

Wintergreen

Property Owners Association

Employee Handbook

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Wintergreen Property Owners Association (WPOA)

Employee Handbook

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WELCOME TO WINTERGREEN

Starting a job is an exciting and challenging experience. There is a lot to learn about your job and about Wintergreen. This booklet will give you some information about the history and organization of Wintergreen, our employment policies, and our expectations of you. The information contained in this handbook is to serve as a general guide and is not a contract and is designed for information only.

This employee handbook cannot cover every situation or answer every question about policies and benefits at WPOA. Also, sometimes we may need to change the handbook. WPOA has the right to add new policies, change policies, or cancel policies at any time. The only policy we will never change, or cancel is our employment-at-will policy. The employment-at-will policy allows you or WPOA to terminate your employment at any time for any reason. The employment-at-will policy is further described in the policy titled Nature of Employment. If we make changes to the handbook, we will tell you about the changes.

We are in the service business. It is our goal to provide our property owners and guests with an enjoyable experience. Our ability to successfully attain this goal depends on the quality of service and attention to detail you provide, to meet our property owners and guests' expectations and make them feel welcome. Whether or not your job brings you into direct contact with our property owners, the work you do is vital to our success. We need enthusiastic, efficient and dedicated employees to accomplish our objectives.

We trust that you will enjoy the personal satisfaction that comes from doing your job well and working with others. We are glad you are here and encourage you to read this booklet and ask questions as they arise.

Welcome to the WPOA team!

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WINTERGREEN AT A GLANCE

Wintergreen is an 11,000-acre community and resort offering a variety of year-around recreational facilities. Located 3,800 feet high in the Blue Ridge Mountains, Wintergreen lies 43 miles southwest of Charlottesville and borders the Blue Ridge Parkway. Of Wintergreen's 11,000 acres, approximately 6000 acres have been set aside as a permanent undeveloped open space, giving assurance that the natural beauty will remain at its spectacular best.

The Blue Ridge Mountain environment and the natural, rural setting provide the perfect getaway for rest, relaxation and outdoor recreation. Wintergreen has excellent nature programs, special events and family activities, and facilities that have earned national recognition.

ORGANIZATION

Wintergreen can best be described as a planned community. Most property owners consider Wintergreen their second home, a place they enjoy during vacations and on weekends. Many also call Wintergreen their home year-round.

Within the community there are several major organizations, two are listed below:

Wintergreen Property Owners Association Inc. (WPOA)

The Wintergreen Property Owners Association is a non-profit membership corporation composed of all the owners of all properties at Wintergreen. WPOA maintains and manages the common areas at Wintergreen which include the roads, parks and open spaces. WPOA operates the Police Department and also provides command and career staff for the Wintergreen Volunteer Fire Department and Volunteer Rescue Squad. Given the important role these volunteer organizations play in our community and surrounding areas, WPOA provides some additional financial support for these organizations. The WPOA Administrative Offices are located in the Community Offices Building, next to the gatehouse, at 88 Wintergreen Drive.

Wintergreen Pacific LLC (WPLLC)

Wintergreen Pacific LLC is a private corporation and operates Wintergreen Resort within our community.

WPLLC manages all Wintergreen Resort facilities including the golf courses, ski area, tennis courts, restaurants, the Mountain Inn commercial and conference areas, the Blackrock Village Center, Skyline Pavilion, the Rodes Farm Stables, Lake Monocan and Club House, Stoney Creek Clubhouse and pool, The Wintergarden and The Market at Wintergreen.

In addition to serving resort guests, Wintergreen Resort also operates a club component with many of our property owners electing to also be Wintergreen Resort Club Members. Club membership includes additional benefits and access above and beyond what regular guests receive.

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EMPLOYMENT INFORMATION

This section covers important policies and general employment information you will need to know as a WPOA employee.

Note: Due to the nature of their work, Police, Fire & Rescue must comply with many more policies and guidelines that are specific to those operations. It is the employee's responsibility to know, understand and comply with all of the rules associated with their department. In the case of incongruency between the general policies outlined in this handbook and the specific departmental policies, the specific departmental policies take priority.

EMPLOYEE CLASSIFICATION

There are two classifications of employees: **annual** (full-time annual - minimum of 30 hours per week or part-time- less than 30 hours per week) and **seasonal**. Your supervisor will identify your classification to you at the time you are hired. (NOTE: The term "annual" is not intended to imply a contract for continued employment. It is used to distinguish which jobs are year-round as opposed to temporary in nature.)

In addition, all employees are either exempt or non-exempt. **Non-exempt** is a Federal Wage & Hour term indicating eligibility to earn overtime based on the type of work performed. **Exempt** is a Federal Wage & Hour term indicating exemption from overtime requirements based on the type of work performed (often management-related jobs).

WHEN YOU BEGIN WORK

On or about your first day of work, you will be required to fill out employment forms at the Community Office Building. These forms include state and federal withholding forms and the Immigration Form (I-9). These forms, along with your completed application form and Personnel Action form completed by your supervisor, are kept in the Payroll Office as a permanent record of your employment.

INTRODUCTORY PERIOD

For all non-exempt annual employees (full or part-time), the first 90 days of employment (12 months for police department employees, 12 months for fire/rescue department employees) are treated as an introductory period. This gives the employee time to decide whether he/she is satisfied with the position and gives WPOA time to determine whether the employee has the knowledge, ability, aptitude and attitude needed to competently perform required duties.

Before or at the completion of the introductory period, a performance evaluation will be completed, and management will decide whether your employment will continue. By management's discretion, the introductory period may be extended for an additional 30 days for non-police, fire and rescue employees.

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A seasonal employee who is recommended for an annual position at the end of his/her period of seasonal employment will not be subject to the introductory period if he/she has already worked 90 days.

HOURS OF EMPLOYMENT

Due to the nature of the business, many employees work varied schedules which often include evenings, weekends and holidays. Your efforts to be at work when scheduled and on time will help us to provide superior service and meet our objective of property owner and guest satisfaction.

NATURE OF EMPLOYMENT

You became an employee at WPOA voluntarily and your employment is at will. "At will" means that you are free to resign at any time, with or without cause. Likewise, "at will" means that WPOA may terminate your employment at any time, with or without cause or advance notice, as long as we do not violate any applicable federal or state law.

The policies in this handbook are not intended to create a contract. The policies should not be construed to constitute contractual obligations of any kind or a contract of employment between WPOA and any employee. The provisions in the handbook have been developed at the discretion of management and, except for the policy of employment-at-will, may be amended or cancelled at any time, at the sole discretion of WPOA.

These provisions replace all other existing policies and practices and may not be changed or added to without the express written approval of the Executive Director of WPOA.

EQUAL EMPLOYMENT OPPORTUNITY

To give equal employment and advancement opportunities to all people, we make employment decisions at WPOA based on each person's performance, qualifications, and abilities. WPOA does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, sexual orientation, national origin, age, disability, or any other characteristic protected by law.

We will make reasonable accommodations for qualified individuals with known disabilities unless making the reasonable accommodation would result in an undue hardship to WPOA.

Our Equal Employment Opportunity policy covers all employment practices, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

If you have a question about any type of discrimination at work, talk with your immediate supervisor or the WPOA Human Resources Officer. You will not be punished for asking questions about this. Also, if we find out that anyone was discriminating, the person will be subject to disciplinary action, up to and including termination of employment.

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BUSINESS ETHICS AND CONDUCT

We expect WPOA employees to be ethical in their conduct. It affects our reputation and success. WPOA requires employees to carefully follow all laws and regulations and have the highest standards of conduct and personal integrity.

Our continued success depends on our owner's trust. Employees owe a duty to WPOA and its owners to act in ways that will earn the continued trust and confidence of the public.

As an organization, WPOA will comply with all applicable laws and regulations. We expect all directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to not do anything that is illegal, dishonest, or unethical.

If you use good judgment and follow high ethical principles, you will make the right decisions. However, if you are not sure if an action is ethical or proper, you should discuss the matter openly with your supervisor. If necessary, you may also contact the Human Resources Officer for advice and consultation.

It is the responsibility of every WPOA employee to comply with our policy of business ethics and conduct. Employees who ignore or do not comply with this standard of business ethics and conduct may be subject to disciplinary action, up to and including possible termination of employment.

IMMIGRATION LAW COMPLIANCE

WPOA is committed to employing only people who are United States citizens or who are aliens legally authorized to work in the United States. We do not illegally discriminate because of a person's citizenship or national origin.

