

I LOVE VACATIONS

COMPANY HANDBOOK

Introduction to Company Values & Policies

Since 1999, we have built quite a reputation for being the best in property management and guest services. Everything we have created was built from an owner's perspective, with the goal being; to provide exemplary customer service and the luxury accommodations our owners and guests deserve.

What is important to being a part of the team?

We believe in:

Teamwork- We are a fun workplace that thrives on teamwork. It is expected that everyone works together and demonstrates respect towards one another. With the common goal of great customer service, we believe that teamwork helps:

- Increased efficiency
- Idea generation
- Enhanced communication
- Sharing the workload
- Support network

Proactive VS Reactive- Reactive service is delivered "after the fact", typically when a guest has a request, complaint or is simply dissatisfied. We strive for proactive service which means taking all the steps prior to guest arrival that ensures a smooth, relaxing stay for our guests. Being proactive means:

- **Being Responsive:** Check in/out inspections to catch items before and after guests.
- **Communicating:** Communicate/document problems, issues & ideas with the team so nothing is missed.
- **Taking Action:** Acting upon any issues and requests as soon as they've been identified.
- **Documentation:** Always note what is going on to track progress of tasks.

Experience- We want our owners and guests to have the best experience while staying with us. We will go above and beyond to ensure that their stay is exactly how they envisioned it. We make sure they are having a great time by:

- **Following up-** Reach out to guests prior to getting an idea of what they're looking to do while staying with us. Always good to follow up after to see how things went.
- **Use your Resources-** Having fun and helpful events, activities, restaurants & services on hand to offer makes a big difference.
- **Be Professional, Personable & Respectful-** Let the guest know you are there for them to always help in any way possible. Customer service is key!

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Policies

I Love Vacations policies may change at any time, employees are expected to comply with the most current versions. If you have any questions concerning this handbook or a policy, please consult your supervisor.

Non Disclosure Agreement

- Employees, contractors & preferred vendors, must not misuse confidential information, including internal & client information and communications. It is a condition of employment that the employee signs the company's Confidentiality Agreement. (NDA)

Conflict of Interest Statements

- Employees must disclose and avoid actual & perceived conflict of interest or commitment between I Love Vacations and their external activities. Depending on the circumstances, employee participation in activities in which a conflict of interest exists, may be prohibited or may be permitted but affirmatively managed.
- To protect the Company's Proprietary Information, I agree that during the period of my employment by the Company I will not, without the Company's express written consent, engage in any other employment or business activity directly related to the business in which the Company is now involved or becomes involved, nor will I engage in any other activities which conflict with my obligations to the Company.

Anti-Discrimination

- I Love Vacations provides equal employment opportunities to all employees, applicants & job seekers. We are committed to using reasonable standards based on each individual's qualifications as they relate to a particular employment action (hiring, training, promotions) when coming to a decision. No person will be discriminated against in employment or harassed because of race, color, religion, sex, sexual orientation gender identity, national or ethnic origin, age, status as an individual with a physical or mental disability unrelated to ability, protected veteran status, military status, citizenship status, genetic information, marital status, parental status, ancestry, source of income, credit history, housing status, order of protection status actual or perceived association with such a person or other classes protected by law.
- This policy includes the commitment to maintaining a work environment free from unlawful harassment. No employee or applicant shall be subject to retaliation (including harassment, intimidation, threats, coercion or discrimination). Employees should immediately bring any complaint/issue to the supervisor.

Code of Conduct

A workplace code of conduct provides guidelines for ethical behavior, professional conduct, and compliance with laws and regulations. It includes provisions on integrity, conflict of interest, confidentiality, and workplace relationships.

- HR must be informed in writing of any and all relationships between employees.
- At any time when traveling for business the opposite sex should not be alone together in a hotel room or rental home bedroom.
- While interacting and counseling an employee, a leader must always have a 3rd person present.

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Compensation

- As an employee of I Love Vacations, there are certain **required deductions** from the federal government that are mandatory & must come out of our employee's paychecks. They are:
 - Social Security
 - Medicare
 - Federal withholding taxes
 - State withholding taxes
 - Garnishments/child support as ordered by law
- **Voluntary deductions** from an employee paycheck can include participation in benefits programs deductions, for example: 401k program. The employee will be able to enroll in the 401k program after a year with the company.
- **Other deductions** may be made for the following reasons:
 - Absences when vacation-days have been exhausted.
 - Any days not worked in the initial & final weeks of employment.
 - Hours taken as unpaid leave.
- **Overtime Pay**- Non-exempt (Hourly) employees must have permission by their manager to incur any overtime hours that will be paid.
- Exempt Employees of I Love Vacations are considered to be exempt from overtime. Exempt status as classified by FLSA is for those employed in professional roles with a salary wage (versus an hourly wage). Please ask your supervisor if you have any questions.
- **Pay Schedules**- All employees at I Love Vacations are paid bi-weekly on Fridays. If a payday occurs on a holiday, employees will be paid on the last working day before the holiday. Each paycheck will include earnings for all work performed through the end of the previous payroll period.
- **Hourly Rate Pay for Non-Exempt Employees** - Is actual time that is clocked in/out by employee.
- **Salary for Exempt Employees** - Is based on 40 + hour week min & your starting salary will be reviewed on an annual basis.
- **Benefits**-I Love Vacations will provide employees with a Health Care Plan that is currently in place after 60 days of employment and to first of a new month. The Employer will cover the same amount for each Employee based on the plan and The Employee is responsible for the coverage cost based on the number of family enrolled in the plan. This amount will be deducted from the Employee's payroll.

