in bars on property, team members must be off duty, out of uniform and act professionally.
4. Possession, purchase, use or sale of illegal drugs or drug paraphernalia at any time, whether on or off duty, in any location, whether on or off company Property.
5. Possession/use of firearms, explosives, or any dangerous instruments and engaging or contributing to workplace violence or physical or verbal threatening conduct on company premises.
6. Dishonesty, fraud, collusion, deception or failure to report known acts or plans of such dishonesty when known.
7. Causing damage to, or destruction or sabotage of Company Property.
8. Intentional falsification of Company records and/or documents or employment applications, or making maliciously false and/or knowingly misleading statements with intent to deceive.
9. Theft, misappropriation, misplacement, destruction or damage to property or data belonging to guests, co-workers, or the company, regardless of value, including failure to report such acts.
10. Revealing confidential company business information to unauthorized persons.
11. Distributing, posting, or circulating material of any kind or nature during working time, whether in written or electronic format.
12. Lewd, obscene or immoral conduct or communication.
13. Violation of safety, fire code, security, key control or any policies regarding safety.
14. Failure to wear specifically required uniforms and/or safety equipment.
15. Violation of sanitary standards, policies or procedures regarding cleanliness or health or departmental work rules.
16. Failure to report an on-the-job injury.

17. Leaving the premises during work time without prior authorization from Supervisor.
18. Insubordination.
19. Failure to perform work assignments and work duties, in a careful and attentive, diligent manner and without negligence.
20. Sleeping, dozing or taking unauthorized breaks while on duty.
21. Solicitation of tips or indicating to guests or other team members that gratuities, tips, gifts or tokens are expected or required for services, or that a tip offered is insufficient, or misrepresenting the status of pre-paid gratuities.
22. Violation of any State or Federal law or regulation.
23. Having a driver's permit/license revoked if essential job function requires a driver's permit/license.
24. Inability to be bonded.
25. Gambling in any form on company premises, except as specifically authorized by Westgate Las Vegas Resort & Casino Gambling-on-Property policy. If authorized to gamble on premises, team members cannot do so while in uniform.
26. Eating in restaurants while in uniform.
27. Allowing an immediate family member to participate in a major Company promotion.
28. Violation of the Casino Control/Gaming Control Act, or governmental agency provision and/or any of its attendant regulations (this applies whether the act is on or off the premises)
29. Failure to maintain, renew, and have on your person at all times, name tags, required licenses, cards, and all appropriate and up to date credentials (includes current personal information as to name and address).
30. Violation of the Company's Illegal Harassment or Discrimination policies.
31. Smoking in areas other than approved areas.
32. Chewing gum.
33. Failure to comply with the appearance policy.
34. Failure to clock in or out when required or punching in/out for work time not worked or punching in/out for a co-worker.
35. Failing to report to work due to incarceration.
36. Failing to notify the company of phone number and/or address changes.
37. Removal of food from the Team Member dining room.
38. Failure to enter or leave from the Team Member entrance.
39. Parking in unauthorized areas.
40. Fraternalizing with guests, vendors, or Gaming Commission Officials.
41. Patronizing hotel guest rooms without prior approval from Management.
42. Failure to comply with the Moonlighting policy.
43. Offering or asking for a loan from coworkers or guests.
44. Using cell phones or recording devices during working time unless authorized by management to use a cell phone on property for business or legally-protected purposes.
45. Accepting outside employment while on a personal or medically-related leave of absence.
46. Failure or refusal to cooperate with a Company or Security investigation.
47. Any violation of Westgate's Guest and Entertainer Interactions policy
48. Failure to return from an authorized leave of absence
49. Unauthorized use of Company facilities
50. Violation of the Company's attendance policy
51. Violation of the Company's cash variance policy
52. Failure to obey the speed limit and/or use designated parking spaces or engaging in reckless or careless driving in the team member parking garage
53. Violation of the Company's Solicitation & Distribution policy
54. Failure or refusal to follow a directive of management
55. Violation of the Company's Responsible Gaming or Underage Gambling policies
56. Being on an unauthorized leave of absence

57. Sharing or divulging guests' names, whereabouts or other personal information to any outside persons or entities, including Immigration or any other local, state or federal agencies, without management's expressed permission.
58. Failure to immediately report an accident to Security which involves Company, guest, or team member property, whether or not there is any resulting damage.
59. Using public restrooms in the guest-facing and/or front-of-house areas of the property.
60. Failure or refusal to follow the Clear Bag policy.

The above Westgate Las Vegas Resort & Casino Standards of Conduct are not intended to be an exhaustive listing. Management reserves the right to determine the appropriate level of discipline to be issued for policy violations, some of which are outlined above. Where appropriate, Management may use the following Coaching and Counseling Procedure. Based on the severity and the specific facts of the incident, the disciplinary process may be accelerated to final written warning and/or immediate termination of employment. Management is not obligated to use this procedure. If used, the following steps may be followed:

- First Step – Documented Coaching
- Second Step - Written Warning
- Third Step – Final Written Warning
- Fourth Step – (1) to (3) Days Disciplinary Suspension
- Fifth Step - Termination of Employment

## COACHING & COUNSELING

Westgate Las Vegas Resort & Casino believes that all of our team members support the objectives of our organization. We provide training and performance management to all team members to make sure our Company goals and objectives, the requirements of each job and all the other criteria for success are clearly communicated.

When a team member's job performance, behavior or actions are not in compliance with Company policies or standards of performance as determined by the Company, appropriate corrective action will take place based upon the nature and circumstances of the infraction, and the team member's history of service.

Coaching and counseling may be written and could result in a team member being suspended without pay or separated. All such action is documented, and a record is placed in the team member's file.

## WORK HOURS

Department Supervisors establish the time and duration of team members' work hours based on workload and the goal of providing excellent guest service while efficiently managing team member resources and complying with all applicable laws.

Team members may be required to work additional hours beyond their normal work schedule. In consideration of family and other personal commitments, the Supervisor will give as much advance notice of overtime as possible.



## **MEALS AND BREAK PERIODS**

Team members will receive one 10-minute break for every three and one-half (3 ½) consecutive hours worked and one 30-minute meal period for each shift of more than five (5) hours.

All breaks and meal period times will be assigned by the Supervisor based on the staffing needs of the department. The 30-minute meal break will be scheduled as near to the middle of the shift as possible. Breaks for dealers may occur more frequently if the schedule permits.

Westgate Las Vegas Resort & Casino provides team members with one free meal per shift, on scheduled workdays. All food, beverages, and utensils are to remain in the Team Member Dining Room. Guests and family members are not permitted to eat in or visit our Team Member Dining Room.

It is mandatory that all meal and break periods be taken in designated break areas. Restroom breaks may only be taken in approved back-of-house restrooms or locker rooms. Team members are not permitted to use guest-facing or front-of-house public restroom facilities while on duty or on a break.

## **TIME KEEPING**

Team members are responsible for following the Westgate Las Vegas Resort & Casino time keeping procedures. Federal and state laws require the Company to keep accurate records of team member work time in order to calculate pay and benefits. Time worked is the time actually spent on the job performing assigned duties.

Hourly team members must accurately record the time they begin and end work by using the electronic time keeping system. Team members are required to swipe/punch-in and swipe/punch-out each day they work at the Company. If there are any discrepancies, or the team member forgot to swipe/punch-in or swipe/punch-out, the Supervisor should be contacted immediately. The Supervisor will investigate the discrepancy and determine how the discrepancy will be resolved.

Each team member is assigned a start time and a finish time. Team members are not permitted to work prior to their start time or after their finish time unless expressly directed to do so by their Supervisor. Team members are expected to be at their assigned workplace at their start time and to remain at the workplace until their finish time.

Clocking in or out for another team member is a violation of Company regulations and may result in immediate separation. Any falsification of time keeping records is grounds for corrective action, up to and including separation.

## **ABSENCES & TARDINESS**

Being the BEST means being on time to provide fast and flawless service every shift. Team members that are excessively absent or late create an inconvenience for guests and co-workers. Being on time means being at the workstation, fully prepared to begin work at the scheduled start time. This no fault attendance policy is designed to be fair and consistent in recording punctuality and attendance.

## **CALL IN PROCEDURE**

It is each team member's responsibility to notify their Supervisor at least two (2) hours prior to the start of their scheduled shift, mandatory meeting, or training class if they are going to

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be late or absent. Additionally, immediately after contacting their Supervisor, the team member is required to call the automated BASIC call-in line 1-877543-5673, answer all questions, and make a note of the confirmation number provided.

## TRACKING

The attendance policy is based on a point system. Please see your Supervisor, Manager or Team Member Services for more details.