Because we comply with the Immigration Reform and Control Act of 1986, every new employee at WPOA is required to complete the Employment Eligibility Verification Form I-9 and show documents that prove identity and employment eligibility.

If you leave WPOA and are rehired, you must complete another Form I-9 if the previous I-9 with WPOA is more than three years old, or if the original I-9 is not accurate anymore, or if we no longer have the original I-9.

If you have questions or want information on the immigration laws, contact the Human Resources Department. If you ask questions or want to complain about the immigration law, you will not be punished in any way.

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CONFLICTS OF INTEREST

WPOA has guidelines to avoid real or potential conflicts of interest. It is your duty as an employee of WPOA to follow the following guidelines about conflicts of interest. If this is not clear to you or if you have questions about conflicts of interest, contact the WPOA Human Resources Department.

What is a conflict of interest? An actual or potential conflict of interest is when you are in a position to influence a decision or have business dealings on behalf of WPOA that might result in a personal gain for you or for one of your relatives. For conflicts of interest, a relative is any person who is related to you by blood or marriage, or whose relationship with you is similar to being a relative even though they are not related by blood or marriage.

We do not automatically assume that there is a conflict of interest if you have a relationship with another company. However, if you have any influence on transactions involving purchases, contracts, or leases, you must tell an officer of WPOA as soon as possible. By telling us that there is the possibility of an actual or potential conflict of interest, we can set up safeguards to protect everyone involved.

The possibility for personal gain is not limited to situations where you or your relative has a significant ownership in a firm with which WPOA does business. Personal gains can also result from situations where you or your relative receive a kickback, bribe, substantial gift, or special consideration as a result of a transaction or business dealing involving WPOA.

NON-DISCLOSURE

It is very important to WPOA that we protect our confidential business information. Confidential information includes, but is not limited to, the following examples:

- compensation data
- computer processes
- computer programs and codes
- customer lists
- financial information
- labor relations strategies

If you have access to confidential information, we may ask that you sign a non-disclosure agreement as a condition of your employment.

If you improperly use or disclose a trade secret or confidential business information, you will be subject to disciplinary action, up to and including termination of employment and legal action. This applies even if you do not get any benefit from releasing the information.

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DISABILITY ACCOMMODATION

WPOA is committed to complying fully with the Americans with Disabilities Act (ADA). We are also committed to ensuring equal opportunity in employment for qualified persons with disabilities. We conduct all our employment practices and activities on a non-discriminatory basis.

Our hiring procedures have been reviewed and they provide meaningful employment opportunities for persons with disabilities. When asked, we will make job applications available in alternative, accessible formats. We will also give assistance in completing the application. We only make pre-employment inquiries regarding an applicant's ability to perform the duties of the job.

Reasonable accommodation is available to an employee with a disability when the disability affects the performance of job functions. We make our employment decisions based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as job assignments, classifications, organizational structures, position descriptions, lines of progression, and seniority lists. We make all types of leaves of absence available to all employees on an equal basis.

WPOA is also committed to not discriminating against any qualified employee or applicant because the person is related to or associated with a person with a disability. WPOA will follow any state or local law that gives more protection to a person with a disability than the ADA gives.

WPOA is committed to taking all other actions that are necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and any other applicable federal, state, or local laws.

LIFE-THREATENING ILLNESSES IN THE WORKPLACE

Employees with life-threatening illnesses often wish to continue their normal lives, including work, to the degree that they can. WPOA wants to help these employees to work as long as they continue meeting acceptable performance standards.

As in the case of other disabilities, we will make reasonable accommodations in accordance with all legal requirements to allow qualified employees with life-threatening illnesses to perform the essential functions of their jobs.

Medical information on any employee is confidential. WPOA will take reasonable precautions to protect medical information from inappropriate disclosure. Managers and other employees have a responsibility to respect and maintain the confidentiality of employee medical information. Anyone inappropriately disclosing medical information is subject to disciplinary action, up to and including termination of employment.

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If you have questions or concerns about life-threatening illnesses, you should contact the Human Resources Officer for information and referral to appropriate services and resources.

PERSONNEL DATA CHANGES

It is important that WPOA have certain personal information about you in our records. You need to tell us as soon as there is a change in your mailing address, telephone numbers, email address, direct deposit account, marital status, dependents' information, educational accomplishments, and other related information. We also need to have information about who to contact in case of an emergency. To change your personal information or if you have questions about what information is required, contact the Human Resources Officer.

All WPOA employees are required to participate in the Alert Wintergreen mass-notification system.

PAY POLICY

Hourly employees - The weekly pay period begins each Monday at 12:01 am and ends on Sunday at 12:00 midnight. Time is submitted for the previous week on the Monday following the week's end. Pay checks are distributed to employees every two weeks.

Semi-Monthly employees - Most exempt employees are paid on a semi-monthly basis. The first semi-monthly pay period runs from the first day of the month through the fifteenth. The second pay period begins on the sixteenth and ends the last day of the month. Pay checks are issued twice a month - on the fifteenth and the last day of the month.

OVERTIME

There may be times when WPOA cannot meet its operating requirements or other needs during regular working hours. If this happens, we may schedule employees to work overtime hours. When possible, we will try to give you advance warning of a mandatory overtime assignment.

It is our policy that no overtime can be worked without the approval and authorization of the supervisor. We try to distribute overtime assignments fairly among all employees who are qualified to perform the required work.

Nonexempt employees will receive overtime pay in accordance with the federal and state wage and hour laws. Overtime pay is based on the actual hours worked. For this reason, time off for sick leave, vacation, and other paid or unpaid leaves of absence is not counted as hours worked when calculating overtime pay.

Note: Fire-Rescue employees work a 24/48 schedule that is different from all other WPOA employees. For details concerning this schedule and the unique hourly and benefits calculation this schedule requires, please refer to the Fire-Rescue conditional offer for details and/or ask your Chief for additional information.

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PAYROLL EARNINGS DISTRIBUTION

Payroll earnings statements are distributed by email just prior to the designated payroll date. The Pay Date listed is the day funds are deposited to the employee's bank account. If you do not have an email account, WPOA will provide one for you. The employee must keep the payroll department advised of their current/active email account.

DIRECT DEPOSIT

WPOA pays employees through direct deposit. Enrollment forms for direct deposit are available in the payroll office. Employees must keep their banking and personal information current with the payroll office.

EMPLOYEE PERSONAL PAYROLL INFORMATION

It is the responsibility of the Employee to verify their social security number on paychecks and W-2 forms. The employee should keep the payroll department advised on address and phone number changes. Federal and state withholding forms (W-4 and VA-4) are to be updated when changes occur as defined by the IRS. W-2s are mailed to the last known address.

PAY INCREASES AND PERFORMANCE EVALUATIONS

Your job performance and salary are evaluated through departmental specific performance reviews. Generally, performance evaluations are completed once a year for all employees. All new annual hourly employees (except police, fire and rescue) are hired with a 90-day probationary period. Police, Fire and Rescue employees have a 1-year probationary period.

EMPLOYEE ID CARD

All employees who would like access to resort facilities and limited benefits are required to have a Wintergreen Employee ID card issued when they begin work. The resort ID cards are made in the WPLLC Human Resources Department and serve as identification while also permitting use of certain Wintergreen facilities. When you leave employment at Wintergreen, your ID card expires, regardless of the expiration date on the card. You are required to return your ID card to your supervisor upon termination of employment.

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GENERAL EMPLOYEE POLICIES:

EMPLOYEE CONDUCT AND WORK RULES

We expect you to follow certain work rules and conduct yourself in ways, while at work and on Wintergreen Property, that protect the interests and safety of all owners, guests, employees and WPOA.

While it is impossible to list every action that is unacceptable conduct, the following lists some examples. Employees who break work rules such as these may be subject to disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of property or any owner's property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking in prohibited areas
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives in the workplace
- Excessive absenteeism or any absence without notice
- Unauthorized absence from workstation during the workday
- Unauthorized use of telephones, mail system, or other employer-owned equipment
- Unauthorized disclosure of confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct

Since your employment with WPOA is voluntary and at will, you may terminate your employment at any time you want, with or without cause or advance notice. Likewise, WPOA may terminate your employment at any time, with or without cause or advance notice.

BACKGROUND CHECKS

Background checks, both criminal and motor vehicle related, are required for certain positions which involve operating company vehicles, providing emergency services, handling of cash and other financial assets of WPOA. Your supervisor or the WPOA Human Resources Officer will notify you if your position requires a background check. Some requirements for background checks may include the necessity of submitting a set of your fingerprints for compliance with state and federal laws.

