EMPLOYEE HANDBOOK

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EMPLOYEE WELCOME MESSAGE

Welcome new employee!

On behalf of you fellow employees, I welcome you to Stahl Enterprises, Incorporated (hereafter, Farmington Lanes) and wish you every success here.

We believe that each employee contributes directly to Farmington Lanes’ growth and success, and we hope you will take pride in being a member of our team.

This handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Employees should familiarize themselves with the contents of the employee handbook as soon as possible, for it will answer many questions about employment at Farmington Lanes.

We hope that your experience here will be challenging, enjoyable, and rewarding.
MISSION

The purpose of Farmington Lanes is to provide the residents of Farmington with family entertainment in an enjoyable, pleasant, and "exciting" atmosphere. It will provide excellent service using the most technologically advanced bowling equipment in a clean facility.

HISTORY

Farmington Lanes was moved to this current location in 1981.

OPERATION AND FACILITY

The facility is 14,000 square feet and during the bowling season there are up to 14 leagues with 800 league bowlers and 20 employees serving them during the 16 hours a day we are open. In addition to the bowling operation, we have a Sports Bar and Grill, and a full service pro shop.
INTRODUCTORY STATEMENT/WORK-AT-WILL

This handbook is designed to acquaint you with Farmington lanes and provide you with general information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the handbook. You are encouraged to familiarize yourself with the contents of this handbook, for it will answer many common questions concerning employment with Farmington Lanes.

No handbook can anticipate every circumstance or question about policy. It is not an employment contract and is not intended to create contractual obligations of any kind. In order to retain necessary flexibility in the administration of policies and procedures, Farmington Lanes reserves the right to interpret, deviate, supplement, change, or eliminate any of the policies and/or benefits described in this handbook, other than its policy of employment-at-will, which will remain in place at all times.

All employees are employees at-will of Farmington Lanes. That means neither you nor Farmington Lanes is bound to continue the employment relationship for any particular period of time, you or Farmington Lanes may chose to end the relationship at any time, with or without notice, for any reason not prohibited by law.

EQUAL EMPLOYMENT OPPORTUNITY

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Farmington Lanes will be based on merit, qualifications, and abilities. Farmington Lanes does not discriminate in employment opportunities or practices on the basis of race, color, creed, religion, sex, national origin, age, disability, marital status, sexual orientation, status with regards to public assistance, or any other characteristic protected by law.

Farmington Lanes will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. Farmington Lanes will not request or require a genetic test of any employee or applicant nor will it collect or use any protected genetic information in connection with any employment-related decisions.

This policy governs all aspects of employment, including selection, job assignment, compensations, discipline, termination, and access to benefits and training. Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of the President. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.
**IMMIGRATION LAW COMPLIANCE**

Farmington Lanes is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility.

Employees with questions or seeking information on immigration law issues are encouraged to contact the President. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

**CONFIDENTIALITY**

The general internal business affairs of the organization should not be discussed with anyone inside or outside the organization except as required in the normal course of business and only on a “need to know” basis.
EMPLOYMENT CATEGORIES

It is the intent of Farmington Lanes to clarify the definitions of employment classifications so that employees understand their employment status. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time is retained by both the employee and Farmington Lanes.

Each employee is designated as either EXEMPT or NONEXEMPT from federal and state wage and hour laws. An employee’s EXEMPT of NONEXEMPT classification may be changed only upon written notification by Farmington Lanes Management.

NONEXEMPT employees are generally hourly employees who are entitled to overtime pay under specific provisions of federal and state laws.

EXEMPT employees are salaried employees excluded from specific provisions of federal and state wage and hour laws.

ACCESS TO PERSONNEL FILES

Farmington Lanes maintains a personnel file on each employee. The personnel file includes such information as the employee’s job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of Farmington Lanes, and access to the information they contain is restricted. Generally, only the management team of Farmington Lanes who have a legitimate reason to review information in a file are allowed to do so.

Employees who wish to review their own file should contact the President. With written advance notice, employees may review their own personnel files, within seven working days of the Farmington Lanes receipt of the written notice. The files may be reviewed in Farmington Lanes’ offices and in the presence of an individual appointed by Farmington lanes to maintain the files.

EMPLOYMENT REFERENCE CHECKS

To ensure that individuals who join Farmington Lanes are well qualified and have a strong potential to be productive and successful, it is the policy of Farmington Lanes to check the employment references of all applicants.

