



# Employee Handbook

*Version 5-30-2024*

# Table of Contents

- Section 1, Handbook Introduction*
- Section 2, The Employment Relationship*
- Section 3, Hiring*
- Section 4, New Employee Information*
- Section 5, Employee Classifications*
- Section 6, Hours*
- Section 7, Pay Policies*
- Section 8, Employee Benefits*
- Section 9, Use of Company Property*
- Section 10, Leave and Time Off*
- Section 11, Performance*
- Section 12, Workplace Behavior*
- Section 13, Health and Safety*
- Section 14, Employee Privacy*
- Section 15, Computers, Email and the Internet*
- Section 16, Employee Records*
- Section 17, Drugs and Alcohol*
- Section 18, Trade Secrets and Conflicts of Interest*
- Section 19, Discrimination and Harassment*
- Section 20, Complaint Policies*
- Section 21, Ending Employment*

# **Section 1: Handbook Introduction**

## **1:1 Welcome to Oscar's Pet Resort of Greenfield!**

It's our pleasure to welcome you to Oscar's Pet Resort. We're an energetic and creative team, dedicated to high standards of excellence and quality. We value each one of our employees, and we hope that you find your work here rewarding and satisfying.

This section introduces you to our Company's history, purpose, and goals. Please read it carefully so that you can better understand who we are and what we do.

## **1:2 History of the Company**

Oscar's Pet Resort of Greenfield opened its doors in August of 2006 and makes its home on the beautiful 65-acre Trout Spring Farm. The farm was deeded in 1765 and has been in the Kreider family for eight generations. The idea for launching an all-inclusive pet resort in Lancaster County was birthed by owner General Manager, when she could not find a local kennel that offered a variety of services for her own pets. Since its conception, Oscar's has grown by leaps and bounds.

## **1:3 Introduction to the Company and Mission**

At Oscar's Pet Resort, we believe our employees are critically important to our success. As such, we strive to provide an enjoyable work experience in a professional atmosphere responsive to our employees' needs.

Oscar's is a very active and growing company therefore, as much independence as is prudent is given to each employee in handling his/her own daily responsibilities. Employees are treated as adults and are expected to conduct themselves as such. Employees are also expected to constantly strive to improve their job performance.

Our Mission commits to having knowledgeable staff providing respectful care for each pet, while providing superior care with safe, stress reduction handling in a clean and inviting environment. Our Purpose is to provide each client and the community with a variety of dog friendly services in a caring, fun, friendly environment that emphasizes safety, wellness, and canine education/communication.

## **1:4 The Purpose of This Handbook**

We think that employees are happier and more valuable if they know what they can expect from Oscar's Pet Resort and what Oscar's Pet Resort expects from them. In the preceding sections, we introduced you to Oscar's history, values, culture, and goals. We expect you to incorporate that information into your day-to-day job performance, striving to meet Oscar's Pet Resort values in everything you do.

The remainder of this Handbook will familiarize you with the privileges, benefits, and responsibilities of being an employee at Oscar's Pet Resort. Please understand that this Handbook can only highlight and summarize Oscar's policies and practices. For detailed information feel free to speak with Owner, General Manager.

At Oscar's Pet Resort, as in the rest of the world, circumstances are constantly changing. As a result, we may have to revise, rescind, or supplement these policies from time to time. Also note that depending on the particular circumstances of a given situation, the Company's actions may vary from written policy. Nothing in this Handbook is a contract or a promise. The policies can change at any time, for any reason, without warning. We are always looking for ways to improve communication with our employees. If you have suggestions for ways to improve this Handbook in particular or employee relations in general, please feel free to bring them to General Manager.

### **1:5 Be Sure to Check Our Bulletin Board**

You can find important information about this Company and your employment posted on the bulletin board and/or behind office closet door located in the front office. This is also the place where we post important information regarding employee schedules, upcoming events, and information about equal employment opportunity laws and wage and hour laws. We expect all employees to read the information on the bulletin board periodically.

Because this bulletin board is our way of communicating with employees, we do not allow anyone but managers and Company officials to post information there.

## **Section 2: The Employment Relationship**

### **2:1 Employment Is At Will**

We sincerely hope that your employment at Oscar's Pet Resort will be a positive and rewarding experience. However, we cannot make any guarantees about your continued employment at Oscar's Pet Resort. Your employment here is at-will. If you are considering terminating your employment due to grievances or differences with Management or co-workers, we encourage you to talk to General Manager to make an attempt to resolve the differences. We do encourage the employee to provide a two week notice if leaving their position at the Company.

No employee or Company representative other than General Manager, has the authority to change the at-will employment relationship or to contract with any employee for different terms of employment. Furthermore, General Manager may change the at-will employment relationship only in a written contract, signed by General Manager and the employee. Nothing in this Handbook constitutes a contract or promise of continued employment.

## **Section 3: Hiring**

### **3:1 Commitment to Equal Opportunity**

Oscar's Pet Resort believes that all people are entitled to equal employment opportunity. We do not discriminate against employees or applicants on the basis of race, color, creed, age, sex, sexual orientation, religion, non-job related physical handicap or disability, veteran status, national or ethnic origin, political affiliation, or any other characteristic protected by state or federal law.

### **3:2 Internal Application Procedures**

Sometimes, the best person for a job is right under our Company's nose. As a result, we encourage current employees to apply for vacant positions that interest them.

We post all internal job openings on the office staff bulletin board. To apply for a position, submit a cover letter, current resume, and copy of the job posting to General Manager.

### **3.3 Employment of Relatives**

It is legal in PA to hire family, spouses & friends of employees. We support this policy with a few conditions:

- Employees who are related/friends must not be involved in a supervisory/reporting relationship with one another.
- Employee cannot work in the same Department. Departments include Administrative, Technician, Trainer & Hospitality with said relative/friend.
- Offering employment to friends, spouses & family is at the sole discretion of the General Manager.
- Employees cannot be transferred, promoted or hired inside a reporting relationship with a relative/friend.
- Employees cannot be part of a hiring committee when a relative/friend is considered for the position.
- Employees cannot have Performance Review completed by relative/friend.

Under this policy, the term "relatives" encompasses husbands, wives, live-in partners, parents, children, siblings, in-laws, cousins, aunts, and uncles. This policy covers biological relationships, marriage relationships, and step relationships.

## **Section 4: New Employee Information**

### **4:1 New Employee Orientation**

Within a day or two of starting work, you will be scheduled for a new employee orientation meeting. During this meeting, you will receive important information about Oscar's Pet Resort policies and procedures. You will also be asked to complete paperwork and forms relating to your employment, such as tax withholding forms, emergency contact forms, and benefits paperwork.

Please feel free to ask any questions you might have about Oscar's Pet Resort during the orientation meeting. If additional questions come up after the meeting, you can ask your supervisor or General Manager.

### **4:2 Orientation Period**

The first consecutive 90 days of your employment are an orientation period. During this time, your supervisor will work with you to help you learn how to do your job successfully and what the Company expects of you. This period also provides both you and Oscar's Pet Resort with an opportunity to decide whether you are suited for the position for which you were hired. Each Employee will be provided a written performance form to review. At the completion of 90 days each Employee will be provided a verbal performance review and at this time both parties will assess if the job is a good fit and determine areas of growth and weakness.

When your employment begins, you will meet with General Manager, who will explain our benefits and payroll procedures and assist you in completing your employment paperwork. (For our Company's benefits policies, see Section 8 of this Handbook.) You will also meet with your supervisor to go over your job goals and performance requirements. During the orientation period, your supervisor will give you feedback on your performance and will be available to answer any questions you might have.

Employees are not eligible for the following benefit unless and until they complete the orientation period: paid time off (for regular part-time and all full-time employees).

Although we hope that you will be successful here, Oscar's Pet Resort may terminate your employment at any time, either during the orientation period or afterwards, with or without cause and with or without notice. You are also free to quit at any time and for any reason, either during the orientation period or afterwards, with or without notice. Successful completion of your orientation period does not guarantee you a job for any period of time or in any way change the at-will employment relationship. (For an explanation of at-will employment, see Section 2 of this Handbook.)

Your orientation period may be extended if the Company decides that such an extension is appropriate.

### **4:3 Child Support Reporting Requirements**

Federal and state laws require us to report basic information about new employees, including your name, address, and Social Security number, to a state agency called the State Directory of New Hires. The state collects this information to enforce child support orders. If the state determines that you owe child support, it will send us an order requiring us to withhold money from your paycheck to pay your child support obligations.

### **4:4 Training and Certification of Pet Technicians**

As noted in section 4:2, the first consecutive 90 days of your employment at Oscar's Pet Resort, Inc. are an orientation period. During this time, you will receive instruction and training by a Supervisor or a Senior Pet Care Technician on how to do your job. Upon successful completion of your 30 day orientation period, you will be required to complete an Pet Care Technician certification video training course and test which is to be completed by 90 days. You will be expected to complete your certification outside of your normal work hours and you will have 30 days to successfully pass your video training & testing. A passing grade is equivalent to 75% or higher. If you do not pass the certification test after two attempts, you will be terminated from employment at Oscar's Pet Resort, Inc.

### **4:5 Continuing Education of Pet Technicians, Groomers and Trainers**

It is critically important for every staff member at Oscar's Pet Resort, Inc. to be confident and remain "current" with their pet handling skills. As such, Oscar's is committed to providing its employees with opportunities for continuing education. Every Pet Care Technician will be required to:

- Successfully complete training and test for Dog Language and Group Play by the 6<sup>th</sup> month anniversary from the date of hire.

Every Pet Care Technician, Groomer, and Trainer will be required to:

- Attend at least one professional pet handling seminar or workshop per year. Oscar's will cover the cost of the seminar/workshop, but will not pay your wages for time spent at the seminar/workshop.

Every Office Assistant, Pet Care Assistant will successfully complete training and test for Dog Language by the 6<sup>th</sup> month anniversary from the date of hire.