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CASH/CHECK/CREDIT CARD HANDLING

If your position requires you to handle cash, checks or credit cards, you are responsible for all items received, and transactions made. If you are negligent in performing your cash-check-credit card handling responsibilities, you will be subject to disciplinary action up to and including termination and/or criminal prosecution. Use of WPOA accounts for personal use without permission from your department head, Deputy Director of Finance or Executive Director is prohibited.

VOLUNTEERISM

WPOA encourages its employees to volunteer in organizations such as fire and rescue departments, both within and outside of the Wintergreen community. Due to FLSA requirements, employees of the Wintergreen Fire and Rescue Department are not allowed to volunteer with either the Wintergreen Volunteer Fire Department or the Wintergreen Property Owners Volunteer Rescue Squad.

ATTENDANCE AND PUNCTUALITY

We expect WPOA employees to be reliable and punctual. You should report for work on time and as scheduled. If you cannot come to work or you will be late for any reason, you must notify your supervisor before shift or in an emergency, as soon as feasibly possible.

Unplanned absences can disrupt work, inconvenience other employees, and affect productivity. If you have a poor attendance record or excessive lateness, you may be subject to disciplinary action, up to and including termination of employment.

EMPLOYEE APPEARANCE

Your appearance and behavior are important, since to our guests and property owners, you **ARE** Wintergreen. Your neat and clean appearance and your friendly, courteous actions will create a lasting, good first impression of Wintergreen to our owners and guests. Take pride in your appearance, in your work environment, and in the appearance of Wintergreen. We expect our employees to pitch in beyond the scope of their job descriptions and do whatever is necessary for owner satisfaction, including helping to keep parking lots and other public areas free from litter.

Personal appearance means how you dress, how neat you are, and your personal cleanliness standards. Your personal appearance can influence what owners and visitors think about WPOA. Personal appearance can also impact the morale of your co-workers.

During business hours or whenever you represent WPOA, you should be clean, well groomed, and wear appropriate clothes. This is particularly important if your job involves dealing with owners or visitors in person.

If your supervisor determines that your personal appearance is inappropriate, you will be asked to leave work and return properly dressed and groomed. If you are asked to leave, you will not be paid for the time you are away from work. See your supervisor if you are not sure about the correct clothing standards for your job.

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Where necessary, WPOA may make a reasonable accommodation to this policy for a person with a disability.

UNIFORM APPEARANCE

Due to the many different types of jobs at Wintergreen, your individual dress code may be directed by your supervisor. Various uniforms/attire may be required in certain positions.

Do not wear your uniform when using Wintergreen facilities, while off duty. Please do not wear any part of your uniform off property except to and from work.

BEHAVIOR

Our basic product is property owner service. It is important that you present yourself, on duty or off, in a professional, courteous manner. Offensive or abusive language or behavior will not be tolerated at any time.

SMOKING

Smoking is prohibited in WPOA facilities, WPOA vehicles and other equipment. Please check with your supervisor about areas where you may be permitted to smoke and at what times.

SEXUAL AND OTHER UNLAWFUL HARASSMENT

It is the policy of WPOA that all employees shall have the right to work in an environment free from any form of Sexual Harassment.

It is the policy of WPOA that all employees shall have the right to work in an environment free from any form of unlawful discrimination. Sexual Harassment is constituted as discrimination and is prohibited by state and federal laws. Therefore, it is the position of WPOA that Sexual Harassment will not be tolerated. It is a violation of WPOA policy for any supervisor or employee, male or female to engage in Sexual Harassment as defined below. Such conduct will result in disciplinary action up to and including dismissal.

The Equal Employment Opportunity Commission (EEOC) defines Sexual Harassment as follows:

Quid Pro Quo - Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute quid pro quo when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment and, or (2) submission or rejection of such conduct by an individual is used as the basis for employment decisions affecting an individual.

Hostile Environment - Is one which unwelcome sexual advances, requests for sexual favors and verbal or other conduct of a physical nature occur and when such conduct has the purpose or effect of unreasonably interfering with an individual work performance or creating an intimidating, hostile, or offensive work environment.

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Some examples of Sexual Harassment include but are not limited to:

- Unwanted sexual advances
- Offering employment benefits in exchange for sexual favors
- Making threatening reprisals after a negative response to sexual advances
- Visual conduct such as leering, making sexual gestures, or displaying sexually suggestive objects, pictures, cartoons, or posters
- Verbal conduct such as making derogatory comments, epithets, slurs, sexually explicit jokes or comments about an employee's body or dress
- Verbal sexual advances or propositions
- Verbal abuse of a sexual nature, graphic verbal commentary about an individual's body, sexually degrading words to describe an individual or suggestive or obscene letters, notes or invitations
- Physical conduct such as touching, assault or impeding or blocking movement and retaliation for reporting harassment or threatening to report harassment

Any employee who believes he/she has experienced such conduct by anyone, including a supervisor, co-worker or persons doing business with or for WPOA should tell the offender that such conduct is unwelcome and unacceptable. If the offensive behavior does not stop, or if the employee is uncomfortable confronting the offender, the employee must immediately report such conduct to their supervisor or to either of the Company Compliance Officers listed below:

Executive Director of WPOA or WPOA Human Resources Officer

WPOA prohibits retaliation against any employee who complains of sexual harassment or who participates in an investigation. All aspects of the complaint-handling procedure will be handled discreetly. WPOA will provide a Compliance Officer of the same gender as the complainant; however, it may be necessary to include others on a need to know basis.

All incidents of prohibited harassment that are reported will be investigated. The Compliance officers listed above will immediately undertake or direct an effective, thorough, and objective investigation of the harassment allegations. The investigation will be completed as soon as practicable and a determination regarding the reported harassment will be made and communicated to the employee who complained and to the accused harasser. If a complaint of prohibited harassment is substantiated, appropriate corrective action, up to and including termination, will be taken. Appropriate action will also be taken to correct the effects of the harassment and to deter any future harassment.

SAFETY

Workplace safety is a top priority at WPOA. We want WPOA to be a safe and healthy place for employees, owners, and visitors. Safety depends on everyone being alert and committed to safety.

We regularly communicate in different ways with employees about workplace safety and health issues. These communications may include supervisor-employee meetings, online training,

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bulletin board postings, memos, or other written communications. Employees have access to OSHA training resources, see your supervisor for details.

You are expected to obey all safety rules and be careful at work. You must immediately report any unsafe condition to the appropriate supervisor. If you violate WPOA safety standards, you may be subject to disciplinary action, up to and including termination of employment. Violations include causing a hazardous or dangerous situation, not reporting a hazardous or dangerous situation, and not correcting a problem even though you could have corrected it.

It is very important that you tell the appropriate supervisor immediately about any accident that causes an injury, no matter how minor it might seem at the time. When you report it quickly, we can investigate the accident promptly; follow the laws, and start insurance and worker's compensation processing.

As an employee of WPOA and per OSHA and the "worker right to know" statute, you have certain rights regarding the use of hazardous materials in the workplace. WPOA will provide you with information regarding the following:

1. What chemicals are used in the workplace (MSD Sheets.)
2. Where chemicals are located.
3. Physical and health hazards associated with the chemicals.
4. Protection measures that must be taken to prevent exposure.
5. What to do in case of exposure to the chemicals.

For additional information on hazardous materials in the workplace consult your supervisor.

DRUG AND ALCOHOL USE

WPOA is committed to providing a drug-free, healthful, and safe workplace. You are required to come to work in a mental and physical condition that will allow you to perform your job satisfactorily.

WPOA employees may not use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs while on WPOA premises or while conducting any business-related activity away from WPOA premises. You may use legally prescribed drugs on the job only if they do not impair your ability to perform the essential functions of your job effectively and safely without endangering yourself or others.

If you violate this policy, it may lead to disciplinary action, up to and including immediate termination of your employment. We may also require that you participate in a substance abuse rehabilitation or treatment program. If you violate this policy, there could also be legal consequences.

If you have questions about this policy or issues related to drug or alcohol use at work, you can raise your concerns with your supervisor or the Human Resources Officers without fear of

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reprisal.

DRUG TESTING

We are committed to making WPOA a safe, efficient, and productive work environment for all employees. There can be serious safety and health risks if an employee uses or is under the influence of drugs on the job. Employees and job applicants may be subject to third party drug testing. If you refuse to be tested for drugs, or test positive for drugs, you may be subject to disciplinary action, up to and including termination of employment.

SECURITY INSPECTIONS

WPOA wants to have a work environment that is free of illegal drugs, alcohol, or other improper materials. We prohibit the possession, transfer, sale, or use of these materials on our premises.