<b>Incident</b>	<b>Points</b>
One Day Absent	1 point
Consecutive Absences: <ul style="list-style-type: none"> <li>• 1 point for the first day of absence</li> <li>• 1/2 point for day following initial day of absence</li> </ul> Total points for 2 or more consecutive days absent = 1 1/2 points (Please refer to Leave of Absence guidelines; for example if absence is due to overnight hospitalization, or team member missing more than 3 consecutive days of work and requiring follow-up treatment, or continuing treatment for chronic condition, prenatal care, birth of child or caring for a family member with a serious health condition may be eligible for a LOA; points are not recorded for an approved Leave of Absence)	1 point first day +1/2 point 1 1/2 points total
Patterned Absence (3 incidents creating a pattern within three months; may include but is not limited to calling off on same days of the week, days before or after days off, days before or after payday, days before or after holiday, etc.)	2 points
Late for work (including returning late from break)	1/2 point
Leaving work early after completing 2 or more hours of shift (unless due to business demands or approved in advance)	1/2 point
Leaving work before completing 2 hours of shift (unless due to business demands or approved in advance)	1 point
No Call/No Show	6 points
Denied Day Off (formal request for a day off was denied, but team member calls out as an absence; includes denied Shift Request to switch schedules)	3 points
Mandatory Meetings – absence/lateness/no call/no show	Points apply as above
Training Classes – absence/lateness/no call/no show	Points apply as above
Peak Business Days* (defined below) - absence	2 points
<b>Additional Points for Improper Call-Out:</b>	
Failure to call in a full-shift absence at least two hours before start of shift	1/2 additional points

Calling in to report a full-shift absence when more than 50% of the shift has elapsed, but before the end of the shift	One additional point
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Departments may identify five (5) days per year as a “peak business day.” The department will post such designated peak days a minimum of ninety (90) days in advance. Designation of peak day(s) may be changed by the department at any time provided that there are at least ninety (90) days advance notice of the newly designated peak day.

Points are not assessed for Jury Duty, approved Leaves of Absence, documented on-the-job-injury, Workers’ Comp Leave, or pre-approved paid or unpaid Time Off.

Team members who have accrued Vacation and Holiday Flex Time may use such time for shifts on which they are absent for their entire shift. If Vacation or Holiday Flex Time is requested, it must be for all hours of the absent shift. Points will still be assigned as noted above for all unscheduled absences/attendance incidents.

## COACHING & COUNSELING

Team members are responsible for keeping track of their point totals. The property will attempt to provide written notification during the orientation period; and, after completion of the orientation period, at five (5) points, at seven (7) points, at ten (10) points and eleven (11) points (Separation of Employment), as follows:

5 points	Verbal (Coaching)
7 points	Written Warning
10 points	Final Written Warning
11 points	Separation

Each step of progressive counseling need not be issued prior to separation provided that points have been properly assessed. For example, a team member with 7 points who is a no-call/no-show may be separated because of the accrual of 13 points, despite not having received a prior Final Written warning.

## REWARD FOR GOOD ATTENDANCE

A team member can reduce their point total on the 12-month anniversary of an incident; that is, the point(s) for that incident drop off and are no longer counted. After one-hundred eighty (180) days of perfect attendance, all existing attendance points and counseling notices issued under the Attendance Policy will become inactive and no longer used for progressive counseling purposes, excluding patterned absence points. Team members on any type of leave will not have the period of leave counted toward fulfillment of the one hundred eighty (180) day requirement.

For questions regarding policy, absence point status, written approved absences, and other concerns, contact Team Member Services.

## PARKING & ARRIVING/LEAVING WORK

To ensure that facilities are available to our guests, team members must follow specific guidelines for parking and entering/exiting the building. Westgate Las Vegas Resort & Casino will provide all team members with a parking space in our team member parking area. Handicapped parking is available for those with plates or placards displayed in their cars. Unless approved by Management, team members are not permitted to park in guest designated parking areas. It is against Company policy to be picked up or dropped off at any

guest entrance. Team members must be dropped off and picked up for work at the designated drop-off area in the team member parking lot. Team members are required to use the team member entrance when arriving at work and when leaving.

## **PAY PERIODS**

For all team members except Stagehands:

- A regular workweek is 40 hours from Thursday to Wednesday, with the pay period ending every other Wednesday.
- Paychecks are distributed electronically every other Tuesday. Each calendar year contains 26 pay periods.

For Stagehands only:

- A regular work week is from Monday to Sunday, with the pay period ending every Sunday.
- Paychecks are distributed electronically every Wednesday. Each calendar year contains 52 pay periods.

## **DIRECT DEPOSIT**

Direct deposit, Paycard, or Paper Check are the available wage disbursement options. Each team member is required to select one of these three options, and provide written authorization for use on the appropriate form. Enrollment is free to all team members. Team Member Services and Payroll can assist with the paperwork for the selected option.

- Direct Deposit: Pay is automatically deposited into your bank account(s).
- Pay card: Pay is deposited into a special payroll account from which the team member may withdraw the money using the issued card that works just like an ATM/debit card.
- Paper Check

## **PAYCHECK DEDUCTIONS**

Westgate Las Vegas Resort & Casino is required by law to make certain deductions from team members' paychecks including federal income taxes and state income taxes, where applicable. Deductions are based upon the number of dependents and exemptions claimed on each team member's W-4. We also deduct Social Security taxes from each paycheck up to a specified limit. These deductions are itemized on the electronic paycheck stub. Team members should immediately report any changes in name, address, telephone number, marital status, or the number of exemptions for tax purposes. Team members receive a W-2 form every year that indicates how much of their earnings were deducted for taxes.

The Company will execute all court-ordered garnishments, tax levies, and support orders we receive in accordance with applicable state and federal laws. The team member will be notified of any garnishments.

It is a requirement by the Federal Government that all team members receiving tips exceeding an established figure in any calendar month report the amount to the Employer. Some positions may be included in the voluntary IRS Tip Compliance program – team members should check with Team Member Services for more information or obtain self-reporting tip forms. Westgate

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Las Vegas Resort & Casino will deduct the required Withholding Tax and Social Security according to the Tip Compliance rate or on actual declared tips.

It is the Company's policy to compensate its team members in accordance with the requirements of the Fair Labor Standards Act and applicable state law. In this regard, improper pay deductions from the compensation of exempt team members are prohibited. Any team member with questions about his or her compensation or about the requirements of the FLSA or state law should contact the appropriate supervisor or the Team Member Services. Any team member who believes that he or she has been subjected to an improper pay deduction should notify one of the individuals above immediately. A team member's claim will be investigated, and if the Company concludes that there was an improper deduction, the team member will be reimbursed and the Company will work in good faith to ensure that such improper deductions do not occur again. The Company forbids retaliation against anyone for reporting in good faith alleged improper deductions from compensation. Complaints of retaliation or fears of threatened retaliation should be directed to the Team Member Services Department or the President.

## TEAM MEMBER CLASSIFICATIONS

At the time of hire, each team member is assigned an Employment Status. The team member status is used to determine eligibility for many of the benefits offered by Westgate Las Vegas Resort & Casino.

- **REGULAR FULL-TIME:** Team members who regularly work at least 30 hours per week.
- **PART-TIME:** Team members who regularly work less than 30 hours per week.
- **TEMPORARY:** Team members hired as seasonal or interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project.
- **ON CALL/STEADY EXTRA:** Team members who have established an employment relationship with the Company but who are assigned to work on an intermittent and/or as needed basis; may refuse work.

All team members are designated as either Non-Exempt or Exempt.

- **NON-EXEMPT:** Team members who may be hourly and are eligible for overtime pay under applicable provisions of wage and hour laws.
- **EXEMPT:** Team members who are usually salaried and scheduled to work an established, customary workweek on a regular basis.

Each quarter, Team Member Services will notify team members who are working more or less than the required hours for their current Employment Status. If during the following quarter, a team member continues to be in a status exception category, they will have their classification changed to the applicable Employment Status effective on the first day of the following quarter.

## OVERTIME

Nonexempt team members are not permitted or authorized to work any period of time beyond their regularly scheduled time unless directed by their Supervisor. Overtime must be authorized in advance. Unapproved over time could lead to coaching/counseling.

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Nonexempt team members whose hourly pay rate is equal to or greater than 1.5 times the applicable minimum wage, will be paid overtime equal to one and one-half times their base hourly rate for all hours worked in excess of 40 hours during a work week. Nonexempt team members whose hourly pay rate is less than 1.5 times the applicable minimum wage, will be paid overtime equal to one and one-half times their base hourly rate for all hours worked in excess of eight (8) hours in a workday and for all hours worked in excess of 40 hours during a work week. If overtime worked is not recorded by the time clock, the team member is responsible for submitting the hours in writing to their Supervisor immediately. "Comp time" cannot be awarded as a substitution for overtime compensation.

Pay for Vacation, Holiday Flex Time, Bereavement Leave, Jury Duty or any other such compensation, is not counted as hours worked for overtime compensation.

## **TIPS**

Team members are expected to provide great guest service without requesting or indicating, in any way, that a gratuity is expected or that a gratuity received (or not received) is insufficient. Team members are also expected to express sincere gratitude for tips offered. Tips must never be accepted before service is rendered or as a condition for a higher level of service than the guest is entitled to receive. Policies regarding acceptance, pooling and/or distribution of tips are determined by each department.

