



THE BREAKERS®
PALM BEACH

TEAM MEMBER HANDBOOK

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WELCOME

PURPOSE OF THE HANDBOOK

The Breakers Team Member Handbook has been written to serve as a guide for the employer/team member relationship. Among other goals, the handbook provides general information and guidelines to our team members about important policies, procedures, practices, and benefits from the beginning of the employment relationship to its end. However, the handbook is not intended to be comprehensive or to address all possible situations. For that reason, if you have any questions concerning the specific application of the guidelines in this handbook, contact a Human Resources representative.

Neither this handbook nor any other Breakers' document confers any contractual right, either expressed or implied, to remain in The Breakers' employ, nor does it guarantee any fixed terms or conditions of your employment. Your employment is not for any specific term and may be terminated "at will", with or without cause and without prior notice by The Breakers. You may also resign for any reason at any time, with or without notice. No manager or supervisor has any authority to enter into a contract of employment, either expressed or implied, that changes or alters the "at will" employment relationship.

The policies in this handbook are only guidelines and The Breakers reserves the right to amend, delete, or modify the policies, procedures, practices, and benefits described herein at any time without prior notice, and without being bound to the previous policy, procedure, practice, or benefit. The Breakers is under no obligation to provide the benefits set forth in this handbook if it determines, at a subsequent time, that these benefits are to terminate.

This handbook covers all team members of The Breakers Palm Beach, Inc. at all locations, including Breakers West Country Club, One North Breakers Row, Two North Breakers Row, Echo and Via Flagler. For the purpose of this handbook, all operations are referred to as The Breakers.

HISTORY

FLAGLER AND THE FLORIDA EAST COAST RAILROAD

When Henry Morrison Flagler first visited Florida in March 1878, he had already accumulated a vast fortune in Cleveland and New York as a longtime partner of John D. Rockefeller in the Standard Oil Company. In 1883, he turned his attention to Florida. Impressed with the mild winter climate, he began the construction of his first hotel in St. Augustine and continued south to Palm Beach.

With the founding of the Standard Oil Trust in 1882, Flagler, then 52 years old, could depend on an annual income of several million dollars from dividends, and he gradually withdrew from the company's day-to-day operations. But Flagler did not retire. Instead, ever the entrepreneur, he turned his vision and energy to a new role – resort developer and railroad king.

Flagler started buying and building Florida railroads, rapidly extending the lines down the state's east coast. As the Florida East Coast Railroad opened up this sparsely settled region to development and tourism, Flagler acquired or constructed resort hotels along the coast.

THE ROYAL POINCIANA HOTEL

In 1893, Flagler announced one of his boldest plans ever – to extend the Florida East Coast Railroad to isolated Lake Worth, develop a town (now West Palm Beach) on 200 acres along Lake Worth's west shore and construct the Royal Poinciana Hotel on Lake Worth's east shore (now Palm Beach).

People came to Palm Beach to stay at the Royal Poinciana, a six-story, Georgian-style hotel. Flagler built the destination, provided easy access on his railroad and the cream of American society crowded into this tiny town as if at his command.

From its opening in 1894, The Royal Poinciana eventually became the world's largest hotel, stretching more than 1,800 feet along Lake Worth, its 1,100 rooms accommodated 1,750 guests. The hallways were so extensive – more than three miles in length – that bellhops delivered messages and packages from the front desk to guest rooms by bicycle.

THE PALM BEACH INN (THE ORIGINAL BREAKERS)

Delighted that many of America's most socially prominent families shared his love for Palm Beach, Flagler built a second hotel - the Palm Beach Inn - on the beachfront portion of the Royal Poinciana's property. The Palm Beach Inn, which opened on January 16, 1896, was fully booked for most of that season. The hotel was smaller and quieter than the vast Royal Poinciana and overlooked the Atlantic Ocean.

Instead of asking for rooms at the Royal Poinciana, many regular Palm Beach guests asked for rooms "down by the breakers." The name stuck. When Flagler doubled the size of the Palm Beach Inn for the 1901 season, he renamed it The Breakers.

In 1897, Flagler enlisted Alexander H. Findlay, the father of American golf and a close friend of Flagler's partner, John D. Rockefeller, to design the first golf course in the state of Florida, adjacent to the Palm Beach Inn. It was originally constructed with only nine holes, as Flagler thought golf was a passing fancy.

On June 9, 1903, as workers were enlarging the wood building for the fourth time in less than a decade, The Breakers burned down. Just two weeks after the fire, the 73-year-old Flagler announced that The Breakers would not only be rebuilt but also would open for the upcoming winter season.

THE BREAKERS II

On February 1, 1904, The Breakers reopened to universal acclaim. The new Breakers, a rambling four-story, colonial-style building constructed entirely of wood, contained 425 rooms and suites. Rooms started at four dollars a night, including three meals a day.

As did its predecessor's, The Breakers guest register read like a "who's who" of early-20th century America: various Rockefellers, Vanderbilts and Astors; the tycoons Andrew Carnegie and J.P. Morgan; the publisher William Randolph Hearst; the five-and-dime kings W.T. Grant and J.C. Penney; and even assorted European nobility and U.S. presidents.

On March 18, 1925, twelve years after the death of Henry Morrison Flagler, tragedy again struck his empire. That afternoon the cry "Fire in the south wing" suddenly filled The Breakers.

Despite the firefighters' efforts, The Breakers was doomed. Strong southeast winds fanned the fire. The palatial hotel, was soon engulfed in flames. The clouds of smoke that poured out of the hotel could be seen twenty miles away. Fortunately, no lives were lost in the blaze, a miracle considering the number of guests and employees. Mayor "Big Bill" Thompson, then the Mayor of Chicago, was a guest at the hotel with his wife for the season; they attended the St. Patrick's Day Ball the night before on March 17. Mrs. Thompson allegedly left on her brand new, electric Marcel curling iron when she departed her guest room, where the fire was proven to have started.

Flagler's heirs refused to be beaten by this catastrophe. Led by William R. Kenan, Jr., president of both the Florida East Coast Hotel Company and the Florida East Coast Railway Company and the brother of Flagler's wife, Mary Lily Kenan Flagler, they showed the same determination and vision as Flagler himself.

Shortly after the fire, the Florida East Coast Hotel Company announced that it would not only build the world's finest resort hotel on the site of The Breakers but also that it would do so in time for the opening of the 1926-27 winter season, little more than a year away.

THE BREAKERS THAT STANDS TODAY – CIRCA 1926

The Florida East Coast Hotel Company selected the architectural firm Schultze and Weaver, which later designed the Waldorf-Astoria, Pierre and Sherry Netherlands Hotels in New York City. For the hotel's architectural style, Schultze and Weaver selected the Italian Renaissance. During an earlier trip to Rome, Leonard Schultze had admired the Villa Medici (1575), and used that building as the basis for The Breakers facade.

On December 4, 1925, the New York City-based Turner Construction Company signed a contract to build the new Breakers and construction began in January 1926. The seven-story hotel had to be built, furnished, and landscaped to open just after Christmas 1926, the start of the Palm Beach season.

More than 1,200 construction workers labored on The Breakers around-the-clock to meet the opening date. Seventy-two artisans were brought from Italy to complete the magnificent paintings on the ceilings of the lobby and first-floor public rooms. The immense structure was completed for \$7 million, in a scant 11 ^{1/2} months and opened on December 29, 1926.

The Breakers exceeded everyone's expectations. The 200-foot-long main lobby, with its high-arched ceiling decorated with paintings; the vast Florentine Dining Room, with its richly decorated, beamed ceiling modeled after the Palazzo Davanzati (ca. 1400) in Florence; the magnificent North and South Loggias; and the shaded terraces and landscaped patios.

Far grander than its predecessor, The Breakers was more than America's greatest winter resort, it was an unrivaled masterpiece. As the president of Turner Construction Company reported soon after the opening, "Those who know, say it is the finest resort hotel in America and it is not likely that the circumstances of ownership, time, and place will produce its counterpart in years to come."

Now into its second century, The Breakers continues the tradition of excellence started when Henry Morrison Flagler built his first hotel. Today it remains one of the few privately-owned resorts independent of chain affiliation. The heirs to the original ownership have successfully maintained and revitalized the hotel in keeping with the Flagler tradition, spending millions on renewal and expansion. With their commitment, capital expenditures of more than \$30 million a year will continue to be reinvested in The Breakers for the long term, to ensure the resort remains energized and appealing to future generations.

THE CULTURE

MISSION

Our company mission is clear and consistent: we believe in taking care of our team members and customers with outstanding, friendly service. First, we are focused on team member satisfaction. Happy, fulfilled team members are better able to deliver world-class service to our guests. A high level of guest satisfaction will lead to desirable financial results. Positive financial results enable us to be the best corporate socially responsible citizens we can be.

Our organization believes that to achieve our goals the most important element of our strategy is to attract, retain, and develop the best and brightest talent. We will provide you with an exciting, results-oriented environment in which motivated, creative, and high-energy people thrive. We look forward to helping you achieve your goals for professional challenge and personal growth.

Our success is rooted in our mission to be a responsible, conscientious, and caring corporate citizen. In simplest terms, we aspire to do the right thing and make a difference, not just make a profit. How do we accomplish this? By expressing true affection and concern for our team members, engaging with our community, showing respect for our environment and compassion for those in need.

KEY STRATEGIC DRIVERS

Supporting The Breakers' mission are 10 key strategic drivers:

1. **Brand Management:** Build greater emotional connections between our customers and our brand through every service touch point – before, during, and after their visits.
2. **Refinement:** Continue to refine the customer and team member experience. Refine our service delivery processes, especially those that support our "sense of calm."
3. **Guest Insight:** Use data science and business intelligence systems to provide team members with reliable, timely, and meaningful information to enable them to deliver extraordinary customer experiences.
4. **Team Member Services:** Be an "employer of choice." Explore partnerships to meet the needs of our workforce.
5. **Team Member Well-Being:** Educate beyond traditional job skills and performance training. Teach life skills and offer resources to empower individuals to make better choices for themselves and their families.
6. **Community Service:** Centralize, promote, and report on our community service efforts for greater impact.
7. **Environmental Sustainability:** Reduce our carbon footprint, conserve the supply of fresh water, reduce our energy consumption, and minimize waste.

8. **Technology:** Deploy efficient automation solutions to support operational processes in order to empower front line team members to provide outstanding customer service.
9. **Quality, Best Practices, Innovation (QBI):** QBI is a way of thinking and is a part of our culture. It's a way of transforming perspective.
10. **Workforce Optimization:** Maintain the size of our workforce at appropriate levels and cross-train our current team.

GUEST SERVICE STANDARDS

We are all guest service professionals, whether we serve hotel guests, club members, board members, other team members, applicants, and/or vendors. Here are the Guest Service Standards and the message each conveys:

- SMILE › shows enthusiasm
- EYE CONTACT › creates a personalized connection
- GREET › makes a first impression
- USE GUEST NAME › demonstrates recognition
- OFFER FURTHER SERVICE › elevates the experience
- CARE & CLEANLINESS › provides a flawless presentation

ELEMENTS OF OUR CULTURE

Our culture is a composite of our vision and values. It represents The Breakers' way of doing business. We strive to eliminate wasteful and superficial activity and allow only productive and meaningful activity with (a) economic value, (b) service excellence, and (c) our vision and values. We seek to achieve our vision and values by faithfully adhering to certain workplace behaviors and standards we put into practice every day. The key elements of our culture are as follows:

RESPECT FOR ALL PEOPLE

- Treat all team members, customers, and vendors of The Breakers with dignity regardless of organizational rank.
- Listen with empathy and receptiveness to different opinions and contrary points of view.
- Be caring and friendly towards others.
- Understand that in a diverse workforce like ours, there is a need to accommodate different styles and needs of individuals.
- Be humble and respectful in dealing with others.

TEAM ORIENTATION

- Sustain a culture of cooperation and collaboration.
- Overcome conflicts by openly discussing the issues and finding mutually beneficial solutions.
- Focus on a shared goal of success for the entire company and not just your department.

TALENT

- Focus on attracting, motivating, and retaining talented people.
- Work actively to support and inspire high performance.
- Value talent over experience in providing development opportunities.

RECOGNITION & REWARDS

- Thank people for a job well done.
- Recognize superior performance through promotions, opportunities to learn and grow, and financial rewards.
- Celebrate milestones and achievements.

ACCOUNTABILITY & INTEGRITY

- Take personal responsibility for your actions, behaviors, and results.
- Hold team members responsible for their actions, behaviors, and results.
- Communicate in an honest and straightforward manner.
- Keep your commitments.

CUSTOMER ORIENTATION

- Take responsibility for customer service and satisfaction.
- Ensure each customer is treated as an individual by anticipating their needs and creating memorable experiences.

QUALITY ORIENTATION

- Focus on excellence and ensure attention to detail.
- Respond quickly to problems and concerns, no matter how minor they may seem.
- Never settle for poor performance or mediocrity.

PRODUCTIVITY

- Achieve quality results without wasting time, energy, or resources.
- Encourage the people who do the work to generate ideas and solve problems.
- Be an agent of change and progress by challenging current methods and proposing alternatives.
- Look at outcomes of activity in terms of team member satisfaction, guest satisfaction, financial results, and corporate social responsibility.

FINANCIAL ORIENTATION

- Understand that good financial results are critical for ensuring that our company thrives over the long run.
- Hold people accountable for meeting financial goals.
- Propagate a culture where people take pride in achieving and exceeding financial targets.

CORPORATE SOCIAL RESPONSIBILITY

- Build and sustain a culture of healthy living.
- Be fully engaged in your well-being.
- Promote sustainability, reduce our environmental footprint, and engage in conservation efforts.
- Support our local community through volunteerism.

NON UNION OPERATIONS POLICY

Since 1896, The Breakers has operated successfully without a union and strongly believes that it continues to be in the best interest of the company and our team members to deal directly with each other without the intervention of a union, or any other third party.