We may provide you with desks, lockers, and other storage devices for your convenience, but these are always the sole property of WPOA. Because they are our property, we may allow our representative or authorized agents to inspect them at any time, either with or without advance notice to you. We may also inspect any items that we find inside them.

We also want to discourage theft and the unauthorized possession of property that belongs to our employees, WPOA, owners or guests. To help enforce this policy, we may require inspection of employees and other persons who enter or exit our premises as well as any packages or other belongings they carry with them. If you wish to avoid having your belongings inspected, the best thing is to not bring them to work.

LARCENIES

Employees who steal from Wintergreen, its property owners, guests, or other employees will be subject to termination and/or arrest. The Police Department will be notified as appropriate. Any person who has knowledge of any theft and fails to report it or to cooperate with management and/or the Police Department will be subject to disciplinary action.

LOST AND FOUND

Employees should immediately take any found property of value to their supervisors. (Items of value would include billfolds, credit cards, purses, jewelry, skis, ski boots, etc.). Supervisors will notify the Wintergreen Police Communications Officer.

RETURN OF PROPERTY

WPOA may loan you property, materials or written information to help you do your job. You are responsible for protecting and controlling any property we loan you. You must also return it promptly if we ask. If you stop working at WPOA, you must return all WPOA property immediately. If you do not return our property and if the law allows, we may take money from your regular or final paycheck to cover the cost. We may also take legal action to get back our property.

PERSONAL PROPERTY

WPOA cannot be responsible for losses of personal property that is lost, damaged or stolen. If

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you bring personal property/items/belongings into the office or company property, you are responsible to keep track of them.

If you do bring personal property, you need to understand that it will not be covered under WPOA insurance. Also, WPOA prohibits any items on the premises or work site that are sexually suggestive, offensive, or demeaning to specific individuals or groups. Employees should understand that all personal property brought onto the employer's premises may be inspected for purposes of enforcing the organization's policies and to protect against theft.

TELEPHONE AND INTERNET USE

WPOA provides both telephone and internet access to our employees to facilitate work. Policies related to the use of company telephones and internet include:

1. Telephones and use of the internet are for company business - not for personal use.
2. Please discourage incoming personal calls or texts to/from hard lines or cell phones while on duty. Prompt service is our objective and disruptions prevent us from reaching our goal. WPOA reserves the right to prohibit personal phone calls.
3. If you make personal calls on WPOA business phones, we may require that you reimburse WPOA for any charges.
4. Texting while driving company vehicles or operating company equipment is prohibited.

Our telephone communications are an important reflection of our image to customers and the community. Always use proper telephone etiquette. The following are some examples of good telephone etiquette: use the approved greeting, speak courteously and professionally, repeat information back to the caller, and only hang up after the caller hangs up.

DISCIPLINE POLICY

WPOA reserves the right to take disciplinary action as a means of encouraging an employee to correct work deficiencies and/or improper modes of behavior and to perform his or her work at a satisfactory level. The progressive steps in the Discipline Policy are:

- Step One: Oral Reprimand
- Step Two: Written Warning
- Step Three: Suspension without Pay
- Step Four: Termination of Employment

The purpose of four increasingly severe steps of discipline is to encourage improvement at the earliest possible stage. The order in which these steps are applied may be changed depending on the severity of the offense.

Examples of conduct that may result in immediate discharge are listed below. Please keep in mind, however; that these examples are not a complete listing of conduct that may result in immediate discharge, or that may subject employees to disciplinary action. **Furthermore,**

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WPOA reserves the exclusive right to discipline or discharge any employee, with or without notice, for any reason that WPOA determines is contrary to its interest, regardless of whether the grounds are listed in this handbook or any other publication, and regardless of whether any prior discipline has been imposed. The type of discipline administered will be determined at management's discretion.

1. Disclosing confidential information about work.
2. Theft, malicious or negligent damage to, or loss of company or guest property. This includes but is not limited to taking of food, drink or services without making proper payment for yourself or for others.
3. Violation of WPOA drug or alcohol policy.
4. Violation of state or federal laws or regulations (felonies).
5. The refusal to cooperate fully in the investigation of any circumstances covered by items 1-4 above.
6. Continued gross neglect of duty, insubordination, and failure to comply with valid orders from supervisors.
7. Absence without notice.
8. Repeated absence without notice.
9. Falsification of information on employment application.
10. Use of offensive or abrasive language in the presence of the public.

PROBLEM RESOLUTION

WPOA encourages an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from WPOA supervisors and management.

WPOA tries hard to ensure fair and honest treatment of all employees. We expect supervisors, managers, and employees to treat each other with mutual respect. We encourage employees to give positive and constructive criticism to each other.

If you disagree with WPOA rules of conduct, policies, or practices, you can state your concerns through the problem resolution procedure described in this policy. You will not be penalized, formally or informally, for making a complaint as long as you do it in a reasonable, business-like manner. You will also not be penalized for using this problem resolution procedure.

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Whistleblower provision:

If a situation occurs where you believe a condition of employment or a decision that affects you is not fair, you are encouraged to use the following steps:

1. Present the problem to your supervisor after the incident occurs. If the issue remains unresolved, present the problem to the WPOA Human Resources Officer.
2. If your supervisor is unavailable or you believe it would be inappropriate to discuss it with your supervisor, you may present the problem to the WPOA Human Resources Officer.
3. If the WPOA Human Resources Officer is unable to resolve the issue to your satisfaction, you may present the problem to the Executive Director.

Not every problem can be resolved to everyone's total satisfaction. However, we believe that honest discussion and listening to each other will build confidence between employees and management and help make WPOA a better place to work.

GRIEVANCE POLICY

The grievance policy is intended to provide a method of promptly resolving problems or disputes that may arise from time to time.

First Step: Employee complaints or problems should first be directed to the employee's immediate supervisor for resolution. The matter should be discussed with the supervisor as soon as possible, and the supervisor and the employee should seek to arrive at a reasonable solution.

Second Step: If the complaint is not resolved, the employee should put the complaint in writing and deliver it to the immediate supervisor. The immediate supervisor and the next appropriate level of supervision will meet with the employee in a timely manner and will issue a reply to the complaint.

Third Step: If the matter is still not resolved after Step Two, the employee may request a grievance panel to consider the problem. The panel will consist of three members including: (1) the Executive Director, (2) a supervisor or manager of the employee's choice and (3) an employee chosen by the other two panel members. The panel reserves the right to determine grievable items by a majority of the panel members. The panel will convene as soon as possible but not later than 10 working days following receipt of the complaint. The employee is entitled to appear before the panel and to present witnesses and other relevant information. After the hearing, the panel will issue a decision, which will be final.

The finding of a grievance by an employee shall be treated confidentially by all parties, and the employee can expect freedom from reprisal.

An employee who is not comfortable discussing a particular matter with his/her immediate supervisor should contact the WPOA Human Resources Officer or Executive Director.

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SNOW POLICY

Due to the nature of our business, WPOA is in operation 24 hours a day, seven days a week. We realize that getting to work during severely inclement weather is difficult. However, we depend on our employees to be at work when scheduled since someone must do the job when you are not present. During hazardous weather conditions communicate with your supervisor before traveling.

MOONLIGHTING

Employee moonlighting is permitted provided it does not interfere with the employee's performance of their duties at WPOA. Police Department, Fire and Rescue Department employees must get written approval from their Chief's. All other employees must have written approval from the Executive Director.

TIPS

You may occasionally be offered a gratuity by a property owner in exchange for a job well done. You may accept the gratuity, however you're responsible for declaring its value on your income taxes. Fire-Rescue employees must use extra discretion since the Fire Department and Rescue Squad are independent non-profit organizations. If the tip was meant for you specifically for an action you performed, then this WPOA policy applies. If the tip was more general and meant to be supportive of the agency, then it expected that tip will be turned over to supervisors so the donation can be recognized as a tax-deductible contribution.

VEHICLE ACCIDENTS INVOLVING EMPLOYEE DRIVERS

Employees who drive company-owned vehicles as part of their jobs must possess a current and valid driver's license. Wintergreen reserves the right to periodically require employees to furnish a copy of their driving record if they operate company-owned vehicles. Employees may be re-assigned to duties not involving the use of a motor vehicle if the driving record reveals violations. Employees are expected to obey **Virginia State traffic laws** (including mandatory seat belt use), and to operate the vehicle in a safe manner at all times. WPOA owned vehicles may be fitted with a GPS tracking device and monitored accordingly. Virginia law states: Anyone under 18 years old is banned from using **cell phones** or any other personal communication devices while driving. Texting is banned for all drivers. In Virginia, it is considered a primary offense, which means police can pull you over if they suspect you of texting while driving.

