

WELCOME TO



Like Nowhere Else!

EMPLOYEE HANDBOOK

FALLS AVENUE
RESORT

Like Nowhere Else!



FALLS AVENUE RESORT

WE ARE

Canada's largest entertainment resort- a 20 acre all acclimatized resort- featuring the best views of the Falls – with 3 hotels, 10 restaurants, large family entertainment and amusement centre including the largest indoor waterpark in the northeast seaboard; a spa, a large conference centre, 30,000 square feet of unique festival style retailing, including the original Hershey Store – with a full service casino.

OUR MISSION

To deliver the maximum number of memorable experiences to our guests in the most efficient and focused manner.

To be the premium destination for families, adults, and conference groups.

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WELCOME TO FALLS AVENUE RESORT

On behalf of the Falls Avenue Resort and its participating businesses, we are proud to release our updated Resort Employee Handbook.

For new Associates, congratulations and welcome to our Falls Avenue Resort. It is a pleasure to welcome you to the Falls Avenue Resort and we wish you success in your new job. We are also pleased to present you with a copy of our Employee Handbook that has been prepared for you to help you get to know our Resort.

Our great business success and growth is attributed to our Associates because we are individuals who, through a spirit to serve others, constantly strive to provide the absolute finest guest and associate experience at every part of our Resort operations. As you go through your journey, ask as many questions and feel free to make suggestions, which, when possible, we can implement to enhance the overall experience that our valued patrons have come to expect.

Together we will change the landscape of Niagara by providing the best work environment, service culture, community involvement and respect for one another as we beautifully deliver lasting memories to our guests.

ABOUT THE RESORT

The Falls Avenue Resort is family-owned, operated, and distinguished. In 2006 our owners won the prestigious Hotelier of the Year Gold award for the Resort. The Resort is a group of participating businesses who together create a vacation and entertainment resort destination like nowhere else. Together we are continually growing, evolving, and diversifying in order to satisfy the ever changing needs of our guests. The Resort has four main entertainment divisions: accommodations, restaurants, retail and attractions. Our properties include the luxurious 670-room, 4 diamond service hotel, the Sheraton on the Falls Hotel and Conference Centre, the classic, grand historic 230 room, 4 diamond Crowne Plaza Niagara Falls Fallsview, and attached to our Fallsview Indoor Waterpark, the family/waterpark style 206-room Skyline Inn. We also provide parking services for both guests and the general public in our 7-level above ground parking garage which is also attached to Casino Niagara.

We also have several restaurants from fine dining to café style. Windows by Jamie Kennedy (Sheraton on the Falls) and The Rainbow Room by Massimo Capra (Crowne Plaza Fallsview) are elegant fine-dining restaurants with breathtaking views of both the Horseshoe and American Falls as does the Fallsview Restaurant, a buffet restaurant at the Sheraton on the Falls. World famous franchise brands like Hard Rock Cafe, Hard Rock Club, Rainforest Cafe, Planet Hollywood and Perkins Family Restaurant provide theme-based family

fun and dining, and quick-service food and beverage are available at the Terrace Food Court and the Fallsview Indoor Waterpark.

Also part of the FALLS AVENUE RESORT are internationally renowned retail stores; The Hershey Store; the Always Refreshing Soda Shop; numerous onsite and offsite Starbucks cafes, including both the Sheraton and the Crowne Plaza, and MGM, with more expected over time.

Some of our exciting family entertainment attractions include our already mentioned Fallsview Indoor Waterpark, as well as onsite 4D family theatres, an arcade and rides (Adventure City), an outdoor Drop Zone Ride, and MGM Studios Plaza walking tour for those who love to have fun.

We are a team of friendly, professional individuals who successfully entertain a variety of international and local guests. We achieve this by proactively offering the most valuable assistance, information and support in a uniquely warm and caring manner through staff dedicated to serving our guests to make the most of every visit.

OUR BUSINESS PHILOSOPHY AND COMMITMENTS

Falls Avenue Resort is committed to entertaining our guests and dealing fairly with our Associates. The key to our success is in providing unobtrusive genuine, uncompromising, personal service and luxury to each guest so that our guests feel welcome, comfortable, and free to be themselves – think of it as waiting in the wings rather than at center stage. We accomplish this by taking pride in the work we do, and by being committed to ourselves and our careers. At Falls Avenue Resort, we believe that truly great service means never having to ask. To create an experience that is intuitive, we focus on two things – anticipation and personalization.