Team members who receive tips are required to comply with tax laws and to report such tips as income. The Company encourages its team members to participate in the Internal Revenue Service Voluntary Tip Compliance Agreement.

## **DRESS CODE & APPEARANCE**

A guest's first impression of the Company is of our team members. For this reason, strict observance of and compliance with our appearance and grooming standards are extremely important. These guidelines have been established by Westgate Las Vegas Resort & Casino Management and are subject to change at the discretion of Management. Failure to adhere to these policies will result in corrective action.

Each department may have additional, more specific guidelines that address appearance, safety, health or security considerations.

## **TATTOOS/BODY DESIGNS:**

Visible tattoos/body art/brands on the head, face, neck, or scalp are not permitted. Tattoos/body art/brands elsewhere on the body that is offensive, prejudicial to good order, discipline and morale or is of a nature to bring discredit upon, may not be visible. Inappropriate tattoos/body art/brands that are excessive, obscene, and/or sexually explicit or advocate or symbolize sex, gender, racial, religious, ethnic or national origin discrimination are prohibited. In addition, tattoos/body art/brands that advocate or symbolize gang affiliation, supremacist or extremist groups, drug use, designed to provoke negative feelings or otherwise in bad taste, may not be visible.

Tattoos/body art/brands must not be visible through uniform clothing. For all tattoos,

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Management has the sole discretion to determine which tattoos are acceptable or unacceptable.

## **JEWELRY:**

Jewelry must be in good taste and complement the uniform/costume and not be excessive in style or size. Men are permitted to wear (1) one earring per ear while on duty. Women may wear up to two earrings per ear. Earrings shall not exceed a length of 2" (two inches) nor wider than the diameter of a quarter. Facial piercing(s) and any other visible body piercing(s) are not permitted, including but not limited to tongue rings/ jewelry, clear studs, ear cuffs, ear gauges and nose rings. Bracelets are permitted. However, they should not interfere with job performance. There must be no more than, two rings per hand, two earrings in each ear and one watch or bracelet on each wrist. Ankle bracelets and toe rings are not permitted.

## **HAIR:**

Hair must be clean, neatly combed and arranged in a well-groomed style. Hair styles must be conservative and professional. Hair must be a natural color; extreme or bizarre hair colors, styles, and accessories are not permitted, nor are they appropriate for a business setting. Hair must be worn in a manner that does not block vision, cover the nametag or licensing badge. Men's hair should be no longer than one inch over the top of the collar. Men are not permitted to wear pony tails or man-buns.

## **FACIAL HAIR:**

Team members wearing a uniform must be freshly shaven when reporting to work. Team members are permitted to have beards, mustaches, and goatees if completely grown and neatly trimmed to no more than ½ inch in length. Team members are not allowed to report to work or to be on duty with an interim growth of facial hair. If not already grown, goatees and mustaches are only permitted if fully grown outside of work. Mustaches must not extend past the corners of the mouth. The following types of mustaches are not permitted: "handlebar," "pencil thin," "waxed" or any other extreme styles.

A guideline to always follow for hair and facial hair when determining what is acceptable or unacceptable is to avoid any cut that would attract undue attention to the team member's appearance.

## **GLASSES:**

Mirrored glasses, sunglasses, flip-up glasses and eyeglass ornaments are not to be worn during working hours. Dark glasses are permitted only when they are prescribed by a doctor; the tint of the lens must not obscure the eyes.

## **NAILS:**

Fingernails must be clean and appropriate in length. Men may not wear nail polish. For women, extreme nail polish colors, such as black or fluorescent are not permitted. Extreme styles and/or nail charms are not permitted.

## **CLOTHING:**

The following types of clothing are not permitted unless authorized by management or part of a team member's required uniform:

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- Underwear type t-shirts
- T-shirts with gaudy or offensive pictures and inscriptions
- Jogging suits
- Halter tops
- Jeans
- Leggings (worn as pants)
- Gauze-type pants
- Harem-type or trendy pants
- Tight, form-fitting clothing
- Mini skirts
- Leisure wear

## **SHOES:**

Shoes must be worn at all times and should be clean, polished and in good condition. Shoes must be appropriate to the work performed and must complement the work attire. The following types of shoes are not permitted: clogs, flip flops, and sports-style shoes (deck shoes, jogging shoes, and tennis shoes).

## **HEADWEAR:**

Hats, headscarves and athletic bands are not permitted unless approved as part of a uniform/themed department's costume.

## **HOSIERY/SOCKS:**

The color of the socks/hosiery must coordinate with clothes/uniform. Fishnet stockings are not permitted unless part of an approved themed department's costume.

## **MAKE-UP:**

Guest contact positions or themed departments:

Female team members working in guest contact positions must wear makeup that is applied and maintained conservatively and professionally. Male team members are not permitted to wear makeup while on duty unless they are working in a themed department in a position requiring makeup (i.e. theater performers). Team members in uniformed or themed departments must arrive at their work areas wearing makeup that is appropriate to the theme of their department in which they work. Extreme makeup is not allowed.

## **COLOGNE/PERFUME:**

If cologne or perfume is worn, it must be subtle and applied in moderation.

## **HYGIENE:**

Team members are expected on a daily basis to bathe, brush their teeth and hair, and use deodorant as needed to remain free of body odor. Undergarments must be worn at all times and must not be visible.



## **NAME TAGS/BADGES:**

Name badges must be worn at all times on the upper left side of shirt/blouse of uniform or approved work attire for non-uniformed team members (i.e. suit jacket) while on duty, and the name must remain visible at all times.

## **UNIFORMS/COSTUMES:**

The uniform/costume department staff is responsible for performing all alterations. Uniforms/costumes are to be properly fitted and free of odor, stains, rips, holes, and tears. Personal articles of clothing or jewelry should not be worn with the uniform/costume without prior authorization by Management. Uniform/costume skirts and dresses should follow the length guidelines outlined in this policy. At all times when in guest contact areas, team members must be in full uniform/costume (i.e. uniforms/ costumes buttoned, jackets on, ties tied, etc.). Team members who are assigned hats as part of the uniform/costume must wear the hat at all times. Shoes must be worn that have prior approval of the department Manager as appropriate for the uniform/ costume worn.

The Company may require team members to wear promotional buttons as part of the approved uniform/costume. These buttons are designed to make our guests aware of events and activities happening at the Company.

All team members are expected to report to their work areas appropriately dressed as indicated in the guidelines presented above.

Supervisors and above are also responsible for enforcing this policy, even for team members not in their department. If you see a team member in the hallway or on the casino floor who does not meet the appearance standards, you should contact their Supervisor.

## **LICENSING**

As a condition of employment with Westgate Las Vegas Resort & Casino, team members may be required to obtain and maintain certain licensing, work cards and registrations including but not limited to: Clark County Health Card, Alcohol Awareness Card (TAM), Nevada Driver License, Nevada Gaming Registration, and Alien Registration.

Team members are required to renew licenses, work cards and registrations prior to their expiration date, and present updated information to Team Member Services. Failure to renew will be grounds for suspension or possible separation. Contact the Team Member Services Department for further information.

## **TEAM MEMBER PERSONNEL FILE**

Westgate Las Vegas Resort & Casino maintains a team member file for each team member, which contains basic personal information (such as name, address, phone number) and employment-related information such as copies of performance evaluations. The team member File is the official record of each team member's employment with the Company.

Team members may contact Team Member Services to arrange a time to review their file during normal working hours and in the presence of a Team Member Services representative. Team members may request photocopies of any document within the file that carries their signature.

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Team member files are the property of the Company and cannot be removed from the Team Member Services Department.

We make every effort to limit access to the team member files to authorized individuals for business purposes only. Personal information is not released to external parties unless we are legally obligated to cooperate with law enforcement agencies or local, state or federal investigations or audits. We also respond to subpoenas as required— which may include providing copies of team member file documents.

All team members are required to keep their records current by notifying Team Member Services in writing of any changes to their personal information such as a new address, telephone number, or emergency contact.

## **GAMBLING ONSITE**

Nevada Division of Gaming regulates that licensed team members may not gamble in the establishment where they work. Team members and their families are welcome to otherwise patronize the property under certain guidelines. In the event a team member obtains a Nevada Gaming License at any time, he/she must then comply with Nevada Gaming Regulations as stated above. Failure to do so will be dealt with according to the Guidelines for team member Conduct/Performance.

Team members of Westgate Las Vegas Resort & Casino who do not hold a Nevada Gaming License may gamble on the property with the following provisions:

- Team members are not permitted to use progressive slot machines at the Property.
- Team members that are employed in a gaming area (i.e., pit games, race and sports book and slots) are prohibited from gambling in their respective gaming area.
- No Team member regardless of position is allowed to play Table Games.
- Team members who are considered to have a conflict of interest are prohibited from gambling in games where the conflict exists. Examples: slot mechanics and slot audit staff may not gamble in Slots.
- Team members may not gamble, including electronic/online wagering, during working time or break time. All team members who wish to gamble must be off-shift, out of uniform and have their name badge removed.
- Team members who gamble on Property are expected to be courteous and reflect a positive image at all times. Distraction of or visiting with on-duty team members who are performing their jobs is prohibited.
- Team members are not permitted to cash their paychecks at the casino cage.
- Players Club team members are not eligible to register for or use a Players Club card. Team members are not permitted to apply for credit.
- Team members may not attend casino guest functions as a guest. Team members under the age of 21 years old may not gamble.
- Key team members, as listed in the Property's semi-annual team member report required by Regulation 3.100, are prohibited from gambling at Westgate Las Vegas Resort & Casino.