## **Section 5: Employee Classifications**

### **5:1 Temporary Employees**

Periodically, it becomes necessary for us to hire individuals to perform a job or to work on a project that has a limited duration. Typically, this happens in the event of a special project, special time of year, abnormal workload, or emergency.

Individuals whom we hire for such work are temporary employees. They are not eligible to participate in any of Oscar's Pet Resort benefit programs, nor can they earn or accrue any leave, such as vacation leave or sick leave. Of course, we will provide to temporary employees any and all benefits mandated by law.

Temporary employees cannot change from temporary status to any other employment status by such informal means as remaining in our employ for a long period of time or through oral promises made to them by coworkers, members of management, or supervisors. The only way a temporary employee's status can change is through a written notification signed by General Manager.

Like all employees who work for Oscar's, temporary employees work on an at-will basis. This means that both they and this Company are free to terminate their employment at any time for any reason that is not illegal—even if they have not completed the temporary project for which they have been hired.

## **5:2 Part-Time and Full-Time Employees**

Depending on the number of hours per week you are regularly scheduled to work, you are either a full-time, part-time (IB) Includes Benefits or part-time (EB) Excludes Benefits. It is necessary that you understand which of these classifications you fit into, because it will be important in determining whether you are entitled to benefits and leave. (See Sections 8 and 10 of this Handbook for information about who is entitled to benefits and leave.)

Full-time employees: Employees who are regularly scheduled to work at minimum of 40 hours per week are full-time employees.

Part-time (IB) employees: Employees who are regularly scheduled to work at minimum 20 hours, but no more than 40 hours per week are part-time (IB) employees.

Part-time (EB) employees: Employees who are regularly scheduled to work at minimum 1 - 20 hours, but no more than 20 hours per week are part-time (EB) employees.

## **5:3 Exempt and Nonexempt Employees**

Your entitlement to earn overtime pay depends on whether you are classified as an exempt or a nonexempt employee.

Exempt employees are those who do not earn overtime because they are exempt from the overtime provisions of the federal Fair Labor Standards Act and applicable state laws.

Nonexempt employees are those who meet the criteria for being covered by the overtime provisions of the federal Fair Labor Standards Act and applicable state laws.

If you are uncertain about which category you fall into, speak to General Manager.



## **Section 6: Hours**

### **6:1 Hours of Work**

Upon commencement of your employment at Oscar's Pet Resort, management will inform you of your work schedule, including what time you will be expected to start and finish work each day. The Employee Shift Schedule is posted on the bulletin board by the front office closet at least two weeks prior to the start of each month.

If you wish to change shifts permanently, talk to your supervisor. Although the Company will consider all requests to change shifts, we cannot guarantee that any particular request will be granted.

### **6:2 Clocking In & Tardiness**

We value and appreciate punctual employees. Tardiness is defined as an employee that clocks in more than 5 minutes after the start of their scheduled shift. If an employee is tardy 6 times in a 3 month period, a disciplinary action will be taken. Disciplinary actions may include a) a written warning, b) employee losing personal time off for however minutes they are late, c) employee placed on 30 day probation, d) and/or termination of their job. Just as it is important to be punctual, it is also equally important for us to keep expenses down in order to maintain the financial stability of Oscar's Pet Resort. Therefore, we ask all employees to refrain from clocking in more than 5 minutes prior to the start of their shift, unless previously authorized by Management. We request all employees make every attempt to leave at the completion of their shift. Due to the nature of caring for pets and clients, we understand you may not be able to leave immediately at the completion of your shift. But we do ask each employee demonstrate good time management and pass their shift responsibilities to the incoming co-worker to clock out no more than 15 minutes after the completion of their scheduled shift. Oscar's reserves the right to not pay an employee for unauthorized time worked prior to the start or unauthorized time worked after the completion of their scheduled shift.

### **6:3 Schedule Conflicts**

We understand that employees are faced with balancing the demands of their job with the needs of their families and other outside commitments. Therefore, in the event that a particular shift you are scheduled to work creates a conflict for you, it is your manager's responsibility to find coverage for you after you have submitted a Vacation Request Form (this excludes your assigned weekend shift). If you are unable to work your assigned weekend shift, it is **your** responsibility to find coverage for your shift. Once you find someone to cover your shift, you must complete a "Schedule Change Request Form." Management will try to accommodate your request to the extent practical. Finding coverage for your shift and filling out a Schedule Change Request Form is no guarantee that your schedule change request will be approved. Because we must ensure that our staffing

needs are met, determination for approval is made on a case by case basis depending on the time of year, occupancy at Oscar's, etc.

#### **6:4 Meal and Rest Breaks**

Employees who work at least 8 hours in a day are required to take a paid 30-minute meal break, which may be taken in (2) 15 minute increments if needed. Employees are also allowed a reasonable bathroom/drink break mid-way through their shift. Employees who work 4 - 6 hours in a day are entitled to take (1) 15 minute break. Employees are to stagger the breaks, so there is a staff member present to handle customers at the front desk. Breaks are to be taken in the staff break area in gym, kitchen, or outside on the picnic table area. Meal and rest breaks are required to be entered into the time clock system. Meal breaks are not included in overtime pay, so staff are required to log in their meal start and stop time.

#### **6:5 Overtime**

On occasion, we may ask employees to work beyond their regular scheduled hours. We will try to give employees advance notice when overtime work is necessary; however, it will not always be possible to notify workers in advance.

Exempt employees will not be paid for working beyond their regular scheduled hours. Nonexempt employees are entitled to payment for overtime, according to the rules set forth below. (For information on which employees are exempt and which are nonexempt, see Section 5 of this Handbook.)

- All overtime work must be approved by the employee's supervisor. Working overtime without permission violates Oscar's policy and may result in disciplinary action.
- For purposes of calculating how many hours an employee has worked in a day or week, our workweek begins at 12:01 a.m. on Sunday and ends at midnight on Saturday. Our workday begins at 12:01 a.m. and ends at midnight each day.
- Nonexempt employees will be paid 1 ½ times their regular hourly rate of pay for every hour worked in excess of 80 hours for a given pay period. Breaks are not included as working hours so are exempt from overtime pay.
- Only time actually spent working counts as hours worked. Vacation time, sick days, holidays, meal time, or any other paid time during which an employee did not actually work will not count as hours worked.

Please let your manager know if you want to work overtime. Your manager will add your name to the overtime list. When overtime is available, it will be offered first to employees on the list, in the order in which their names appear.

If overtime work is necessary and no employees on the list are available, employees who are eligible to perform the work—that is, employees who do the same type of work during their regular work hours—will be asked to work overtime, in alphabetical order. Once an employee, on the list or off, has worked overtime, the next employee on the list or in alphabetical order will be asked to work overtime when it next becomes available, and so on.

## **Section 7: Pay Policies**

### **7:1 Payday**

Employees are paid biweekly via direct deposit into their bank account. You will receive your pay on Friday. If a payday falls on a holiday, you will receive your pay on the last workday immediately before that payday. For your convenience, pay periods are marked “start” and “end” on the monthly employee schedule. Your paystub will be emailed to you. Please check with your manager to obtain your password to open the paystub within your email.

Employee time is recorded on the Kennel Connection computer program. It is your responsibility to notify your manager prior to the close of the pay period if you need your timecard adjusted due to a clock-in or clock-out error.

### **7:2 Advance Policy**

Our Company does not allow employees to receive pay advances.

### **7:3 Tip Pooling**

Employees in the following positions are required to pool tips: Pet Care Technician Level 1 through Level 3. If you hold one of these positions, you must contribute 100% of your tips to the pool at the end of each workday. The pool will be divided equally among all employees. Groom Technicians or Groomers are entitled to 90% of any credit card tip received (10% of tip goes to cover bookkeeping costs) and 100% cash tip (given directly to the employee). It is the responsibility of the staff to be honest and ensure the tip is given to the appropriate staff member.

### **7:4 Payroll Deductions**

Your paycheck reflects your total earnings for the pay period, as well as any mandatory or voluntary deductions from your paycheck. Mandatory deductions are deductions that we are legally required to take. Such deductions include federal income tax, Social Security tax (FICA), and any applicable state taxes. Voluntary deductions are

deductions that you have authorized. Such deductions might include additional federal withholding, or health insurance.

If you have any questions about your deductions, or wish to change your federal withholding form (Form W-4), contact General Manager.

### **7:5 Wage Garnishments**

A wage garnishment is an order from a court or a government agency directing us to withhold a certain amount of money from an employee's paycheck and send it to a person or agency. Wages can be garnished to pay child support, spousal support or alimony, tax debts, outstanding student loans, or money owed as a result of a judgment in a civil lawsuit.

If we are instructed by a court or agency to garnish an employee's wages, the employee will be immediately notified of the garnishment. Please note that we are legally required to comply with these orders. If you dispute or have concerns about the amount of a garnishment, you must contact the court or agency that issued the order.

### **7:6 Expense Reimbursement**

From time to time, employees may incur expenses on behalf of Oscar's Pet Resort. We will reimburse you for the actual work-related expenses you incur, *as long as* those expenses are reasonable. *You must follow these procedures to get reimbursed:*

- Get permission from your supervisor before incurring an expense.
- Spend the Company's money wisely—make an effort to save money and use approved vendors if possible.
- Keep a receipt or some other proof of payment for every expense.
- Submit your receipts, along with an expense report, to your supervisor for approval within 30 days of incurring an expense.

Remember that you are spending the Company's money when you pay for business-related expenses. We expect you to save money wherever possible. Your manager can assist you in deciding whether an expense is appropriate.

The Company maintains a list of preferred vendors for various work-related items and services. You must use these vendors, if possible. You can get a current copy of the list from General Manager.

## Mileage Reimbursement

Employees who use their own vehicle for Company business will be reimbursed at the rate of \$0.58 per mile. Employees are not entitled to separate reimbursement for gas, maintenance, insurance, or other vehicle-related expenses—the reimbursement rate above is intended to encompass all of these expenses.