This includes:

- In all situations and circumstances showing our guests respect and providing a smile.
- Always acknowledging the guest first “the five-foot rule”.
- Promptly and politely responding to all guest requests and concerns
- Never say “no” without having an alternative.
- Showing ownership--being accountable for our words and deeds.
- Making decisions that are in the guests’ best interest, as much as possible.
- Uniforms - Being meticulously clean, pressed, with proper accessories, (shoes, name tags, etc.). How we present ourselves to our guests is so important – and forms the first impression of our professionalism that we have detailed uniform/appearance standards for all staff.
- Get it right the first time, every time.
- Seek ways to improve quality and efficiency.
- Report to management any unusual occurrences

WHAT YOU CAN EXPECT FROM OUR RESORT

You can expect the following from the Falls Avenue Resort:

- We will seek Associates of the highest quality - friendly and Professional Associates with a positive attitude.
- We will treat all Associates with dignity, respect and courtesy without discrimination.
- We will provide continuous and periodic feedback on job performance.
- We will compensate our Associates fairly and at rates comparable to our competition.
- We will grant Associates the freedom to discuss freely with management any problem concerning either their own welfare or the Resort's welfare.
- We will provide a safe and healthy working environment.
- We will provide opportunities for promotions within the Resort whenever possible.
- We will strive to communicate to Associates any new developments and progress of the Resort.
- We will do all these things in a spirit of friendliness and cooperation so that our Resort will continue to be known as the best place to work in the hospitality and entertainment industry in Niagara.

FALLS AVENUE RESORT'S VALUES

To expect the best of each of us, we must all participate in creating a work environment that will support flexibility and adaptability in order to proactively identify and satisfy the changing needs of our guests - far better than any of our competitors. We must honour all of our commitments and dedicate ourselves to creating a work environment that embraces continuous improvement in everything we do through the setting and achievement of relevant goals. To this end, our work environment will support and encourage innovations, experimentation and the initiation of appropriate risks. As an organization, we prize the creative participation of each member of our Associates. We welcome the open exchange of ideas and foster the practice of careful listening. We have a duty to actively encourage the personal safety and well-being and development of every person who works here. We therefore intend to make every effort to maximize the authority and responsibility each person has to continue to make an even greater contribution. We recognize the interdependence of everyone who works here and we expect ourselves to treat one another with honesty, respect, kindness, candor and a sense of the importance of teamwork.

PARTICIPATING BUSINESS UNIT CULTURES

Being part of the Falls Avenue Resort family also means, in addition to our corporate values, creating different entertainment specific cultures so that our guests receive a truly different entertainment experience at different Falls Avenue recreation facilities - a different "personality" so to speak.

OUR MUTUAL TRIAL PERIOD

When you commence your employment with us, there is a mutual trial period. This period will allow supervisors to assess whether or not Associates performance and suitability are conducive with the standards and criteria of the Falls Avenue Resort. This period also provides new Associates with the opportunity to determine whether or not they enjoy working at Falls Avenue Resort.

Upon the successful completion of this mutual trial period, new Associates become a "regular" employee of the Resort entitled to participate in a variety of benefits offered by the Resort, provided eligibility criteria is met.

DIFFERING TYPES OF EMPLOYMENT

Full-Time: Associates who are regularly scheduled to work more than 24 hours per week on an annual basis. Full-time Associates are eligible to participate in the Resort's benefit plans.

Part-Time: Associates who are regularly scheduled to work up to 24 hours per week. Part-time Associates are not eligible to participate in the Resort's benefit plans.

Casual: Associates who work on an "on-call" basis. Casual Associates are not eligible to participate in the Resort's benefit plans.

Student: Associates attending or registered in a regular course of study are considered students. Students are not eligible to participate in the Resort's benefit plans. Should you terminate your education program, you must advise the Human Resources Department, in writing, in order to have your status changed.

HUMAN RIGHTS, EMPLOYMENT EQUITY AND ACCESSIBILITY FOR THE DISABLED POLICY STATEMENT

At Falls Avenue Resort we strive to create a positive and productive work environment, free of discrimination and harassment, where diversities between men, women, visible minorities, aboriginal persons and disabled persons are embraced by all - whether customers or employees.

To that end, Falls Avenue Resort is committed to maintaining a multicultural workplace which is representative of the communities in which we do business and where all employment policies and practices are fair for all, regardless of race, colour, ethnic origin, gender or gender identity, religion, age, sexual orientation or disabilities. This commitment to Associates and candidates for employment must ensure that qualified people from the community have equal opportunity in employment, where employment decisions are based solely upon an individual's qualifications and abilities, performance, commitment and contributions to the Resort.