The General Manager will respond to all reference check inquiries form other employers. Responses to such inquiries will confirm only dates of employment, wage rates, and position(s) held. Employees should not respond to reference check inquiries from other employers, all such inquiries should be referred to the General Manager.

PERSONNEL DATA CHANGES

It is the responsibility of each employee to promptly notify Farmington Lanes of any changes in the personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of emergency, educational accomplishments,
and other such status reports should be accurate and current at all times. If any personnel data has changed notify the General Manager.

**INTRODUCTORY PERIOD**

The introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. Farmington Lanes uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or Farmington Lanes may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

All new employees work on an introductory basis for the first 60 calendar days after their date of hire. Employees who are promoted or transferred within Farmington Lanes must complete a secondary introductory period of the same length with each reassignment to a new position. Any significant absence will automatically extend an introductory period by the length of the absence. If Farmington Lanes determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee’s performance, the introductory period may be extended for a specified amount of time.

Upon satisfactory completion of the initial introductory period, employees enter the “regular” employment classification.

**EMPLOYMENT APPLICATIONS**

Farmington Lanes relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data permitted throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in Farmington Lanes’ exclusion of the individual from further consideration for employment or, if the person has been hired, or terminated of employment.

**PERFORMANCE EVALUATION**

Management and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Additional formal performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Performance evaluations are generally scheduled every 6 months, coinciding with the anniversary of the employee’s original date of hire.

**EMPLOYEE BENEFITS**

A number of the programs (such as Social Security, workers’ compensation, and unemployment insurance) cover all employees in the manner prescribed by law.
WORKERS’ COMPENSATION INSURANCE

Farmington Lanes provides a comprehensive workers’ compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers’ compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Employees who sustain work-related injuries or illnesses should inform the Management staff immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

Neither Farmington Lanes nor the insurance carrier will be liable for the payment of workers’ compensation benefits for inquires that occur during an employee’s voluntary participation in any off-duty recreational, social, or athletic activity sponsored by Farmington Lanes.

PERSONAL LEAVE

All employees who require time off from work for personal reasons, including illness, injury, and similar emergencies, should follow the procedures set forth in the Attendance and Punctuality Policy.

Employees should follow the procedures listed in the Attendance and Punctuality Policy for requesting use of personal leave.
TIMEKEEPING

Accurately recording time worked is the responsibility of every employee. Federal and state laws require Farmington Lanes to keep an accurate record of time worked in order to calculate employee pay and benefits.

Time worked is all the time actually spent on the job performing assigned duties. Nonexempt employees should record the time they begin and end their work. They should also record the beginning and ending time of any split or departure from work for personal reasons. Overtime work must be approved before it is performed.

Employees are expected to be ready to work as soon as they punch in. Non-work related tasks should be done before or after punching in or while on break.

Altering, falsifying, tampering with time records, or recording time on another employee’s time record may result in disciplinary action, up to and including termination of employment.

PAYDAYS

All employees are paid biweekly on every other Friday. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

Payroll services will be provided by Metro Payroll and direct deposit will be provided to those wishing to participate.

EMPLOYMENT TERMINATION

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

Resignation – voluntary employment termination initiated by an employee.

Discharge – involuntary employment termination initiated by the organization.

Layoff – involuntary employment termination initiated by the organization for nondisciplinary reasons.

Since employment at Farmington lanes is based on mutual consent, both the employee and Farmington Lanes have the right to terminate employment at will, with or without cause, at any time. Employees will receive their final pay in accordance with applicable state law.

PAY ADVANCES

Farmington Lanes does not provide pay advances on unearned wages to employees.
ADMINISTRATIVE PAY CORRECTIONS

Farmington Lanes takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of the General Manager so that corrections can be made as quickly as possible.

PAY SETOFFS

The law requires that Farmington Lanes make certain deductions from every employee’s compensation. Among these are applicable federal, state, and local taxes. Farmington Lanes also must deduct Social Security taxes on each employee’s earnings up to a specified limit that is called the Social Security “wage base.” Farmington Lanes matches the amount of Social Security taxes paid by each employee.

Farmington Lanes offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their pay checks to cover the costs of participation in these programs.

Pay setoffs are pay deductions taken by Farmington Lanes, usually to help pay off a debt or obligation to Farmington Lanes (authorized by you) or others.

If you have any questions concerning why deductions were made from your pay check or how they were calculated, the Management team can assist in having your questions answered.
SAFETY

Providing a safe and healthful work environment for employees, customers, and visitors is a top priority for Farmington Lanes. The President has responsibility for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all.