Our mountainous setting makes driving difficult at times, and while occasional accidents may occur, accidents caused by employee carelessness cannot be tolerated. The following steps will be taken if you are involved in an accident while driving a WPOA vehicle.

1. While in the Wintergreen community immediately report the incident to the Wintergreen Police Department. Failure to report the accident may result in disciplinary action. Outside the Wintergreen community and while still on the scene of the accident, report the incident to the Virginia State Police or proper police jurisdiction. WPOA maintains vehicle insurance through a licensed company in the state of Virginia.

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2. If the accident is found to be the result of your own carelessness in operating the vehicle, you may be subject to disciplinary action.
3. Involvement in vehicle accidents while driving a company-owned vehicle may result in assignment to duties not involving the use of a motor vehicle.

All fire-rescue vehicles are owned by either the Fire Department or Rescue Squad rather than WPOA. Fire-rescue employees must follow department operating guidelines if involved in an accident.

PERSONAL AUTOMOBILE USE

WPOA is not responsible for damage to your personal auto when you are using it for WPOA business. WPOA may reimburse the employee based on actual miles driven. The rate is established by WPOA, generally using IRS guidelines. The IRS guideline for this rate compensates you for all gasoline, mileage, wear and tear, and insurance costs associated with the business use of the vehicle. An expense report should be obtained from your supervisor and is to be turned in weekly for reimbursement of mileage and other expenses.

EMPLOYMENT TERMINATION

Employment may be terminated by one of three means: (1) Resignation; (2) Release; (3) Discharge.

1. Resignation: Resignation is a voluntary separation initiated by the employee. All employees are expected to submit advance written notice equal to at least one pay period (two weeks) to their supervisor indicating their intention to resign from their position.
2. Release: Release is a separation other than discharge initiated by WPOA. Employees may be given advance notice of such release.
3. Discharge: Discharge is an involuntary separation for misconduct, poor performance, or such other reasons as WPOA determines in its discretion warrant such action. WPOA may discharge or terminate an employee with or without advance notice.

In all instances of termination, an employee must return any items belonging to WPOA, including but not restricted to: keys, uniforms, employee ID, vehicle access pass and tools. It is expected that such items will be returned to your supervisor prior to the time you pick up your last paycheck. Failure to return WPOA property as well as failure to give proper notice when resigning may affect your eligibility to be rehired at Wintergreen in the future.

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BENEFITS INFORMATION:

BENEFITS

WPOA sponsors a benefits program for all eligible employees. In addition to receiving an equitable salary and having an equal opportunity for professional development and advancement, you may be eligible to enjoy other benefits that will enhance your job satisfaction. We are certain you will agree the benefits program described in this Employee Manual represents a very large investment by WPOA.

A good benefits program is a solid investment in WPOA employees. WPOA will periodically review the benefits program and will make modifications as appropriate. WPOA reserves the right to modify, add or delete the benefits it offers.

A change in employment classification that would result in loss of eligibility to participate in the health insurance plan may qualify an employee for benefits continuation under the Consolidated Omnibus Budget Reconciliation Act (COBRA). Refer to the Benefits Continuation (COBRA) policy for more information.

Details of the health insurance plan are described in the Summary Plan Description (SPD). An SPD and information on cost of coverage will be provided in advance of enrollment to eligible employees. Contact the Human Resources Officer for more information about health insurance benefits.

FACILITY USE AND RECREATIONAL PRIVILEGES

Wintergreen Resort facilities are offered for the benefit of members and resort guests. Unlike many other resorts and hotels and as much as business permits, we are pleased to offer employees recreational privileges as provided by WPOA and Wintergreen Resort. Since we promote a healthy lifestyle, we also want our employees to be familiar with our facilities. To continue to offer these privileges, we expect you to abide by the rules set forth by WPLLC and comply with the requests and directives of the supervisor at the various facilities. You are required to present your valid employee ID card for your recreational privileges to be in effect. Please understand that it is necessary to set certain ground rules to avoid possible misunderstandings and embarrassment. A list of facilities and rules are available from the WPLLC Human Resources Department, this privilege is granted by WPLLC to WPOA Employees and is subject to change at any time.

VACATION BENEFITS

Eligibility: All annual full-time employees.

Accrual: Vacation begins to be accrued from the date you become a full-time annual employee. Vacation time is earned in proportion to regular work-time hours actually worked per week, excluding overtime. Regular worktime is defined as hours working on the job. Overtime hours are **not** included in the computation for determining leave time earned.

The accrual amount changes the month after you have reached your 5th and 10th years of continuous employment as described below:

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Non-Public Safety - Eligible for paid holidays		Sick Time Accrual Rate	
Hours Per Week	Year 0-5 Per Month	Year 5-10 Per Month	Year 10+ Per Month
32	3.2	3.2	3.2
40	4	4	4

Non-Public Safety - Eligible for paid holidays		Vacation Accrual Rate	
Hours Per Week	Year 0-5 Per Month	Year 5-10 Per Month	Year 10+ Per Month
32	6.4	9.8	12.8
40	8	12.3	16

Public Safety - Not Eligible for paid holidays		Sick Time Accrual Rate	
Shift Duration	Year 0-5 Per Month	Year 5-10 Per Month	Year 10+ Per Month
8	4	4	4
10	5	5	5
12	6	6	6
24	8	8	8

Public Safety - Not Eligible for paid holidays		Vacation Accrual Rate	
Shift Duration	Year 0-5 Per Month	Year 5-10 Per Month	Year 10+ Per Month
8	13.34	17.34	21.34
10	13.34	17.34	21.34
12	13.34	17.34	21.34
24	15.34	19.34	23.34

Emergency Services Personal (Police, Fire, Rescue) earn vacation at a different rate than non-emergency services employees to compensate for holiday leave not paid to emergency services personnel.

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Vacation Usage: You may begin to use your accrued vacation hours after they are earned, with supervisory approval. At NO time will vacation pay be given in lieu of taking time off. Employees may accrue up to a maximum, the equivalent of 2 years of vacation leave hours. Those hours exceeding the maximum will be "lost" if not used by the employee on or before December 31st, each year. We suggest you discuss your vacation requests well in advance with your supervisor to prevent the loss of any vacation hours earned. Your supervisor and/or the WPOA Human Resources Officer will be able to advise you of all vacation hours available for your use.

Employee Call-In: All employees are subject to being called-in to report for work above and beyond their normal scheduled working hours when deemed necessary by their supervisor. Due to the fact that we are a service business, being called-in is not limited to emergencies or inclement weather.

Termination: Accrued and unused vacation time will be paid upon termination of employment up to a maximum of 2 years of earned time. NO accrued vacation time will be paid at separation for employees with less than one year of continuous service.

Holidays

All full-time annual employees receive eight (8) paid holidays per year, Emergency Services Personnel receive additional vacation hours in lieu of holiday hours. The following holidays are acknowledged and paid:

- | | | | |
|----------------|-----------|---------------|------------------------|
| New Year's Day | July 4th | Christmas Eve | Thanksgiving Day |
| Memorial Day | Labor Day | Christmas Day | Day after Thanksgiving |

Eligible employees will be paid for holiday time off. If you are eligible, your holiday pay will be calculated at your straight time pay rate as of that holiday multiplied by the number of hours you would normally have worked that day.

Holiday eligible employees using paid leave such as vacation or sick leave on the holiday will get holiday pay instead of the paid time off pay you would have received.

If eligible nonexempt employees work on a recognized holiday, they will receive holiday pay plus their wages at their straight-time rate for the hours they worked on the holiday. We do not count holiday paid time off as hours worked when calculating overtime.

SICK BENEFITS

Eligibility: All annual full-time employees.

Accrual: Sick leave is accrued from the date you become an annual full-time employee. Sick time, like vacation time, accrues in proportion to the regular time you actually work.

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Sick Time Usage: You are eligible to use sick time as it is awarded. We expect you to notify your supervisor *before* the beginning of your scheduled workday *each day* you are sick. Early notification allows us time to react appropriately to the change in schedule your absence will cause. Management reserves the right to require written proof of illness (a doctor's note) at any time. Sick leave may only be used for the illnesses of the employee and/or their significant other or children, and any associated doctor/dentist visits. Excessive or unauthorized absences may lead to disciplinary action or termination. Accumulated sick time will be carried over automatically from year to year with a maximum accrual of 3 years of sick leave hours for employees hired on or after January 1, 2014.