Before using a personal vehicle for work-related purposes, employees must demonstrate that they have a valid driver's license and adequate insurance coverage.

The Company does not reimburse employees for their commute to and from the workplace.

To claim mileage reimbursement, you must follow these procedures:

- Keep a written record of your business-related travel, including the total mileage of each business trip, the date of travel, the location to which you traveled, and the purpose of your trip.
- If you anticipate having to travel an unusually long distance, get your supervisor's approval before making the trip.
- Submit your record to General Manager for approval on the last day of the month.

## **Section 8: Employee Benefits**

### **8:1 Employee Benefit Plans**

As part of our commitment to our employees and their well-being, Oscar's Pet Resort provides employees with a variety of benefit plans.

Although we introduce you to those plans in this section, we cannot provide the details of each plan here. You should receive official plan documents for each of the benefit plans that we offer. Those documents (along with any updates that we give to you) should be your primary resource for information about your benefit plans. If you see any conflict between those documents and the information in this Handbook, the official plan documents are what you should rely upon.

The benefits we provide are meant to help employees maintain a high quality of life—both professionally and personally. We sincerely hope that each employee will take full advantage of these benefits. If you don't understand information in the plan documents or if you have any questions about the benefits we offer, please talk to General Manager. Due to the significant rising costs of health care, we are unable to continue providing employees the benefit of health care. Please talk to General Manager about assisting you with setting up health care insurance if you are in need of health care insurance coverage. See Section 10 for Leave and Paid Time off benefits.

## 8:2 Oscar's Pet Resort Perks

As a bonus for working at Oscar's Pet Resort, after your 90 Probationary Period, you are eligible for the following perks based on your employee classification:

### **Full Time Employees: (scheduled 40+ hours per week)**

- Paid Time Off – refer to Section 10:1 for details
- Direct Deposit
- Flexible scheduling
- Paid breaks
- Birthday treat
- FREE lunch during monthly staff meetings

### **Training Services:**

The following criteria applies for Training Services:

- Your dog must be current on all vaccines & free of contagious diseases.
- Restrictions may apply and will be based on availability.
- FREE - one basic skills class (employment requirement)
- 50% off additional Training Classes
- 25% off Private Training Services on/off site, Add On Dog Training Services while boarding & Puppy Day School

### **Housing Services:**

The following criteria applies for Housing Services:

- Your dog must complete & pass a Dog Evaluation Day to determine if they are suitable for Daycare/Boarding services.
- Your dog must be current on all vaccines & free of contagious diseases.
- For Daycare, if your dog is over 6 months of age, they must be spayed/neutered.
- Your dog must be housed in Daycare gym for Daycare Services. If they need to be housed in Suite or Condo, you are responsible for cleaning their room off the time clock.
- All services must be scheduled and entered by the Management.
- Restrictions may apply and will be based on availability.
- FREE Daycare services while you are working.
- 50% off Private Play Daycare services while you are working.
- 50% off Boarding services while you are traveling or on vacation.
- 50% off Daycare services while you are NOT working.

- 25% of Boarding Add On – Active Dog Sessions.
- 25% off Private Play services while you are NOT working.
- FREE Bring Your Dog To Work. Your dog is welcome to come to work with you, however, if your dog does not qualify for our services to be rendered. Thus, you can house your dog, potty your dog and clean their room upon departure all off the time clock.

#### Grooming Services:

The following criteria applies for Grooming Services:

- All services must be scheduled and entered by the Management.
- Your dog must be current on all vaccines & free of contagious diseases.
- Restrictions may apply and will be based on availability.
- 25% off grooming services rendered by one of our groomers.
- FREE use of groom tech area for your pet(s). Conditions include you must provide your own scissors and clippers. You are welcome to utilize shampoo, conditioner, towels, dryers, brushes, combs and nail equipment with care and not misuse them. You must complete the grooming service off the time clock and clean up when finished.

#### Company and Continued Education:

- On the job training through Dog Guru's as well as mentorship and coaching per the Daily Operations Manager's discretion.
- Paid Continuing Education – maximum of \$300 per person/per year (must be related to employee area of employment & approved by management).
- Tuition reimbursement (see Terms & Conditions provided by General Manager).

#### **Part Time (IB - Includes Benefits) Employees: (scheduled 39 - 20 hours per week)**

- Paid Time Off – refer to Section 10:1 for details
- Direct Deposit
- Flexible scheduling
- Paid breaks
- Birthday treat
- FREE lunch during monthly staff meetings

#### Training Services:

The following criteria applies for Training Services:

- Your dog must be current on all vaccines & free of contagious diseases.
- Restrictions may apply and will be based on availability.

- FREE - one basic skills class (employment requirement)
- 50% off additional Training Classes
- 25% off Private Training Services on/off site, Add On Dog Training Services while boarding & Puppy Day School

#### Housing Services:

The following criteria applies for Housing Services:

- Your dog must complete & pass a Dog Evaluation Day to determine if they are suitable for Daycare/Boarding services.
- Your dog must be current on all vaccines & free of contagious diseases.
- For Daycare, if your dog is over 6 months of age, they must be spayed/neutered.
- Your dog must be housed in Daycare gym for Daycare Services. If they need to be housed in Suite or Condo, you are responsible for cleaning their room off the time clock.
- All services must be scheduled and entered by the Management.
- Restrictions may apply and will be based on availability.
- FREE Daycare services while you are working.
- 25% off Private Play Daycare services while you are working.
- FREE Bring Your Dog To Work. Your dog is welcome to come to work with you, however, if your dog does not qualify for our services to be rendered. Thus, you can house your dog, potty your dog and clean their room upon departure all off the time clock.

#### Grooming Services:

The following criteria applies for Grooming Services:

- All services must be scheduled and entered by the Management.
- Your dog must be current on all vaccines & free of contagious diseases.
- Restrictions may apply and will be based on availability.
- 10% off grooming services rendered by one of our groomers.
- FREE use of groom tech area for your pet(s). Conditions include you must provide your own scissors and clippers. You are welcome to utilize shampoo, conditioner, towels, dryers, brushes, combs and nail equipment with care and not misuse them. You must complete the grooming service off the time clock and clean up when finished.

#### Company and Continued Education

- On the job training through Dog Guru's as well as mentorship and coaching per the Daily Operations Manager's discretion.



- Paid Continuing Education – maximum of \$150 per person/per year (must be related to employee area of employment & approved by management).
- Tuition reimbursement (see Terms & Conditions provided by General Manager).

**Part Time (EB - Excludes Benefits) Employees: (scheduled 1 - 19 hours per week)**

- Direct Deposit
- Paid breaks
- Birthday treat
- FREE lunch during monthly staff meetings

**Training Services:**

The following criteria applies for Training Services:

- Your dog must be current on all vaccines & free of contagious diseases.
- Restrictions may apply and will be based on availability.
- FREE - one basic skills class (employment requirement)
- 50% off additional Training Classes
- 25% off Private Training Services on/off site, Add On Dog Training Services while boarding & Puppy Day School

**Housing Services:**

The following criteria applies for Housing Services:

- Your dog must complete & pass a Dog Evaluation Day to determine if they are suitable for Daycare/Boarding services.
- Your dog must be current on all vaccines & free of contagious diseases.
- For Daycare, if your dog is over 6 months of age, they must be spayed/neutered.
- Your dog must be housed in Daycare gym for Daycare Services. If they need to be housed in Suite or Condo, you are responsible for cleaning their room off the time clock.
- All services must be scheduled and entered by the Management.
- Restrictions may apply and will be based on availability.
- FREE Daycare services while you are working.
- 25% off Private Play Daycare services while you are working.
- FREE Bring Your Dog To Work. Your dog is welcome to come to work with you, however, if your dog does not qualify for our services to be rendered. Thus, you can house your dog, potty your dog and clean their room upon departure all off the time clock.

**Grooming Services**

The following criteria applies for Grooming Services:

- All services must be scheduled and entered by the Management.
- Your dog must be current on all vaccines & free of contagious diseases.
- Restrictions may apply and will be based on availability.
- FREE use of groom tech area for your pet(s). Conditions include you must provide your own scissors and clippers. You are welcome to utilize shampoo, conditioner, towels, dryers, brushes, combs and nail equipment with care and not misuse them. You must complete the grooming service off the time clock and clean up when finished.

#### Company and Continued Education

- On the job training through Dog Guru's as well as mentorship and coaching per the Daily Operations Manager's discretion.

### **8:3 State Disability Insurance**

Sometimes, an employee suffers an illness or injury outside of the workplace that prevents the employee from working and earning income. If this happens to you, state disability insurance may provide you with a percentage of your salary while you are unable to work. All employees are eligible for this coverage and pay for it through deductions from their paychecks.

To find out more about state disability insurance, contact General Manager.

If you suffer from an illness or injury that is work-related, then you may be eligible for workers' compensation insurance instead of state disability insurance. See the Workers' Compensation policy, below, or contact General Manager for more information.

### **8:4 Workers' Compensation Insurance**

If you suffer from an illness or injury that is related to your work, you may be eligible for workers' compensation benefits. Workers' compensation may pay for medical care and lost wages resulting from job-related illnesses or injuries, pending employee following safety protocols, timely reporting, and/or employee participation in high risk/unsafe behaviors.

If you are injured or become ill through work, please inform you Human Resource Administrator and/or GOM **immediately** regardless of how minor the injury or illness might be. If medical care is indicated HR and/or GOM will complete an incident report and provide employee an insurance claim number. The employee is provided a list of panel doctors provided by the company's Workers' Compensation Insurance provider (see information in office). Pending the nature of the injury, the employee and HR/GOM will determine if a scheduled medical care versus emergency care is indicated and/or whether the employee can complete his/her

work shift/responsibilities. An employee is required to transport themselves for medical care unless emergency care is indicated, in which HR/GOM will call ambulance for transportation.