The Breakers opposes having our team members pay their hard earned wages to a third party, such as a union, to speak and negotiate on their behalf. Instead, The Breakers is committed to maintaining highly competitive wages and benefits programs and encourages input, communications, and problem resolution directly with our team members. While no company is completely free of some day-to-day problems, we strongly encourage team members to present ideas, suggestions, and problems to management as necessary for review and resolution. In addition, our staff relations services offered through Human Resources provide another channel for confidential and supportive resolution of any team member issues or concerns.

The Breakers' policies are not the result of union negotiations, pressures, or threats. Rather, they were born out of commitment to meet the needs of our team members and improve your quality of life, recognizing the importance and value of each team member to the success of our mission. Our policies support advancement based on individual merit as opposed to group negotiation and encourage all individuals to work together as a team toward a common purpose without the conflict and disruptions that often result from the presence of a third party who has no vested interest in The Breakers' world-class reputation and service.

If anyone should come to you and ask you to sign a union authorization card, the company believes it is in your best interest to refuse to sign it. If you have any questions concerning our position on unions or any questions about unions generally, please feel free to discuss them with your supervisor, Human Resources, or any member of management.

COMPLIANCE

CONFIDENTIALITY & USE OF INFORMATION

All financial, contractual, production, and administrative records, images or information relating to The Breakers, its guests, team members, or vendors are strictly confidential. Team members are to treat such records and information accordingly. Each team member is responsible for making certain that information under his or her control is appropriately safeguarded. Record retention and purge criteria must be established and followed in accordance with the legal and business needs of each department. Criteria should be submitted to and approved by the Risk and Compliance Manager.

Documents, files, records, computer files, or similar materials may not be removed from the premises without permission from a Senior Manager, except in the course of performing duties on behalf of The Breakers.

No team member shall, during the term of his or her employment, or thereafter, disclose to others, or use, except as authorized by the General Counsel, any of The Breakers' confidential, technical, or other business information. "Confidential, technical, or other business information" shall mean any information, including lists of The Breakers' vendors and customers, which the team member has used, learned, or contributed to during the course of his or her employment, regardless of whether the information was written or in other tangible form that: (1) is not generally available to the public, or (2) gives one who uses it as a competitive advantage over The Breakers.

Any uncertainties should be cleared with the General Counsel. Team members who violate this policy will be subject to discipline, up to and including termination.

CONFLICT OF INTEREST POLICY

The Breakers is committed to the highest standards of ethical business conduct. This depends in large part on the character and ethics that our team members demonstrate in doing their jobs. As a result, it is each team member's job responsibility to uphold The Breakers' ethical standards, which include avoiding conflicts of interest, or even the appearance of a conflict of interest, that arise from your employment with The Breakers. Please review the Conflict of Interest Policy in the Code of Ethics on The Breakers Team App (Beekeeper). The Conflict of Interest Policy sets forth specific guidelines for when cash tips and gifts from business partners or customers must be reported to your manager and the Risk and Compliance Manager, however, you should always report any known or suspected Code violations, questions or concerns using the procedure set forth in the Code, or by making an anonymous report to The Breakers Anonymous Tip Line at (561) 653-6328.

DRUG & ALCOHOL POLICY

All team members must report to work completely free from the effects of alcohol and illegal substances and from any prescription or non-prescription drugs that could impair their judgment or their ability to perform their job, including medical marijuana. Known or suspected violations must be immediately reported to your supervisor or Security. Failure to comply may result in termination or other disciplinary action.

The proper use of medication prescribed by your physician is not prohibited; however, we do prohibit the misuse of prescribed medication generally, and specifically prohibit medical use of marijuana in the workplace or any employee working while under the influence of marijuana. Team members using other prescription drugs at the direction of a physician are required to notify their supervisor if use of the drugs may affect their job performance, such as by causing dizziness, drowsiness or other impairment of job performance. It is the team member's responsibility to determine from his or her physician whether a prescribed drug may impair job performance.

On occasion, managerial, executive, and sales team(s) may entertain customers during or after work hours as representatives of The Breakers. Additionally, there are certain team member parties or special events where alcoholic beverages are served. On these occasions, only moderate consumption of alcoholic beverages is acceptable. Team members are expected to remain responsible, professional, and sober at all times.

DRUG AND ALCOHOL TESTING

The Breakers shall conduct drug and alcohol tests in the following circumstances:

- Reasonable Suspicion: Team members may be required to submit to screening whenever The Breakers has reasonable suspicion they have violated this policy. Reasonable suspicion may arise from supervisory observation, co-worker reports or complaints, performance decline, attendance or behavioral changes, or causing, contributing to, or having been involved in a workplace accident or a vehicular accident.
- Routine Fitness for Duty: Team members will be required to submit to drug tests conducted as part of fitness-for-duty medical examinations, if such examinations are part of The Breakers established policy or are scheduled routinely for all members of an employment classification or group.
- Follow-up Testing: Team members who are in the course of participating in an employment assistance program for alcohol or drug related problems, or an alcohol or drug rehabilitation program, may be required to submit to alcohol or drug testing as a follow-up to such programs.
- Random Testing: The Breakers reserves the right to conduct random drug and alcohol screening programs, upon proper notification to all affected team members if required by federal, state, or local law.

ENFORCEMENT & DISCIPLINE

In order to enforce this policy, The Breakers reserves the right to investigate potential violations and to require team members to undergo substance screening, including urinalysis, blood tests, or other appropriate tests. Team members can report the use of prescription or non-prescription drugs that may affect a drug test by completing a written consent form. Refusal to submit to testing under this policy may result in termination or other disciplinary action.

EQUAL EMPLOYMENT OPPORTUNITY POLICY

The Breakers is an equal opportunity employer. That means The Breakers:

- Provides equal opportunity in all employment practices from selection through termination, to all qualified applicants and team members, without regard to race, genetic information, color, religion, sex, sexual orientation, national origin or ancestry, age, physical or mental disability, marital status, veteran status or any other protected characteristic as established by law;
- Will reasonably accommodate any team member with a known disability in the performance of the essential functions of their job, unless doing so would create an undue hardship for The Breakers; and
- Prohibits any and all unlawful discrimination or retaliation.

Team members should immediately notify the Senior Vice President & Chief Human Resources Officer or the Assistant Director of Human Resources if you feel you have experienced or witnessed any form of discrimination or retaliation, or to request an accommodation for a disability.

NO SOLICITATION & NO DISTRIBUTION

The Breakers prohibits solicitation on its premises by team members during working time or by individuals and groups not affiliated with The Breakers. Solicitation is any form of money raising activity, such as fund raising, merchandise sales, gifts, tickets, or any other related services. The term “working time” does not include a team member’s authorized lunch or break, or other time when the team member is not required to be working.

Distribution of literature, merchandise, gifts, or services not directly associated with normal business activity are prohibited in work and customer areas at all times.

Team members may not post any notice, writing, poster, sign, or object without prior approval by Human Resources.

The Breakers organizes fundraising activities with certain community service organizations and team members have the opportunity to participate by visiting www.thebreakersgives.com. The Community Relations Team is in charge of selecting charity causes and is open to suggestions.

If you are approached with a request for a corporate donation from The Breakers, please refer them to: www.thebreakers.com/donations.

WORK AUTHORIZATION

Government regulations require all team members to furnish valid documentation of identity and work authorization. A Human Resources representative will advise you what documents are acceptable.

If your immigration or work authorization status changes after you begin working so that you are no longer authorized to legally work in the United States, you will be immediately placed on a leave of absence until a valid authorization is provided. If you are unable to obtain valid work authorization within a reasonable period of time, as determined by The Breakers, employment will terminate.

ZERO TOLERANCE HARASSMENT POLICY

The Breakers does not tolerate harassment of our team members, guests, members, vendors, or suppliers.

For purposes of our policy, the term “harassment” includes any offensive comment, joke, or other verbal, graphic, or physical conduct relating to an individual’s race, genetic information, color, religion, sex, sexual orientation, national origin or ancestry, citizenship status, age, physical or mental disability, marital status, veteran status, or any other protected characteristic as established by law.

In addition to the above listed conduct, “sexual harassment” can also include the following examples of unacceptable behavior:

- Unwanted sexual advances;
- Offering an employment benefit (such as a raise, promotion, or other career assistance) in exchange for sexual favors, or threatening an employment detriment (such as termination, demotion, or disciplinary action) for a team member’s failure to engage in sexual activity;
- Visual conduct, such as leering, making sexual gestures, displaying of sexually suggestive objects, or images;
- Verbal sexual advances, propositions, or requests;
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual’s body, sexually degrading words used to describe an individual, suggestive or obscene communications or invitations; and
- Physical conduct, such as touching, assault, impeding, or blocking movements.

If you have any questions about what constitutes harassing behavior, ask the Senior Vice President & Chief Human Resources Officer or the Assistant Director of Human Resources. If you feel that you, another team member, or any individual at work is being harassed by another team member (including a supervisor or any member of management) or a non-employee in connection with work (including but not limited to a vendor, supplier, guest, member, or resident), you must immediately report it to either the Senior Vice President & Chief Human Resources Officer at extension 8410, the Assistant Director of Human Resources at extension 7761, or The Breakers Anonymous Tip Line at (561) 635-6328.

All complaints of harassment that are reported to Human Resources will be:

- Treated with as much confidentiality as possible, consistent with the need to conduct an adequate investigation and take corrective action;
- Investigated promptly. The Breakers prohibits team members from hindering our internal complaint procedure or investigations; and
- Corrective action will be taken where warranted, up to and including termination of employment.

You will not be penalized in any way for reporting harassment in good faith. Your notification of the problem is essential to us. We cannot resolve a harassment problem unless we know about it. Therefore, it is your responsibility to bring these issues to our attention so that we can take whatever steps are necessary to correct the problem.

ESSENTIALS

ATTENDANCE

ATTENDANCE EXPECTATIONS

An acceptable attendance record is an essential requirement for continued employment at The Breakers and an important consideration for pay increases and promotional opportunities. It is the team member's responsibility to know when they are scheduled for work. The supervisor is the only person authorized to make schedule changes.

PROCEDURE FOR ABSENCES AND TARDINESS

Each team member has the personal responsibility to notify his or her immediate supervisor of an absence or tardiness. This notification should be made with as much advance notice as possible and no later than two hours before the start of the work shift (except in the case of an emergency and then as soon as possible). Team members are required to give the reason for their tardiness or absence and their expected time or date of return to work. This notification is to be repeated daily if an absence continues beyond one day.

If the supervisor is not available at the time of the call, the team member should leave a message with another supervisor of the department and call again. Team members are responsible for speaking directly with their supervisor each day they are tardy or absent. Team members who fail to report to work for two consecutive days without notifying their supervisor are considered to have abandoned their jobs. Immediate termination will result.

It is at the supervisor's discretion to determine whether the notice of absence or tardiness is acceptable under the circumstances of each case. Disciplinary action up to and including termination will be taken for excessive, unexcused absences or tardiness.

INCLEMENT WEATHER & NATURAL DISASTERS

The Breakers notifies its team members when the hotel is closing due to severe weather conditions or natural disasters. Management communicates such closings to team members directly or via a pre-designated medium such as Send Word Now or a recording on the Team Member Phone Line (561) 653-6362 (Option 9).

COMMUNICATIONS

The Breakers encourages open communication among team members and departments in order to create an environment conducive to carrying out our mission and achieving our objectives.

The following methods of communication are utilized:

- The Breakers Team App (Beekeeper)
- Hotelevision
- Shuttlevision
- All Team Meetings
- Management Communication Meetings
- Communication Boards – Located directly inside the team member entrance and in departments

MEDIA RELATIONS

With respect to information about events, guests, members, residents, or our business information, team members may not speak on behalf of The Breakers to any member of the press at any time, including outside of working hours or away from the premises, unless authorized to do so. This includes requests for photos, videos, or any other images.

We understand that sometimes team members may find themselves in a conversation where they are being asked to share this type of information and they should be comfortable advising that they do not have any information to share. The Communications Department is here to assist every team member should they encounter or suspect that anyone from the media is soliciting information.

If team members encounter a situation where they believe they are being asked to speak on behalf of The Breakers by the press, or receive a direct media inquiry, they should contact the Director of Communications, at extension 8465.

SOCIAL MEDIA POLICY AND PROCEDURES

Social media consists of online activity and internet communications, including, but not limited to, social and professional networks, such as Facebook, Instagram, Twitter, LinkedIn, Pinterest, and social and professional blogs.

The information posted to these various outlets can be tracked and traced. New online tools and technological advances will introduce new opportunities to build one's virtual footprint.

Because this form of communication is vast and growing, it is important that The Breakers communicates to you our position regarding team member use of social media. Additionally, it is important for team members to have an awareness of The Breakers' right to access this type of public information, and apply our policies and conduct standards to such communications.

THE BREAKERS' SOCIAL MEDIA PRESENCE

The Breakers is proud to maintain a social media presence on Facebook, Twitter, Instagram, Pinterest, Google+, and other platforms as a means to promote The Breakers and its related businesses. The Breakers' social media profiles are administered by the Communications Department, and all messaging on behalf of The Breakers must be approved and distributed by the Social Media Manager or the Director of Communications.

Team members are encouraged (but not obligated) to become fans and followers of The Breakers' various social media profiles and may "like/favorite" a photo or a post on The Breakers' Facebook or Instagram pages. Team members may also share (e.g., RT on Twitter) company-generated content and promotions within their personal networks.

However, team members are not permitted to post, comment, or otherwise engage in any form of conversation on The Breakers' social media accounts. Additionally, when posting personally, team members are not permitted to geo-tag "The Breakers Palm Beach" - or any of our businesses on property - such as their location, to ensure that only company provided and/or guest shared images show in the location tag for The Breakers.

USING SOCIAL MEDIA DURING WORKING TIME

The Breakers does not permit team members to access social media sites for non-business purposes during working time or through The Breakers' computer system. For purposes of this policy, working time includes time when the team member is performing actual job duties and does not include the team member's own time such as lunch and break periods. Team members may only access social media sites through personal devices during the team member's nonworking time and only in areas that are not frequented by guests or the public, including The Breakers' lobbies, pools areas, conference rooms, guest rooms, and similar areas of the property.