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Family members of table games team members may not play at the table where their relative is working. Family members may not play slot machines in the relative's area of responsibility while their relative is working.

Team members, agents and immediate family members of Westgate Las Vegas Resort & Casino team members are not eligible to participate in any of the property guest promotions, with the following exception: Team Members, who play live poker, are eligible for the Daily Promotions in the live Poker Room. Team members must provide their Westgate Team Member I.D. Badge to be eligible for live Poker promotions. Team members may apply for and be issued a Westgate Players Club Card which is specifically designated for team members only.

Team members will not be eligible for Point Earnings, Comps, Free Roll Tournaments or any Tournaments of any kind. Note: Key employee team members are neither eligible nor permitted to play poker. Please check the official rules of each promotion for qualification criteria.

## USE OF COMPANY FACILITIES

Team members are encouraged to visit the Property during their off time to enjoy a meal or visit a friend or family member staying at the hotel or visiting the casino, as long as such team members have the approval of their Manager or department head prior to doing so. Exceptions may be made to this policy in cases where certain Union activities are concerned. While on the property, Team members cannot consume alcohol at a bar without the authorization of Senior Management. Team members may do so, however, in a restaurant while eating a meal or at a Company sponsored team member event (e.g. Awards Celebration). Team members visiting the property as guests are expected to act professionally and follow the Standards of Conduct.

Except in special circumstances, team members in uniform are to refrain from dining in our restaurant outlets without the permission of their Manager, Director or Vice President. Special circumstances may include a meeting or special recognition or reward.

Westgate Las Vegas Resort & Casino team members are allowed to gamble at the Westgate Las Vegas Resort & Casino Property under the provisions of the Gambling on Property Policy included in this Handbook.

Team members are prohibited from using Bill Changer / Bill Breaker Machines and Automated Teller Machines, which are in public areas on the property, for any reason at any time. Automated Teller Machines are exclusively for use by guests. For business needs, team members are required to use the Employee Banking area at the cage. For personal transactions, team members may use the ATM located adjacent to the Eatery.

## SMOKING

To ensure a comfortable, clean and safe environment for our guests and team members, team members may not smoke (including but not limited to cigarettes, cigars, pipes, vaping devices, and marijuana), use smokeless tobacco, chewing tobacco, or snuff while on shift or while on Property in uniform. Team members may smoke (cigarettes, cigars, pipes, or vaping devices only) on property only while on break and in the following designated smoking areas:

- North Service by Carpenters Shop
- Designated area adjacent to Team Member entrance

## **WORK AREAS**

All team members are expected to keep work areas neat, clean and safe at all times. Team members are responsible for the security of any personal items they store on Company property; the Company does not assume responsibility for the loss or theft of any team member's personal items.

## **BACK OF HOUSE (NON-PUBLIC AREAS)**

Back-of-House areas are team member only areas; no one is permitted in the Back of House areas without a valid team member or vendor badge. Visitors are permitted in Back of House areas only if they have an escort, Visitor's Pass, and authorization from a Director or Manager. Visitor's Passes are issued at the Security post at the Time Office. Children are not permitted in the back-of-house.

## **PERSONAL VISITORS**

Westgate Las Vegas Resort & Casino expects all team members to dedicate work time to job duties. Friends or family members should be discouraged from visiting team members at work. Non-team members accessing any back-of-house areas must first obtain a Visitor's Pass from Security. Visitors cannot be in secure gaming areas.

## **SOLICITATION & DISTRIBUTION**

To minimize distractions in the work environment, Westgate Las Vegas Resort & Casino limits the solicitation and distribution of and by team members with the following rules:

- Solicitation of team members or guests for any purpose during working time is not allowed. Working time is paid time dedicated to performing duties for the Company, excluding breaks and meal periods.
- Distribution of literature and notices, during working time, is not allowed.
- Team members who are not on working time may not solicit other team members who are on working time for any cause or distribute literature of any kind to other Team members who are on working time.
- Team members may not distribute any type of literature in working areas at any time.
- Team members are to refrain from any type of solicitation or distribution using Company computers or other equipment during working time.
- Persons who are not Company team members are not allowed to access Company property for the purpose of selling products or services, making solicitations, posting or distributing cards, literature, notices or other materials to team members during working time.

Occasionally, the Company will support community-based charities and may involve team members on a voluntary basis.

## **COMMUNICATIONS SYSTEMS**

Westgate Las Vegas Resort & Casino generally prohibits the use of its business telephone systems, voicemail, e-mail, computers, facsimiles, copiers, and other communications systems that are not strictly business-related. The only exception is that team members who have access to company-provided email in the course of their work are permitted to use that email for non-business purposes

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during nonworking time, provided that team members' personal use of company email does not violate applicable law or company policy.

Personal long distance phone calls at the Company's expense are prohibited. Violations of this policy may lead to corrective action, up to and including separation.

Please see your Supervisor, Manager or Team Member Services for more details.

## E-MAIL

Westgate Las Vegas Resort & Casino provides team members with an e-mail system for conducting business communications. Team members may create, send and receive e-mail messages only in accordance with the following guidelines:

- Westgate Las Vegas Resort & Casino maintains the e-mail system to assist in the conduct of Company business.
- The e-mail system is Company property and all messages composed, sent, or received through the system remain the property of Company. E-mail messages are not private or owned by the team member who sends or receives the message.
- The e-mail system is reserved for business use only during working time—personal use is not allowed during working time. Team members who have access to company-provided email in the course of their work are permitted to use that email for non-business purposes during nonworking time, provided that team members' personal use of company email does not violate applicable law or company policy.
- The e-mail system cannot be used to create messages containing sexual implications, racial slurs, gender-specific comments, or any other comment that offensively addresses age, gender, gender identity or expression, sexual orientation, religious or political beliefs, national origin, or disability.
- The e-mail system cannot be used to send, upload, receive or download any copyrighted materials belonging to third parties, trade secrets, proprietary financial information of the Company, or similar materials without prior authorization from the department Manager.
- Westgate Las Vegas Resort & Casino reserves and intends to exercise the right to review, audit, intercept, access and disclose all messages created, received or sent over the e-mail system for any purpose. The contents of e-mail property obtained for legitimate business purposes may be disclosed within the Company without the permission of the team member.
- The Company does not protect or provide for the confidentiality of any message. Even messages that are erased or deleted may be retrieved and accessed by the Company. Using passwords does not provide confidentiality. In addition, you must disclose to our IT Department your passwords or they cannot be used.
- Although the Company reserves the right to retrieve and review e-mail messages, e-mail users must protect the confidentiality of messages they receive.
- You cannot use a code, access a file, or retrieve any stored information unless authorized to do so. You must not attempt to gain access to another person's messages without permission.

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If you discover a violation of this policy or need more information, contact the Westgate Las Vegas Information Technology or Team Member Services Department. Please see your Supervisor, Manager or Team Member Services for more details.

## **INTERNET**

Westgate Las Vegas Resort & Casino provides Internet access for team members to effectively perform their work. Excessive, unnecessary and non-business related use of the Internet is prohibited.

The Company reserves the right to monitor team member internet use without notice. Recreational “surfing” of the Internet or any other type of personal use is inappropriate. If a team member incurs any charges related to internet use, he or she will be required to reimburse the Company. Team members using the internet for personal use may face corrective action up to and including separation. Please see your Supervisor, Manager or Team Member Services for more details.

## **SOCIAL MEDIA & SOCIAL NETWORKING**

Social media is an open forum for people to interact with others both known and unknown via the Internet. This form of communication with a community of people through services such as LinkedIn, Facebook and Twitter is called social networking. While the company cannot prohibit team members from using such social networking media for personal use and on personal equipment, it is imperative that the Company's Policies and Procedures not be jeopardized. Access to social media and social networking sites during working hours is specifically limited to activities in direct support of official Company business. Team members should not have an expectation of privacy in anything they create, store, send, receive, publish, post, blog, or tweet online.

When using social media and social networking sites, team members are expected to adhere to the following guidelines:

- Know and adhere to the existing Westgate Las Vegas Resort & Casino policies, including the Standards of Conduct, Confidentiality, Information Systems Usage, Computer and Internet Usage, and Email Policy.
- Users are personally responsible for the content they publish on blogs, wikis or any other form of user-generated media.
- Do not disclose Company proprietary or confidential information including but not limited to trade secrets, proprietary data, financial and marketing data, acquisition and divestiture plans, passwords, identification codes, cost and profit reports, memoranda, analyses, books of accounts, correspondence, business records, databases, spreadsheets, business-related emails, charts, business plans, customer information, and pricing guidelines. Any Confidentiality or Non-Disclosure Agreements signed by a team member applies to the use of social media and social networking sites.
- Social media and social networking sites shall not be used for any illegal or unlawful purpose. The Company's policy against discrimination and sexual and other harassment applies to the use of social media and social networking sites.
- When using social media and social networking on behalf of the Company, write in the first person and identify yourself as a Team member of Westgate Las Vegas Resort & Casino and include your name and title.