To find out more about workers' compensation coverage, contact Cassie Kreider.

## **8:5 Unemployment Insurance**

If your employment with our Company ends, you may be eligible for unemployment benefits. These benefits provide you with a percentage of your wages while you are unemployed and looking for work. To find out more, contact General Manager.

## **Section 9: Use of Company Property**

### **9:1 Company Property**

We have invested a great deal of money in the property and equipment that you use to perform your job. It is a senseless and avoidable drain on this Company's bottom line when people abuse Oscar's property, misuse it, or wear it out prematurely by using it for personal business.

We ask all employees to take care of Oscar's property and to report any problems to General Manager. If a piece of equipment or property is unsafe for use, please report it immediately.

Please use property only in the manner intended and as instructed.

Failure to use Company property appropriately, and failure to report problems or unsafe conditions, may result in disciplinary action, up to and including termination.

Groomer equipment is to be placed inside a grooming cart with the door closed at the end of each shift to ensure other employees or customers do not have access to the clipper, shears, and other grooming equipment. If a Groomer does not place the equipment in the cart with the door closed, then the company is not liable for the covering the cost of any damaged or missing equipment.

### **9:2 Telephone System**

The Company's telephone system is for business use only. Employees are expected to keep personal calls to a minimum. If you must make or receive a personal call, please keep your conversation brief. Extensive personal use of Company phones is grounds for discipline.

### **9:3 Return of Company Property**

When your employment at Oscar's Pet Resort ends, we expect you to return Company property—and to return it clean and in good repair. This includes this Employee Handbook, all manuals and guides, documents, equipment, keys, and tools.

We reserve the right to take any lawful action to recover or protect our property. If the termination is abrupt the employee has 48 hours to return the company property.

If you do not return a piece of property, we will withhold from your final paycheck the cost of replacing that piece of property. If you return a piece of property in disrepair, we will withhold from your final paycheck the cost of repair. We also reserve the right to take any other lawful action necessary to recover or protect our property.

## **Section 10: Leave and Time Off**

### **10:1 Paid Time Off**

Instead of offering separate vacation, sick leave, and personal days or floating holidays, Oscar's Pet Resort offers a paid time off ("PTO") program that combines all of these benefits. We believe this program will give employees the flexibility to manage their time off as they see fit. The purpose of Paid Time Off (PTO) is to provide employees with flexible paid time off from work that can be used for such needs as vacation, personal, or family illness, doctor appointments, school, volunteerism, and other activities of the employee's choice. The company's goal is to reduce unscheduled absences and the need for supervisory oversight. You are eligible to participate in the PTO program if you are a regular part-time or full-time employee and have completed your probationary period. (For information on employee classifications, see Section 5 of this Handbook.). PTO is added to the employee's PTO bank when the bi-weekly paycheck is issued. PTO taken will be subtracted from the employee's accrued time bank in one-hour increments.

PTO accrues according to the following schedule:

Temporary employees, contract employees, and interns are not eligible to accrue PTO.

- 1-2 years: 40 working hours (1 week) per year, earned at a rate of 0.77 hours for each full work week in a calendar year (1.54 hours per bi-weekly pay cycle). 20 working hours per year, earned at a rate of 0.38 for each part time work week in a calendar year (0.76 hours per bi-weekly pay cycle).
- 3-4 years: 80 working hours (2 weeks) per year, earned at a rate of 1.54 hours for each full work week in a calendar year (3.08 hours per bi-weekly pay cycle). 40 working hours per year, earned at a rate of 0.77 for each part time work week in a calendar year (1.54 hours per bi-weekly pay cycle).

- 5-+ years: 120 working hours (3 weeks) per year, earned at a rate of 2.31 hours for each full work week in a calendar year (4.62 hours per bi-weekly pay cycle). 60 working hours per year, earned at a rate of 1.15 for each part time work week in a calendar year (2.30 hours per bi-weekly pay cycle).

Employees must schedule time off in advance with their supervisors by completing a Vacation Request Form. We will try to grant every employee's PTO request for the days off they choose. However, we must have enough workers to meet our day-to-day needs. This means we might not be able to grant every PTO request, especially during holiday periods and our “peak season” (Memorial Day through Labor Day). If you have used all of your accrued vacation time off, and you need additional time off from work, it is your responsibility to find coverage for your assigned shift.

Because PTO encompasses vacation and sick leave, employees must manage their PTO responsibly to ensure that they have time available for emergencies, such as personal or family illness. **An employee who needs time off but has no accrued PTO *may not* be eligible to take unpaid leave. The Company will decide these requests on a case-by-case basis.**

PTO is encouraged be taken the anniversary year it is earned. In other words, employees are discouraged from rolling over unused PTO from year to year. Employees will be paid for any accrued and unused PTO when their employment at Oscar’s Pet Resort ends.

## **10:2 Sick Leave**

In the event you are ill we require staff notify Daily Operations Manager and/or General Manager as follows:

- a. AM Shift: If employee is feeling ill the evening prior to the start of the morning shift, the employee is obligated to call and notify Daily Operations Supervisor no later than 9 PM to allow Supervisor to plan for staff coverage. If in the event the employee awakes in the morning to feeling ill with symptoms requiring full bed rest and/or fever employee is required to call and notify General Manager and/or Daily Operations Supervisor promptly by 5 AM. Text or phone call is **not** permitted before 5 AM. If in the event the employee is experiencing non-contagious symptoms from a chronic illness that can be managed with medication, we ask the employee start their scheduled shift and notify the Daily Operations Supervisor immediately to modify daily schedule and shorten the shift to allow the employee to leave early.
- b. PM shift: If employee is feeling ill upon awakening, the employee is obligated to immediately call and notify the Daily Operations Manager to plan for staff coverage no later than 9 AM. If in the event the employee is experiencing non-contagious symptoms from a chronic illness that can be managed with medication, we ask the employee start their scheduled shift and notify the Daily

Operations Manager immediately to modify daily schedule and shorten the shift to allow the employee to leave early.

- c. Returning to work after an illness. Due to the nature of a services, it is a requirement an employee **must** check in (text or message) with the Daily Operations Manager within 24 hours of the start of their next scheduled shift to ensure the employee will be able to return to work. If the employee is having a fever, body aches and/or still not feeling well OR not certain, their shift will be assigned to another staff person. The employee **must** check in daily with the Daily Operations Manager for the duration of the illness, always providing 24 hour notice until next scheduled shift to obtain proper staff coverage for pet care. If an employee is sick for 3 or more consecutive days, a letter from a medical doctor will be required for the employee to return to work.

Pets cannot care for themselves, therefore employees must be punctual with clear communication in the event they are physically unable to complete their scheduled shifts & job tasks. All sick leave requests must be via phone call or text message. Email is not permitted for sick leave requests. It is imperative employees understand unexpected illness requires immediate communication, while being proactive notifying Management of the onset of illness allows Management to obtain staff coverage to provide the high quality of care to the pets at the Resort, while considering all employees health and wellness.

### **10:2a: Attendance and Call Off Policy**

Employees understand and acknowledge that the services provided by the Employer require that Employees be present on times and dates scheduled so that the Employer can fully staff the site and the animals can be properly cared for and attended.

Therefore, it is imperative that Employees take their jobs seriously and do what they need to do to ensure they can work their assigned schedules and give as much notice as possible to Daily Operations Manager and/or General Manager in the event the Employee is unable to be at work at the scheduled times.

If an Employee will not be able to be at work at the time scheduled because of an emergency, illness, or for any other reason which has not been approved in writing in advance, prior to the Employee's scheduled start time the Employee must Daily Operations Manager, or if, she is not available, General Manager, and explain the reason for the Employee's lateness or other absence. The Employee must talk directly to one of the persons noted and expect confirmation the information has been received. An Employee must do this for every day of absence unless Daily Operations Manager specifically tells the Employee that calling in every day of an extended illness or physical incapacity is unnecessary. In such event, the Employee is still required to continue to provide immediately following each doctor or other medical provider appointment written updates which

include, among other things, a list of restrictions, when the Employee may return to work, the date of the next visit, etc. Failure to timely provide such required notice or documentation may result in disciplinary action up to and including termination of employment.

If an Employee does not report to work, has not received prior written approval for the lateness or absence, and has not talked to one of the persons noted above in accordance with the above policy, the Employee may be subject to disciplinary action up to and including termination of employment (see Section 11:2 Discipline Measures).

If an Employee does not report to work, has not received prior written approval for the absence, and has not talked to the persons noted above in accordance with the above policy for two (2) or more scheduled days, that Employee is in violation of the Employer's policy and shall be considered to have terminated the employment relationship as a voluntary quit.

Repeated or excessive absenteeism or lateness may result in disciplinary action up to and including termination of employment.

In the past, the Employer has provided unpaid leave if the Employee has used all of the Employee's PTO and if other Employee(s) can cover. However, this practice may be discontinued at any time. The Employer has determined the number of Employees that it needs to fill the schedule, taking into account all PTO available to the Employees. If Employees take additional unpaid leave, this means that the Employer cannot adequately schedule as is needed to care for the animals. Employees are therefore strongly advised to ensure that they use their PTO wisely so that it will be available to them in case of an illness or other emergency. If all PTO is used and the Employee needs time off work unpaid, the Employee may be determined to have voluntarily terminated employment.

**10:2b: Time Off Request Policy:**

Time Off: (more than 2 weeks' notice). This is a request submitted through Homebase to notify management of upcoming vacation or time off requests. Approval of the request will be solely at the management's discretion. If approved, management will adjust the schedule accordingly.

Trade: This request is submitted when an employee wants to TRADE shifts with another employee. Each employee interested in this option MUST submit the Trade on Homebase so it is reflected properly on the Work Schedule. Each employee MUST be qualified to perform the job they are committing to. Management reserves the right to deny a Trade.