Violations of this policy may result in disciplinary action, up to and including termination of employment.

If you have any questions about this policy, please ask your manager or supervisor.

ONLINE ASSOCIATION WITH THE BREAKERS

Team members who identify themselves on social media as an employee of The Breakers must make clear that the views they express on social media accounts are their own and do not represent the views of The Breakers. If you identify yourself as being affiliated with The Breakers on social media, you should represent yourself in a positive and ethical manner. If you choose to list your work affiliation on a social network, then you should regard all communication on that network as you would in a professional network or business setting. Even if you do not intentionally associate yourself with The Breakers, you are equally responsible for any of your online activity conducted with a company email address, and/or which can be traced back to the company's domain, and/or which uses company assets.

Team members are not permitted to use The Breakers' name, logo, trademark, or service mark in online activities (including posting links, hashtagging (ie: #TheBreakers), etc. to The Breakers' social media accounts) in a manner that would mislead or confuse the public or guests regarding the quality of The Breakers' properties, products, or services or in a manner The Breakers' believes represents an actual or potential threat to the smooth operation, goodwill, or profitability of its business.

Team members are prohibited from disclosing sensitive company operating materials or information to any unauthorized person or party, including, but not limited to, guests on property, policies, procedures, financial information, events, guest, member or resident information, manuals, or any other similar sensitive information contained in company records.

Team members should be careful when considering posting recommendations for colleagues on sites such as LinkedIn. The Breakers requires that all recommendations made on behalf of The Breakers pertaining to employees and former employees come from the Human Resources Department. Therefore, we ask that you clear all potential recommendations with Human Resources for anyone who is or was ever associated with The Breakers.

PERSONAL USE

The Breakers maintains the right to monitor employee social media activity that concerns The Breakers, is conducted during a team member's working time, as defined above, is geo-tagged to a company location, or includes company-promoted accounts (e.g., @TheBreakers) and hashtags (e.g., #TheBreakers or #TheBreakersGIVES) – especially on Facebook, Instagram, and Twitter. Use your best judgment at all times and remember you are responsible for your actions. When in doubt, do not post.

All of The Breakers' policies and conduct standards apply to online communications. Do not use social media to post or to display comments about co-workers, guests, vendors, suppliers, or members of management that are abusive, profane, physically threatening or intimidating, or constitute a violation of The Breakers' workplace policies against discrimination, harassment, or retaliation on the basis of race, gender, color, national origin, age, disability, veteran or military status, or any other status protected by law or The Breakers' policies.

THE BREAKERS' RIGHT TO INSPECT

The Breakers reserves the right to inspect all electronic data and usage occurring over the company's network or using the company's property without prior notice. We also reserve the right to access information in the public domain on the Internet and to discipline employees for any violation of these guidelines, up to and including termination of employment.

QUESTIONS AND CLARIFICATION

If you have any questions or need further clarification of any aspect of this policy, please contact the Social Media Manager or Director of Communication.

COMMUNITY OUTREACH (GIVES)

A dedicated Community Relations Team was formed in 2007 to enhance the potential of what we can do as an organization in service to the community and those in need. Our multi generational employee population engages in meaningful hands-on experiences, further strengthening the bonds of our team members and ultimately serving our community. The Breakers GIVES is an online resource to communicate community service opportunities allowing team members to search for programs and initiatives that match their skills and passions, as well as record volunteer hours. Through Volunteer Time Off (VTO), team members are empowered to use work time to volunteer.

Team members receive one complimentary Breakers Gives shirt to be used for VTO service projects at the start of their employment, during The Breakers' Orientation Experience. Team members can purchase a replacement shirt for \$20 in The Signature Shop after presenting their team member ID.

EMPLOYMENT

EMPLOYMENT INFORMATION & RECORDS

EMPLOYEE INFORMATION

All requests for information about job applicants and current or former team members must be directed to Human Resources. It is The Breakers' policy to verify employment only. This includes providing dates of employment, job title, and verification of salary. All verifications are handled through the Human Resources Department. All other team members are prohibited from providing any response to such information requests, other than directing the requesting party to Human Resources.

EMPLOYMENT RECORDS

The Human Resources Department should be notified whenever there are changes in a team member's name, address, email address, phone number, number of dependents, emergency contact, etc. Employment records are the property of The Breakers. Their contents are confidential and will not be released or made available to any person, except as required by law. Team members may request an appointment to review their own files. The Human Resources Department may approve or deny such requests in its sole discretion. Team members who examine their personnel files must do so in the presence of a Human Resources Representative who has custody of The Breakers' employment records. Team members are not permitted to remove or copy any item from their file, but may request a copy of their own resume from the file. Terminated team members may not review their files.

INTRODUCTORY PERIOD

The first 90 days of employment are called the Introductory Period. During this time, new team members will have the opportunity to become acquainted with The Breakers, their jobs, their responsibilities, and with fellow team members. The supervisor also uses this period to evaluate performance and to make sure new team members are well suited for their positions. Team members who fail to demonstrate the commitment, performance and behavior expected by The Breakers may be terminated without progressive discipline during this period. This period will be extended if performance is substandard. The supervisor should contact Human Resources to request an extension.

Your employment is not for any specific term and may be terminated at will. Neither your status as an introductory employee nor successful completion of the Introductory Period modifies the "at will" employment relationship.

PROMOTIONS & TRANSFERS

Current job openings are updated as positions become available in the Human Resources Department or on The Breakers' Career Transfer & Referrals Website (www.thebreakers.com/careers/team).

To be eligible to apply for a transfer into a posted job vacancy, a team member is generally required to have been in his or her current position for a minimum of six months and have no staff relations infractions on file for the past six months. Legitimate business considerations may result in some exceptions to this general rule. Team members should discuss their interest in promotion or transfer with their supervisor and then complete a Transfer Request form via The Breakers Career Opportunities Website. Transferred and promoted team members are required to satisfy a new Introductory Period of 90 days, beginning on the effective date of their transfer or promotion.

TERMINATION PRACTICES

Termination is the process by which a team member's employment formally ends. The following terms define the two classifications of termination:

1. **Voluntary Termination:** A team member initiates the termination process.
2. **Involuntary Termination:** The Breakers initiates the termination process. Involuntary Termination requires prior approval from the Human Resources Department.

It is requested that team members who desire to voluntarily terminate their employment give two weeks notice of their intent to resign, or three weeks notice for management staff. In The Breakers' sole discretion, team members who give notice of their intent to resign may be required to leave immediately instead of working during the notice period and may also be assigned to other work as needed without a change in their rate of pay. Team members who engage in any misconduct after they have given notice of their intent to resign will be terminated immediately.

Benefits cease on the last day of the month in which the team member is terminated. Some insurance coverage, as defined by the terms and conditions of the plans, may be continued under the COBRA regulations or otherwise. Such continuation is at the team member's expense.

All of The Breakers' property in the team member's possession must be returned to their supervisor/manager prior to the last day of employment.

A Staff Relations representative conducts exit interviews by appointment in the Human Resources office.

Terminated team members will receive their final paycheck on the next scheduled payday for the pay period in which the termination occurs, unless the law requires an earlier payment.

RE-HIRE PRACTICES

Team members who terminate voluntarily may be eligible for re-hire in the sole discretion of The Breakers. Eligibility for re-hire is not a guarantee of re-employment.

Team members who wish to be re-hired are required to reapply as external applicants for open positions. The team member may be required to comply with all requirements that apply to new hires, including participation in The Breakers' Orientation Experience and the Introductory Period.

OUTSIDE EMPLOYMENT

The Breakers does not object to you holding other jobs provided there is no conflict of interest and your job at The Breakers is not adversely impacted. Outside employment that interferes with your obligations to The Breakers is prohibited. In addition, no team member shall claim to be a representative of The Breakers in connection with any outside employment.

Before accepting any supplementary job, it is mandatory to notify your supervisor to determine if there is a conflict of interest or if it would adversely affect your job performance at The Breakers. Additionally, it is mandatory to report any outside employment in The Breakers' Annual Conflict of Interest Survey if you are asked to complete the survey. If The Breakers determines a conflict of interest exists or that acceptance would adversely affect your job performance, you should not engage in outside employment. Failure to notify your supervisor in advance of any outside employment or disclose outside employment in your response to a conflict of interest survey may be grounds for immediate termination.

The Breakers reserves the right to ask you to resign from outside employment. Failure to comply with such a request will be grounds for immediate termination.

PAYROLL

IDENTIFICATION CARDS & TIMEKEEPING

All Breakers' team members are issued an Identification Card that is to be carried at all times for property access.

Hourly team members are required to use their Identification Cards to clock in/out each workday at designated time clocks. This determines the hours of pay to be received. Also, team members must clock in/out for meal periods or when they leave the property for any personal reason.

Hourly team members may not clock in more than five minutes before their shift begins, or clock out more than five minutes after their shift ends, except at the direction of their supervisor. Additionally, it is prohibited to clock in before parking your car or clock out after retrieving your car. Team members may only clock in/out with their own Identification Card and not for any other team member(s).

Lost Identification Cards should be reported to Security and there is a replacement cost.

PAYROLL DEDUCTIONS

Federal Income taxes, Social Security taxes, Medicare taxes, and garnishment of wages are deducted from team member paychecks, as required by law. If a team member is not familiar with the retirement and disability benefits provided by Social Security and Medicare, the team member should check with his/her local Social Security office.

Voluntary deductions for benefits will be made with the team member's written authorization.

Team members should notify the Human Resources Department of changes as they occur in their personal status that may affect their payroll deductions (marital status, birth of a child, or any other change in the number of exemptions).

The team member's supervisor should contact Payroll immediately if there is a discrepancy with paychecks or deductions. All paycheck discrepancies will be processed in the next regular scheduled payroll cycle.

OVERTIME

The Breakers may schedule team members to work reasonable overtime consistent with operational needs. Non-exempt team members receive overtime pay and exempt team members do not. A supervisor must authorize overtime in advance. Overtime will be paid to non-exempt team members for hours worked in excess of forty hours per week.

SERVICE CHARGE

A service charge is automatically added to guest checks for meals, beverages, spa services, etc. Each team member whose position receives service charge as an element of their compensation is paid their portion of the service charge in his or her paycheck. The team member's supervisor should be contacted with questions concerning a team member's eligibility for and participation in service charge compensation.

CASH TIP REPORTING

Some team members receive cash tips from our customers. If the cash tips you receive exceed \$20 per calendar month, they must be reported to Payroll in order to meet Internal Revenue Service (IRS) requirements. Automatic service charge, charged tips, guest room account, or credit/debit card tips do not need to be reported as these tips are paid to you through your bi-weekly payroll, and are taxed accordingly.

The Breakers has provided guidelines for easy cash tip reporting through one of the following methods:

1. Hourly employees – Must record their tips directly into the time clocks (Kronos) as they are earned daily. Instructions for reporting cash tips with Kronos are available on The Breakers Team App (Beekeeper) under the Human Resources section of the Resource Library (...More).
2. Salaried employees – Must complete IRS Form 4070 including signature and group/client name who provided the cash tip and submit to Payroll with a copy to the Risk and Compliance Manager within the pay period of receiving the cash tip. IRS Form 4070 form is available on The Breakers Team App (Beekeeper) under the Human Resources section of the Resource Library (...More) and can be scanned to Payroll@thebreakers.com with a copy to the Risk and Compliance Manager.

The Breakers is required by law to include reported cash tips in gross wage earnings and withhold the applicable taxes (Federal Income, Social Security and Medicare taxes). Reporting cash tips is also necessary for The Breakers to monitor minimum wage compliance for those employees whose cash tips are credited toward minimum wage. Moreover, employees who do not report their cash tips may owe federal income, Social Security, Medicare taxes, interest, and penalties on unreported amounts. Please note that The Breakers Conflict of Interest policy located in the Code of Ethics sets forth guidelines for when cash tips (and gifts) from customers must also be reported to your Manager and the Risk and Compliance Manager to avoid a potential conflict of interest.

Cash tip reporting is subject to audit by The Breakers and failure to properly report cash tips may result in disciplinary actions, up to and including termination of employment. Please contact your department manager or the General Counsel at extension 6631 with any questions regarding the cash tip reporting policy.

PAYCHECK DISTRIBUTION

Payday is every other Friday on a bi-weekly basis through direct deposit. You must authorize The Breakers, in writing, to pay your wages or salary via direct deposit. The appropriate forms will be provided prior to orientation, or may be obtained from Human Resources.

Access to your paycheck and W2 information is made available on the ADP team member portal. Team members must register with ADP to gain access to their paycheck information. Registration information is available through the Payroll Department.

Certain team members are on The Breakers' semi-monthly payroll and are paid on the 15th and the last day of the month. The distribution of pay for team members on the semi-monthly payroll is arranged through the office of the Executive Vice President & Chief Administrative Officer.

Pay is not issued in advance.

PERFORMANCE MANAGEMENT

The continued development and engagement of our team members at all levels in the organization are critical to our future success. It is the goal of The Breakers to provide each full-time team member with an initial 90 Day Check-In and an Annual Check-In via BeEngaged, The Breakers' performance management system. If a team member is not receiving adequate performance feedback from their supervisor, he or she should notify the Assistant Director of Human Resources.

The team member completes an online self-evaluation and the manager completes an online review of the team member. The two parties then meet to discuss the results. The performance feedback session is designed to be a two-way conversation to allow the team member to share their perceptions of their job and their aspirations. The supervisor can recognize the team member's strengths and achievements, discuss opportunities for improvement, and guide the team member in selecting goals.

PERSONAL APPEARANCE

PERSONAL APPEARANCE STANDARDS

The Breakers takes pride in its image and expects all team members to uphold and abide by our standards for attire and hygiene.

HYGIENE

Team members must report to work clean and well groomed, with no objectionable body odor. All clothing must be clean, properly fit, free from stains or rips, and pressed. Employees must wear appropriate/not visible undergarments for a professional appearance. Shoes must be clean, polished, and free of scuff-marks.