Probationary Period- The probationary period is a time for you to learn about your job and become familiar with the company. During this time, your supervisor will explain company policies and procedures, your duties and performance expectations.

- All employees will complete our New Hire Buddy Program within the first week of employment.
- This period is considered to be the employees **first 90 days on the job**, while you're closely evaluated to ensure you understand and have grasped the performance expectations.
- Probationary periods may be extended or reenacted on a case-by-case basis.

Resignation Procedures-If you decide to terminate your employment, it is recommended that you give at least 2 weeks' notice to your supervisor in order to maintain a mutually respectful relationship. All resignations need to be submitted in writing to the supervisor.

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Termination- The Employer may terminate the Employee's employment at any time, without notice or payment in lieu of notice, for sufficient cause.

- The employee must return any property of I Love Vacations at the time of termination.
- It is further acknowledged and agreed that following termination of the employee's employment with I Love Vacations for any reason the employee shall not solicit business from current clients or clients who have retained, preceding the employee's termination.

Computers & Technology- The company's information technology systems and the information served by those systems are valuable and vital assets to I Love Vacations.

This includes:

- All computer systems (hardware & software)
- Communication systems
- Information in any form on any media

The company's information technology systems and data that reside on them are company property and may only be used in compliance with applicable law and company and department policy.

- We have the right to monitor all of its information technology system and to access, monitor, and intercept any communications, information, and data created, received, stored, viewed, accessed or transmitted via those systems. Employees should have no expectation of privacy in any communications and/or data created, stored viewed, accessed or transmitted on, to or from I Love Vacations' information technology systems.

Virtual Remote Workspace-

This policy has been crafted to enhance teamwork and accountability. In our virtual workspace, clear guidelines are in place to encourage collaboration and ensure individual responsibility. We believe that by fostering a strong sense of teamwork and emphasizing accountability, we can achieve our collective goals while maintaining high standards of performance while following our company core values and nurturing the company culture.

- If you have been approved to work remotely, occasionally or for a scheduled given number of days in a week, you must have a quiet workspace with reliable internet connection. This policy doesn't allow you to adjust your current agreed upon work schedule.

Vehicle Use- The following policy and procedures have been established in an effort to provide consistency in the management of our vehicles. These guidelines **MUST** be followed at all times to avoid damage, injury or abuse to the vehicles, facility, its users and others. All reference to "Company" means I Love Vacations in this policy.

- Use of company owned vehicles for personal use is prohibited.
- Drivers must have the appropriate state required license for the vehicle operated.
- Smoking, eating and drinking is prohibited at all times in vehicles.
- Alcohol and/or drugs (recreational or prescription) that impair driving are prohibited at all times.
- Drivers may not text on their phones while operating company vehicles.
- The company reserves the rights to remove any driver from the approved driver list and any driving privileges.
- Only licensed drivers who have submitted their licenses and have been approved by Owner or Director of Operations may drive any vehicle on company business.
- Our vehicles are wrapped with our Logo-Drivers must drive responsibly at ALL times & follow all traffic regulations including speed limit. Trucks are especially susceptible to rollover if sharp turns are made at high speeds.
- The fuel tanks of company vehicles should be full at all times. It is the driver's responsibility to return the vehicle with a full tank. In case of an emergency, when a driver cannot refuel, another registered driver can fill up the tank.

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- Upon returning the vehicle, must ensure it is cleaned and any belongings are removed.
- Report any maintenance needs and/or accidents/damage immediately to the Director of Operations, this also includes traffic violations.
- All passengers must be seated in their seat belts at all times while the vehicle is moving. There may not be more passengers in a vehicle than the number of seatbelts.
- Drivers will keep the company vehicle clean and organized and have frequent car washes.
- Company vehicles will be kept at offices after work shifts unless on call.

Accident Incident Reporting-

- Completed company Accident Incident form to report all accidents, injuries, medical situations, or traffic incidents. The report must be completed within 24 hours of the event and submitted to HR. Send photos when possible.
- Employee should get medical treatment immediately.

Visitor Policy-

- In general, employees should not bring children or visitors into the workplace, other than on an occasional, brief and unobtrusive basis. Requests to bring children or visitors into the workplace are subject to your Director/Manager approval. In all cases, care should be taken so as not to disrupt business operations or jeopardize confidentiality and the visitor/child must be supervised by the employee at all times. Some work settings are unsafe for minor children or other visitors, and therefore such visitations are not permitted. The employee accepts full responsibility for the child's or visitor's safety and for any damage to property or injury caused by the child's or visitor's presence.