However, we cannot presume that we are free from barriers in our Resort that may limit each employee being treated fairly -- particularly women, visible minorities, aboriginal persons and persons with disabilities. When we talk about Employment Equity, to which we are committed, it is these groups which we will focus on, but not to the disadvantage of others. Employment Equity benefits everyone.

We will undertake, on a continuing basis, to identify and eliminate these limiting barriers in order to improve accessibility of participation and to encourage the recruitment and advancement of all people to assure that the best-qualified people occupy positions throughout the Resort.

Whether or not we are successful depends ultimately on each one of us and the degree to which we treat each other with respect, understanding and fairness.

Douglas A. Birrell

RESPECTFUL WORKPLACE POLICY

Consistent with how we approach our guests and customers, we expect every person working at The Falls Avenue Resort and its participating businesses to be treated with fairness, respect and dignity as a true professional expects. These are the principles which business and workplace respect are based upon and which we will continually strive to uphold.

All Associates, supervisors and managers, regardless of position, shall address each other in terms of mutual respect and civility. Associates will obey the instructions of their supervisor or designate in matters of work performance and quality standards. No employee will act in a manner that negatively reflects on the reputation of the Resort's or any of its owners.

The Management of each department is committed to the prevention of workplace harassment, workplace discrimination, and workplace violence and are ultimately responsible for employee health and safety at the workplace.

Workplace harassment means engaging in a course of vexatious (annoying, distressing) comment or conduct against a worker in a workplace- either at or away from the workplace, and is a comment or conduct that is known or ought reasonably to be known to be unwelcome whether in print form or via email/ internet or other electronic means, and goes beyond of the limited prohibited grounds under Ontario's Human Rights Code.

This may include:

- Making remarks, jokes or innuendos that demean, ridicule, intimidate, or offend
- Displaying or circulating offensive pictures or material in print or electronic form
- Bullying
- Repeated offensive or intimidating phone calls or emails
- Inappropriate sexual touching, advances, suggestions or requests

Workplace Bullying takes many forms. While we're all human beings and we all have our bad days, when it's more like a bad month or a bad year that's bullying. Bullying takes many forms – public humiliation or discrediting, making rude remarks or gestures, making fun of personal convictions or political choices, insults, name-calling, and unsuitable language, just to name a few. This is a form of psychological (emotional) workplace abuse, whether occurring at work or outside of work (eg. rumours, Internet communications "cyber-bullying"), which may either provoke or escalate into physical violence. It is important to note that bullying does not include normal, reasonable management actions, work, conflicts, disciplinary actions, job-related stressors, or challenging or difficult conditions of employment.

While we will take all reasonable steps to minimize occasional workplace conflict, workplace harassment, workplace discrimination and/or workplace bullying **will not be tolerated**. Accordingly, any form of harassment, bullying or

RESPECTFUL WORKPLACE POLICY - WORKPLACE BULLYING CONTINUED...

discrimination related to an individual's race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, gender or gender preference, sexual orientation, age, record of offences, marital status, pregnancy, or same-sex partnership status, family status or handicap is a violation of this policy and will be treated as a serious disciplinary matter. Managers, supervisors and workers are expected to uphold this policy, and will be held accountable by the Employer. As Management, we will take whatever legal steps are reasonable to protect our workers from workplace harassment, workplace discrimination, or workplace bullying.

Discrimination means any form of unequal treatment based upon one of the above-prohibited Human Rights Code grounds, whether intentional or unintentional.

Sexual Harassment and /or Sexual Solicitation (advances by any person who is in a position to grant or deny a benefit to the recipient of the solicitation or advance) - are specific gender-based forms of harassment, which are an affront to the dignity of any person, regardless of gender or sexual orientation.

WHAT TO DO

If you feel you are being harassed, discriminated, or bullied, we encourage you to explain to the person who is bullying/ discriminating/ harassing you that the conduct is unwelcome and to stop. Sometimes it is not possible, or you may be afraid to tell the person to stop out of concern that the issue could escalate or lead to safety risks. We would not interpret your silence as proof that the bullying, discrimination, or harassment did not happen. Where possible, the complaint should be in writing. Write down the answers to the following questions as soon as possible after the harassment happened:

- What happened? A description of the events or situation
- When did it happen? Dates and times of the events or incidents
- Where did it happen?
- Who saw what happened? Names of any witnesses, if any
- What did you do or say at that time?