UNIFORMED EMPLOYEES STANDARDS FOR DRESS

Uniforms, shoes, and nametags must be worn as directed by your department.

NON-UNIFORMED EMPLOYEES STANDARDS FOR DRESS

Non-uniformed team members may adhere to a Dress for your Day Guideline, allowing team members to use discretion with selecting appropriate dress based on the business of each workday.

1. **Business Formal:** Business formal attire is required for client meetings, Board of Director meetings and all guest contact. For men this requires a 2-piece suit or jacket and pants, with collared shirt, tie, and coordinated belt, shoes, and socks. Ties are not required in all business formal settings; ask your supervisor for department specific requirements. For women this requires a dress, skirt, or full-length dress pants, with a coordinated blouse and/or jacket. For footwear, closed toe business loafer or pump is preferred. Peep-toe or sling-back pumps are also permitted for females. Socks or flesh toned hosiery (unless otherwise directed by your department) is required.
2. **Business Casual:** In the absence of guest contact, business casual attire is acceptable for office meeting days and department receptionists. For men, long sleeve button down or collared polo style shirt with full-length dress pants and coordinated belt, shoes, and socks. For women, a dress, skirt or full-length dress pants, with a coordinated sleeved blouse and/or jacket. For footwear, flats, loafers, mules, boat shoes, and sling or open backs are permitted. Socks and hosiery are optional.
3. **Business Workwear:** When working at a desk with no scheduled meetings for the day or when completing physical tasks on property, workwear is acceptable. Workwear is defined as business casual clothing and footwear made from performance fabrics, which aims to make office attire as comfortable as athleisure and athletic wear but with the sharp and formal look of business casual office clothing. For men and women, business casual attire made from performance fabrics are suitable. Yoga pants, tights and shorts are not permitted. Athletic shoes are acceptable.
4. **Business Comfort:** When participating in Volunteer Time Off (VTO), GIVES shirt and jeans (no holes or rips), athletic pants or appropriate shorts are acceptable. Particular trainings, such as Corporate Athlete, also allow for business comfort. The trainer will provide the dress code if business comfort is permitted. Athletic shoes are acceptable. Open toe sandals or flip-flops are not permitted.

HAIR

Hair must be neatly trimmed and a natural color. Men's hair must not extend below the collar. If a man's hair is longer than collar length, it must be neatly pulled back from the face in a bun or ponytail; hair ties must be natural in color and coordinating to hair color.

Facial hair must be fully-grown and well-groomed by the time the team member begins work or must be fully-grown in during nonworking periods, such as vacation. "Fully-grown" is defined as completely covering the skin. "Well-groomed" is defined as trimmed hair that is natural to chin and jaw line and not exceeding 1/2 inch in length. Designs, braiding, or other extreme facial hair styles are not permitted. Mustache must be neatly trimmed and may extend up to 1/2 inch past the corners of the mouth. Sideburns must not extend beyond the ear lobe or into the face. All skin surrounding any facial hair must always be clean-shaven.

SCENTS & HYGIENE

Perfume, cologne or other products with scent are permitted in moderation; they should not draw attention.

NAILS

Fingernails must be clean, neat and short in length. Approved nail shapes are round, square, and oval. Traditional French manicure, clear, cream, beige, and light pink polish colors are permitted for females, however multi-toned polish colors and nail art or jewelry are not permitted. Clear polish is permitted for men.

If acceptable peep-toe pumps are worn, toenails should be well manicured. Toe rings, toe jewelry, and toenail decorations are not permitted.

ACCESSORIES & JEWELRY

Only simple, small and discreet jewelry is permitted. Facial piercings and dental jewelry are prohibited. For guest contact and uniformed employees, only one watch, one ring and one pair of small earrings (not hanging below the ear lobe) are permitted.

MAKE-UP

Only moderate make-up in natural colors is permitted unless position specific make-up is required. Eyelash extensions are permitted unless your position requires food preparation. Lashes must be light and natural looking, used to accentuate the eye. Dense, heavy, and dramatic lashes are not permitted.

TATTOOS, BODY PIERCING, AND OTHER PERSONAL DECORATIONS

Body piercing (other than one earring per ear), and other personal decorations (including, but not limited to dental/tongue accessories) must not be visible to our guests.

Visible tattoos are permitted, with the exception of sleeve tattoos and placement on hands, feet, neck or face. Tattoos that are offensive or distract from guest service are not permitted. Long sleeves, long pants or conservative makeup may be used to cover tattoos, if necessary. Band-Aids, sweatbands, wraps, neoprene sleeves, etc. are not permitted for tattoo concealment.

POLITICAL MESSAGING PROHIBITED

The Breakers personal appearance standards prohibit all forms of political messaging. Prohibited political messaging may include, however is not limited to, the adornment of pins, stickers, posters, flags and jewelry.

UNIFORMS

UNIFORM REQUIREMENTS

In many job classifications, uniforms are required. We provide the uniform, with some exceptions. Please ask your supervisor for your particular position's uniform specifications.

Uniforms are to be kept in excellent condition, neatly pressed, and always worn on duty. Soiled or damaged uniform pieces should be exchanged at the Uniform Room. No replacements will be issued without turning in a uniform piece for exchange.

The Breakers has returned to pre-pandemic uniform standards. Masks and facial coverings are not permitted while on duty, unless:

- Riding on the team member shuttle (optional)
- Upon request, if you or an immediate family member are at high risk for severe illness from COVID-19
- Upon request, based on high-potential exposure from job duties with conditions to be determined by Risk Management and Human Resources
- You are individually required by a health care provider as an accommodation for a known disability
- Risk Management requires individual team members for a specified period of time, per CDC and/or Health Department guidance, after reporting an exposure, experiencing symptoms or receiving a positive COVID-19 test
- Risk Management directs all team members should there be a high level of COVID-19 within the community

Team members may request an accommodation by contacting Risk Management at BSafe@thebreakers.com. The Breakers will allow a mask accommodation, provided it is reasonable and does not create an undue hardship for The Breakers or pose a direct threat to the health or safety of others in the workplace, or to the requesting employee.

UNIFORM DEPOSIT

In order for you to perform your job at The Breakers, you are issued one or more uniforms at no cost to you. Uniforms are the property of The Breakers and have a replacement value of \$50.00 to \$250.00 depending on the area of service and type of uniform needed. The Uniform Room has a current list of replacement values for all uniforms. As part of your job duty, it is expected that you take reasonable care of your uniforms and protect them against damage, theft, or loss.

If the uniforms are damaged, stolen, or lost while in your possession, The Breakers will take deductions from your paycheck to repair or replace the uniforms until the repair and/or replacement value is met. You are subject to these deductions in both overtime and non-overtime workweeks. The Breakers monitors deductions to insure deductions do not result in your pay being reduced below minimum wage, and that they are not deducted from overtime if applicable. However, please notify your manager immediately if this occurs and a refund will be provided for that pay period.

It is your responsibility to return uniforms to the Uniform Room in good condition, reasonable wear and tear excepted, upon exit from your position (and during your employment when temporary loaner uniforms are due for return). Deductions will be made from your final paycheck(s) if uniforms are not returned.

TEMPORARY UNIFORMS AND DEDUCTIONS

If you work in a second department occasionally, you may request a temporary uniform through the Uniform Room. Temporary uniforms are also available for one-time use for special events or if your uniform became soiled during your shift. The temporary uniform must be returned to the Uniform Room within 7 days.

If a temporary uniform is not returned on time, the full value of the uniform will be deducted from your paycheck. If the uniform is returned within 10 days, you will be reimbursed in your paycheck. If the uniform is returned after 90 days from the due date, the deduction will no longer be reimbursed.

If you frequently work in a second department, you may request a permanent uniform be issued by completing a Uniform Request Form with the department manager's signature. Forms are available at the Uniform Room entrance.

UNIFORM REPLACEMENT

Uniforms should be replaced when they are discolored, worn-out, or no longer fit. Uniform request forms are located at the Uniform Room and must be signed by your supervisor.

NAMETAGS

Uniformed team members and team members in guest contact positions are required to wear nametags while on The Breakers' property or while conducting The Breakers' business off property.

Exceptions to this policy are at the discretion of your Executive Group Member.

Nametags are to be worn as follows:

- The nametag is to be worn at chest-level on the left side of your uniform.
- The nametag should read first name only for non-management team members and full name (first and surname) for supervisors and managers.

Team members will be issued one nametag on their first day of employment. The Security Department will replace damaged, dirty, non-legible, or broken nametags at no charge. There is a replacement cost to the team member for lost or forgotten nametags.

No other pins or emblems may be worn on the uniform without prior approval from the Senior Vice President & Chief Human Resources Officer.

STAFF RELATIONS

The Breakers recognizes that team members may have questions or problems arise. In order to encourage team members to voice concerns in an attempt to resolve the problems, we have a formal problem resolution procedure and an open door staff relations system.

PROBLEM RESOLUTION PROCEDURE

For most questions and problems, please follow these steps (you may ask the Assistant Director of Human Resources to assist you at any time during the process):

1. You should first request a meeting with your immediate supervisor (the person you report to directly). The supervisor will listen and investigate the problem with the intention of finding an agreeable solution for all those concerned. If you feel the problem is with your immediate supervisor, or it is not possible or practical to discuss the matter with that person, you may skip Step 1 and start the procedure with Step 2.
2. If you are not satisfied after meeting with your supervisor, you may ask to meet with your department head or senior manager. He or she will review the relevant facts, including any action taken by your immediate supervisor and suggest a solution. Again, if you feel it is not possible or practical to discuss the matter with your department head or senior manager, you may skip Step 2 and proceed to Step 3.

3. If you are not satisfied with your department head or senior manager's handling of the problem, you may request a meeting with the Assistant Director of Human Resources in Human Resources. The Assistant Director of Human Resources, or a designated representative, will thoroughly investigate the problem and review The Breakers' policies and procedures before making a determination.
4. If you are not satisfied with the determination made by the Assistant Director of Human Resources, you may submit a written request for the matter to be referred to the Senior Vice President & Chief Human Resources Officer or his or her designee, who will review the matter and offer a final decision.

If your question or problem is such that it is not practical to use the problem resolution procedure, then you may call the Staff Relations Notification Line: extension 7761 or The Breakers Anonymous Tip Line: extension 6328. A staff relations representative will record the information provided, conduct additional research and make an assessment of the situation. If necessary, an investigation will be conducted. A final resolution will be rendered and notification will be provided to the involved team member(s) as determined by the Assistant Director of Human Resources. In the event the nature of the incident creates an immediate threat to health or safety, contact Security: extension 7880.

The Breakers will not tolerate any form of retaliation against team members who have used the problem resolution procedure. However, it is equally important to state that using this procedure will not prevent The Breakers from taking disciplinary action against an individual for making frivolous, malicious, or intentionally false claims.

ACTIONS THAT WARRANT DISCIPLINE

The policies and procedures of The Breakers are necessary guidelines that provide a basis for equitable treatment of each team member. In addition, these guidelines serve as the foundation for a fair relationship between the team member and The Breakers. These guidelines are applied consistently to all team members, regardless of department or manager. Every team member will have confidence that The Breakers will treat each person fairly. It is the responsibility of each team member to work toward the achievement of this goal.

Violations of any established policies and procedures or conduct that is unprofessional or inhibits productivity may result in disciplinary action including warnings, suspension, or termination. The nature of the disciplinary action is contingent upon the facts and circumstances of each individual situation. Employment is "at will" and may be terminated by either party at any time, without prior notice, warning, or counseling.

TEAM MEMBER COUNSELING

The intent of team member counseling is to formally document problems while providing the team member with an opportunity to improve performance. The process is designed to encourage development of team members by providing them with guidance in areas that need improvement, such as productivity, attendance, personal conduct, compliance with The Breakers' policies and procedures, or other disciplinary problems.

It is the regular practice for supervisors to use the warning procedure described below, except in those cases that may require a team member's immediate termination. A supervisor may also document verbal counseling without following this procedure when appropriate.

1. A designated Staff Relations Representative will discuss the problem with the supervisor and team member, and present them with a written warning.
2. The team member may add any comments before acknowledging receipt of the warning by signing it.
3. A record of the discussion and of the team member's comments will be placed in the employment file.

While warnings are often noted as first, second, third, and/or final, to indicate progressive discipline, there are no set number of warnings that must occur prior to termination. Each situation is evaluated on its own facts.

FRATERNIZATION POLICY

The Breakers does not prohibit "fraternization" amongst team members, which is generally defined as having friendly or intimate relationships. However, all team members must be mindful that any personal relationship amongst team members must not violate

The Breakers' standards of professionalism and must always avoid actual or perceived conflicts of interests or favoritism. Managers and supervisors must avoid social interaction with subordinates that may impact the integrity of the reporting relationship, workplace morale, or the reputation of The Breakers. Additionally, team members in manager/supervisor positions must not have intimate relations with team members who report to them, directly or indirectly. If such a relationship develops, it is the mandatory obligation of the manager/supervisor to report the relationship to Human Resources and appropriate action will be taken at the discretion of The Breakers.

HIRING OF RELATIVES

The Breakers does permit the hiring of relatives. However, to ensure compliance with our Conflict of Interest Policy, a relative or a household member of a current team member may not be hired for a position that is directly or indirectly supervised by the current team member or vice versa. It is at The Breakers' sole discretion as to whether an individual is considered a relative or household member subject to this provision.

BRING YOUR CHILD TO WORK DAY

Due to the operational nature of our business, The Breakers does not participate in Bring Your Child to Work Day. It is not feasible for team members to have their child with them at work, while also engaging in the operational and customer service needs of the organization. Although some departments and job positions are not guest facing, no team members are permitted to bring their children to work, in order to maintain fairness.

Additionally, the safety of team members and their children is a top priority at The Breakers. Given that visitors are not trained on company and department specific safety practices, this policy prevents unintentional harm to team member's children on Breakers property.