Cover: (less than 2 weeks' notice). This is a request submitted through Homebase to notify other qualified staff to consider covering your shift. Approval of the request will be solely at the management's discretion. If approved, any employee can opt to cover the shift. Management reserves the right to deny a Cover. If the employee does not get their shift covered and does not show up for their shift, would be grounds for disciplinary action up to termination.

*Please note covering another employee's shift does not qualify for Over Time pay.*

### **10:3 Holidays**

Our Company observes the following holidays each year: New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Per Diem part-time employees scheduled to work on a holiday will be paid 1 ½ times their hourly rate of pay for every hour worked. Part-time employees scheduled to work on a holiday will be paid 1 ½ times their hourly rate of pay for every hour worked. Full-time employees who are scheduled to work on a holiday will be paid "Holiday Time" which is equivalent to a full day's wages (based on an 8 hour day) *as well as* "Holiday Time Worked" which is equivalent to 1 ½ times their hourly rate of pay for every hour worked. Full-time employees who are not scheduled to work on a holiday will only be paid "Holiday Time."

### **10:4 Family and Medical Leave**

Because of our small size, Oscar's Pet Resort is not required to comply with the federal Family and Medical Leave Act (FMLA). However, we recognize that our employees may occasionally need to take unpaid leave to care for a new child, a seriously ill family member, or to handle an employee's own medical issues.

If you anticipate that you might need time off to deal with family and medical issues, please talk to your supervisor immediately. We can't guarantee that we'll grant every request, but we will seriously consider every request on a case-by-case basis. Among other things, we may consider our staffing needs, your position at the Company, the reason why you need leave, and how long you expect your leave to last.

### **10:5 Bereavement Leave**

If you suffer the death of an immediate family member, you are entitled to take up to 3 days off work. This leave will be unpaid unless the employee opts to take PTO.

Immediate family members include spouse, parents, brothers, sisters, and/or children.



The Company will consider, on a case-by-case basis, requests for bereavement or funeral leave for the death of someone who does not qualify as an immediate family member under this policy or in the event of tragic & unexpected loss to an immediate family member.

### **10:6 Military Leave**

Our Company supports those who serve in the armed forces to protect our country. In keeping with this commitment, and in accordance with state and federal law, employees who must be absent from work for military service are entitled to take a military leave of absence. This leave will be unpaid.

When an employee's military leave ends, that employee will be reinstated to the position he or she formerly held, or to a comparable position, as long as the employee meets the requirements of federal and state law.

Employees who are called to military service must tell their supervisors as soon as possible that they will need to take military leave. An employee whose military service has ended must return to work or inform the Company that he or she wants to be reinstated in accordance with these guidelines:

- For a leave of 30 or fewer days, the employee must report back to work on the first regularly scheduled workday after completing military service, allowing for travel time.
- For a leave of 31 to 180 days, the employee must request reinstatement within 14 days after military service ends.
- For a leave of 181 days or more, the employee must request reinstatement within 90 days after military service ends.

During this unpaid leave, employees are entitled to use applicable paid time off (vacation time or personal days).

### **10:7 Jury Duty**

If you are called for jury duty, you are entitled to take time off, as necessary, to fulfill your jury obligations. This leave will be unpaid. No employee will face discipline or retaliation for jury service.

You must immediately inform your supervisor when you receive your jury duty summons. If you are chosen to sit on a jury, you must inform your supervisor how long the trial is expected to last. You must also check in with your supervisor periodically during your jury service, so the Company knows when to expect you back at work.

## **Section 11: Performance**

## **11:1 Performance Review System**

Each and every employee at Oscar's Pet Resort contributes to the success or failure of our Company. If one employee allows his or her performance to slip, then all of us suffer as business is lost and jobs and income decrease. We expect everyone to perform to the highest level possible.

Because our employees' performance is vital to our success, we conduct reviews which are usually performed annually of individual employee performance. Reviews typically occur at some point during the anniversary month of when the employee was hired. We hope that, through these reviews, our employees will learn what we expect of them, and we will learn what they expect of us.

We require all employees to participate in the review process. Failure to participate could lead to discipline, up to and including termination.

Our performance philosophy is simple:

- Quality job performance – performance that goes above and beyond what is required or expected can lead to an increase in wages.
- Average job performance – performance that meets the responsibilities outlined in your job description and will result in you maintaining your current wages.
- Poor job performance – performance that falls short of what is required or expected can lead to discipline, up to and including termination.

A probationary period may be instituted for any employee with performance or attendance issues. The employee will be informed if he or she is on probation. The employee will be advised regarding areas which require correction. Generally, a probationary period continues until the employee receives notice that the employee is no longer on probation. The probation will end when the employer determines that the employee has changed his or her behavior to meet expectations. Continuation of the disciplinary issues which initiated the probation may result in disciplinary action up to and including termination.

**NEVERTHELESS, EVERY EMPLOYEE IS REMINDED THAT HE OR SHE IS AN AT-WILL EMPLOYEE AND THIS PROBATIONARY PERIOD AND ITS CONCLUSION DO NOT CHANGE THAT STATUS.**

To learn more about our performance review system, contact General Manager.

## **11:2 Discipline Measures**

The Company is upheld to high standards of excellence and expects the performance of its Employees to uphold all Policies as outlined in this Employee Handbook and other employer procedures. Employees upholding high

standards of performance by adhering to the Policies in the Employee Handbook and Daily Operations Manual and to employer procedures ensure the Pet and Owner safe, superior pet care.

In the event an Employee is unable to adhere to a policy or procedure, the following describe disciplinary measures that may be instituted. Note that these are not steps and any one violation could result in any disciplinary action up to and including termination of employment. The following are suggestions of disciplinary actions which **may** be taken (not in any specific order):

- Oral Warning – The employee may be advised verbally as to the issue or concern.
- Written Warning – A written warning is any writing that advises an employee that there is a problem with his or her performance or that the employee has violated a policy or procedure.
- Probationary Period as further described in 11:1.
- Loss of benefits including Paid Time Off.
- Reduction in wages or commissions.
- Scheduled hours or shifts may be reduced or shift assignment modified.
- Suspension with or without pay.
- Termination of employment.

WE ENCOURAGE ALL EMPLOYEES TO FOLLOW THE EMPLOYER’S POLICIES AND PROCEDURES. WE WANT YOU TO SUCCEED AND THE DISCIPLINARY MEASURES ARE MERELY A WAY TO MAKE THE EMPLOYEE UNDERSTAND WHAT NEEDS TO BE CHANGED SO THAT HIS OR HER EMPLOYMENT CONTINUES AND IS SUCCESSFUL.

## **Section 12: Workplace Behavior**

### **12:1 Please Act Professionally**

People who work together have an impact on each other's performance, productivity, and personal satisfaction in their jobs. In addition, how our employees act toward customers and vendors will influence whether those relationships are successful for our Company.

Because your conduct affects many more people than just yourself, we expect you to act in a professional manner whenever you are on Oscar's Pet Resort property, conducting Oscar's Pet Resort business, or representing Oscar's Pet Resort at business or social functions.

Although it is impossible to give an exhaustive list of everything that professional conduct means, it does, at a minimum, include the following:

- following all of the rules in this Handbook that apply to you
- refraining from rude, offensive, or outrageous behavior
- refraining from ridicule and hostile jokes
- treating coworkers, customers, and vendors with patience, respect, and consideration
- being courteous and helpful to others, and
- communicating openly & honestly with supervisors, managers, and coworkers.

Individuals who act unprofessionally will face discipline, up to and including termination.

The success of this Company depends in great part on the loyalty and good will of our customers. As a result, we expect our employees to at a minimum, exhibit the following manners when interacting with customers:

- to treat all customers with courtesy and respect
- to always be helpful and cheerful toward customers
- always show that you genuinely care about their pet(s)

## **12:2 Punctuality and Attendance**

You are important to the effective operation of this business. When you are not here at expected times or on expected days, someone else must do your job or delay doing his or her own job while waiting for you to arrive. If you work with customers or vendors, they may grow frustrated if they can't reach you during your scheduled work times.

As a result, we expect you to keep regular attendance and to be on time and ready to work at the beginning of each scheduled workday. (In Section 6 of this Handbook, you can find a description of Oscar's Pet Resort work hours, time keeping, and scheduling policies.)

Of course, things will sometimes happen that will prevent you from showing up to work on time. For example, you may be delayed by weather, a sick child, or car trouble. If you are going to be more than 5 minutes late, please notify Daily Operations Manager. If you cannot reach this person, please let another staff person who is

working that day know that you are going to be late. Please give this notice as far in advance as possible. Tardiness is defined as an employee that clocks in more than 5 minutes after the start of their scheduled shift. If an employee is tardy more than 6 times in a 3 month period, a disciplinary action will be taken. Disciplinary action will include a) a written warning, b) followed by employee losing personal time off for however minutes they are late, c) and/or termination of their job.

If you must miss a full day of work for reasons other than vacation, sick leave, or other approved leave (such as leave to serve on a jury or for a death in a family), you must notify Daily Operations Manager as far in advance as possible. You can find information about Oscar's Pet Resort vacation and leave policies in Handbook Section 10.

If you are late for work or fail to appear without calling in as required by this policy or by other policies in this Handbook, you will face disciplinary action, up to and including termination. Deliberate and willful absenteeism will not be tolerated and employee will face immediate termination.

### **12:3 Employee Appearance and Dress**

Employees must wear a uniform shirt provided by Oscar's during work hours. Please make sure you are neat and clean at all times, and please keep your uniform clean and in good condition. For safety reasons, Oscar's Pet Resort requires all employees to wear enclosed rubber soled shoes such as sneakers, may not wear any dangling jewelry (ears, nose or face) that a dog may accidentally catch, and may not wear provocative, tight, or clothing with excessive holes.

If you have any questions about your uniform or about our appearance standards, please contact General Manager.