REPORTING AN ISSUE

If you feel that you have been a victim of bullying, discrimination, or harassment by anyone as a result of your employment (whether co-worker, member of management/ ownership, vendor, visitor, or customer) or if you become aware of

such behaviour around you, please contact your supervisor, a Human Resources representative, or any member of management/ownership with whom you feel comfortable discussing your concern.

The Resort will promptly investigate all complaints in a serious and neutral fashion and will endeavour to handle these matters expeditiously, confidentially, and in a professional manner so as to protect the complainant and other individuals providing relevant information. The investigation will vary depending on the issues involved, and is fact- based. This may result in taking of statements, re-enactments, review of available Resort resources, where applicable. When the situation is fully understood by management, prompt and appropriate action will be taken. Action will vary depending on the severity of the issues involved, from an apology up to and including termination of employment. There will be no retaliation against anyone for honestly stepping forward with a concern regarding any type of bullying or harassment or discrimination, or for Associates participating in an investigation. Decisions/actions taken by the organization will be communicated to both the complainant and the responding party.

APPEARANCE AND GROOMING STANDARDS

The appearance of our facilities and Associates are extremely important because it projects and conveys to our Guests a sense that we are professional and that we care. First impressions count to every guest. Proper and professional appearance also creates a better support environment for the delivery of entertainment experiences of our Guests. The following standards are designed to create consistency high appearance standards for all our Associates, as befits a prestige hotel environment. Each department may also provide additional standards for its Associates.

1. GENERAL

- Resort associates should look neat, clean, professional, and well groomed at all times while on duty.
- Personal electronic devices (including cellphones, tablets, phablets, tvs, mp3 players, etc) are not permitted except in non-guest designated areas and Associate lunch rooms during an associate's personal break times.
- Undergarments must be worn at all times.
- Form-fitting, stretch clothing are not permitted.
- Associates should display a posture that indicates a positive attitude - head up, direct eye contact, and a smile when approached by or approaching others.
- There is to be no eating or chewing of gum in any Guest area or at any time while the Associates is on duty, except in the designated Break Areas and Associates Lunch Rooms.

APPEARANCE AND GROOMING STANDARDS - GENERAL CONTINUED...

- Smoking is not permitted anywhere on Resort property, including sidewalks, parking lanes adjacent to Resort property
- Hotel uniforms are not to be worn outside of normal working hours, excluding going to and from work.

Each department will provide additional standards for its Associates in order to meet Department-specific health and safety or other requirements.

2. TATTOOS

- Except for Hard Rock Café Associates, all Associates must ensure that any tattoos are covered so as not to be visible.

3. CLOTHING

All Associates, whether in uniform or not, are to ensure that all clothing is clean, in good repair and properly pressed. It should also adhere to the following guidelines:

- Non- Uniform Associates

Business attire should always conform to conservative business standards (i.e. no leather, extreme colours, fabrics or design)

Female Associates

- Female Associates may wear professional business suits, dresses, skirts, pants suits, dress slacks, together with dress blouses or sweaters.
- Skirts should be no shorter than 3" above the knee.
- NO sundresses, halter tops, sleeveless blouses or sweaters, sleeveless dresses, stirrup pants, patterned or ribbed hosiery, or sheer, see-through materials are permitted.

Male Associates

- Male Associates may wear professional business, or coordinating slacks and/or jackets, with dress shirts and coordinating business ties.
- Dark socks must be worn with proper footwear.
- Belts (or suspenders) must be worn if pants have belt loops.

Uniform Associates

- All uniformed Associates must be completely and properly dressed at all times in public areas, including walking to and from the parking garage and when on resort property.
- All uniform Associates must only wear uniforms issued by the Resort.
- All uniforms must be properly pressed or dry-cleaned
- NO pins, buttons, jewelry, or any other accessories may be worn on uniforms except personal identification, unless otherwise authorized by the Resort.
- No other Equipment is to be worn with the standard uniform unless authorized by the Department Head. This includes personal pagers, cell/ smartphones and other electronic equipment.