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- When using social media and social networking sites on your personal time, make it clear that you are speaking for yourself and what you say is representative of your views and opinions, and not necessarily the views and opinions of Westgate Las Vegas Resort & Casino.
- Respect copyright laws and reference or cite sources appropriately. Social media activities should not interfere with work commitments.
- Consult your Manager if you have questions about the appropriateness of something you want to publish related to business matters.

For more information, contact your Supervisor, Manager or Team Member Services.

## **TELEPHONES & CELL PHONES**

For the benefit of our guests, team members are prohibited from using public telephones in public areas while on shift or in uniform. The use of Company telephones for non-business related matters is prohibited. Pay phones located in Back-of-House areas are provided for team members' convenience.

All team members, with the exception of those identified team members authorized to use cellular phones and beepers for business purposes, are prohibited from utilizing cellular phones and personal beepers during working time. Cellular phones and personal beepers must be turned off and not visible during working time in assigned work areas. Team members who have a cell phone with a camera or other recording devices cannot use the camera during working time without prior approval from Management. Cellular phones and beepers may be used during scheduled breaks in approved break areas.

The use of a cell phone by any team member, while operating a motor vehicle for Company business is prohibited without the use of a hands-free device. This prohibition includes talking, typing or reading text messages, emails, or other message types.

Communications that include any form of illegal harassment or discrimination, the disclosure of confidential business information, or betting are prohibited and subject to disclosure to the appropriate authorities (including communication records that are subpoenaed). Team members should not consider any message or communication made or received while on Company time to be private or privileged.

## **COMPANY, GUEST & PERSONAL PROPERTY**

To maintain a safe and secure workplace, Westgate Las Vegas Resort & Casino reserves the right to inspect all personal property brought onto Company property including vehicles, packages, briefcases, backpacks, clothing, handbags, lunch boxes, toolboxes, containers, and any other objects. The Company may inspect the contents of lockers, storage areas, file cabinets, desks, and workstations at any time and may remove all Company property and items that violate Company rules and policies.

The misuse, unauthorized removal or destruction of Company property or property belonging to a guest or visitor may result in immediate separation. Additionally, if any team member observes or becomes aware of the misuse, unauthorized removal or destruction of property belonging to Company, team members or guests, it is their responsibility to report this to their Supervisor immediately.

Team members should not bring personal packages onto the premises without prior inspection by Security. Packages leaving the premises must be accompanied with a pass signed by the department Manager. Specific department guidelines may allow for personal items to be carried into work areas in a clear plastic pocketbook.

## **LOST & FOUND**

Team members are expected to honestly and diligently turn any lost and found items into Security immediately. Any consumable money, including slot ticket vouchers, gaming chips, or cash must be turned in to security, as any other item would be. Property that is found by a guest and turned in to a team member to be placed in the Security Department is not considered the property of the team member and cannot be claimed by the team member.

If the lost property is not claimed by the owner within 30 days, and the Security Department is unable to locate the owner of the property, the item may be returned to the finder after 30 days. Any items such as gaming chips, slot ticket vouchers or other items of value issued by the casino and used in gaming are considered the property of the Company, and will not be returned to the team member.

## **CLEAR BAGS**

All team members who bring personal items on Company property are required to utilize a clear bag while on property. Team members bringing medication or other personal care items may place them in a small cosmetic bag or privacy bag within the clear bag. Wallets, other than those carried in the team member's pocket, must be placed in the bag. Team members may place their name on their bag, but the bag cannot be decorated, defaced, or otherwise altered to conceal the contents of the bag. Exceptions will be made for team members who bring small, portable medical devices (including breast pumps) or team members whose job requires or permits them to bring and use their own hand tools. Excepted bags must contain a security tag issued by Team Member Services. Team members will also be permitted to use one (1) insulated bag for the purpose of bringing food and/or non-alcoholic beverages for their own consumption. The insulated bag cannot exceed overall dimensions of twenty-four inches (24") (length + height + width). Items that are normally carried in one's pocket only (e.g. wallet, keys, cell phone) are permitted to continue in that manner. All bags are subject to random and probable cause searches at the sole discretion of the Company.

Failure or refusal to abide by this policy may lead to disciplinary action up to and including termination.

## **UNATTENDED CHILDREN**

Westgate Las Vegas Resort & Casino is concerned with the safety and welfare of minors while in our public areas. Team members who see a child that appears to be under the age of 16 (or under the age of 18 if after 10:00 pm) and who is not accompanied by an adult, should immediately contact the Security Department. The team member should wait with the child until a representative from Security arrives.

## **RESPONSIBLE GAMING**

Westgate Las Vegas Resort & Casino realizes team members are not treatment professionals, yet they can identify and discreetly intervene with players who may have a compulsive gambling problem by contacting a Supervisor, Manager or Casino Host. Team members must also report to management any customer, who appears to be impaired by drugs or alcohol while gambling. A gambler's Hotline is displayed in the casino. Through our credit policies and procedures, we try to ensure individuals are not encouraged to gamble beyond their financial means.

## **UNDERAGE GAMBLING**

Westgate Las Vegas Resort & Casino is committed to preventing anyone under 21 years of age from participating in or observing gaming activities. While it is the primary responsibility of Security



to keep underage individuals off the casino floor, it is the responsibility of ALL team members on the casino floor to identify underage gamblers. Team members are expected to check a guest's ID or notify a Supervisor or a Security Officer immediately if it is suspected that a guest is not old enough to gamble, drink alcohol or if a minor appears to be impaired by drugs or alcohol.

## **SURVEILLANCE MONITORING**

The nature of our business requires us to monitor certain parts of our property to ensure regulatory compliance. Team members are reminded that they should be aware they may be under surveillance at any time, and acceptance of employment with Westgate Las Vegas Resort & Casino authorizes such activity without notice.

As a condition of employment, team members agree that the Company has no obligation to notify team members before becoming under the watch of surveillance and security cameras, except as required by reasonable privacy expectations (such as restrooms and team member changing rooms).

## **CONFIDENTIALITY**

In the course of employment, team members will have access to confidential information, whether in documentary form or contained in Company computer systems or elsewhere. This information includes, but is not limited to: trade secrets, proprietary business data, financial and marketing data, acquisition and divestiture plans, passwords, identification codes, cost and profit reports, memoranda, analysis, books of accounts, correspondence, databases, spreadsheets, business emails, charts, business plans, guest lists, and pricing guidelines.

The information above is considered confidential and is not to be disclosed or divulged to any person or entity outside the Company at any time, including after the team member has stopped working for the Company, without the express written consent of the Company. Confidential information is not limited to written documents, forms, letters, emails, etc., but also includes any verbal communication that includes confidential information. A team member is deemed to have obtained confidential information even if the team member overheard a confidential communication or inadvertently received a document, which included confidential information. This policy prohibits reproducing, copying or downloading, removing from any Company location, any confidential information for any non-business related purpose.

All non-public, personal information of the Company's guests is protected from disclosure by the Company's Confidentiality Policy. Any team member who has access to any guest's non-public, personal information must be familiar with and abide by the Company's Confidentiality Policy. For more information, please see your Supervisor, Manager, or Team Member Services.

## **Requests for Information**

All press and media calls seeking the position of the Company or a statement on behalf of the Company should be referred to the Executive Vice President of Administration at the Property. If a team member is asked by someone outside of the Westgate Las Vegas Resort & Casino to discuss or provide confidential information, the team member may not provide such information without the prior approval of the Executive Vice President of Administration. Team members shall immediately notify their Supervisor if they are asked to disclose confidential information.

## Requests for Team member References

These requests should be directed to the Team Member Services Department. References by persons other than the Team Member Services Department are prohibited.

Any unauthorized disclosure or use of confidential information may result in the imposition of civil and/or criminal liability. Westgate Las Vegas Resort & Casino will protect its confidential information to the fullest extent provided under applicable laws related to trade secrets or unfair business practices. The Company will enforce its legal rights including if the violation occurs after a team member terminates his or her employment.

## ETHICS

Westgate Las Vegas Resort & Casino believes that the maintenance of high ethical standards is essential to its long-term success. Our Code of Conduct will serve as the foundation of our Company's standards of behavior. The Code of Conduct provides guidelines related to various topics including Unethical or Criminal Conduct, Conflicts of Interest, Ethical Business Conduct, Accounting Procedures, and Political Contributions. To reinforce and remind us of our ethical responsibilities as set forth more fully in the Code of Conduct, team members in responsible positions throughout the Company will be provided with an annual Ethics Statement for review and acknowledgment. For more information, see your Supervisor, Manager or Team Member Services.