### **12:4 Mobile Device Policy**

The purpose of this policy limiting the use of cell phones and other electronic communication devices at work is to protect you, our pet guests and ensure our high standards of customer service are met. Inappropriate use of mobile devices at work can result in pet guest injuries or staff injuries because it is distracting. Headphones and ear pieces are also prohibited as they interfere with your hearing pet vocal signals, co-worker instructions or assistance requests and intercom announcements.

The devices covered by this policy include cell/mobile phones, tablets, pagers and other wireless devices whether owned by the Company or the individual employee (collectively referred to as "devices").

The policy applies to all employees, contractors, consultants and temporary workers at the Company. The rules set out in this policy apply to all work-related activities onsite or when driving for business purposes during your assigned work shift.

**1. Phone Etiquette Guidelines** – basic phone etiquette is a workplace requirement that helps ensure a peaceful environment for all employees and pet guests. Components of our phone etiquette include:

- a. Vibrate setting is your best friend and should be used at all times during the work day for your personal device
- b. No phone use during meetings (only exception is to check calendar for future meeting dates)
- c. Use voicemail for incoming calls during your work shift (exception is if a call is received during an approved break period and you are located in an area where devices are permitted)
- d. Keep conversations at low volume in the areas designated for device use
- e. Use professional language at all times and be discreet with topics discussed on personal calls in the workplace (i.e., personal use must never include language that is obscene, discriminatory, offensive, prejudicial or defamatory in any way; such as jokes, slurs and/or inappropriate remarks regarding a person's race, ethnicity, sex, sexual orientation, religion, color, age or disability)

**2. Safety & Customer Service Requirements** – safety and attention to pet guests is our priority and the responsibility of all employees. Excellent customer service requires that each client (onsite or on the phone) receive our full attention and courtesy.

- a. Device use is prohibited during assigned work duties when staff is responsible for pet health and safety (e.g., supervising off-leash playgroups, caring for lodging pets, providing activities to lodging pets, bathing/grooming pets, training pets, transporting pets, etc.).
- b. No device use while driving for any business purpose for your safety and others on the road
- c. Device use is prohibited while operating any motorized equipment
- d. Device use is prohibited in front office
- e. Working alone exception – in the event you are working alone in the center and there is an emergency situation requiring assistance for you or a pet's health and well-being then use of your personal device to contact management and/or emergency centers for assistance is permitted.
- f. Groomer exception – If employee has hearing in BOTH ears (proof may be requested from a Physician) they are permitted to wear a device in ONE ear to listen to music or other forms of entertainment.

**3. Productivity Issues** – your priority focus during paid work shifts is completing your assigned work tasks. See your supervisor in the event you need additional assigned duties to complete. Each employee is responsible for ensuring family and friends know their break and meal times when personal calls/texts are permitted.

a. Personal business on devices should be handled during break and meal periods and in areas designated for phone use

b. Areas of the pet center designated for cell device use include:

i. Employee break area and outdoor seating areas

ii. Training gym when not in use for pet training

iii. Admin Office Apartment – 525 Willow Rd, Lancaster, PA 17601

c. Phone calls should be kept under 5 minutes in length

d. Emergency notification situations with family members should be discussed with management in advance so a mutually agreed upon exception to the policy can be made (e.g., family member is undergoing a medical procedure that day and you will be provided an update) e. Provide family members with the main business number to call and reach you for unexpected emergencies

f. Advise management of any regular instances of text notifications you need to receive from family members to ensure their safety, health or well-being (e.g., texts from children when they arrive home from school safely)

g. Personal use of the internet, social media, email, text messages, camera, games and other applications is limited to break periods only. Business use must be approved in advance by management and comply with section 4.

**4. Work Duties on Personal Cell Phones** – If management requests that you use your phone for business purposes on a regular basis for communication outside of business hours or for marketing purposes then an agreement will be made on expense reimbursement for a portion of your plan bill.

a. Specific approval by management in advance is required for business use of your personal device.

b. The Company is not financially responsible for a personal device if it is lost, stolen or damaged while conducting business activities. Employees assume all risk of loss when personal electronic devices are brought to the pet center.

## 5. Liability and Legal Issues

a. Camera use is permitted during off-leash play to take pictures of the pets and share via email to Oscar's Pet Resort. An assigned staff member will share the pictures to social media.

b. All documents for the business are considered proprietary information so scanning, taking pictures or duplicating them in any way is prohibited. All exceptions must be approved in advance by management.

c. Talking and texting while driving for business purposes is strictly prohibited. If you need to place or receive a call or text, pull over safely and park prior to using your device.

d. Harassment in the workplace is prohibited by any means including electronic texts, postings and other communication through personal devices. Employees should immediately report to management if they feel harassed through texts or emails sent from another's device.

**6. Violations and Enforcement** – Employees that violate this policy will be subject to corrective action up to and including termination of employment. I have read and will abide by the terms of this policy regarding the use of electronic devices at work.

### 12:5 Horseplay

Although we want our employees to have fun while they work, we don't allow employees to engage in horseplay—which is fun that has gotten loud and boisterous and out of control. Horseplay disrupts the work environment and can get out of hand, leading to fighting, hurt feelings, safety hazards, or worse.

Employees who engage in horseplay will face disciplinary action, up to and including termination.

### 12:6 Fighting

Verbal or physical fighting among employees is absolutely prohibited. Employees shall not engage in, provoke, or encourage a fight. Those who violate this policy will be disciplined, up to and including termination.

### 12:7 Sleeping on the Job

When our employees arrive at work, we expect them to be physically prepared to work through their day. Employees who sleep on the job dampen morale and productivity, deprive us of their work and companionship, and compromise the safety of the animals, staff and our customers.

As a result, we do not allow any employees to sleep while at work. Employees who feel sick or unable to finish the day because of weariness should talk to General Manager about leaving early.

### 12:8 Insubordination



This workplace operates on a system of mutual respect between supervisors and employees. Supervisors must treat their employees with dignity and understanding, and employees must show due regard for their supervisors' authority.

Insubordination occurs when employees unreasonably refuse to obey the orders or follow the instructions of their supervisors. It also occurs when employees, through their actions or words, show disrespect toward their supervisors.

Insubordinate employees will face discipline, up to and including termination.

We understand, however, that there will be times when employees have valid reasons for refusing to do as their supervisor says. Perhaps the employee fears for his safety or the safety of others. Perhaps the employee believes that following instructions will violate the law or pose some other problem for Oscar's Pet Resort. Or maybe the employee thinks that there is a better way to accomplish a goal or perform a task. When these issues arise, we do not ask that employees blindly follow orders. Instead, we ask that employees explain the situation to their supervisor. If, after hearing the employee's side, the supervisor continues to give the same order or rule, the employee must either obey or use the complaint procedures described in Section 20 of this Handbook.

### **12:9 Discipline for Insubordination**

A probationary period will be instituted for any employee with insubordination issues. Such probationary period will occur only after a written warning is first given. It will be instituted in writing, have a definite start and end date, and will outline areas requiring correction. Successful completion of such probation and continued absence of the factors leading to it will not hinder the employee's future with Oscar's. However, continuation of the disciplinary issues which initiated the probation may cause the probation to be considered as warning prior to termination.

## **Section 13: Health and Safety**

### **13:1 Safety Policy**

Our Company takes employee safety very seriously. In order to provide a safe workplace for everyone, every employee must follow our safety rules:

- Horseplay, rough-housing, and other physical acts that may endanger employees or cause accidents are prohibited.
- Employees must follow their supervisors' safety instructions as well as all pet handling policies set forth in Oscar's Daily Operations Manual.

- Employees in Pet Care or Grooming positions are required to wear protective clothing, such as enclosed shoes with rubber soles, slip-line, radio (for staff communication), and other necessary equipment.
- Employees in any Pet Care or Grooming positions are prohibited from wearing dangling jewelry (includes, ear, nose or face), excessive baggy apparel, and be required to pull back or cover their hair, for safety purposes.
- All equipment and machinery must be used properly. This means all guards, restraints, and other safety devices must be used safely and humanely. Do not use equipment for anything other than its intended purpose.
- All employees must immediately report any workplace condition that they believe to be unsafe to their supervisor. The Company will look into the matter promptly.
- All employees must immediately report any workplace accident or injury to General Manager.

### **13:2 Workplace Security**

It is every employee's responsibility to help keep our workplace secure from unauthorized intruders. Every employee must comply with these security precautions.

After-hours access to the workplace is limited to those employees who need to work late. If you are going to be working past our usual closing time, please let your supervisor know.

Employees are allowed to have an occasional visitor in the workplace, but workplace visits should be the exception rather than the rule. Visitor may NOT be in any pet enclosure areas and may NOT handle any pets in or outside the facility. Visitor may not perform any work tasks.

Do not leave your visitor unattended in the workplace. If you have a visitor, you must accompany your visitor at all times. This includes escorting your visitor to and from the entrance to Oscar's Pet Resort. Visitor may sit in the front office until Employee completes his/her shift.

If you are the last to leave the workplace for the evening, you are responsible for doing all of the following: See Daily Operations Manual. If you have questions about any of these responsibilities, please talk to your supervisor.

### **13:3 What to Do in an Emergency**

In the event of a fire at Oscar's Pet Resort, your first priority is to evacuate all animals from the premises. Do not return to the workplace to retrieve personal or work related belongings. Our Evacuation Plan is located in "Appendix C" of our Daily Operations Manual. Please refer any questions pertaining to the Evacuation Plan to General Manager.

In the event of an emergency causing serious injuries to a human being at Oscar's, *IMMEDIATELY DIAL 9-1-1* to alert police and rescue workers of the situation.

Oscar's Pet Resort keeps emergency supplies on hand. First aid kits are located in the kitchen on the wall in clearly marked "First Aid Kit" container. Fire extinguishers can be found in the front office, gym, and kitchen.

### **13:4 Smoking Policy**

You may smoke during meal or rest breaks only. Employees may not take "smoking breaks" in addition to the regular breaks provided to every employee under our policies. Oscar's Pet Resort requests that smoking occur out of view from customers and away from the front of the building. Our Company encourages those who wish to quit smoking.