Termination: You will not be paid for any unused sick time upon termination of employment.

WPOA Executive Director and/or Deputy Directors may at their discretion approve vacation and sick leave in excess of the employees accrued total. At no point can an employee balance equal a negative value which can't be repaid within 90 days.

EMERGENCY LEAVE BANK

WPOA recognizes that extenuating circumstances may require an employee to be gone from work longer than their accumulated time will allow. Employees may choose to enter the Emergency Leave Bank (ELB) program at their point of hire, or any January following their point of hire. To join, an employee must donate 5 hours of vacation time to a shared pool. If an employee has a need to access leave time through ELB, he or she will make a written request to the Deputy Director of HR. The Deputy Director of HR and the Executive Director will review the request and issue an approval or denial within 5 days. Requests are confidential and the decision can't be appealed. The maximum amount of time any employee can access in a calendar year is 160 hours. If the balance of the Emergency Leave Bank drops below 160 hours, the Deputy Director of HR can collect an additional 5 hours from each plan participant. Plan participants can not be assessed for more than 10 hours of time in any calendar year. Participants may donate more than 10 hours if they choose. Employees who do not participate in ELB are not allowed to access time from the bank.

LEAVE OF ABSENCE

A leave of absence (non FMLA) without pay may be granted at the discretion of management to *annual full-time employees* for good cause for a period of up to two weeks. A leave of absence must be formally requested from your supervisor and must be approved at the department head level. The conditions of leave must be stipulated in writing (beginning and ending date of leave, first day back to work, etc.) and signed by the employee requesting the leave and the appropriate department head. A copy of the conditions will be submitted to the Executive Director for final approval.

You will retain your continuity of service with Wintergreen while on an approved leave of absence. You will not, however; accrue vacation or sick time during a leave of absence and will

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not be paid any compensation for the duration of your leave. If you have group insurance through Wintergreen, you may continue your portion of coverage at your own expense while you are on leave. Questions concerning a leave of absence should be directed to the Executive Director.

BEREAVEMENT

Bereavement leave with pay (generally 3 days or 24 hours' work time) may be granted to any annual full-time employee who needs to take time off because of the death of an immediate family member. To request bereavement leave, please see your supervisor.

For bereavement leave, "immediate family" means your spouse, parent, grand parent, child, brother or sister; It also includes your spouse's immediate family. We will also consider requests for bereavement leave if someone dies who was as close to you as an immediate family member.

MILITARY LEAVE

WPOA will grant a military leave of absence if you are absent from work because you are serving in the U.S. Uniformed Services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). You must give your supervisor advance notice of upcoming military service, unless military necessity prevents advance notice or it is otherwise impossible or unreasonable.

You will not be paid for military leave. However, you may use any available accrued paid vacation time to help pay for the leave. You must give your supervisor advance notice and a copy of your military orders.

Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which you are otherwise eligible.

If you are on military leave for up to 30 days, you must return to work on the first regularly scheduled work period after your service ends (allowing for reasonable travel time). If you are on military leave for more than 30 days, you must apply for reinstatement in accordance with USERRA and applicable state laws.

When you return from military leave (depending on the length of your military service in accordance with USERRA), you will be placed either in the position you would have attained if you had stayed continuously employed or in a comparable position. For the purpose of determining benefits that are based on length of service, you will be treated as if you had been continuously employed.

During the first two weeks of annual reserve or National Guard training, WPOA will help annual full-time employees avoid loss of income by paying the difference between their military pay and their current salary or base pay.

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If you have questions about military leave, contact the WPOA Human Resources Officer for more information.

JURY DUTY

WPOA encourages you to fulfill your civic responsibilities by serving jury duty if you get a summons. If you get a jury duty summons, show it to your supervisor as soon as possible. This will help us plan for your possible absence from work. We expect you to come to work whenever the court schedule permits.

You will be compensated at your regular rate of pay for jury duty. *All* employees are eligible for this benefit. You must, however; notify your supervisor prior to serving. You will receive your normal base rate of pay for the time served less payment received from the court for jury duty up to a maximum of 80 work hours.

You may request unpaid jury duty leave for the absence. You may also use any available paid time off benefits you have, such as vacation, to be paid for unpaid jury duty leave.

Either you or WPOA may ask the court to excuse you from jury duty if necessary. We may ask that you be relieved from going on jury duty if we think that your absence would cause serious operational problems for WPOA.

Subject to the terms, conditions, and limitations of the applicable plans, WPOA will continue to provide health insurance benefits for the full period of unpaid jury duty leave.

INSURANCE BENEFITS:

SHORT- AND LONG-TERM DISABILITY

WPOA provides short- and long-term disability compensation to *annual full-time employees for off-the-job* accidents or illnesses (see Worker's Compensation for coverage of *on-the-job* accidents). You must have a physician's confirmation of disability for all dates for which disability benefits are claimed. (For further information –refer to Disability Policy.) Benefits begin after an elimination period specified by the current WPOA insurance policy. Specifics may be obtained from the WPOA Human Resources Officer. Plan provisions and eligibility should be verified while on any form of extended leave from work (FMLA, etc.). **WPOA pays 100%** of the premium for short-term disability (STD) and long-term disability (LTD).

WPOA reserves the right to have disability and worker's compensation claims verified.

MEDICAL/DENTAL/VISION INSURANCE

WPOA offers excellent medical and dental coverage for annual full-time and their families through a Health Care Provider and pays above the minimum required by the carrier of your insurance premium each month. Eligible salaried employees may enroll immediately upon beginning employment, and coverage will take effect the first of the month closest to the date of application. Eligible hourly employees may complete a membership application after 30 days of

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continuous service and coverage will be effective the first of the month closest to the date of application. **WPOA pays 70%** of the employee's premium for all levels of coverage.

WPOA has established a Flexible Benefit Plan which permits employees to have their group insurance premium contributions deducted from their pay before taxes are calculated. Because of the tax benefits, every participant in Wintergreen's insurance program is asked if they would like to sign up to participate in this premium conversion plan. A form must be signed directing your participation. The form can be obtained from the WPOA Human Resources Officer.

You will receive your insurance card at your home address. This usually takes at least two weeks to process. Your physician will be familiar with the procedure for filing claims, however; they will need the information from your membership card. If you have not received your card yet and have incurred a claim, your doctor's office will need to know your social security number, your contract number, and what type of coverage you have (subscriber only, subscriber-child, subscriber-children, subscriber-spouse or family).

CONTINUATION COVERAGE ELIGIBILITY (COBRA)

The federal Consolidated Omnibus Budget Reconciliation Act (**COBRA**) helps employees and their dependents to continue their health insurance even if they are no longer eligible under our health plan.

There are strict rules about when you can use COBRA. COBRA lets an eligible employee and dependents choose to continue their health insurance when a "qualifying event" happens. Qualifying events include the employee's resignation, termination, leave of absence, shorter work hours, divorce, legal separation, or death. Another qualifying event is when a dependent child stops being eligible for coverage under your health insurance.

If you continue your insurance under COBRA, you will pay the full cost of the insurance at WPOA's group rate plus an administrative fee. When you become eligible for our health insurance plan, we will give you a written notice describing your COBRA rights. Because the notice contains important information about your rights and what to do if you need COBRA, be sure to read it carefully.

LIFE INSURANCE

Life insurance and AD&D for annual full-time employees is available. Unlike medical insurance enrollments, you must enroll *within* your first 30 days of employment. If you elect to enroll any time after your first month of employment, you will need to complete a Personal Declaration of Insurability form. You will be covered for two times your annual salary (minimum \$50,000) up to a maximum of \$300,000. **WPOA pays 70%** of the employee's group life premium. Employees must keep their beneficiary (ies) information current.

WPOA also offers additional voluntary life insurance within the first 30 days of employment for employee, spouse and child(ren). Rates based on age and amount of coverage. WPOA does not contribute toward the premium(s).

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INSURANCE ENROLLMENT APPLICATIONS

Applications for the various benefits can be obtained through the Human Resource Officer. You should forward the completed forms to the Human Resource Officer.

I.R.A. - INDIVIDUAL RETIREMENT ACCOUNT

WPOA offers an excellent Safe Harbor 401(k) plan program to all Full Time Annual employees. A 401(k) is a program under which an individual can put aside money for retirement use and defer current income taxes on the money set aside. Should you desire more information, please call our Human Resource Officer. An application form will be forwarded to you upon eligibility. WPOA contributes 5% of W-2 Block 1 amount annually with no employee match required. IRA plan documents and vesting requirements are available through HR.