Harassment- I Love Vacations prohibits harassment of all kinds. This policy applies not only to employees, but also to clients, customers, guests, vendors and anyone else doing business with I Love Vacations. Any employee who feels that he or she has been a victim of harassment, or who believes that he or she has witnessed harassment, should (if possible) directly and immediately inform the harasser that the conduct is unwelcome and that he or she must stop. The victim should also notify Human Resources immediately.

Harassment includes many forms of offensive behavior, including the harassment of a person of the same gender as the harasser. The harasser can be the victim's supervisor, an agent of the employer, a supervisor in another area, a co-worker or a nonemployee. The victim does not have to be the person harassed but could be anyone affected by the offensive conduct. **Please note: If any of these rules are violated, it can result in disciplinary action up to and including termination.

Leave Policies

We provide the following types of leave (PTO/Paid Time Off & Sick Pay) after the employee has completed their 90-day probationary period. Any leave prior to the 90 days will be up to the management team approval and based on prorated time below.

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Paid Time Off (PTO)

All full-time employees of ILoveVacations.com will receive paid time off (PTO) based off number of years of employment. Please see the PTO table below.

The amount of PTO an employee receives increases with the length of their employment until it is capped at 25 days after 10 years (as shown in the table).

All regular full-time employees accrue PTO at a rate of 1/12 of the annual amount (based on years of service) per month.

Employees are required to use available PTO when taking time off from work. PTO may be taken in increments as low as one hour.

Whenever possible, PTO must be scheduled 30 days in advance. PTO is subject to supervisory approval, department staffing needs and established departmental procedures. Unscheduled absences will be monitored. An employee will be counseled when the frequency of unscheduled absences becomes excessive and adversely affects the operations of the department.

You must submit your PTO request using the company Payroll Provider system.

All PTO requests are subject to approval and will be approved based on coverage and availability during peak times.

- The blackout period for PTO is based on location, please talk to your manager
- Paid Time off (PTO) does not roll over year to year
- *The blackout days across all territories are from: December 15- January 3, This time frame has been proven to be our busiest where we need all hands on deck.*

| Number of Year Employed | Days of Pay Time Off (PTO) |
|--------------------------------|-----------------------------------|
| Up to 1 year | 10 Days (80 hours) |
| 2 to 5 years | 15 Days (120 hours) |
| 6 to 10 years | 20 Days (160 hours) |
| 10+ years | 25 Days (200 hours) |

Paid Holidays: (Holidays are observed on the date even if they fall on a weekend)

- New Year's Day-January 1st
- Easter
- Memorial Day *
- Independence Day- July 4th
- Labor Day *
- Thanksgiving Day
- Christmas Day- December 25th

***These are subject to change. Any other Federal/Bank holidays are treated like normal days and the normal PTO process will apply to have these days off.*

Given the nature of the Hospitality and Service Industry some employees will be needed to offer the proper coverage and tend to emergencies, guests and owner's services.

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Progressive Disciplinary Policy

Corrective action is a process designed to identify and correct problems that affect an employee's work performance and/or overall performance of the department. The progressive corrective action process should be handled consistently within each unit and for each problem.

The Progressive Corrective Action Process refers to the following actions:

- Counseling or verbal warning
- Written reprimand and warning
- Final Written reprimand
- Suspension pending investigation and final determination
- Specific warnings of discharge
- Discharge

***Each case will be considered on an individual basis.*

In the case of serious misconduct, an employee may be suspended and/or discharged on the first offense.

Serious workplace misconduct includes and is not limited to:

- Theft;
- Fighting;
- Behavior/language of a threatening, abusive or inappropriate nature;
- Misuse, damage to or loss of Company property;
- Falsification, alteration or improper handling of Company-related records;
- Unsatisfactory customer service;
- Disclosure or misuse of confidential information;
- Unauthorized possession or concealment of weapons;
- Insubordination (e.g., refusal to carry out a direct assignment);
- Misuse of the Company's electronic information systems;
- Possession, use, sale, manufacture, purchase or working under the influence of non-prescribed or illegal drugs, alcohol, or other intoxicants.

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Signature Required

Since the information, policies, and benefits described herein are subject to change at any time, I acknowledge that revisions to the handbook may occur, except to the Company's policy of employment-at-will. All such changes will generally be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies.

Furthermore, I understand that this handbook is neither a contract of employment nor a legally-binding agreement. I have had an opportunity to read the handbook, and I understand that I may ask my supervisor or HR any questions I might have concerning the handbook. I accept the terms of the handbook. I also understand that it is my responsibility to comply with the policies contained in this handbook, and any revisions made to it. I further agree that if I remain with the Company following any modifications to the handbook, I hereby accept and agree to such changes.

I have received a copy of the Company's Employee Handbook on the date listed below. I understand that I am expected to read the entire handbook. Additionally, I will sign the two copies of this Acknowledgment of Receipt, retain one copy for myself, and return one copy to the Company's representative listed below on the date specified. I understand that this form will be retained in my personnel file.

Signature of Employee

Date

Printed Name of Employee

Signature of Employer

Date