## ACCEPTANCE OF GIFTS

Accepting any gift of more than nominal value or entertainment that is more than a routine social amenity is not permitted. To avoid the reality or the appearance of improper relations with current or prospective guests, vendors and consultants, team members are subject to certain guidelines when deciding whether or not to accept gifts or entertainment. Specifically, the giving or acceptance of cash as a gift, excluding customary cash gratuities for services rendered, is expressly prohibited. Generally, nominal gifts (under \$100 value) may be given to vendors and suppliers and may be received from vendors, suppliers, and guests, provided such gifts are associated with accepted business practices.

Team members should refuse gifts, services or entertainment where its value might affect or appear to affect their business objectivity. Gifts, services or entertainment (\$100 value or higher) are not to be given or received without prior approval by a Vice President or President & General Manager. Alcohol beverages should never be accepted.

## PERSONAL RELATIONSHIPS

Employment of immediate relatives is prohibited in situations where one individual supervises or has an audit or approval function over the other individual at any level (i.e., a team member may not be at any level of the chain of command of a relative as defined in this policy), or where other potential conflicts of interest exist. Employment of non-married couples or individuals sharing the same residence or dating is also prohibited in the above situations. For the purpose of this policy, immediate relatives are defined as:

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- Spouse
- Parents
- In-laws (mother, father, sister, brother, son, daughter)
- Children
- Siblings
- Grand-relatives (grandparents, grandchildren)
- Step-family members as listed above
- Foster child
- Domestic partners
- Other residents in the team member's household

All team members are required to notify their Managers and Team Member Services of any change in marital status, address or other relationships as noted above which could be a violation of this policy. A review of the situation will be conducted, and an effort will be made to re-assign one of the team members.

## **OUTSIDE EMPLOYMENT (MOONLIGHTING)**

Westgate Las Vegas Resort & Casino team members must consider their employment with the Company as their primary employment. Team members are required to notify their Supervisor whenever the additional job is in the gaming or hospitality industry. Team members must avoid outside employment that creates a conflict of interest or an appearance of a conflict of interest. A conflict of interest occurs where a team member or a team member's close relation's personal interests interfere with the team member's ability to perform his or her duties effectively or objectively. Team members may not use Company facilities, staff, computers, telephones or equipment or resources in performing work for another employer.

Full-time team members with benefits must receive prior permission from their Department Head and Team Member Services to hold a second job with another employer. Managers and above are not permitted to moonlight for any reason.

Team members may not moonlight if they are on an FMLA leave of absence from work. Moonlighting team members must strictly comply with Westgate Las Vegas Resort & Casino Confidentiality and Non-Disclosure policy.

## **BUSINESS EXPENSES**

If you travel or use personal funds while conducting official Company business, you will be compensated for your time and business-related expenses. Use an Expense Report to request reimbursement of business-related expenses. Each documented reimbursable expense must be accompanied by a fully documented receipt. Review the expense reimbursement procedure with your Supervisor before traveling for Company business or spending money on Company business.

## HARASSMENT IN THE WORKPLACE

Westgate Las Vegas Resort & Casino is dedicated to maintaining a work environment that preserves the dignity and respect of all team members, guests and other visitors to our facilities. We believe in the fair, equitable and just treatment of all team members and we will make every effort to keep our property free from discrimination and harassment of any kind. No form of harassment will be tolerated based on the following reasons or any others: race, national origin, religion, disability, pregnancy, sexual orientation, age, military status, gender, gender identity or expression. Harassment is illegal and a violation of Company policy.

Harassment committed by a team member will result in corrective action, up to and including separation of employment. Team members may also face criminal charges and be held financially liable for monetary damages if found guilty of harassment by a court of law.

Harassment consists of a wide range of physical, verbal, and visual conduct that creates an intimidating, offensive or hostile environment interfering with work performance. Conduct may constitute harassment when:

- Submission to the conduct is made either an implicit or explicit condition of employment.
- Submission to or rejection of the conduct is used as a basis for an employment decision.
- The harassment interferes with a team member's work performance or creates an intimidating, hostile or offensive work environment.

The following are some examples of conduct that may be harassment. This is provided as a sample of unacceptable and inappropriate conduct—this list is not all-inclusive, and other types of conduct may be considered harassment.

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments.
- Visual conduct such as derogatory racially or sexually oriented cartoons, clothing, drawings, posters, photographs or gestures.
- Transmitting sexually suggestive, derogatory or offensive materials via a Company computer (such as through the e-mail system) or accessing such information on the Internet while at work.
- Physical conduct such as assault, unwanted touching, blocking normal movement or interfering with work because of gender, race or any other protected status.
- Threats and demands to submit to sexual requests as a condition of continued employment or receipt of products or services or to avoid some other loss and offers of employment benefits or extra services in return for sexual favors.
- Retaliation for having reported or threatened to report harassment.

Harassing behavior is illegal and unacceptable in the workplace and during other work-related events with co-workers (whether sponsored by the Company or not). Harassment conducted by vendors or visitors to our Company is also not tolerated.

## Reporting Harassment

If you feel that you are a victim of harassment or you observe the harassment of another person, immediately tell the harasser to stop. He or she may not be aware that his or her conduct is

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unwelcome or offensive. We encourage you to address harassment directly and immediately when it occurs. However, this is not mandatory. Immediately report any incident of harassment to any Supervisor or Manager or Team Member Services, whether you've discussed it with the individual(s) involved or not. Your Supervisor is required to report any incident or report of harassment to Team Member Services.

Westgate Las Vegas Resort & Casino will fully, promptly and impartially investigate all complaints of harassment by interviewing all involved individuals and witnesses to gather and assess all facts. We will maintain confidentiality to the greatest extent possible.

If the Company determines that inappropriate conduct occurred, the offender will be subject to appropriate corrective action. Corrective action could include one or more of the following: verbal or written reprimand, referral to appropriate counseling or training, reassignment, temporary suspension, or separation of employment.

Westgate Las Vegas Resort & Casino prohibits any form of retaliation or discrimination against any team member for making a good faith complaint or assisting with a complaint.

## **ADA COMPLIANCE & ACCOMMODATION**

Westgate Las Vegas Resort & Casino complies with the Americans with Disabilities Act (ADA) and applicable state and local laws that prohibit discrimination against job applicants and team members with disabilities. We do not discriminate against individuals with disabilities in our interviewing, hiring, promotions, team member benefits, transfers, terminations, and conditions and privileges of employment. The Company also does not discriminate against any qualified person on the basis that he or she suffers from a physical or mental impairment, has a history of impairment or has a relationship with or is associated with a person with impairment. We also provide reasonable accommodation for individuals with disabilities in accordance with applicable laws. Without limitation, it is Company policy to:

- Ensure that qualified individuals with disabilities are treated in a nondiscriminatory manner to all terms, conditions, and privileges of employment.
- Keep all medical-related information confidential and in separate files in accordance with the ADA.
- Provide applicants and team members with disabilities, who can perform the essential functions of their job with or without reasonable accommodation, reasonable accommodation, except where it would create an undue hardship for the Company. Post our policy of providing reasonable accommodation to qualified individuals with disabilities on team member bulletin boards and in our team member handbook. As required by law, we also post the Equal Opportunity Commission's poster that outlines the federal law prohibiting discrimination against individuals with disabilities and other protected groups.

The Company reserves the right to determine what, if any, reasonable accommodation should be made under the ADA. We will take into consideration factors including the preferences of the team member, the safety of the team member and co-workers, the cost of the accommodation and the financial impact to the Company. Team members, who may require a reasonable accommodation to perform the essential functions of their jobs, should contact Team Member Services to initiate the interactive process and discuss a possible accommodation.

Westgate Las Vegas Resort & Casino will not tolerate any act of discrimination on the basis of a person's disability. Discriminatory actions will result in corrective action up to and including separation of employment.

## **NEVADA PREGNANCY WORKERS' FAIRNESS ACT**

Female employees have the right to be free from discriminatory or unlawful employment practices under the Nevada Pregnant Workers' Act (Act) and NRS 613.335. As such, the Employer, will provide reasonable accommodations to a female employee or applicant for employment upon request of the employee or applicant for a condition relating to pregnancy or childbirth, or a related medical condition, unless such accommodation would cause undue hardship to the Employer.

Female employees should direct any questions and/or requests for an accommodation to their immediate supervisor and/or Human Resources. The Employer will engage in a timely, good faith and interactive process to determine an effective, reasonable accommodation for the employee. Potential accommodations for employees include a change in the work environment or in the way procedures are customarily carried out that allows the employee to have equal employment opportunities, including the ability to perform the essential function of the position and to have benefits and privileges of employment that are equal to those available to other employees.

Examples of reasonable accommodations include, but are not limited to: modifying equipment or providing different seating; revising break schedules, including the frequency or duration of breaks; providing space in an area other than a bathroom to be used for expressing breast milk; assisting with manual labor that is incidental to the primary work duties of the employee; light duty work; temporary transfers to a less strenuous or hazardous position; or restructuring a position or providing a modified work schedule.