WORKERS' COMPENSATION INSURANCE

WPOA provides a comprehensive workers' compensation insurance program to all employees. This program does not cost you anything.

The workers' compensation program covers injuries or illnesses that might happen during the course of your employment that require medical, surgical, or hospital treatment. Subject to legal requirements, workers' compensation insurance begins after a short waiting period, or if you are hospitalized, the benefits begin immediately.

It is very important that you tell your supervisor immediately about any work-related injury or illness, regardless of how minor it might seem at the time. Your supervisor will complete a First Report of Accident Form, which will be turned in to the WPOA Human Resources Officer no later than one day after the accident occurs. Prompt reporting helps to make sure that you qualify for coverage as quickly as possible and lets us investigate the matter promptly.

Workers' compensation covers only work-related injuries and illnesses. WPOA may require you to take a drug test incidental to work related injuries or illnesses. Neither WPOA nor its insurance carrier will pay workers' compensation benefits for injuries that might happen if you voluntarily participate in an off-duty recreational, social, or athletic activity that we might sponsor.

CREDIT UNION

Employees may voluntarily contribute through the Payroll Office to the Credit Union of which WPOA is a member. Contributions to the credit union may be handled by payroll deductions. You may pickup guidelines and applications from the WPOA Human Resources Officer.

HIPAA

HIPAA - The Health Insurance Portability and Accountability Act of 1996 HIPAA was signed into law on 8/21/96. HIPAA's provisions limit exclusions for preexisting conditions; prohibit discrimination against employees and dependents based on their health status; guarantee renewability and availability of health coverage to certain employers and individuals; and protect many workers who lose health coverage by providing better access to individual health insurance. Your Insurance Carrier will probably handle most of HIPAA's rules and regulations.

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See your Plan Administrator for more details.

HIPAA Special Enrollment (Federal Register Section 54.9801-6T) - The special enrollment rights apply without regard to the dates on which an individual would otherwise be able to enroll under the plan. Special Enrollment periods are to apply to you and/or your spouse and/or your child/ren if you have a new dependent as a result of marriage, birth, adoption or the placement for adoption. Under these rules, a group health plan is required to provide a special enrollment period for these individuals should they request enrollment within *30 days* after a special enrollment event has occurred.

HIPAA Special Enrollment for Declining Enrollment - If you are declining enrollment for yourself or your dependents (including your spouse) and you state in writing that you and/or your dependents have coverage under another group health plan or health insurance coverage as the reason for declining to enroll, then special enrollment rules may apply to you and/or your spouse and/or your child/ren in the event you and/or your dependents have lost this other coverage due to the loss of eligibility.

HIPAA Annual Open Enrollment - Your plan may offer an Annual Open Enrollment giving you the opportunity to enroll yourself and/or your dependents if you have previously declined/waived coverage for you and/or dependents.

Request additional information and forms from your Human Resource Officer.

SECTION 125 PLAN

For the benefit of our employees, we have in place a Section 125 Plan. This allows employees who contribute toward the cost of their health insurance to pay on a pre-tax basis. This has the potential to reduce actual out-of-pocket costs by 20% or more, depending on your particular tax bracket. Election forms for the 125 Plan are available every plan year renewal, and you must maintain this election for one full year. There are certain changes in family circumstances that the IRS will consider as valid reasons to make mid-year plan changes. Please refer to the Section 125 Summary Plan Description for more specific information and a listing of those plans, which are eligible for pre-tax contributions.

Flexible Spending accounts may be set up, using pre-tax dollars, during open enrollment. Contact your Payroll Officer for more information.

BUSINESS TRAVEL EXPENSES

We will reimburse you for reasonable business travel expenses if the immediate supervisor approves the travel in advance. After a trip is approved, you should make your travel arrangements.

We reimburse approved travel expenses such as travel, meals, lodging, and other expenses as long as they were necessary to meet the objectives of the trip. You are expected to keep expenses within reasonable limits.

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If you are involved in an accident while on business travel, immediately report the accident to your supervisor. If you use a vehicle owned, leased, or rented by WPOA, you may not use that vehicle for personal reasons unless you got advance approval.

When a business trip is over, submit your completed travel expense report within 7 days. With your expense report, you must also submit receipts for every expense item.

See your supervisor for help and questions about business travel, expense reports, or any other travel issues.

It is a very serious matter if you record false or misleading information on your expense report. You may not request reimbursement for expenses that you did not have or that were not business-related. Employees who do not follow this business travel policy could be subject to disciplinary action, up to and including termination of employment.

COMPUTER AND EMAIL USAGE

To help you do your job, WPOA may give you access to computers, computer files, the email system, and software. You should not use a password, access a file, or retrieve any stored communication without authorization. To make sure that all employees follow this policy, we may monitor computer and email usage.

We try hard to have a workplace that is free of harassment and sensitive to the diversity of our employees. Therefore, we do not allow employees to use computers and email in ways that are disruptive, offensive to others, or harmful to morale.

You may not use email to ask other people to contribute to or to tell them about businesses outside of WPOA, religious or political causes, outside organizations, or any other nonbusiness matters.

WPOA buys and licenses computer software for business purposes. We do not own the copyright to this software or its documentation. Unless the software developer authorizes us, we do not have the right to use the software on more than one computer.

You may only use software on local area networks or on multiple machines according to the software license agreement. WPOA prohibits the illegal duplication of software and its documentation. Employees who violate this policy are subject to disciplinary action, up to and including termination of employment.

INTERNET USAGE

WPOA may provide you with Internet access to help you do your job. This policy explains our guidelines for using the Internet.

All Internet data that is written, sent, or received through our computer systems is part of official WPOA records. That means that we can be legally required to show that information to law

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enforcement or other parties. Therefore, you should always make sure that the business information contained in Internet email messages and other transmissions is accurate, appropriate, ethical, and legal.

WPOA reserves the right to monitor how you use the Internet. We also reserve the right to find and read any data that you write, send, or receive through our online connections or is stored in our computer systems.

WPOA does not allow the unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet. As a general rule, if you did not create the material, do not own the rights to it, or have not received authorization for its use, you may not put the material on the Internet. You are also responsible for making sure that anyone who sends you material over the Internet has the appropriate distribution rights.

If you use the Internet in a way that violates the law or WPOA policies, you will be subject to disciplinary action, up to and including termination of employment. You may also be held personally liable for violating this policy.

The following are some examples of prohibited activities that violate this Internet policy:

- Sending or posting discriminatory, harassing, or threatening messages or images
- Using the organization's time and resources for personal gain
- Stealing, using, or disclosing someone else's code or password without authorization
- Copying, pirating, or downloading software and electronic files without permission
- Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
- Violating copyright law
- Failing to observe licensing agreements
- Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions
- Sending or posting messages or material that could damage the organization's image or reputation through the Internet or Social Media.
- Participating in the viewing or exchange of pornography or obscene materials
- Sending or posting messages that defame or slander other individuals
- Attempting to break into the computer system of another organization or person
- Refusing to cooperate with a security investigation
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- Using the Internet for political causes or activities, religious activities, or any sort of gambling
- Jeopardizing the security of the organization's electronic communications systems
- Sending or posting messages that disparage another organization's products or services
- Passing off personal views as representing those of the organization

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- Sending anonymous email messages
- Engaging in any other illegal or inappropriate activities

SOCIAL MEDIA

A person's "digital fingerprint" is easy to discover, wide-reaching, and ever present. WPOA will never look to infringe upon the 1st amendment rights of any employees. That said, in situations where posts or comments are, or could be perceived as, damaging to the reputation of WPOA we reserve the right to take corrective action. If you feel your posts could be in any way damaging to WPOA the best approach is to avoid listing Wintergreen as your place of employment and avoid displaying any photo of you in uniform, near Wintergreen vehicles, or in places which are obviously recognized as being at Wintergreen. "When in doubt, keep it out" of public view.

WORKPLACE MONITORING

WPOA may conduct workplace monitoring to help ensure employee safety, security, etc.

Employees who regularly communicate with owners may have their telephone conversations monitored.

WPOA reserves the right to monitor computer activities and data stored in computer systems. We also reserve the right to find and read any data that you write, send, or receive by computer.

We may perform video surveillance of non-private workplace areas. We use video monitoring to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage and prevent harassment and workplace violence.

Because we are sensitive to employees' legitimate privacy rights, we will make every effort to guarantee that workplace monitoring is always done ethically and with respect.