Farmington Lanes provides information to employees about workplace safety and health issues through regular internal communication channels such as Management-employee meetings, bulletin board postings, memos, or other written communications.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to Management. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report, or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify the President. Such reports are necessary to comply with laws and initiate insurance and workers’ compensation benefits procedures.

SMOKING

Employees are prohibited from smoking in the workplace. The only exception is outside of the building.

OVERTIME

When operating requirements or other needs cannot be met during regular working hours, employees may be scheduled to work overtime hours. When possible, advance notification of these mandatory assignments will be provided. All overtime work must receive the Management team’s prior authorization. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

Overtime compensation is paid to all nonexempt employees at one and half times the employee’s regular rate of pay for all hours worked in excess of 40 hours per week in accordance with federal and state wage and hour laws. Overtime pay is based on actual hours worked.

Failure to work scheduled overtime or overtime worked without prior authorization from the Management team may result in disciplinary action, up to and including possible termination of employment.

USE OF EQUIPMENT

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. When using properly, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.
Please notify the General Manager if any equipment, machines, or tools appear to be damaged, defective, or in need of repair. Prompt reporting can prevent deterioration of equipment and possible injury to employees or others. The General Manager can answer any questions about an employee’s responsibility for maintenance and care of equipment used on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in disciplinary action, up to and including termination of employment.

**EMERGENCY CLOSINGS**

At times, emergencies such as severe weather, fire, or power failures can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility.

Generally, the Management team will contact you to notify you if the company is closed due to emergency conditions. When operations are officially closed due to emergency conditions, the time off from scheduled work will be unpaid.

In cases where an emergency closing is not authorized, employees who fail to report to work will not be paid for the time off.

**WORKPLACE MONITORING**

To ensure quality control, security, customer satisfaction and compliance with various legal requirements, Farmington Lanes may occasionally hire outside organizations to provide anonymous monitoring of the workplace. Employees may be observed performing their job duties during such inspections. All monitoring will be done in an ethical manner and is intended to simply protect the company and assist in providing better customer service.
EMPLOYEE CONDUCT AND WORK RULES

To ensure orderly operations and provide the best possible work environment, Farmington Lanes expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-owned or customer owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking in prohibited areas
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism or any absence without notice
- Unauthorized use of telephones, mail system, or other employer-owned equipment
- Unauthorized disclosure of business “secrets” or confidential information, this includes all work product or intellectual property (i.e. brochures, menus, marketing plans, etc).
- Violation of personnel policies
- Unsatisfactory performance or conduct

Farmington Lanes reserves the right to determine whether any particular employee conduct warrants discipline and reserves the right to determine what discipline is appropriate under the circumstances. Employment with Farmington Lanes is at the mutual consent of Farmington Lanes and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

DRUG AND ALCOHOL USE

It is Farmington Lanes’ desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in satisfactory manner.

While on Farmington Lanes premises and while conducting business-related activities off Farmington Lanes premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescription drugs is permitted on the job.
only if it does not impair an employer’s ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

Employees with questions or concerns about substance dependency or abuse are encouraged to discuss these matters with the Management to receive assistance or referrals to appropriate resources in the community.

Employees with drug or alcohol problems that have not resulted in, and are not the immediate subject of, disciplinary action may participate in a rehabilitation or treatment program.

Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with the Management team without fear of reprisal.

**ALCOHOL AWARENESS**

All employees involved in service in bar and restaurant operations must have alcohol awareness training once a year. New servers, tenders, or managers need a certificate of compliance to obtain one. The company has periodic internal sting operations concerning the checking of patrons receiving alcohol. Company policy is to card everyone 40 and under, and to verify that I.D. is valid. Anyone failing to pass this sting may be terminated, but will automatically receive a five shift suspension.

As a business that serves alcohol to the public, we have moral and legal obligations to be vigilant in the pursuit of those sales. We want our guests to enjoy their time here, but at no time will we serve a minor, or intentionally over serve a guest.

**SEXUAL AND OTHER UNLAWFUL HARASSMENT**

*Policy*

Farmington Lanes is committed to providing a work environment that is free of discrimination and unlawful harassment. Farmington Lanes prohibits discrimination and harassment on the basis of race, creed, religion, color, national origin, sex, marital status, status with no regard to public assistance, membership or activity in a local human rights commission, disability, sexual orientation, age or any other protected characteristic.