4. FOOTWEAR

- Shoes must be polished, kept in good repair, and adhere to safety rules and regulations.
- Safety footwear must have CSA rating approval, and must be worn as required by departmental guidelines.
- Sandals and sneakers, platforms, thongs, clogs, boots, sling-backed, open-toed, or any other casual footwear may not be worn unless specified for your position.
- Heels must not exceed one inch in width, one inch in depth and three inches in height.
- No anklets are permitted.
- Female Associates are required to wear hosiery that is appropriate (i.e. no jeweled or fishnet hosiery)

5. HAIR

- Hair must be of natural colour, clean, neat, combed or brushed, and must not appear unruly.
- No extreme hair treatment (including dominant and segmented hair colouring), sculpted or designed shaving, words shaved into hair, and extreme bi-level cutting.
- Associates in certain areas, such as Food and Beverage Service, will be required to maintain appropriate confinement of hair.

Female Associates

- Hair should be neat and cleaned, styled attractively and conservatively.
- No more than two (2) barrettes that complement the uniform may be worn.
- No asymmetrical or extreme hairstyles; extreme dyeing or bleaching; having all hair in several small braids.

APPEARANCE AND GROOMING STANDARDS - HAIR CONTINUED...

Male Associates

- Sideburns may be worn but must not extend beyond the end of the earlobe.
- Moustaches, beards, and goatees may be sported, provided that they are kept clean and neatly trimmed.
- Moustaches, beards, and goatees may not be grown on Resort time. Associates are required to be clean-shaven daily. Stubble is forbidden.
- Ponytails are not permitted.

6. PERFUME

- All Associates are allowed to wear light cologne or perfume provided that it is not excessive or harmful to any guest or other associate.

7. NAILS

All Associates must keep fingernails clean and well maintained.

Female Associates

- May wear nail polish provided colours are not overly dark, eccentric or fluorescent.
- Polish should not be faded and chipped.
- Broken nails should be tended to immediately.
- Nails should not extend beyond ½ inch over the tip of the finger.
- Nail charms, nail jewelry, or words on nails are not permitted.

Male Associates

- Should keep fingernails from extending beyond tip of finger.
- Are not permitted to wear colour nail polish at any time.
- Clear, invisible, unnoticeable nail polish may be worn for therapeutic purposes.

8. JEWELRY

- Associates are permitted to wear jewelry provided that it is not excessive and in the opinion of the Resort is in good taste, and compliments rather than distracts from the Associate's attire.
- No visible piercing other than normal ear lobes is allowed.
- Jewelry may not be worn if it poses a safety hazard. This will be left to the department Manager or Health and Safety Manager.

- Tasteful accessories that complement the attire and do not detract from the projecting a professional business image may be worn in moderation.

Female Associates

- Are permitted to wear two (2) rings per hand, one (1) earring per ear (a second earring may be worn provided that it is a stud or smaller than the first), one (1) watch or bracelet per wrist, and earrings should be no longer than 1 ½ inches, and one (1) necklace.
- Are not permitted to wear: nose rings or other visible body piercings, bracelets wider than one (1) inch, more than two (2) earrings per ear, or ear cuffs.
- A set of an engagement ring and wedding ring will be considered as one.
- No facial jewelry of any kind is permitted.
- Necklaces cannot be worn outside the uniform.
- No thumb or pointer finger rings are permitted.

Male Associates

- Are permitted to wear one (1) ring and one (1) watch or bracelet per wrist.
- Are not permitted to wear earrings, nose rings, or other visible body piercings.

9. EYEGLASSES

- Eyeglass frames should be of plain design and in traditional conservative colours or plain gold or silver.
- No glasses may be hung on the clothing but should rather be placed in an appropriate pocket, or left in the Associate's locker.

10. SUNGLASSES

- Are only permitted to be worn if required by the position, as determined by the Department Head.
- Dark-coloured glasses, or any coloured or darkened lenses which prevent seeing the eyes, are considered sunglasses and are not acceptable unless required by the position or prescribed by a physician due to light sensitivity.
- Sunglasses must be removed when indoors or under shade, or when speaking to a Guest.
- Must not be rested on hat brims.

APPEARANCE AND GROOMING STANDARDS CONTINUED...

11. REMEDIAL ACTION

- Associates found not to be in compliance with these guidelines may, at the discretion of the Supervisor, be sent home without compensation as Corrective Action.
- Associates found to be in frequent and repeated, or a serious violations of this policy, may be subject to further corrective action up to and including employment separation.

RESORT HEALTH AND SAFETY POLICY

Falls Avenue Resort and its participating businesses are committed to the health and safety of its employees as well as its guests and customers. Improving the protection of employees from injury or occupational illness is a major continuing Resort objective.