### **13:5 Violence Is Prohibited**

We will not tolerate violence in the workplace. Violence includes physical altercations, coercion, pushing or shoving, horseplay, intimidation, stalking, and threats of violence. Any comments about violence will be taken seriously—and may result in your termination. Please do not joke or make offhand remarks about violence.

#### No Weapons

No weapons are allowed in our workplace. Weapons include firearms, knives, brass knuckles, martial arts equipment, clubs or bats, and explosives. If your work requires you to use an item that might qualify as a weapon, you must receive authorization from your supervisor to bring that item to work or use it in the workplace. Any employee found with an unauthorized weapon in the workplace will be subject to discipline, up to and including termination.

#### What to Do in Case of Violence

If you observe an incident or threat of violence that is immediate and serious, *IMMEDIATELY DIAL 9-1-1* and report it to the police.

If the incident or threat does not appear to require immediate police intervention, please contact General Manager and report it as soon as possible, using the Company's complaint procedure. All reported incidents will be investigated and appropriate action will be taken. You will not face retaliation for reporting an incident.

## **Section 14: Employee Privacy**

### **14:1 Wages**

We believe your wages are a confidential matter between you and Oscar's Pet Resort. As such, we expect you to refrain from discussing your wages with your co-workers or other staff.

## **14:2 Search Policy**

Employees do not have a right to privacy in their workspaces, any other property belonging to Oscar's Pet Resort, or any personal property they bring to the workplace. Management reserves the right to search Company premises at any time, without warning, to ensure compliance with our policies on employee safety, workplace violence, harassment, theft, drug and alcohol use, and possession of prohibited items. Management may search Company property, including but not limited to lockers, desks, file cabinets, storage areas, and workspaces. If you use a lock on any item of Oscar's property (a locker or file cabinet, for example), you must give a copy of the key or combination to General Manager. Management may also search personal property brought onto Company premises, including but not limited to toolboxes, briefcases, backpacks, purses, and bags.

## **14:3 Telephone Monitoring**

Oscar's Pet Resort reserves the right to monitor calls made from or received on Company telephones. Therefore, no employee should expect that conversations made on Company telephones will be private.

## **14:4 Personal Calls**

Employees are expected to keep personal calls on a Company phone to a minimum. If you must make or receive a personal call, please keep your communication brief. See Mobile Device Policy in Section 12:4 for complete policy related to cell phone usage.

# **Section 15: Computers, Email, and the Internet**

## **15:1 Email**

### Use of the Email System

Oscar's Pet Resort email system is intended for official Company business. Although you may use the email system for personal messages, you may do so during non-work hours only. If you send personal messages through the Company's email system, you must exercise discretion as to the number and type of messages you send. Any employee who abuses this privilege may be subject to discipline.

### Email Is Not Private

Email messages sent using Oscar's Pet Resort communications equipment are the property of Oscar's Pet Resort. We reserve the right to access, monitor, read, and/or copy email messages at any time, for any reason.

You should not expect that any email message you send using Oscar's equipment—including messages you consider to be, or label as, personal—will be private.

### Email Rules

All of our policies and rules of conduct apply to employee use of the email system. This means, for example, that you may not use the email system to send harassing or discriminatory messages, including messages with explicit sexual content or pornographic images; to send threatening messages; or to solicit others to purchase items for non-Company purposes.

We expect you to exercise discretion in using electronic communications equipment. When you send email using Oscar's communications equipment, you are representing Oscar's. Make sure that your messages are professional and appropriate, in tone and content. Remember, although email may seem like a private conversation, email can be printed, saved, and forwarded to unintended recipients. You should not send any email that you wouldn't want your boss, your mother, or our Company's competitors to read.

### Violations

Any employee who violates this policy can be subject to discipline, up to and including termination.

### Guidelines for Email Writing

1. **Always** spell check or proofread. Email is official Company correspondence. Spelling errors in email are all too common—and they look sloppy and unprofessional. Always take the time to check for spelling errors before you send email.
2. Use lowercase and capital letters in the same way that you would in a letter. Using all capital letters is the email equivalent of shouting at someone—and it can be hard on the eyes. Failing to use capital letters at all (to begin a sentence or a formal noun) can confuse your reader and seem overly cute. Unless you are writing poetry, use standard capitalization.
3. Remember your audience. Although email encourages informal communication, that might not be the most appropriate style to use if you are addressing the CEO of an important customer. And remember that your email can be forwarded to unintended recipients—some of whom may not appreciate joking comments or informalities.
4. Don't use email for confidential matters. Again, remember the unintended recipient—your email might be forwarded to someone you didn't anticipate or might be sitting on a printer for all to see. If you need to have a confidential discussion, do it in person or over the phone.

5. Send messages sparingly. There is rarely a need to copy everyone in the Company on an email. Carefully consider who really needs to see the message, and address it accordingly.

6. Always think before you send. Resist the urge to respond in anger, to "flame" your recipient, or to get emotional. Although email gives you the opportunity to respond immediately, you don't have to take it.

## **15:2 Internet Use**

### Personal Use of the Internet

Our network and Internet access are for official Oscar's Pet Resort **business only**. Employees may access the Internet for personal use only outside of work hours and only in accordance with the other terms of this policy. An employee who engages in excessive Internet use, even during non-work hours, or who violates any other provision of this policy, may be subject to discipline.

### Prohibited Uses of the Internet

Employees may not, at any time, access the Internet using Oscar's Pet Resort equipment or links for any of the following purposes:

- To visit websites that feature pornography, gambling, or violent images, or are otherwise inappropriate in the workplace.
- To operate an outside business, solicit money for personal purposes, or to otherwise act for personal financial gain—this includes running online auctions.
- To download software, articles, or other printed materials in violation of copyright laws.
- To download any software program without the express consent of General Manager.
- To read, open, or download any file from the Internet without first screening that file for viruses using the Company's virus detection software.

### Internet Use is Not Private

We reserve the right to monitor employee use of the Internet at any time, to ensure compliance with this policy. You should not expect that your use of the Internet—including but not limited to the sites you visit, the amount of time you spend online, and the communications you have—will be private.

## **15:3 Software Use**

It is Oscar's policy to use licensed software only in accordance with the terms of its license agreement.

Violating a license agreement is not only unethical—it is also illegal and can subject Oscar's Pet Resort to criminal prosecution and substantial monetary penalties.

To help us adhere to this policy, employees **may not** do any of the following without permission from General Manager:

- Make a copy of any Company software program, for any reason.
- Install a Company software program on a home computer.
- Install a personal software program (that is, software owned by the employee) on any Company computer.
- Download any software program from the Internet to a Company computer.

Oscar's Management may audit Company-owned computers at any time to ensure compliance with this policy.

## **Section 16: Employee Records**

### **16:1 Your Personnel File**

Oscar's Pet Resort maintains a personnel file on each employee. The purpose of this file is to allow us to make decisions and take actions that are personally important to you, including notifying your family in case of an emergency, calculating income tax deductions and withholdings, and paying for appropriate insurance coverage.

Although we cannot list here all of the types of documents that we keep in your personnel file, examples include: your employment application, performance evaluations, and tax withholding information.

Your personnel file is physically kept by General Manager.

If you have any questions about your personnel file, contact General Manager.

### **16:2 Confidentiality of Personnel Files**

Because the information in your personnel file is by its nature personal, we keep the file as confidential as possible. We allow access to your file only on a need-to-know basis.

### **16:3 Please Notify Us If Your Information Changes**

Because we use the information in your personnel file to take actions on your behalf, it is important that the information in that file be accurate. Please notify General Manager whenever any of the following changes:

- your name
- your mailing address

- your phone number
- your dependents
- the number of dependents you are designating for income tax withholding
- your marital status
- the name and phone number of the individual whom we should notify in case of an emergency, or
- restrictions on your driver's license.

#### **16:4 Inspecting Your Records**

You are entitled to review your personnel file at reasonable times and with reasonable frequency by making your request to review your records to General Manager.

#### **16:5 Work Eligibility Records**

In compliance with federal law, all newly hired employees must present proof that they are legally eligible to work in the United States. We must keep records related to that proof, including a copy of the Form I-9 that each employee completes for us.

Those forms are kept as confidential as possible. We do not keep them in your personnel file.

If you would like more information about your I-9 form, contact General Manager.

#### **16:6 Medical Records**

We understand the particularly sensitive nature of an employee's medical records, so we do not place any such records in the employee's personnel file. We keep all medical records in a separate and secure place.

If you have any questions about the storage of your medical records or about inspecting your medical records, contact General Manager.

### **Section 17: Drugs and Alcohol**

#### **17:1 Policy Against Alcohol and Illegal Drug Use**

Oscar's Pet Resort is committed to providing a safe, comfortable, and productive work environment for its employees. We recognize that employees who abuse drugs or alcohol at work—or who appear at work under the influence of illegal drugs or alcohol—harm both themselves and the work environment.

As a result, we prohibit employees from doing the following:

- appearing at work under the influence of alcohol or illegal drugs



- conducting Company business while under the influence of alcohol or illegal drugs (whether or not the employee is actually on work premises at the time)
- using alcohol or illegal drugs on the worksite
- using alcohol or illegal drugs while conducting Company business (whether or not the employee is actually on work premises at the time)
- possessing, buying, selling, or distributing alcohol or illegal drugs on the worksite
- possessing, buying, selling, or distributing alcohol or illegal drugs while conducting Company business (whether or not the employee is actually on work premises at the time).

Illegal drug use includes more than just outlawed drugs such as marijuana, cocaine, or heroin. It also includes the misuse of otherwise legal prescription and over-the-counter drugs.

Employees who violate this policy may face disciplinary action, up to and including termination.