PERSONAL TELEPHONE CALLS

Personal telephone calls are permitted during a break or meal period. Telephones are located inside The Breakaway Café or you may use your personal phone while on a break only when not in a guest contact area.

The Team Phone Line should be utilized anytime you are calling the hotel: 561-653-6362.

TECHNOLOGY

COMPUTER SYSTEM, EMAIL, AND INTERNET USE

COMPUTER SYSTEM

The Breakers' computer system is the property of The Breakers and may be used only for The Breakers' purposes. All information distributed or maintained by The Breakers' computer system is The Breakers' property and is subject to random audit. The Breakers can monitor real time computer, internet and email usage without prior notification.

Team members are given computers and access to the network and internet solely to assist them in the performance of their jobs. Team members expressly waive (and should have no expectation of) any right of privacy in anything they create, store, send, or receive using The Breakers' computer system or equipment. All communication on The Breakers' computer system, including email and internet usage, should contain the team member's name.

All of The Breakers' policies apply to computer use, email communications, and internet usage, including but not limited to those regarding confidential information, equal employment opportunity, no harassment, and employee conduct.

Technology Services policies and procedures for user IDs, passwords, file and document storage, and other operational issues are located on The Breakers Team App (Beekeeper) and should be followed by all team members.

In order to protect The Breakers' valuable computer system, no team member can install games, hardware, programs, or software that is not licensed and registered under The Breakers' name, as they may contain viruses that can disrupt or destroy our computer

system and/or there may be criminal and civil penalties for their use. Team members must never use or download any outside program without advance approval from Technology Services. The use of removable media (thumb drives, CD burners, etc.) to copy The Breakers' owned data is strictly prohibited unless authorized by an Executive Group Member and the Director of Technology Operations.

Caution must be used to not delete or alter files that are under any legal data retention requirements or potential litigation. Any questions as to whether a document should be retained should be directed to the General Counsel.

EMAIL

The Breakers considers email an efficient means of business communication. Personal email, chain letters, junk mail, spam, jokes, and executables (built in programs) are prohibited. The Breakers' guidelines for appropriate use of email, including essential email security protocols, are located on The Breakers Team App (Beekeeper) and should be followed by all team members. "All User" emails may only be sent with the approval of a Senior Manager. If you have any question about maintaining the security of confidential or proprietary information, do not use email to transfer the information without first consulting with Technology Services.

INTERNET

Internet service is a valuable and costly corporate resource. Its purpose is to facilitate the business of The Breakers by improving business and communications. The Breakers tracks and monitors all internet traffic that is generated or received by team members.

MOBILE DEVICE USE

Personal, non-work supplied mobile devices must be kept in silent or vibrate mode and out of guest view while at The Breakers. It is not acceptable to call, text, take photos, use apps/the internet, or otherwise engage with your mobile device while in public areas or guest view. Personal mobile device use is only permitted while team members are both on approved breaks and out of public areas and guest view. Use of The Breakers Team App (Beekeeper) is permitted out of public areas and guest view, in accordance with your department's guidelines.

Team members with assigned work phones may use their devices in guest areas, however, the mobile device must be kept in silent or vibrate mode and out of guest view when not in use. It is not permitted to walk and use the mobile device and any call/text made or received must be as discreet as possible and never diminish a guest's luxury experience.

The use of a mobile device while operating a motor vehicle, golf or work cart is prohibited.

MOBILE DEVICE USE IN FOOD SERVICE AREAS

Mobile devices are used every day for business purposes, and also for team member's personal use on break periods. However, when a team member is in a food preparation or service area, use of a mobile device creates potential health hazards. Ninety-two percent of mobile devices have bacterial contamination and must never be placed or stored in or around food preparation areas, which is a health code violation. Additionally, any time a mobile device is used in a food preparation or service area or used anywhere by a food service team member, sanitation protocols must be followed. Specifically, mobile devices shall be sanitized before and after use as appropriate, and team members must wash their hands after each use.

TELEPHONE STANDARDS

It is very comforting when you can place a phone call and reach someone who has a warm smile in his or her voice. In our pursuit of excellence, all team members must be cognizant of the way they communicate with guests and fellow team members.

GUIDELINES

- Answer your own calls within three rings.
- Provide an appropriate greeting, identify yourself, and offer to assist.
- Return phone calls immediately.
- Be pleasant and warm – smile while you speak.

- Use the caller's name. If you do not know the caller's name, ask for it and use it. If speaking to a guest, endeavor to use the guest's name as often as appropriate.
- Keep a positive, helpful, and confident attitude that will put callers at ease.
- Be alert, concentrate on your callers and their needs, not yours.
- Speak distinctly and do not use slang or profanity.
- Get complete information and ask the caller's permission before putting them on hold or transferring them.
- End the call by offering further assistance, if appropriate.

VOICE MAIL

The Breakers utilizes a voice mail system that allows team members, clients, etc. to leave voice mail messages. The Breakers reserves the right to monitor and review messages left on the voice mail system at any time. As a result, no team member should leave or authorize others to leave voice messages which are personal in nature or which the caller (or receiver) does not want to be listened to by others. All voice mail messages should be confined to business or work-related matters.

VOICE MAIL PROTOCOL

- Refrain from using your voice mail when you are in your office; our guests prefer to speak to you directly.
- Program your voice mail to pick up immediately when you are away from your office.
- Make sure your voice mail message lets the caller know the extension to call for assistance in your absence.
- If you are out of the office for a day or more, switch to an alternate greeting indicating the date/time you will be returning or another contact person in the department for emergencies.
- Check messages in the voice mail system promptly and return calls within a reasonable time-frame.
- Use the "message waiting" mechanism so you can see immediately when messages are left in your voice mail.
- Where appropriate, arrange to have your messages retrieved so phone calls may be returned promptly.

USE OF THE PROPERTY

CARE AND CLEANLINESS

GENERAL PROPERTY CARE

- Destruction or damage of company property and/or equipment through willful misconduct or gross carelessness is not tolerated.
- All team members are expected to pick up litter that they encounter on the property and dispose of it properly in trash or recycling receptacles.
- When dining in The Breakaway Café and utilizing the locker rooms, all team members are expected to clean up after themselves.
- Waste materials must be separated from recyclable materials. Collection points for recycling are located throughout our property. Consult with your supervisor for specific procedures relative to your department.
- Immediately report all spills, carpet stains, or cleanliness issues to Housekeeping.
- All team members are expected to keep their immediate work areas neat, clean, and organized.
- Work order requests for repairs and maintenance should be called into Facilities Support.

ENVIRONMENTAL POLICY

The Breakers strives to be a leader in our community in the promotion of sustainability and reduction of our environmental footprint. This can only be accomplished when the entire team adheres to the following policies designed to reduce our use of resources and properly recycles.

REDUCTION OF USE OF RESOURCES

Reduce Our Use of Materials

Single use bottled water and disposable tableware (plates, cups, silverware) shall not be ordered for team member use and consumption without prior approval by Materials Management. Filtered water stations are available for team member use. Reusable plates, silverware, cups, mugs, and water bottles are available for purchase for your department by contacting Materials Management at extension 6638. If your work area does not have a break room equipped with a sink for washing reusable tableware, contact Materials Management regarding the purchase of necessary disposable items made from recycled material.

Reduce Our Use of Energy

Team members must turn off all electrical appliances when not in use including but not limited to computers, monitors, printers, micro terminals, heaters, and fans. Team members must turn off lights in unoccupied rooms. This includes offices, closets, storage areas, kitchens, meeting rooms, and restaurants. This does not include public areas, stairwells, and emergency exits that require 24-hour lighting. Department leadership shall review lighting and determine whether motion detection lights would reduce energy use in a safe and practical way. If so, contact Facilities Management. Natural gas powered appliances should only be fired as needed and must be turned off after use.

Reduce Our Use of Water

Faucets, hose bibs, or any water-dispensing device must be turned off when not in use. Any leaking or malfunctioning device must be reported to Facilities Support.

Reduce Our Use of Fossil Fuels

The Breakers provides preferred parking in the main lot and free re-charging to any team member with an electric or plug-in hybrid vehicle. If you have or purchase such a vehicle, contact Security for instructions on parking.

Additionally, The Breakers encourages carpooling, the use of public transportation and, when practical, carbon-free transport such as bicycling, skateboarding, or walking. Bicycle racks are located in the main lot adjacent to the employee entrance, outside the Family Entertainment Center and at 40 Coconut Row.

RE-USE

Each department must consider environmentally preferable purchasing where possible. A review of items regularly purchased must include whether there are alternative products and services with a reduced impact on human health and the environment. Examples include office supplies, cleaning supplies, and recycled paper. Consult with Materials Management for alternative products appropriate for your department.

RECYCLE

Waste Disposal and Recycling Policy

Each department shall have adequate blue and yellow/green (or custom) recycling containers for team member use. Department leaders must periodically assess needs and contact Materials Management at 6638 if additional or different containers are needed. Team members must adhere to waste disposal and recycling guidelines established by The Breakers that require all employees to place waste materials into the proper containers. Generally, The Breakers follows Palm Beach County guidelines regarding recycled materials:

Blue Recycling Containers

Aluminum, glass, plastic containers, milk cartons, juice boxes, and steel cans.

Yellow/Green Recycling Containers

Office paper, newspaper, magazines, catalogs, mail, and any form of cardboard.

Please note that your department may have more specific policies and they must be followed as indicated within your department.

Used printer cartridges are to be returned to the Supply Warehouse for remanufacturing. Rechargeable batteries, electronic items, fluorescent light bulbs, or any hazardous substances must be given to Facilities Support for proper disposal.

Failure to follow established environmental policy will result in disciplinary action up to and including termination of employment.

TOBACCO-FREE WORKPLACE

The Breakers is a tobacco and e-cigarette free workplace both indoors and outdoors for all team members and including all buildings, grounds, and parking lots.

USE OF FACILITIES DURING NON-WORKING TIME

Off-duty team members may visit The Breakers as a guest pursuant to the Team Member Rooms and Amenities Discount Guide, after making the required reservation and subject to program conditions. Off-duty team members must comply with all rules and standards of conduct required of The Breakers' guests, members, and residents.

Off-duty team members may not otherwise enter or re-enter The Breakers' property, or any other work area outside The Breakers' property. An off-duty team member is defined as a team member who has not yet started, or who has completed, his or her assigned shift. Any team member who violates this policy may be subject to disciplinary action up to and including termination.

USE OF COMPANY PROPERTY

Equipment, decor, or other company property may not be borrowed by team members for personal or charitable use without the written permission of an Executive Group Member. Any charitable use must be reported to GIVES so that the company may properly record the loan as a charitable donation. Any loss or damage to borrowed company property is the financial responsibility of the team member.

BENEFITS & PERKS

BENEFITS

BENEFIT PLANS

As a Breakers full-time team member, you are eligible for insurance benefits on the first of the month following 60 days of employment or change in status. To be considered a full-time team member, you must work an average of 30 or more hours per week.

As a Breakers on-call or part-time team member, you are eligible for select insurance benefits on the 1st day of the plan year following your completion of 1,040 hours of employment in the prior plan year. The Benefits Department will notify eligible team members of their status. Select on-call and part-time benefits include Dental Insurance, Vision Insurance, Legal Services, Identity Theft Protection, and Pet Insurance. All full-time, part-time and on-call team members are eligible for the Back Up Care Advantage Program with Additional Family Supports and the Employee Assistance Program.

The Breakers' group insurance "Plan Year" is September 1 through August 31. Benefit eligible team members are provided an opportunity to enroll in The Breakers' company sponsored benefits program after one week of employment during their new hire waiting period and during Open Enrollment each year.

All new full-time team members are scheduled to attend our mandatory benefits and wellness orientation, where we share information on our comprehensive benefits package and our wellness incentive program. Once you have had a chance to review this information and know which benefits you would like to enroll in, you can enroll by using SmartBen, our benefits self-service platform, or contact benefits@thebreakers.com for further information.

BUSINESS TRAVEL ACCIDENT PLAN

Team members who travel on official, approved Breakers' business are covered by life insurance (\$100,000 principal sum) under a Business Travel Accident Plan. The entire cost of this insurance is paid by The Breakers and automatically covers full-time team members, under the age of seventy, excluding truck drivers and their helpers.

COBRA

The Consolidated Omnibus Budget Reconciliation Act of 1985 ("COBRA") provides eligible individuals with the options to continue medical, dental, and vision insurance coverage and their Flexible Spending Account (FSA) at full group rates up to 18 months following termination. In general, if you are covered by The Breakers' medical, dental, or vision insurance plan or have a Flexible Spending Account, you have the right to continue your coverage and/or FSA if you are no longer eligible because the termination of your employment (for reason other than gross misconduct on your part) or change of status. Your eligible dependents may also have the right to elect and pay for continuation coverage. If you have any questions concerning your rights to continued health, dental, and vision coverage and/or FSA, please contact the Benefits Department.

EMPLOYEE ASSISTANCE PROGRAM (EAP)

The Employee Assistance Program (EAP) is an employer sponsored program available at no cost on the first day of employment to all full-time, part-time, and on-call team members and all members of the team member's household. This program includes, but is not limited to:

- Strictly confidential services available 24 hours a day, 7 days a week.
- Short-Term counseling to resolve personal and work problems through professional assistance. Six in-person, online or telephone counseling sessions are available per topic or issue, each year.
- Referrals and resources for emotional well-being support, legal aid, financial guidance, and daily work/life services such as childcare, eldercare, college financial aid, and pet care.

For more information about available services, contact benefits@thebreakers.com.

FLAGLER SYSTEM, INC. EMPLOYEES' SAVINGS PLAN

The Flagler System, Inc. Employees' Savings Plan is designed to help team members save for their future. All full-time, part-time and on-call team members 18 years of age or older are eligible to enroll in the 401(k) Plan on the first of the month following 60 days of employment. Team members may contribute 1% to 50% of their pay to the plan on a pre-tax or post-tax basis and The Breakers will match 100% of the first 6% of the team member's contribution. Following the completion of each year of employment, team members are vested as follows: 1 year – 20%, 2 years – 40%, 3 years – 60%, 4 years – 80%, and 5 years – 100%. This plan is administered by T. Rowe Price. For questions regarding eligibility, please contact the Benefits Department. For more information, please contact T. Rowe Price at (800) 922-9945 or rps.troweprice.com.