## **IMMIGRATION COMPLIANCE**

Our Company is committed to employing only individuals authorized to work in the United States in compliance with the Immigration Reform and Control Act of 1986. Team members will be required to verify their legal status and their right to live and work in the United States. If applicable, team members must submit to the Team Member Services Department updated written verification of their immigration and work permit status. Team members will not be allowed to work for the Company without this required documentation.

## **VIOLENCE IN THE WORKPLACE**

Westgate Las Vegas Resort & Casino considers the safety and security of team members and guests our top priority. Threats of violence or behaviors indicating a potential for violence are taken seriously. It is vital to your safety that you immediately notify Team Member Services or

the Security Department of any potential threats against you, another team member, guest or visitor to our Property. Also take action if you witness any behavior that might signal a potential for violence by another team member, guest, vendor, contractor, or any other visitor to our Property.

The Company will take immediate action when a threat of violence is made. We may separate a team member who threatens violence and notify local law enforcement authorities. Violent or inappropriate behavior includes, but is not limited to:

- Threats of any kind
- Threatening, physically aggressive or violent behavior, such as intimidation of or attempts to instill fear in others
- Belligerent speech towards a coworker or customer, excessive arguing with a coworker or customer, or sabotage of Company property
- Defacing Company property or causing physical damage to Company facilities
- Bringing weapons or firearms (including hunting rifles or knives with a blade longer than a two-inch pocket knife) of any kind on Company premises, in Company parking lots, in personal or Company vehicles, or while conducting Company business
- Using any object in a threatening or weapon-like manner

## **ALCOHOL IN THE WORKPLACE**

The Company prohibits the purchase, possession or consumption of alcoholic beverages, during work time or in Company uniform, except with prior approval by Management. Reporting to work or being at work while under the influence of alcohol is strictly prohibited. "Under the influence" of alcohol means the team member is affected in any detectable manner whether detected by observation, smell, or by testing.

Team members may be subject to alcohol testing or screening, per the guidelines of the Alcohol & Drug Testing section of this Handbook.

## **DRUG-FREE WORKPLACE**

Team members performing their jobs under the influence of drugs risk the health and safety of everyone in our workplace. To protect the safety and health of all team members, we have established the following policy regarding alcohol and illegal drugs at work. For this policy, "illegal drug" is defined as any substance that is illegal to sell, use or possess.

We absolutely prohibit the sale, use, purchase, distribution, or possession of illegal drugs and/or non-prescribed drugs during work hours or on Company property, in Company-owned vehicles or vehicles used for business purposes, and at any time or location where Company business is conducted or the team member is representing the Company. Taking legally prescribed medications or over-the-counter medications are permitted if the use of such medications is not abusive and does not adversely affect job performance or safety.

If a team member is using prescription or over-the-counter medications that may impair their ability to perform their job safely, they must report the use to their Supervisor or Team Member Services before working. If the team member discovers that such medication impairs their ability to work, he/she must immediately stop working and report the condition to their Supervisor. It is also recommended that the team member consults with their physician if they become impaired or affected by prescription or over-the-counter medications.

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Our efforts to maintain a safe, productive, substance abuse-free workplace may include inspecting and opening team member offices, desks, drawers, lockers, clothing, and personal vehicles on Company property, packages, handbags, lunch boxes, containers, and articles in such areas. We also reserve the right to inspect any object that might conceal alcohol, illegal drugs or other inappropriate materials. Any team member who does not consent to and fully cooperates with such inspections may be subject to corrective action up to and including separation.

Team members may be subject to drug testing, per the guidelines of the Alcohol & Drug Testing section of this Handbook.

## **ALCOHOL & DRUG TESTING**

The Company requires pre-employment drug testing for all new hires, rehires and reinstated team members. Additionally, we may require alcohol and/or drug testing in the following circumstances:

- If a reasonable suspicion exists that a team member is under the influence of any controlled substance, drug or alcohol while on the job, in the workplace or off-site
- When a team member is involved in an accident which results in property damage or physical injury to himself or others
- When a team member is involved in any on-the-job injury, regardless of physical injury or illness
- Periodically with all team members operating Company vehicles

Any team member who reports to work visibly intoxicated or under the influence of a controlled substance, or becomes visibly intoxicated or impaired while at work, may be subject to immediate separation, whether or not an alcohol or drug test is administered.

If a team member is requested to submit to drug and alcohol testing and either refuses the test or screening, does not cooperate with the test or screening, or tampers with the specimen, they will be subject to immediate separation of employment. If a team member asks another individual to take the test for them, or a Team member takes the test for another team member, all team members involved in the incident will be subject to separation of employment.

To ensure the accuracy and fairness of the testing program, all testing will be conducted by a facility that meets federal and state regulations regarding screening, confirmation testing, and review by a Medical Officer, including a procedure to explain or re-test in the event of a positive test. Test results will be kept as confidential as possible.

NOTE: In the case of work-related injury where a team member has tested positive for alcohol or illegal drugs, Workers' Compensation benefits may be denied.

## **SEPARATION OF EMPLOYMENT**

If a team member wishes to end their employment with Westgate Las Vegas Resort & Casino, it is requested that a written notice of their intent to resign is submitted at least two weeks in advance of the anticipated last day of work.

Upon separation for any reason, all Company property (such as keys, name badge, tools, cell phones, pagers, uniforms, training materials, electronic equipment, files, documents, guest lists and any other proprietary information or materials) must be returned immediately.



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Final paychecks may be issued as hard copy checks.

## **SAFETY & EMERGENCIES**

Westgate Las Vegas Resort & Casino is committed to maintaining a safe environment for team members and guests. We're counting on you to be aware and alert to your surroundings at all times and to watch out for any safety hazards or dangers.

You are responsible for using proper operating practices and procedures to avoid on-the-job accidents and injuries. Immediately report to your Supervisor any safety and health violations, potentially unsafe conditions and any accident resulting in injury to a team member or guest. Submit to your Supervisor or the Risk Management Department any suggestions or ideas that you have to improve safety at the Company.

You are responsible for following the safety rules and procedures as required by your department and utilizing the safety equipment and protective items issued to you.

In an emergency situation, our guests and your coworkers will look to you for guidance and leadership. Review this section to be familiar with the procedures to follow during a variety of emergency situations.

## **TEAM MEMBER ACCIDENTS**

Any accident or injury that occurs at work, regardless of how minor it may appear, should be reported to your Supervisor immediately or within seven (7) days from the date of the accident or injury. In the event of an on-the-job accident or injury, you will be required to fill out an accident report.

The health and safety of all team members is a top priority. In the event of an accident or illness, management will always consider the wishes and concerns of an injured team member. However, if an injured team member refuses medical treatment, the decision of a member of management or Security, who feels medical treatment is necessary and in the best interest of the injured person and the Company, will prevail.

An on-the-job injury may be qualified for Workers' Compensation benefits—refer to the Work-Related Illness & Injury section of this Handbook or contact your Supervisor or the Risk Management Department for more information.

## **MEDICAL EMERGENCY – GUEST INJURY**

All team members at Westgate Las Vegas Resort & Casino are required to assist any guest who has a medical emergency—illness or injury.

- Contact your Supervisor immediately and provide as much information as possible.
- Return to the injured or ill person and help to make them comfortable without moving them.
- Listen carefully if the person provides details of how the injury happened. Don't admit fault or discuss circumstances surrounding the injury with the person.
- Stay at the location even if the person leaves before your Supervisor or Security representative arrives.
- Follow all instructions.

## **FIRE ALARM**

If the fire alarm sounds and you are instructed to evacuate the building, follow the evacuation procedures established by your department.

If you smell smoke or feel excessive heat, remain calm and leave your area. Help guests and other team members to leave the building and go to your designated assembly point. (Your Supervisor will tell you where you are supposed to meet up with your co-workers).

If the fire alarm sounds but you do not smell smoke or feel excessive heat or see a fire, remain calm and stay in your area unless you are instructed to leave.

## **EVACUATION OF THE BUILDING**

- Remain calm and helpful.
- Do not use the elevators.
- Know the location of all exits and use the emergency exit closest to you. Help guests and fellow team members to exit the building and encourage everyone to stay calm and exit the building in an orderly manner—walking rapidly, not running.
- Feel doors before opening them. If the doors are hot, do not open them.
- Close doors behind you to slow the spread of fire.
- If you get caught in smoke, take short breaths and breathe through your nose. Crawl along the floor. If you are forced to run through smoke or flame, hold your breath.
- Do not return for personal belongings. Administrative personnel may be asked to lock cabinets and offices if it is safe to do so, consult your department's specific emergency action plan.
- Go to your assembly point and report to your Supervisor.
- If you are a Supervisor, take roll in the assembly area to make sure all team members are accounted for. Also, compile a list of guests or visitors in your area. Give the names of missing team members to your Supervisor or Security.

## **FIRE**

If you see a fire, remain calm and call the Security Department. Always call, even if the fire seems small and under control.

If you have had fire extinguisher training and have an extinguisher nearby, attempt to put out the fire. Do not put yourself at risk.