Any employee who engages in harassment, who permits employees under his/her supervision to engage in such harassment; or who retaliates or permits retaliation against an employee who reports such harassment is guilty of misconduct and shall be subject to remedial action which may include discipline or termination of employment.

*Definition of Harassment*

Harassment is offensive verbal or physical conduct regards or because of another persons protected characteristic if that conduct has the purpose or effect of creating an intimidating, hostile or offensive working environment or unreasonably interferes with an individual’s work performance or opportunities of otherwise affects the terms and conditions of employment.
**Definition of Sexual Harassment**

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, sexually motivated physical contact and other verbal or physical conduct of sexual nature when:

1. Submission to the conduct is made either explicitly or implicitly a term or condition of an individual's employment; or
2. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting that individual; or
3. The conduct has the purpose or effect of unreasonably interfering with an individual's work performance; or
4. The conduct has the purpose of effect of creating an intimidating, hostile, or offensive working environment.

**Examples of Harassment**

Examples of harassment include, but are not limited to:
- Unwanted sexual advances
- Offering employment benefits in exchange for sexual favors
- Making or threatening reprisals after a negative response to sexual advances
- Leering or making sexual gestures
- Displaying or circulating sexually suggestive objects, pictures, cartoons, e-mails or posters
- Displaying or circulating offensive objects, pictures, cartoons, e-mails, or posters based on a legally-protected characteristic such as race, religion or sexual orientation
- Making or using derogatory comments, epithets, slurs, or jokes
- Graphic verbal commentaries about an individual’s body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations
- Unwelcome physical conduct including touching, assaulting, impeding, or blocking movements

**Enforcement/Reporting Procedures**

If you experience or witness sexual or other unlawful harassment in the workplace, whether by employees or non-employees, report it immediately. Employees should report harassment to Management. If Management is unavailable, or you believe it would be inappropriate or uncomfortable to contact that person, you should immediately contact the President.

Any person who becomes aware of possible sexual or other unlawful harassment must immediately report the harassment to the President so it can be investigated in a timely manner.

All charges of harassment will be promptly investigated by Farmington Lanes. Corrective action will be taken consistent with the results of Farmington Lanes’ investigation. A violation of this harassment policy will subject an employee to disciplinary action, up to and including discharge. Employees may be subject to personal legal liability for violation of this policy.

All complaints will be handled as discreetly as possible, though Farmington Lanes can’t guarantee absolute confidentiality. Strict confidentiality is not possible, since the alleged harasser is entitled to answer the charges, particularly if discipline is a possible outcome. However, reasonable efforts will be made to respect the confidentiality of the individuals involved.
All employees are expected to cooperate with harassment investigations. An employee who refuses to participate in the investigation, provides untruthful statements to the investigator, or otherwise obstructs the investigation process is subject to discipline.

**ATTENDANCE AND PUNCTUALITY**

To maintain a safe and productive work environment, Farmington Lanes expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on Farmington Lanes.

In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled due to illness or injury or other emergency, must contact the General Manager before the scheduled start of their shift to notify them of their absence. Employees must speak directly to Management when notifying the company of an unplanned absence; leaving a message with another employee is not acceptable. The employee must also notify Management each additional day they are absent as well.

Employees who need time off for work for personal reasons in non-emergency situations should request time off from the General Manager as far in advance as possible. While every effort will be made to honor all requests for time off, requests will be reviewed based on a number of factors, including business needs and staffing requirements.

An employee who takes time off for personal reasons, including illness or injury, is responsible for finding another employee to cover their shift. Employees should inform Management who will be covering their shift at the time they request personal leave or call in sick. Employees should also notify Management if they are unable to find another employee to cover their shift, including the efforts they have made to find someone to cover their shift.

Farmington Lanes reserves the right to request a doctor’s note or other documentation verifying the reason for the employee’s absence.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment. Similarly, failure to provide documentation when requested or to follow any of the procedures for requesting personal leave or calling in sick may result in discipline up to and including termination of employment.

**PERSONAL APPEARANCE**

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image Farmington Lanes presents to customers and visitors.

During business hours or when representing Farmington Lanes, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing with customers or visitors in person.

Management is responsible for establishing a reasonable dress code appropriate to the job you perform. If Management feels your personal appearance is inappropriate, you may be asked to leave the workplace until you are properly dressed or groomed. Under such circumstance, you
will not be compensated for the time away from work. Consult the General Manager if you have questions as to what constitutes appropriate appearance. Where necessary, a reasonable accommodation may be made to a person with a disability.