FLEXIBLE SPENDING ACCOUNTS

A Flexible Spending Account (FSA) is a benefit that allows you to contribute pre-tax dollars to pay for health care and dependent care costs. The money you contribute is not subject to payroll taxes, which can result in a savings of approximately 30%. You can contribute up to \$3,050 for Health Care FSA and up to \$5,000 for a Dependent Care FSA. The amount you designate for the year is divided into equal installments deducted from your paycheck each pay period and placed in your FSA account. You can carry over up to \$610 of your unused Health Care FSA account funds to the next plan year.

All full-time team members may enroll the first of the month following 60 days of employment.

GROUP LIFE INSURANCE

The Breakers' Group Term Life Insurance Plan is furnished to full-time, salaried, and hourly team members who work a minimum of 30 hours per week.

This benefit is provided to team members at no cost. Team members do not have to be enrolled in The Breakers' sponsored health insurance plan to participate. Coverage begins the first of the month following 60 days of employment.

Additional basic term life insurance is also available for purchase.

HEALTH, DENTAL, AND/OR VISION INSURANCE

Under the group insurance plan provided through The Breakers Palm Beach, Inc. Health Benefit Plan, hospital, surgical and major medical, dental, and vision benefits are available to full-time, salaried, and hourly team members who work a minimum of 30 hours per week. For those who enroll, coverage begins the first of the month following 60 days of employment. The team member portion of the premium for this insurance is made through payroll deductions on a pre-tax basis. Coverage is available to eligible team members, their spouses, and dependents. The detailed provisions and benefits of these plans are available at the Benefits Department and are located on the Benefits Website at www.thebreakers.com/benefits.

OTHER VOLUNTARY BENEFITS

On the first of the month following 60 days of employment, full-time team members are eligible for the following benefits, offered at group rates, for themselves and family members. Eligible team members are invited to participate in the enrollment process after one week of employment during their new hire waiting period and during Open Enrollment each year. More information can be found at the Benefits Department or on the Benefits Website at www.thebreakers.com/benefits.

- **Accident Insurance:** Provides protection against the unexpected costs associated with an accidental injury off-the-job.
- **Cancer/ Critical Illness Insurance:** Pays a lump sum direct to you, over-and-above any other coverage presently in force to help offset the high costs associated with the treatment of covered critical illnesses, including cancer.
- **Hospital Indemnity:** Provides a flat payment upon hospital admission and a daily amount for each day of hospital confinement.
- **Identity Theft Protection:** Provides monitoring to detect high-risk activity, alerts you at the first sign of fraud and manages your recovery should identity theft or fraud occur.
- **Legal Services:** Provides free services and reduced legal fees.
- **Pet Insurance:** Provides benefits to cover various pet services.
- **Life and AD&D:** Provides a death benefit to your beneficiaries.

PATIENT PROTECTION AND AFFORDABLE CARE ACT

Based on regulations provided under the Patient Protection and Affordable Health Care Act (PPACA), team members are required to work an average of 30 hours per week measured annually in order to qualify for benefits. Those benefits include paid holidays, vacation days, personal days, bereavement pay, jury duty pay, and medical insurance plans.

Hours are measured on an annual basis from June to June over a 52-week period. Team members that average more than 30 hours per week during this time frame (including paid time off) will be eligible for insurance benefits from September 1 to August 31 in the following year.

Team members that did not average 30 hours or more per week during the annual measurement will lose eligibility for the full-time benefits listed above. In the event that you do not qualify for full-time status and lose insurance benefits you may be eligible to continue your medical, dental and/or vision under COBRA through Employee Benefits Corporation or medical and dental coverage through the Health Insurance Marketplace. The website to enroll in a Marketplace plan is www.healthcare.gov.

PRE-TAX OPTIONS

Health, Dental, and Vision Insurance can be purchased with pre-tax dollars. Team members selecting these options will have their premiums or payments deducted from their paycheck before taxes are calculated, which will reduce the amount of taxes paid.

Any insurance elections made under the pre-tax option will remain in force until the next open enrollment. Coverage cannot be added, dropped or changed unless the team member has had a "Family Status" change. A "Family Status" change includes a change in legal marital status, change in number of dependents, change in employment status, change in residency to a location outside of the plan's service area, or a change which causes a dependent to become eligible or ineligible for coverage, such as age.

SHORT & LONG-TERM DISABILITY PLAN

Short-term Disability insurance is available at no cost to full-time team members (regularly scheduled to work more than 30 hours or more per week) with more than 60 days of continuous service, and replaces up to 50% of the base monthly salary if a team member

is unable to work for more than 14 days due to non-work related injury or qualifying disability (Up to a maximum of 11 weeks; based on disability).

Full-time salaried team members are automatically enrolled in The Breakers' Long-Term Disability insurance program at no cost. After Short-Term Disability is utilized, there is a 90-day elimination period before Long-Term Disability coverage will start paying you for lost income. If you are approved, the plan will provide for lost wages in the event that you are unable to work due to sickness or an off the job injury, until you reach the maximum benefit period. Contact The Benefits Team for assistance with filing a claim at benefits@thebreakers.com.

WORKER'S COMPENSATION

Worker's Compensation provides benefits to team members who experience injury or illness connected with employment. To be eligible for worker's compensation benefits, the injury must be a direct result of the job. Benefit entitlements are determined by worker's compensation law. It is required that you report all work-related accidents, injuries, and illnesses immediately to your supervisor and/or Security.

HOLIDAYS

The Breakers designates six paid holidays. This policy is based on a five-day workweek and eight-hour day. In addition, full-time hourly team members are eligible to receive a \$25 dollar bonus if they work on Christmas and/or New Year's Day.

Full-time team members are paid for the following holidays:

New Year's Day	Labor Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

Holiday pay for hourly team members is calculated at the team member's hourly base rate. Holiday pay for team members who receive service charge will be paid at an hourly rate of \$20.00 per hour. Service charge is not included in holiday pay.

Newly hired full-time team members become eligible for holiday pay immediately following completion of three months of service. Because holidays are often the busiest times in the resort business, many team members will have to work on holidays. If a team member works on an observed holiday, the team member will receive pay for their hours worked plus an additional 8 hours of holiday pay. Exempt, full-time team members who are required to work on an observed holiday will be granted a floating holiday in place of the observed holiday.

Team members must work scheduled workdays before and after the holiday in order to receive holiday pay (regardless of whether the team member produces a doctor's note). If the holiday falls within a team member's vacation week, the holiday will be used in lieu of a vacation day.

Holiday pay will not be granted to team members who are on a leave of absence.

LEAVES OF ABSENCE

All team members requesting any type of planned leave must notify their manager and the Benefits Department at least thirty (30) days in advance, or as soon as reasonably possible, so that (i) the manager may plan scheduling adjustments for the operation, and (ii) the request for leave is properly processed and documented, and applicable benefits are applied by the Benefits Department. Unless otherwise protected by law, failure to notify the Benefits Department of a request for leave may result in denial of the leave. Unauthorized leave may lead to termination of employment for job abandonment.

FAMILY AND MEDICAL LEAVE ACT (FMLA) POLICY

For leave covered by the FMLA and the National Defense Authorization Act.

Eligible team members may qualify for up to 12 workweeks of unpaid leave for one or more of the following reasons:

1. for the birth or placement of a child for adoption or foster care (if taken within 12 months of the date of birth or placement);
2. to care for an immediate family member with a serious health condition;
3. to take medical leave when the team member is unable to work because of a serious health condition;
4. for any “Qualifying Exigency” related to a team member, or a team member’s spouse, or child who is on active military duty or who is called to active duty; or
5. to care for a Covered Servicemember with a serious illness or injury related to certain types of military service (26 workweeks).

The maximum amount of leave that may be taken in a 12 month period measured backward from the date the employee uses FMLA is 12 weeks for reasons 1-4 above. Team members may be entitled to a maximum of up to 26 workweeks measured forward from the date the employee uses FMLA leave if needed to care for a Covered Servicemember, i.e., the team member’s spouse, child, parent, or next of kin, who (a) is a member of the Armed Forces (including a member of the National Guard or Reserves) who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list for a serious injury or illness or (b) is a veteran of the Armed Forces, including the National Guard or Reserves who is undergoing medical treatment, recuperation, or therapy, for a serious injury or illness and was serving at any time during the five-year period preceding the date on which the veteran underwent the medical treatment, recuperation, or therapy. The maximum combined leave entitlement is 26 workweeks for leave to care for a Covered Service member, but leaves for all other reasons may constitute no more than 12 workweeks of those 26 workweeks.

“Qualifying Exigency” leave may be taken for any qualifying exigency arising out of the fact that a covered military member is on covered active duty or call to covered active duty status. This will permit eligible employees who are family members of a covered military member to take FMLA leave to address the most common issues that arise when a covered military member is deployed, such as attending military-sponsored functions, making appropriate financial and legal arrangements, and arranging for alternative childcare.

Team members with questions about what illnesses or circumstances are covered under this FMLA policy are encouraged to consult with the Benefits Department.

ELIGIBILITY

In order to be eligible for FMLA leave, a team member must meet all of the requirements set forth below:

- The team member must have worked for The Breakers at least 12 months. The 12 months need not have been consecutive. For eligibility purposes, a team member will be considered employed, if they have been employed for an entire week even if the team member was on leave during the week;
- The team member must have actually worked at least 1,250 hours during the 12-month period immediately before the date when the leave would begin.
- Remote team members who reside outside of Florida must comply with their state requirements if applicable. Consult your Remote Team State Laws on Beekeeper and the Benefits Department.

NOTICE OF MEDICAL HEALTH CARE CERTIFICATION

If you need family medical leave, you may be required to provide:

- 30-day advance notice when the need for the leave is foreseeable;
- When leave is for a “Qualifying Exigency,” notice should be given as soon as practicable, i.e., within 2 days of learning of the need for leave;
- Medical certification from a health care provider (both prior to the leave and prior to reinstatement);
- Periodic re-certification;
- Periodic reports during the leave; and
- Any other documentation authorized by law.

If you require continuous, intermittent, or reduced schedule leave for planned medical treatment, you must make reasonable efforts to try to schedule treatment so as not to unduly disrupt The Breakers' operations.

COMPENSATION DURING LEAVE

Family medical leave is unpaid. The Breakers may require you to use accrued paid leave (such as paid time off) during the period of unpaid family or medical leave. Consult with the Benefits Department on other available benefits that may apply to your situation.

BENEFITS DURING LEAVE

The Breakers will maintain, for up to 12 work weeks of family medical leave or 26 weeks for covered servicemember leave, any group health insurance coverage that you were provided before the leave on the same terms as if you had continued to work. In some instances, The Breakers may recover premiums it paid to maintain your health coverage if you do not return to work following the leave.

While on paid leave, the team member pays their portion of the health care premium and The Breakers will continue to make payroll deductions to collect the team member's share of the premium. While on unpaid leave, the team member must continue to make this payment, either in person or by mail. The payment should be received in the Benefits Department by the first day of each month for which the premium is due.

Holiday pay will not be granted during an FMLA leave.

Short- and Long-Term Disability or Parental Leave/Adoption Benefit may be available based on the team member's tenure and status; please consult with the Benefits Department.

INTERMITTENT LEAVE OR A REDUCED WORK SCHEDULE

The team member may take FMLA leave in twelve (12) consecutive workweeks (or up to 26 workweeks if related to an injury or disability arising from military service), or under certain circumstances may use the leave intermittently (take a day periodically when needed over the year), or may use the leave to reduce the work week or work day, resulting in a reduced-hour schedule. In all cases, the leave may not exceed a total of 12 workweeks (or up to 26 workweeks if related to an injury or disability arising from military service) over a 12-month period. Such leave must be medically necessary.

The Breakers may temporarily transfer a team member to an available alternative position with equivalent pay and benefits if the intermittent or reduced schedule leave is for foreseeable leave based on planned medical treatment and the alternative position would better accommodate the intermittent or reduced schedule.

The Breakers allows team members to take intermittent or reduced schedule leave for the birth or placement through adoption or foster care of a child. The Breakers and the team member must mutually agree to the schedule before the team member may take the leave intermittently or work a reduced-hour schedule. Leave for birth, adoption, or foster care of a child must be taken within one year of the birth or placement of the child.

JOB REINSTATEMENT

Under most circumstances, upon return from family medical leave, you will be reinstated to your previous position, or to an equivalent job with equivalent pay, benefits, and other employment terms and conditions. Your use of family medical leave will not result in the loss of any employment benefit that you earned or were entitled to before using family medical leave. If you are returning from family medical leave for your own serious health condition, but you are unable to perform the essential functions of your job because of a disability, The Breakers will attempt to accommodate you. However, The Breakers does not have to create a position just for the purpose of accommodating your needs.

FAILURE TO RETURN AFTER FMLA LEAVE

An employee who fails to return to work as scheduled after FMLA leave or exceeds the FMLA entitlement and does not notify The Breakers additional leave is required, may be subject to The Breaker's standard leave of absence and attendance policies, which may result in termination if you have no other Breakers-provided leave available to you that applies to your continued absence. Likewise, following the conclusion of your FMLA leave, The Breaker's obligation to maintain your group health plan benefits ends (subject to any applicable COBRA rights).

FRAUD

Providing false or misleading information or omitting material information in connection with an FMLA leave will result in disciplinary action, up to and including immediate termination.

COMPANY COMPLIANCE

It is contrary to The Breakers' policies for The Breakers or any of its team members to interfere with, restrain, or deny the exercise of any right provided by family medical leave law, including refusing to hire, discharging, or discriminating against any individual for being involved in any proceedings related to family medical leave.

Team members should immediately report any such issues to the Assistant Director of Human Resources, Senior Vice President & Chief Human Resources Officer, or Executive Vice President & Chief Administrative Officer.