Remain at the scene if possible until help arrives.

## **EARTHQUAKE**

If you are inside Westgate Las Vegas Resort & Casino when an earthquake strikes, remain calm to instruct and assist guests and team members.

Go to a protected area by standing in a strong doorway, against walls away from windows, or get under tables or desks.

Move away from dangerous items such as heavy light fixtures or other overhead devices. Stay away from tall cabinets, high shelves, and other furniture, which could slide or topple.

When shaking stops; get outside. Help guests and team members. Prepare for aftershocks. Stay close together for protection and follow previous instructions.

## **SEVERE WEATHER**

In the event of a severe weather system (or storm warning), the Security Department will monitor the situation and advise team members of any action required.

If severe weather causes a power outage, follow the procedures of the following section, "Power Outage."

## **POWER OUTAGE**

In the event of a power outage, stay calm. In most instances, the power will be restored momentarily, or the generator will begin operating. Do not evacuate the building unless instructed to do so.

## **BOMB THREAT OR SUSPICIOUS PACKAGE**

- If you find a suspicious package in your area remain calm and immediately leave the area.
- Notify the Security Department and do not use a radio within 50 feet of the package.
- Provide information about the location of the package and its size. Take note of type of package, anything unusual about it, any noise or sounds coming from it, if it is close to any electrical panels, gas mains or any other hazards.
- Provide your location should they need to contact you and let them assume control of the situation.
- If you receive a bomb threat over the telephone, listen carefully for any identifying characteristics of the caller (sex, age, accents, speech pattern, background noise, etc.). Take notes and write down anything you remember.
- If your department has a Report of Bomb Threat form, follow the questions listed on the form. Contact Security as soon as possible—have another team member call while you are still on the phone if you can.
- The Security Department will handle the investigation of a bomb threat. Guests and other team members are not to be alerted by any person other than a member of the Team Member Services Department.
- The Security Department will decide if an area or the entire property needs to be evacuated.

## **HAZARDOUS MATERIAL SPILLS**

A hazardous material is any substance that has the potential to harm people or the environment if it is spilled or released in an uncontrolled manner. If you witness the spill or release of any material, check with your Supervisor to see if the steps when dealing with hazardous material spills need to be followed.

- If you witness or discover a hazardous material spill, secure the area to prevent contamination of yourself, other team members and guests.
- Try to identify the substance spilled without risking yourself. Take note of the estimated amount of the substance spilled, color, any chemical reactions, other possible dangers in the immediate area and the physical property of the substance (solid, liquid, or gas).
- Obtain the Material Safety Data Sheets (MSDS) for the first aid treatment of contamination if the substance is identified.
- Notify the Security Department. The Security team will handle the situation and notify any outside agencies required (such as the fire department) and will determine if any partial or complete building evacuation is required. Inform the responding staff members of your level of exposure to the spilled material and seek any medical treatment you need.

## **BIO HAZARDOUS MAIL**

If you handle, disseminate, transport or process any incoming mail or packages, be alert to the threat of bio hazardous mail.

Anthrax is an acute infectious disease caused by a spore-forming bacterium. Anthrax organisms can cause infection in the skin, gastrointestinal system, or the lungs. To do so, the organism must be rubbed into chaffed or broken skin, or swallowed, or inhaled as a fine, aerosolized mist. The disease can be prevented after exposure to the anthrax spores by early treatment with the appropriate antibiotics. Anthrax is not spread from one person to another.

To assist in identifying suspicious packages and letters, some characteristics include the following:

- Excessive postage
- Handwritten or poorly typed addresses
- Incorrect titles
- Title, but no name
- Misspellings of common words
- Oily stains, discolorations, or odor
- No return address
- Excessive weight
- Lopsided or uneven envelope
- Protruding wires or aluminum foil
- Excessive security material such as masking tape, string, etc.
- Visual distractions

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- Ticking sound
- Marked with directions such as “Personal” or “Confidential”
- The city or state in the postmark doesn’t match return address

For anthrax to be effective as a covert agent, it must be aerosolized into very small particles. This is difficult to do and requires a great deal of technical skill and special equipment. If these small particles are inhaled, life-threatening lung infection can occur, but prompt recognition and treatment are effective.

If you detect an observable substance on or in the mail, do not shake or empty the contents of any suspicious envelope or package.

Place the envelope or package down cautiously to prevent leakage of contents and cover it with anything that will not disturb it (such as clothing, paper, trash can, etc.) and do not remove this cover. If any powder spills out, do not try to clean it up.

Leave the room and close the door—or section off the area to prevent others from entering and keep others away.

Gather everyone that was in the area when the item was opened and stay together. Report the incident immediately to the Security Department and your Supervisor (by phone if possible).

When possible, wash your hands with soap and water to prevent spreading any powder to your face. If powder escaped from the envelope or package, remove your clothing (and place in a plastic bag or another sealable container) as soon as possible. Shower with soap and water as soon as possible—do not use bleach or another disinfectant on your skin.

List all people who were in the room or area when this suspicious letter or package was recognized. Give this list to the Supervisor.

## SERIOUS DISEASE

Westgate Las Vegas Resort & Casino team members with infectious, long-term, life threatening or other serious diseases may work as long as they are physically and mentally able to perform the duties of their job. The Company will keep the team member on the job as long as it does not create an undue risk to the health of the ill team member, other team members, and guests.

## COVID-19 SAFETY

Westgate Las Vegas Resort & Casino is committed to the safety of team members, guests, and others who may visit the property. In response to the global health crisis resulting from the novel coronavirus COVID-19, standard practices and protocols are needed to minimize the risk of spreading and/or contracting the disease and to ensure the safety of all team members, guests, and visitors to the property. The Company’s COVID-19 safety protocols are as follows:

**Temperature Checks:** Team members entering the property will have their temperature taken with a no-contact thermometer. In the event of a temperature reading of 100.4 degrees or higher (up to 3 readings will be taken), the team member will be sent home and will be contacted by the

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Risk Management team department for further instruction prior to returning to work in accordance with the Company's travel policy.

**Personal Protective Equipment (PPE):** All team members will be provided with Personal Protective Equipment (PPE) at no cost to them and will be required to properly wear their PPE while working and while on property. PPE includes but is not limited to masks and gloves. Team members must wear masks at all times while on property, except when eating or drinking. Team members will be provided with department and/or position-specific requirements for PPE where applicable.

**Travel Outside of Southern Nevada:** Team members who travel outside of the Southern Nevada area (Las Vegas, North Las Vegas, Henderson, Boulder City, Pahrump, Jean, Mesquite, and Mt. Charleston) for any reason or period of time will be required to notify their department manager. Team members who travel outside of the United States, to an area deemed by the Company to be a "hotspot", or who travel via public airline, or on a cruise ship to any destination must complete a 14-day self-quarantine period beginning on the day of return to the Southern Nevada area. In addition, the team member will be required to provide a release to return to work from a physician.



### **The WESTGATE LAS VEGAS RESORT & CASINO Team Member Handbook Receipt**

I hereby acknowledge and understand that:

The Handbook is intended to provide Team Members with general information about The WESTGATE LAS VEGAS RESORT & CASINO philosophies, business practices, and benefits. These philosophies, business practices, and benefits are subject to change at any time without notice. Circumstances may require variances in the application of these philosophies, business practices, and benefits to accommodate individual situations.

Except for any Team Members that may have written employment agreements signed by the authorized executive in management in force at the applicable time or any union Team Members under a collective bargaining agreement that is in place at the applicable time, all employment with The WESTGATE LAS VEGAS RESORT & CASINO is expressly "at will." Either the Team Member or The WESTGATE LAS VEGAS RESORT & CASINO may terminate the employment relationship at any time, with or without cause or notice. At-will Team Members have no contracts or agreements for continued employment, expressed or implied which assure or guarantee that person's employment for any period of time. Nothing in the Handbook or anything in the employment relationship is intended, nor may be construed, considered, or relied upon as comprising part of a contract or agreement of any kind or nature between employer or Team Member. Only the authorized executive in management in force at the applicable time may enter into contracts for employment, which must be in writing.

The WESTGATE LAS VEGAS RESORT & CASINO reserves the right to amend, modify or change this Team Member Handbook at any time. Any changes and/or the issuance of new policies, procedures, or practices which supplement, modify, correct, or rescind any portion of this Handbook, do not constitute a contract of employment and do not alter the at-will nature of any Team Member's employment.

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I have read and understand the above statement. I have also read and understand the [TEAM MEMBER HANDBOOK](#). I acknowledge that the Team Member Handbook is available to read at all times on the Team Member website and is subject to change at any time. I understand that the Team Member Handbook is intended to provide me with the general information about the main features of The WESTGATE LAS VEGAS RESORT & CASINO's policies and procedures, and that it does not and is not intended to cover these matters in detail.

The Team Member Handbook can be found on the Team Member site: <http://mywglv.com>

Printed Name: \_\_\_\_\_ ID # \_\_\_\_\_

Department: \_\_\_\_\_ Position: \_\_\_\_\_

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