RETURN OF PROPERTY

Employees are responsible for all Farmington Lanes property, materials, or written information issued to them or in their possession or control. Employees must return all Farmington Lanes property immediately upon request or upon termination of employment.

RESIGNATION

Resignation is voluntary act initiated by the employee to terminate employment with Farmington Lanes. Although advance notice is not required, Farmington Lanes requests at least two weeks’ written resignation notice from all employees.

Prior to an employee’s departure, an exit interview may be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits.

SECURITY INSPECTIONS

Farmington Lanes wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, Farmington Lanes prohibits the possession, transfer, sale, or use of such materials on its premises. Farmington Lanes requires the cooperation of all employees in administering this policy.

Lockers and other storage devices may be provided for the convenience of employees but remain the sole property of Farmington Lanes. While Farmington Lanes has does not intend to conduct inspections on a regular basis, lockers and other storage devices, as well as any articles found within them, can be inspected by any agent or representative of Farmington Lanes at any time, either with or without prior notice. Farmington Lanes reserves the right to remove any lock from a locker, with or without the employee’s permission, if necessary.

Farmington Lanes likewise wishes to discourage theft or unauthorized possession of the property of employees, Farmington Lanes, visitors, and customers. To facilitate enforcement of this policy, Farmington Lanes may inspect not only desks and lockers but also persons entering and/or leaving the premises and any packages or other belongings. Any employee who wishes to avoid inspection of any articles or materials should not bring such terms onto Farmington Lanes’ premises.

SOLICITATION

Solicitation of funds or signatures, conducting membership drives, distributing literature or gifts, offering to sell merchandise or services or engaging in similar activity on premises by non-employees is not permitted. Management can make exceptions to this policy of an individual basis. Employees may engage in such activities only with management’s approval.
PROBLEM RESOLUTION

Farmington Lanes is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or questions receives a timely response from Farmington Lanes Management team.

Farmington Lanes strives to ensure fair and honest treatment of all employees. Employees are encouraged to offer positive and constructive criticism.

If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint with Farmington Lanes in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. The employee may discontinue the procedure at any step.

1. The employee presents the problem to the General Manager after the incident occurs. If Management is unavailable or the employee believes it would be inappropriate to contact that person, the employee may present the problem directly to the President as outlining in Step 3. However, the President may require the employee to present the problem to the General Manager first if the President determines it was not appropriate for the employee to bypass the General Manager.

2. Management responds to the problem during the discussion with the employee.

3. If the problem is not resolved after discussing the situation with Management, the employee may present the problem to the President in writing.

4. The President will review and consider the problem. The President will inform the employee and the General Manager, where appropriate, of the decision either in writing or verbally. The President has full authority to make any adjustment deemed appropriate to resolve the problem.

Not every problem can be resolved to everyone’s total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment, and helps to ensure everyone’s job security.

EMPLOYEE CONCERNS AND SUGGESTIONS

At Farmington Lanes, we realize that effective communications between employees and management essential to maintain a productive working relationship. This is especially true with employee’s complaints or grievances. If there is a misunderstanding about your job or the company’s policies, we ask that you talk it over with the President or the General Manager so that we may effectively address your concerns.
Concerns that are expressed only to co-workers or to persons outside the company are not likely to be given the attention that they deserve and may violate confidentiality considerations.

In addition, recognizing that on-the-job work experience is the best source of suggestions for improvement in the workplace, management welcomes and solicits ideas from all employees.

Suggestions concerning the company’s operations, general maintenance, facilities, services, or other matters should be made to the General Manager or to the President.
EMPLOYEE ACKNOWLEDGEMENT FORM

I hereby acknowledge that I have received and read the Employee Handbook and that I understand, and agree to conform to, the provisions of it. I understand my employment is on the basis of employment-at-will and for an indefinite term. The manual is not intended to constitute a contract.

I further agree that if at any time in the future any questions arise regarding the Employee Handbook, or any of its provisions, I will contact Management for clarification.

I understand that the Handbook, or any portion of it, will be reviewed from time to time by the Management Team or other administrative action, and policies set forth or benefits offered may be revised. When changes are made, employees will be informed by the most efficient method.

Completion of the Employee Acknowledgment form is a condition of employment.

________________________________________  ____________
Employee Signature                                           Date