We do not prohibit employees from consuming alcohol at social or business functions that we sponsor where alcohol is served. Even at these functions, however, employees may not consume alcohol to the point of intoxication or to the point where they endanger their own safety or the safety of others. In addition, employees may not consume any alcohol at these functions if they will be returning to work that same day.

### **17:2 Inspections to Enforce Drug and Alcohol Policy**

Oscar's Pet Resort reserves the right to inspect employees, their possessions, and their workspaces to enforce our policy against illegal drug and alcohol use.

### **17:3 Drug Testing**

If drug use is suspected, Management reserves the right to request a drug test, which will test for the following controlled substances: marijuana, cocaine, opiates, amphetamines, and phencyclidine. Employees may also be tested for alcohol.

### **17:4 Participation In a Rehabilitation Program**

We believe that employees who have a substance abuse problem can help themselves by enrolling in a rehabilitation program. Not only will overcoming their problem help these employees in their personal lives, it will help them to be more effective and productive workers.

Please note that even as you might be seeking assistance for your substance abuse problem, we still expect you to meet the same standards of performance, productivity, and conduct that we expect of all employees. We reserve the right to discipline you for failing to meet those standards.

## **Section 18: Trade Secrets and Conflicts of Interest**

### **18:1 Confidentiality and Trade Secrets**

Information is part of what makes Oscar's Pet Resort competitive. During your employment here, you will periodically learn sensitive information, either because you help to develop that information or because you need that information to do your job. It is important for the health of this business—and for the well-being of employees who depend on this business for their livelihood—that you keep information you learn through your employment confidential. Employees who improperly disclose sensitive information, confidential information, proprietary information, or trade secret information to anyone outside the Company will face disciplinary action, up to and including termination. Therefore, we encourage you to contact General Manager if you would like to learn more about this policy or if you have any questions.

After you leave this Company, you are still legally prohibited from disclosing sensitive, proprietary, trade secret, or confidential information. If you disclose such information, we will seek legal remedies.

### **18:2 Conflicts of Interest**

Our success depends on the hard work, dedication, and integrity of everyone who works here. In turn, our employees' livelihood depends on the success of Oscar's Pet Resort.

Because we depend so much on our employees, and because they depend so much on us, we expect all employees to devote their energies and loyalties to Oscar's Pet Resort. We do not allow employees to engage in any activities or relationships that create either an actual conflict of interest or the potential for a conflict of interest.

Although we cannot list every activity or relationship that would create either an actual or potential conflict of interest, examples of activities that violate this policy include the following:

- working for a competitor or customer or vendor as a part-time employee, full-time employee, consultant, or independent contractor, or in any other capacity
- owning an interest in a competitor, customer, vendor, or anyone else who seeks to do business with this Company
- using the resources of this Company for personal gain, and
- using your position in this Company for personal gain.

Employees who violate this policy face disciplinary action, up to and including termination.

If you are unsure about whether an activity might violate this policy, or if you have any questions at all about this policy, please talk to General Manager.

## **Section 19: Discrimination and Harassment**

### **19:1 Our Commitment to Equal Employment Opportunity**

Oscar's Pet Resort is strongly committed to providing equal employment opportunity for all employees and applicants for employment. For us, this is the only acceptable way to do business.

All employment decisions at Oscar's including those relating to hiring, promotion, transfers, benefits, compensation, placement, and termination—will be made without regard to race, color, creed, age, sex, sexual orientation, religion, non-job related physical handicap or disability, veteran status, national or ethnic origin, political affiliation, or any other characteristic protected by state or federal law.

Any employee or applicant who believes that he or she has been discriminated against in violation of this policy should immediately file a complaint with General Manager, as explained in our Complaint Policy (section 20).

We encourage you to come forward if you have suffered or witnessed what you believe to be discrimination—we cannot solve the problem until you let us know about it. Oscar's Pet Resort will not retaliate, or allow retaliation, against any employee or applicant who complains of discrimination, assists in an investigation of possible discrimination, or files an administrative charge or lawsuit alleging discrimination.

Managers are required to report any discriminatory conduct or incidents, as described in our Complaint Policy. We will take immediate and appropriate disciplinary action against any employee who violates this policy.

### **19:2 Harassment Will Not Be Tolerated**

It is our policy and our responsibility to provide our employees with a workplace free from harassment.

Harassment on the basis of race, color, creed, age, sex, sexual orientation, religion, non-job related physical handicap or disability, veteran status, national or ethnic origin, political affiliation, or any other characteristic protected by state or federal law undermines our workplace morale and our commitment to treat each other with dignity and respect. Accordingly, harassment will not be tolerated at Oscar's.

Harassment can take many forms, including but not limited to touching or other unwanted physical contact, posting offensive cartoons or pictures, using slurs or other derogatory terms, telling offensive or lewd jokes and stories, and sending email messages with offensive content. Unwanted sexual advances, requests for sexual favors and sexually suggestive gestures, jokes, propositions, email messages, or other communications all constitute harassment.

If you experience or witness any form of harassment in the workplace, including harassment from a coworker, manager, customer, or vendor of Oscar's Pet Resort, please immediately notify the Company by following the steps outlined in our Complaint Policy (see Section 20 of this Handbook). We encourage you to come forward with complaints—the sooner we learn about the problem, the sooner we can take steps to resolve it. Oscar's Pet

Resort will not retaliate, or allow retaliation, against anyone who complains of harassment, assists in a harassment investigation, or files an administrative charge or lawsuit alleging harassment. All managers are required to immediately report any incidents of harassment, as set forth in our Complaint Policy.

Complaints will be investigated quickly. Those who are found to have violated this policy will be subject to appropriate disciplinary action, up to and including termination.

## **Section 20: Complaint Policies**

### **20:1 Complaint Procedures**

Oscar's Pet Resort is committed to providing a safe and productive work environment, free of threats to the health, safety, and well-being of our workers. These threats include, but are not limited to, harassment, discrimination, violations of health and safety rules, and violence.

Any employee who witnesses or is subject to inappropriate conduct in the workplace may submit a complaint to General Manager or to any Company officer. Any supervisor, manager, or Company officer who receives a complaint about, hears of, or witnesses any inappropriate conduct is required to immediately notify General Manager. Inappropriate conduct includes any conduct prohibited by our policies about harassment, discrimination, discipline, workplace violence, health and safety, and drug and alcohol use. In addition, we encourage employees to come forward with any workplace complaint, even if the subject of the complaint is not explicitly covered by our written policies.

We encourage you to come forward with complaints immediately, so we can take whatever action is needed to handle the problem. Once a complaint has been made, General Manager will determine how to handle it. For serious complaints alleging harassment, discrimination, and other illegal conduct, we will immediately conduct a complete and impartial investigation. All complaints will be handled as confidentially as possible. When the investigation is complete, Oscar's Pet Resort will take corrective action, if appropriate.

We will not engage in or allow retaliation against any employee who makes a good faith complaint or participates in an investigation. If you believe that you are being subjected to any kind of negative treatment because you made or were questioned about a complaint, report the conduct immediately to General Manager.

### **20:2 Our Doors Are Open to You**

We want to maintain a positive and pleasant culture and environment for all of our employees. To help us meet this goal, Oscar's Pet Resort has an open-door policy, by which employees are encouraged to report work-related concerns. We have a zero tolerance to employees who are unable to report concerns to management and/or cause toxic unrest or poor relations with co-workers or management.

If something about your job is bothering you, or if you have a question, concern, idea, or problem related to your work, please discuss it with your immediate supervisor as soon as possible. If for any reason you don't feel comfortable bringing the matter to your supervisor, feel free to raise the issue with any General Manager.

We encourage you to come forward and make your concerns known to Oscar's Pet Resort. We can't solve the problem if we don't know about it.

## **Section 21: Ending Employment**

### **21:1 Final Paychecks**

Employees who resign will receive their final paycheck within 2 weeks of their resignation, or at the end of the most recent pay period. Employees who are terminated involuntarily will receive their final paycheck within 2 weeks, or at the end of the most recent pay period. All Company items such as key, shirts, radios, slip lines, and educational material is due immediately to General Manager. The final paycheck will be withheld until all items are received. See **Section 9:3 Return of Company Property**.

Final paychecks will include all compensation earned but not paid through the date of termination.

### **21:2 No Severance Pay**

Oscar's Pet Resort does not pay severance to terminated employees, whether they quit, are laid off, or are fired for any reason.

### **21:3 Exit Interviews**

We will hold an exit interview with every employee who leaves Oscar's Pet Resort, for any reason. During the interview, you will have the opportunity to tell us about your employment experience here—what you liked, what you didn't like, and where you think we can improve. We greatly value this feedback.

The exit interview also gives us a chance to handle some practical matters relating to the end of your employment. You will be expected to return all Oscar's Pet Resort property at the interview. You will also have an opportunity to ask any questions you might have about insurance, benefits, final paychecks, references, or any other matter relating to your employment.

### **21:4 References**

When we are contacted by prospective employers seeking information about former employees, we will release the following data: the position(s) the employee held, the dates the employee worked for our Company, and the employee's salary or rate of pay. We may also disclose standard information pertaining to the employee's work performance.

## Handbook Acknowledgment Form

By signing this form, I acknowledge that I have received a copy of Oscar's Pet Resort Employee Handbook. I understand that it contains important information about Oscar's policies, that I am expected to read the Handbook and familiarize myself with its contents, and that the policies in the Handbook apply to me. I understand that nothing in the Handbook constitutes a contract or promise of continued employment and that Oscar's Pet Resort may change the policies in the Handbook at any time.

By signing this form, I acknowledge that my employment is at will. I understand that I have the right to end the employment relationship at any time and for any reason, with or without notice, with or without cause, and that Oscar's Pet Resort has the same right. I acknowledge that neither Oscar's Pet Resort nor I have entered into an employment agreement for a specified period of time, that only General Manager may make any agreement contrary to the at-will policy, and that any such agreement must be in writing, signed by myself and General Manager.

---

Employee's Signature

---

Date

---

Employee's Name (Print)