FUNERAL & BEREAVEMENT LEAVE

Following the completion of the 90-day Introductory Period, The Breakers provides Funeral & Bereavement Leave for full-time team members to attend the funeral of immediate and immediate step family members. The immediate family is defined as: spouse, child, grandchildren, mother, father, sister, brother, grandparents, and mother/father in-law. Up to three paid days will be granted to attend funerals within the State of Florida and up to five days outside the state.

To receive pay, team members are required to provide a copy of an obituary notice or other appropriate documentation, which shows the family relationship. Documentation should be provided to the supervisor and the supervisor shall provide these documents to the Benefits Department. This leave may be granted in other circumstances at the discretion of Senior Management and the Benefits Services Manager, in order to accommodate personal circumstances not anticipated by this policy. Funeral and bereavement pay for team members who receive service charge will be paid at the team member's base rate or \$20.00 per hour for those paid less than minimum wage.

JURY DUTY LEAVE

Following the completion of the 90-day Introductory Period, The Breakers will grant leave to full-time team members, who have been required by the courts to serve Jury Duty. The summons must require team members to serve during their regularly scheduled working hours. Eligible team members who have been summoned should notify their supervisor at least five days in advance of their planned absence.

Team members will be reimbursed for Jury Duty up to ten days per year. They will receive their weekly base or hourly rate, less any amount paid by the court. Team members who receive service charge will be paid at an hourly rate of \$20.00. To receive this pay, team members are to provide to their supervisor an official document signed by the County Court Officer, along with the Jury Duty paycheck stub, if provided, to the supervisor. The supervisor will provide court documentation to the Benefits Department.

Team members released early from Jury Duty must report to work.

MILITARY LEAVE

The company provides unpaid military leaves of absence to team members who serve in the uniformed services as required by the Uniformed Services Employment and Reemployment Act of 1994 (USERRA) and applicable state laws. Leave is available for active duty, active duty for training, initial active duty for training, inactive duty training, full-time National Guard duty, and for examinations to determine fitness for any such duty. You should notify your manager and the Benefits Department as far in advance as possible and present a copy of your official call to duty orders.

PARENTAL LEAVE / ADOPTION BENEFIT

Following the completion of 1 year of service, The Breakers provides full-time team members (regularly scheduled to work 30 hours or more per week) who are a new birth parent or adoptive parent, four-weeks of parenting leave with pay equivalent to 50% of their compensation.

The four-week paid benefit will be calculated at 50% of the team member's base rate of pay not to exceed more than \$750.00 per week. In cases where both parents are employed at The Breakers, both will be entitled to the four-week paid parenting leave as individuals.

The Parental Leave/Adoption benefit must be used within 4 months of the birth or adoption date.

Team members who meet the eligibility requirements for the Family and Medical Leave Act (FMLA) (i.e. twelve months of service and 1,250 worked hours over the previous 12 months prior to leave) shall receive the four-week Parental Leave/Adoption Benefit concurrent to the family and medical leave. The employee must schedule an appointment with the Benefits Department so that the request for leave is properly processed and documented.

For Adoption: The team member must be the legal guardian/parent of and reside in the same household with the newly adopted child to be eligible, and the child must be under the age of 18 at the time of adoption. Once placement and adoption are finalized, the team members will need to provide a copy of the court decree to the Benefits Department in order to receive the benefit.

UNPAID LEAVE OF ABSENCE

The following conditions apply to Unpaid Non-FMLA Medical and Personal Leave of Absence:

- Completion of the 90-day introductory period.
- Paid Time Off (PTO) and Vacation will not accrue while on leave.
- Holiday pay will not be granted while on leave.
- Earned Paid Time Off (PTO) and Vacation may be used.
- Medical Reserve Bank time may only be used for FMLA or Non-FMLA Medical Leaves of Absence

NON-FMLA MEDICAL LEAVE OF ABSENCE

Unpaid Non-FMLA Medical leave of absence may be granted in certain circumstances for those team members with a serious medical condition or another legally qualifying reason who may not qualify for a FMLA Leave. The Breakers will consider the team member's request in accordance with applicable laws and The Breakers' leave policies. Unpaid Non-FMLA Medical Leave of Absence will be granted at the sole discretion of management, absent any applicable legal entitlement. If the team member is granted leave, he/she must comply with the terms and conditions of the leave, including keeping in touch with The Breakers during his/her leave and providing prompt written notice if there is any change in return date.

For an Unpaid Non-FMLA Medical Leave of Absence, the team member must submit a physician's statement of necessity. If possible, at The Breakers' discretion, the number of weeks granted would be the number of weeks specified for treatment and/or recovery on the physician's statement. If the team member's anticipated return date changes, the team member must notify the Benefits Department in writing and provide an updated physician's statement of necessity. The Breakers, at its discretion, may maintain health insurance coverage for the team member and, if applicable, the team member's family, to the extent permitted by the Group Health Plan. This coverage may be provided if team members or their families were covered under the plan before the leave was taken and on the same terms as if they had continued to work. Team members must make arrangements with the Benefits Department (prior to taking the leave) to pay their share of their benefit premiums while on leave. In some instances, The Breakers may recover premiums it paid to maintain health coverage for a team member and/or their dependents. The employer may recover the costs incurred for paying the team member's share of any premiums whether or not the team member returns to work. Continuation of coverage through COBRA will be offered to team members after 12 weeks of non-FMLA medical leave.

The Breakers will attempt to return a team member from Non-FMLA Medical Leave as soon as he/she is able to return to work. If returned to employment, the type of job available and rate of pay are not guaranteed and are subject to business needs and the sole discretion of The Breakers. No team member will be returned from an Unpaid Non-FMLA Leave of Absence if no suitable job openings exist. If the team member fails to comply with the conditions of leave, he/she will be considered to have voluntarily resigned from The Breakers. Any team member who fails to return to work as scheduled or exceeds the leave period granted may be subject to termination of employment. Notwithstanding the foregoing provisions of this policy, The Breakers will administer this policy in compliance with state and federal law.

PERSONAL LEAVE OF ABSENCE

The Breakers may grant a personal leave of absence in certain circumstances, at The Breakers' discretion, for up to 4 weeks. Personal Leave of Absence will be granted at the sole discretion of management, absent any applicable legal entitlement. If the team member is granted leave, he/she must comply with the terms and conditions of the leave, including keeping in touch with The Breakers during his/her leave and providing prompt written notice if there is a request for change in return date.

The Breakers, at its discretion, may maintain health insurance coverage for the team member and, if applicable, the team member's family, up to 4 weeks or to the extent permitted by the Group Health Plan. This coverage may be provided if team members or their families were covered under the plan before the leave was taken and on the same terms as if they had continued to work. Team members must make arrangements with the Benefits Department (prior to taking the leave) to pay their share of their benefit premiums while on leave. In some instances, The Breakers may recover premiums it paid to maintain health coverage for a team member and/or their dependents. The employer may recover the costs incurred for paying the team member's share of any premiums whether or not the team member returns to work. Continuation of coverage through COBRA will be offered to team members after 4 weeks of personal leave.

The Breakers will attempt to return a team member from Personal Leave. If returned to employment, the type of job available and rate of pay are not guaranteed and are subject to business needs and the sole discretion of The Breakers. No team member will be returned from a Leave of Absence if no suitable job openings exist. If the team member fails to comply with the conditions of leave, he/she will be considered to have voluntarily resigned from The Breakers. Any team member who fails to return to work as scheduled or exceeds the leave period granted may be subject to termination of employment. Notwithstanding the foregoing provisions of this policy, The Breakers will administer this policy in compliance with state and federal law.

UNPAID LEAVE OF ABSENCE DUE TO LOW BUSINESS ACTIVITY

The Human Resources Department has developed a number of programs to assist and support those who would like to take more time off during the summer and other periods of low business activity. A team member may be eligible for a Low Business Activity Leave of Absence (a maximum of 16 workweeks during the period of low business) if he/she is a full-time or part-time team member who has completed 90 days of continuous service. A team member may continue insurance benefits at the same rates and continue to accrue vacation and personal time. Holiday pay will not be granted during a Low Business Activity Leave of Absence.

The Breakers, at its discretion, may maintain health insurance coverage for the team member and, if applicable, the team member's family, up to the length of approved leave or to the extent permitted by the Group Health Plan. This coverage may be provided if team members or their families were covered under the plan before the leave was taken and on the same terms as if they had continued to work. Team members must make arrangements with the Benefits Department (prior to taking the leave) to pay their share of their benefit premiums while on leave. In some instances, The Breakers may recover premiums it paid to maintain health coverage for a team member and/or their dependents. The employer may recover the costs incurred for paying the team member's share of any premiums whether or not the team member returns to work.

A request for unpaid leave of absence and the length of the requested leave will be approved or denied at the sole discretion of the team member's department manager and is based on the level of business activity. Once approved, the team member must schedule an appointment with the Benefits Department prior to the leave of absence. Any team member who fails to return to work as scheduled after unpaid leave of absence due to low business activity or exceeds their length of leave granted may be subject to termination of employment.

PAID TIME OFF (PTO)

The Breakers provides PTO to all full-time team members for time away from work that may be scheduled in advance. PTO may also be taken for a team member's own illness or injury, or to take care of a sick family member.

For remote team members who reside outside of Florida, if a state or local law provides for benefits, leaves of absence or time off that is different than stated in this handbook for Florida team members, The Breakers will comply with those requirements.

PERSONAL AND SICK DAYS AND MEDICAL RESERVE BANK

Following three months of employment, team members are credited with one and one-half days (12 hours) of paid time off for personal or sick days. Pay continues to be accrued at the rate of one-half day (4 hours) each subsequent month of their first year. After one year of employment, The Breakers offers six days (48 hours per year) of personal time on the team member's anniversary date of hire.

Pay for hourly team members is calculated at their hourly base rate. Team members whose base rate is below minimum wage will be paid at \$20.00 per hour. Service charge is not included. Salaried exempt team members will receive their regular weekly base salary.

Management has the right to request certification of illness from a doctor for illness of any period of time, even one day.

Any unused time from the previous year will be reserved in a Medical Reserve Bank, up to a maximum of 30 days to be used for extended illnesses, medical emergencies, medical and family leave, or a leave due to a work related injury (during the first 7-day waiting period for worker's compensation). Personal time must be used before accessing the Medical Reserve Bank. Earned and accrued personal time and medical reserve time is not paid upon termination.

VACATION

Full-time team members receive paid vacations in accordance with the following schedule:

Completed Years of Continuous Employment:	Eligible Vacation Pay:
At years 1-4	10 days (2 weeks /80 hours)
At years 5-9	15 days (3 weeks /120 hours)
At years 10+	20 days (4 weeks/160 hours)

Vacation pay for hourly full-time team members is calculated at the team member's hourly base rate. Vacation pay for team members whose base rate is below minimum wage will be paid at an hourly rate of \$20.00 per hour. Service charge is not included in vacation pay. Salaried exempt team members will receive their regular weekly base salary. In no instance will the weekly vacation pay exceed an amount equal to 40 hours per week.

Supervisors assign the time of vacations for their departments. Due consideration will be given to team member preference whenever possible.

For the wellness of all team members, pay in lieu of time off is not permitted. Vacations do not carry over from one year to the next unless a legitimate business reason exists. This must be approved by the team member's Senior Manager and the Senior Vice President & Chief Human Resources Officer. Upon termination, team members who give two weeks or more notice will be paid for any accrued vacation.

VOLUNTEER TIME OFF (VTO)

Full-time and part-time team members are eligible for VTO immediately upon completion of The Breakers Orientation Experience; 16 hours VTO for full-time team members and 8 hours VTO for part-time team members. VTO banks renew each year on September 1, aligning with the fiscal year. Unused time will not be carried over from year to year.

Team members are responsible for following procedures to request VTO which is posted on www.thebreakersgives.com. A list of VTO-approved organizations is located under "About > Company Supported Charities". Supervisors will approve/deny VTO hours based on eligibility, business levels, and completed VTO forms. Team members must complete the "Payment Approval Form" within the current pay period in order to be paid VTO.

Pay for hourly team members is calculated at their hourly base rate. Team members whose base rate is below minimum wage will be paid at \$20.00 per hour. Service charge is not included. VTO time should not be requested or approved in any week if the use of VTO time would create overtime for that week. Upon termination, team members will not be paid any remaining VTO hours.

SHUTTLE SERVICE

Shuttle service starts at 7:30am every day. Pick up times continue every 15 minutes, until The Hill Parking Lot is closed, after which the shuttle is available on demand only. If a shuttle is not waiting at the employee entrance, please notify a security specialist to call one for you.

The shuttle pick up points are the main employee entrance and The Hill Parking Lot. Shuttle service to 40 Coconut Row, the Clubhouse, and Echo are on demand only.

If The Hill Parking Lot is not being utilized on a specific day, shuttle service will be on demand only, picking up at the main employee entrance.

THE BREAKAWAY CAFÉ

The Breakaway Café is available to team members on their scheduled days of work. The Breakaway Café provides an array of menu items, computer/internet access, and free local calls. Payment may be made by cash, credit, or debit card. Personal checks are not accepted. The menu and hours of operation can be found on The Breakers Team App (Beekeeper).

INCLUSION

ALTERNATIVE WORK SCHEDULE

The Breakers supports alternative work scheduling arrangements designed to meet the operating and customer service needs of a department. The availability of alternative work schedules is not intended to change the department's regular hours of operation, nor does it alter the responsibility or diminish the authority of department heads to establish and adjust work schedules. Instead, alternative scheduling is intended to bolster team member morale and retention while maintaining and enhancing a department's service delivery. However, a team member's proposed schedule change must be approved by with Human Resources to ensure the appropriate team member and organizational notifications are maintained.