All WPOA vehicles may be fitted with a GPS tracking device and monitored accordingly.

FIRST AID

Call 911 if required. If an accident or illness should occur, no matter how slight, notify your manager or supervisor immediately so that appropriate medical treatment can be administered. The transfer of any body fluid (blood, saliva, urine, etc.) may pass on an infectious disease. Use caution to avoid contact with these body fluids. **Fire and Rescue has an infectious disease control officer on duty 24/7/365. WPOA employees should seek their advice regarding any suspected exposure. Please contact them with any concerns or questions. First aid kits contain gloves, please be sure to use them.** If this is not possible, use a strong disinfectant, such as Lysol or liquid bleach, to clean up afterwards. On the job injuries will be handled in accordance with the Workers' Compensation laws. Any employee who is injured while on the job must notify the personnel department immediately to be eligible for coverage provided under the Workers' Compensation Act. As part of our Drug Free Workplace, you may also be required to submit to drug testing if you are injured on the job.

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FAMILY AND MEDICAL LEAVE ACT

The Family and Medical Leave Act of 1993 (FMLA) requires Companies with 50 or more employees to allow eligible employees to take up to 12 weeks of unpaid leave within any 12-month period for qualified family and medical events and be restored to the same or equivalent position upon their return. The 12-month period is calculated as follows: A “rolling” 12-month period – In which the 12-month period is measured backward from the date an employee uses FMLA leave.

If there are State Family Leave laws as well as the Federal Family and Medical Leave law that affect employees, the more generous provisions of the law will apply.

As an employee of WPOA, you may be eligible for FMLA leave if you have worked for this company for at least 12 months (which need not be consecutive), and for at least 1,250 hours in the last 12 calendar months. You must also be employed at a worksite that has 50 or more employees within a 75-mile radius.

QUALIFIED REASONS FOR LEAVE

Family Leave must be granted for any of the following reasons:

*To care for your child after birth

*For purposes of this policy, a child is defined as natural, adopted, or foster child, a stepchild or legal ward. If the child is over eighteen (18), he/she must be unable to care for himself/herself due to a serious illness.

Under the above circumstances, leave must be completed within 12 months of birth, adoption or foster placement.

WPOA Full Time Annual Employees are eligible for 2 weeks of paid leave time in the event of the birth or adoption of their *child.

Medical leave must be granted for any of the following reasons:

*For your own “serious health condition” which renders you unable to perform an essential function of your position.

*To care for a spouse, child or parent (covered relative) with a “serious health condition”.

A “serious health condition” is defined as any illness, injury, impairment or physical or mental condition that involves inpatient care in a hospital, hospice, or residential medical care facility, or continuing treatment by a health care provider due to: a health condition lasting more than three consecutive days; pregnancy or prenatal care; a chronic, serious health condition which continues over an extended period of time; a permanent or long term condition for which

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treatment may not be effective; and any absences to receive multiple treatments for restorative surgery, or for a condition which would result in a period of incapacity if not treated.

If both spouses work for this company, they may only take together a combined total of 12 weeks to care for the same individual.

Under WPOA policy, all appropriate paid leave will first be substituted for any unpaid/family leave. However, the substitution of paid leave time for unpaid leave time does not extend the 12-week leave period. Your family/medical leave runs concurrently with other types of leave. During FLMA leave, outside employment is prohibited.

LEAVE NOTICES AND MEDICAL CERTIFICATION

You may be required to provide advance notice of leave. Failure to provide such notice for leave may be grounds for delay of leave. If the leave is foreseeable, you must ordinarily provide 30 days' advance notice. When the need for leave is not foreseeable, you should notify WPOA within two business days of learning of your need for leave, if possible. Request for Leave forms are available from the Human Resources Officer. If you take leave due to your own serious health condition or to care for a covered relative, you must contact WPOA on 1st of each month regarding the status of the condition and your intention to return to work.

We may require medical certification to support a request for leave because of your own or a covered relative's serious health condition. We may also require second or third opinions at our expense. Subsequent medical re-certification may also be required. Failure to provide requested certification within 15 days, except in extraordinary circumstances, may result in delay of further leave until it is provided. Medical Certification forms are available from the Human Resources Officer.

INTERMITTENT LEAVE

Leave because of a serious health condition may be taken intermittently or on a reduced schedule, if medically necessary. We will require that you, if at all possible, attempt to schedule intermittent leave in a manner that will create the least disruption to our company's operations. In addition, while you are on intermittent leave, the company may temporarily transfer you to an available alternate position that better accommodates your recurrent leave and which has equivalent pay and benefits. If leave is unpaid, we will reduce your salary based on the amount of time actually worked.

MEDICAL AND OTHER BENEFITS

During an approved FMLA leave, the company will continue to pay for its share of your group health insurance. If paid leave is substituted for unpaid family/medical leave, the company will deduct your portion of the group health premium as a regular payroll deduction. If your leave is unpaid, you must pay your portion of the premium. Checks made payable to WPOA must be in the payroll office no later than the 25th of the month prior to coverage. If your health care premium payment is more than 15 days late, we will notify you in writing to this effect. Your health care coverage will cease if your premium payment is more than 30 days late. If you elect not to return to work, you will be required to reimburse the company for the cost of the

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premiums paid by the company during your leave, unless you cannot return to work due to a serious health condition or circumstances beyond your control.

EXEMPTION FOR "KEY EMPLOYEES"

Salaried employees among the highest paid 10% of the employees within 75 miles of the worksite will not be denied FMLA leave if they qualify but they may not be returned to their former or equivalent position following a leave if restoration would cause the company substantial economic injury. The company will notify you if you qualify as a "Key Employee", if we intend to deny reinstatement and of your rights in such instances.

RETURN TO WORK

WPOA will require at least two days' advance notice of your intent to return to work, if you wish to return earlier than expected. In addition, we may require a fitness for duty report from your healthcare provider. If you do not intend to return to work, we require that you provide a written statement to this effect.

The Fire and Rescue Department employees may be expected to pass department Physical Ability Testing (PAT) **prior** to returning from any extended medical leave.

WPOA will not discriminate against employees as a result of the approved use of family care or medical leave or a proper request for such leave. Request for family care and medical leave will be considered without regard to race, color, citizenship status, national origin, ancestry, gender, sexual orientation, age, religion, creed, physical or mental disability, marital status or veteran status.

CUSTOMER RELATIONS

Our property owners are very important to us. Every employee represents WPOA to property owners, property owner guests and the public. One of the highest priorities at WPOA is to help any owner or potential owner. Nothing is more important than being courteous, friendly, prompt, and helpful to all property owners.

Your contacts with the public, your telephone manners, and any communications you send to owners reflect not just on you but also on the professionalism of WPOA. Good owner relations can build greater loyalty and satisfaction.

In Conclusion...

We believe that our company objectives can be achieved through a positive and motivated work force. It is important to realize that Wintergreen property owners and guests are our customers and our goal is to provide great service.

We hope that this handbook has answered most of your questions pertaining to your employment at WPOA. If you have further questions, please contact your supervisor.

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EMPLOYEE ACKNOWLEDGEMENT FORM

The employee handbook describes important information about WPOA. I understand that I should consult the WPOA Human Resources Officer if I have any questions that are not answered in the handbook.

I became an employee at WPOA voluntarily. I understand and acknowledge that there is no specified length to my employment at WPOA and that my employment is at will. I understand and acknowledge that "at will" means that I may terminate my employment at any time, with or without cause or advance notice. I also understand and acknowledge that "at will" means that WPOA may terminate my employment at any time, with or without cause or advance notice, as long as they do not violate federal or state laws.

I understand and acknowledge that there may be changes to the information, policies, and benefits in the handbook. The only exception is that WPOA will not change or cancel its employment-at-will policy. I understand that WPOA may add new policies to the handbook as well as replace, change, or cancel existing policies. I understand that handbook changes can only be authorized by the Chief Executive Officer of WPOA.

By my signature below, I understand and acknowledge that this handbook is not a contract of employment or a legal document. I have received the handbook and I understand that it is my responsibility to read and follow the policies contained in this handbook and any changes made to it.

EMPLOYEE'S NAME (printed): _____

EMPLOYEE'S SIGNATURE: _____

DATE: _____

By my signature below, I acknowledge that I have read the sexual harassment policy and will comply with all of the provisions.

EMPLOYEE'S SIGNATURE: _____ Date: _____

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QUICK REFERENCE:

Vacation Accrual - Page 23-24

Sick Accrual - Page 25

Bereavement - Page 27

Insurance and other Benefits - Page 28