Flex time and compressed workweeks are available options for team members. Flex time is an arrangement that may include a consistent daily schedule with individualized starting and ending times that are the same throughout the week or a varying daily schedule that starts or ends at different times each day. Compressed Workweek is an arrangement that enables a full-time team member to work longer days in exchange for a shorter day or a day off each week. For examples of flex time and compressed workweeks, please see the Alternative Work Schedule Policy on The Breakers Team App (Beekeeper).

Team members should recognize that alternative work schedules are considered exceptional arrangements and accommodations. Eligibility for participation in flex time or a compressed workweek schedule will be determined by the department head after receipt of the team member's proposed work schedule. The department head will permit the proposed work schedule (or as modified by the Department Head) if it is determined that it will enable the team member to fully meet job responsibilities, performance expectations, and departmental needs. The appropriate form shall be completed and signed by both the team member and department head, then forwarded to the Senior Vice President & Chief Human Resources Officer. This decision to allow an alternative work schedule is at the sole discretion of the Executive Group representative, subject to review and approval by Human Resources.

LACTATION SUPPORT PROGRAM

This program is part of the company's health and wellness initiatives and offers support to continue breastfeeding after returning to work. Team members are to provide an atmosphere of support for new mothers that elect to breastfeed.

Team members will be provided with adequate time to express milk, a private lactation area and educational materials and resources. The allotted time will not exceed the normal time allowed for lunch and breaks. Team members must bring their own breast pumps and storage containers. Refrigeration/storage is not provided and team members are responsible for storing their milk. A lactation area is located in The Breakaway Café Ladies Locker Room. Support materials are provided by the Benefits Department upon request.

TRANSGENDER EMPLOYMENT

The Transgender Employment Policy is designed to create a safe and productive workplace environment for all team members. The policy sets forth guidelines to address the needs of transgender and gender non-conforming team members and clarifies how management and co-workers should respond in situations where questions may arise about how to protect the rights or safety of such team members. The goal is to ensure the safety, comfort, and healthy development of transgender or gender non-conforming team members while maximizing the team member's workplace integration and minimizing stigmatization of the team member. Please review the Transgender Employment Policy on The Breakers Team App (Beekeeper).

SAFETY & SECURITY

EMPLOYEE LOCKERS

Employee locker facilities for men and women are located adjacent to The Breakaway Café and are available through the Security Department. The locks and lockers are the property of The Breakers.

Only The Breakers' combination locks are to be used on The Breakers' lockers. Combination locks are available from Security for a cash deposit, which is refunded when the combination lock is returned. No personal locks are allowed and will be removed by Security.

Security may, at its discretion, open and search lockers and their contents. Periodically, team members will be asked to open their lockers for routine cleaning.

As with all areas of the resort, team members are expected to assist with keeping the locker areas clean.

LOST AND FOUND

Any lost and found articles should be given to a supervisor as soon as possible and no later than the end of the shift. The supervisor will contact Security immediately upon receipt of lost and found articles.

PERSONAL PROPERTY

The Breakers will not assume any responsibility for replacing or repairing team members' personal property if lost or damaged. Team members are responsible to secure their personal property while on The Breakers' premises.

If a team member's job requires him or her to provide their own equipment or tools, they are to fill out and sign an inventory of the equipment and tools they own. This inventory will be verified and signed by the supervisor.

PROPERTY OF THE BREAKERS

Team members must have a package pass signed from an authorized manager to remove any property from The Breakers' premises.

Upon termination of employment, all of The Breakers' property must be surrendered. This includes, but is not limited to: equipment, manuals, reports, documents, or any other information relating to The Breakers' business.

RIGHT TO INSPECT

The Breakers respects its team member's right to privacy, however, for security purposes, we maintain the right to inspect personal belongings. Each team member agrees, as a condition of continued employment, to allow security and/or management to inspect his or her personal property (including vehicles) on The Breakers' premises. Any package brought into or taken out of the property may be inspected. The Breakers' premises and equipment, including The Breakers' vehicles, desks, and lockers are subject to inspection at any time.

In the event that items of value are missing from The Breakers or its guests, The Breakers has the right to question team members and conduct searches of team members and their personal property. Team members shall cooperate as requested with The Breakers during an investigation. If the unauthorized removal of The Breakers' property or of guests' property causes a loss to The Breakers, team members must reimburse The Breakers for the amount of loss.

SAFETY & HEALTH

SAFETY STANDARDS AND WORKPLACE ACCIDENTS

The Breakers seeks to provide a safe and healthy environment for its team members. Each team member is expected to comply with all safety and health requirements, whether established by management, federal, state, or local law.

Team members are required to use all assigned protective clothing and Personal Protective Equipment (PPE) in the specified areas and times and in the manner intended by the manufacturer.

General General Safety Standards for team members:

- Don't wait for an accident to happen! Report any safety concerns to your supervisor. If the situation is not corrected, call Security.
- Never touch blood, bodily fluid, or an object that is contaminated with it. If blood or bodily fluid is found, call Security immediately to report it. Someone who is trained will clean it up.
- Be aware of chemical hazards in your department. Know where your Safety Data Sheets (SDS) are located. Know what to do if exposed to chemicals. Never mix chemicals or use chemicals that are in unlabeled containers.
- If doing your job causes physical pain or discomfort, notify your supervisor. Protect your back. Practice safe lifting techniques.

In case of a workplace accident or injury:

All accidents involving a team member that occur on The Breakers' premises, regardless of whether or not they result in injury, must be reported to a supervisor and/or Security immediately. Similarly, if you are injured or ill, report your condition immediately to your supervisor. The supervisor must immediately contact Security to make an incident report and initiate proper follow up by Risk Management.

- Security can be reached at extension 7880 or through the hotel operator (dial "0").
- Security can render first aid. Team members that require medical evaluation and treatment must go to The Breakers' worker's compensation health care provider, and continue treatment until the treating health care provider declares maximum medical improvement and/or the team member has been discharged from treatment.
- Team members must clock out and clock back in when an appointment to treat a workplace injury is scheduled during their workday. Team members are encouraged to make appointments prior to or after their workday schedule.
- The Breakers' Risk Management department has a return-to-work program for team members who are injured in the workplace and have resulting work duty restrictions. The Breakers' attempts to place team members with duty restrictions back in their home department with modifications as necessary, but if this is not possible, The Breakers' will attempt to offer work in other departments that have work within the restrictions required by the worker's compensation health care provider.

FIRE SAFETY & EVACUATION

In the event of a fire or other emergency, dial extension 7880, identify yourself, your location, and describe the problem. Quickly assist with evacuation and secure the area if possible. Exit the building and assemble in your department's designated safe location.

The fire safety and evacuation plans of The Breakers are managed by Security. Team members are required to observe fire safety rules, follow fire safety procedures, and otherwise support and cooperate with security training and protocols for fire safety. Each team member is responsible for knowing the location of the nearest fire exit, fire alarm, fire extinguisher, and telephone within their working area.

INFECTIOUS DISEASE PREVENTION

Infectious diseases stem from organisms such as viruses, fungi and parasites; they can be transmitted directly and/or indirectly between individuals. Some examples include the common cold, the flu, stomach viruses and COVID-19. Symptoms may involve fever, chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, loss of taste or smell, sore throat, congestion, runny nose, nausea, vomiting, and/or diarrhea.

To maintain a healthy workplace, all team members are required to monitor themselves daily for symptoms and/or exposures to infectious disease(s). If any symptom(s) arise, or if there's a known exposure, team members must stay home and consult a healthcare provider as necessary.

STAY HOME WHEN SICK

If you experience symptoms and/or exposure(s) to an infectious disease, promptly notify your manager of required absence and follow the [Absences and Tardiness](#) procedure outlined in the Attendance section. Utilize resources such as [Paid Time Off](#) (PTO) – Personal and Sick Days, and/or the [Medical Reserve Bank](#) found in the Benefits & Perks section as needed. Follow the guidance from your healthcare provider for testing, treatment and return to work.

For any concerns about potential workplace exposure to infectious disease(s) or questions about return-to-work protocols, contact Risk Management at BSafe@thebreakers.com. Risk Management can provide assistance with testing options, conduct contact tracing for a reported suspected or confirmed infectious disease in the workplace, and offer guidance on return-to-work requirements in accordance with CDC and/or Department of Health guidelines.

DAILY SCREENING

At the beginning of each workday, upon clocking in, all team members must undergo a health screening to ensure they are symptom-free and haven't been exposed to any known infectious disease(s). Additionally, their temperature will be checked using a thermal camera at the time clock. If any team member responds to the screening question indicating symptoms or exposures, or displays a fever over 100.4°F, they will be notified by Security, sent home and contacted by Risk Management regarding return-to-work requirements.

PREVENTION

All team members should remain vigilant in the prevention of infectious disease(s) through regular hand washing, avoidance of touching the face, proper sneeze-cough etiquette and the utilization of personal protective equipment (PPE) as appropriate. Team members should also maintain workplace hygiene and cleanliness, and practice social distancing when necessary. To stay updated on best practices, all employees are required to complete "Infectious Disease Awareness in the Workplace" training annually, which is provided online by the Global Risk Advisory Council (GBAC).

BUSINESS & PERSONAL TRAVEL

Any team member who is traveling to or from a restricted area affected by infectious disease(s) must notify Risk Management at BSafe@thebreakers.com before returning to work. This ensures that The Breakers can consult CDC and/or Health Department recommendations for appropriate return-to-work guidelines.

For any inquiries regarding this infectious disease prevention policy, please contact the Risk and Compliance Manager at BSafe@thebreakers.com.

VACCINATION POLICY

Purpose

Consistent with our duty to provide and maintain a safe and healthy workplace, The Breakers has adopted a Vaccination Policy to safeguard the health and well-being of employees and their families, our guests and club members, others who spend time in our facilities, and the community from infectious conditions that may be mitigated through an effective vaccination program. This policy is intended to comply with all laws.

Scope

This policy applies to vaccinations identified by The Breakers' Human Resources and Risk Management Departments. It pertains to all employees and applicants for employment, and is not relevant to guests, club members or other visitors.

Policy

The Breakers strongly encourages all applicants and employees to receive vaccines and boosters as recommended by the CDC.

Discrimination/Harassment Prohibited

The Breakers prohibits any and all discrimination, harassment or retaliation. Team members should immediately notify the Chief Human Resources Officer or the Assistant Director – Human Resources if they feel they have experienced or witnessed any form of discrimination, harassment or retaliation.

Legal Accommodations and Exemptions

The Breakers is committed to providing equal employment opportunities without regard to any protected status. As such, The Breakers complies with all laws protecting individuals and applicants with disabilities or medical conditions, as well as employees' sincerely held religious beliefs and practices. When requested, The Breakers will consider a reasonable accommodation for any known medical condition or disability of a qualified individual, or for religious beliefs and practices, which prevents or prohibits the employee or applicant from receiving a vaccine or otherwise complying with any policy provided the requested accommodation is reasonable and does not create an undue hardship for The Breakers, or pose a direct threat to the health or safety of others in the workplace or to the requesting employee.

Rights Reserved

The Breakers reserves the right to move from a voluntary vaccination policy for current employees to mandatory vaccination for current employees depending on state and county infection rates, the employee infection rate, the recommendations of the CDC and the state and local health departments, and all applicable laws.

SAFETY TEAM

Any suggestions or concerns regarding the implementation of safety features, equipment, and procedures should be directed to the Safety Team for consideration by contacting the Safety and Risk Manager or by emailing safetyteam@thebreakers.com. All team members are required to cooperate with the Safety Team to maintain a safe work place.

WORKPLACE VIOLENCE AVOIDANCE

The Breakers is committed to avoiding workplace violence incidents perpetrated by team members (past or current), guests, members, vendors, visitors, and/or significant others.

DEFINITIONS

Workplace Violence – Any workplace related act, whether it be physical, verbal, and electronic or otherwise, that causes fear, intimidation or physical injury to a team member, member, vendor, guest or visitor.

Threat – Any workplace related statement, verbal, implied, or electronic, that instills fear of present/future harm to the receiver of the message or third party(s).

Domestic Violence in the Workplace – Any workplace related incident, prompted by a team member's significant other or one who perceives such a relationship (stalker), which causes emotional or physical harm to the team member.

Weapon – Any item that is likely to cause physical harm, which is not required for the team member to perform his/her job task.

Cleared Personnel – All those individuals that have successfully completed a background investigation conducted by The Breakers' Security Department or other approved resource.

ACCESS CONTROL

In keeping with the standards set forth by The Breakers, access control to each "non-guest" related area (offices, mechanical rooms, The Breakaway Café, break rooms, etc.) must be limited to cleared personnel only and all visitors, including significant others (family and friends), must be escorted by a Breakers' team member from entry to exit, never being left unattended.

REPORTING OF INAPPROPRIATE BEHAVIOR

In order to ensure the safety and well being of all personnel, any workplace violence or threat must be reported to the Assistant Director of Human Resources, the Senior Vice President & Chief Human Resources Officer, or the Director of Security, immediately. At no time will The Breakers tolerate any type of Threat or physically/verbally inappropriate behavior demonstrated by a team member (past or current), guest, member, vendor, visitor, or significant other. Therefore, it is the responsibility of the receiving party to report any form of this behavior (verbal, physical, implied, or electronic) as well as any warning signs upon notice. Even if the Threat is of a domestic nature, The Breakers encourages all domestic violence victims to communicate of any Threat to ensure safety of the recipient of the threat as well as all other team members. All reported incidents will be kept confidential to the extent possible.

If you see something, say something. In case of emergency, dial 911 then call Security at (561) 659-8999 or extension 7880. For non-emergencies, contact the Director of Security at extension 8423, the Senior Vice President of Human Resources at extension 8410, or dial The Breakers Anonymous Tip Line at (561) 635-6328.

WEAPONS

Weapons are not permitted on The Breakers' property, except as permitted by law. Any item that can do physical harm, which is not required for the individual's job task, is strictly prohibited. Given the presence of reasonable suspicion, The Breakers reserves the right to search all company owned property (locker, desk, etc.) so as to ensure a weapon free workplace.

THREAT MANAGEMENT PLAN

The Breakers Security has threat response procedures in place to respond to reported workplace violence incidents.