Falls Avenue Resort and its participating businesses will make every effort to provide a safe, healthy work environment for all staff. All managers, supervisors and employees must be dedicated to the continuing objective of preventing risk of injury. No task is so urgent that it cannot be done safely.

Falls Avenue Resort and its participating businesses are ultimately responsible for employee health and safety. Managers and supervisors are responsible and accountable for the health and safety of employees under their supervision, including: ensuring that machinery and equipment are safe; that employees work in compliance with established safe work procedures and provincial/ regional/ municipal health, safety and fire regulations; that employees receive adequate training in their specific work tasks to protect their health and safety; that hazard identification and elimination be an ongoing focus and activity; that personal protective equipment, and the associated training of use, cleaning, and storage to be provided as required; that staff comply with safety procedures and protocols. This also includes identifying, monitoring and assisting staff with disabilities for accessibility in employment activities and first aid/emergency evacuation procedures as provided for under the Accessibility for Ontarians with Disabilities Act. Every manager, supervisor, employee, subcontractor and their workers, are responsible for working safely and in compliance with the law and with safe work practices and procedures established by the company. Employees are responsible for immediately reporting all unsafe or unhealthy conditions to their nearest Supervisor or Manager.

Joint management/ employee health and safety advisory (JHSC) committees across the Resort help us identify and respond proactively through workplace inspections, hazard recognition and elimination, involvement and investigation of safety disputes, workplace testing and critical injuries with the goal to reduce and eliminate the occurrence of workplace accidents and incidents through regular meetings, health and safety systems review, and accident/incident analysis and corresponding recommendations to Resort management.

The responsibility and accountability for health and safety and accident prevention vary according to one's job responsibilities. However, we expect every employee to cooperate in our health and safety program and procedures. The responsibility of working safely and reporting unsafe or unhealthy conditions belongs to every employee. It is in the best interest of everyone to consider health and safety in every activity. This is crucial in building a team dedicated to ensuring a safe and healthy place to work.

JOINT HEALTH & SAFETY COMMITTEES

At Falls Avenue Resort, several Joint Health & Safety Committees comprised of Associates and management exist across the Resort at participating businesses. Committees meet regularly to discuss workplace accidents, health and safety concerns, workplace inspections and to review progress and make recommendations. Minutes are posted on Associate bulletin boards.

Associates are required to advise their immediate manager/supervisor of any health & safety concerns they may have. Associates are also encouraged to contact committee members at their locations to discuss these concerns.

ACCIDENT REPORTING

Any work-related accident, injury or illness that takes place must be reported to a supervisor immediately no matter how minor it may appear. Your supervisor will complete the necessary documentation. Minor or superficial injuries must be attended to immediately. For more serious injuries, arrangements to the Resort physician, your family physician or the hospital must be made at once.

Also please be advised that should you be injured at work, the Falls Avenue Resort is committed to working with you to assist you in your job. We will make every reasonable effort to modify your job to accommodate any restrictions or limitations that you may experience as a result of your work-related injury/illness. You may be required to be examined by the Resort's physician in order to assist with your modified work program.

ACCIDENT REPORTING CONTINUED...

Should you be injured at work and are required to seek medical attention, you must provide the Human Resources Department with a Functional Abilities Form completed by your medical practitioner within 24 hours of your seeking medical attention.

COMMUNICATING SAFETY CONCERNS “WHMIS”

The Workplace Hazardous Material Information System (WHMIS) is a federal and provincial government system to ensure workers and employers have information on hazardous materials used in the workplace.

New Associates will be provided with general WHMIS information during their New Employee Orientation and more in-depth information during their Department Specific Orientation as it pertains to their respective departments.

WHMIS is for our team members' protection. It informs us of the potential dangers of materials used on the job and tells us how to protect ourselves from these dangers. Never use a product without first having the training and information on how to safely use it.

Material Safety Data Sheets (MSDS) for any controlled product you may be required to use are available in both your department and Human Resources.

PREVENTING AND RESPONDING TO WORKPLACE VIOLENCE

Under Ontario's Occupational Health and Safety Act, Workplace Violence is defined as:

- (a) the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker,
- (b) an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker,
- (c) a statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

We take great pride in the maturity and professionalism our Associates provide each and every day. Our record of very few incidents of workplace violence over the last decade clearly demonstrates that both Management and Associates

take physical safety of themselves and co-workers seriously. We have come to see first hand the serious consequences of injury resulting from just horseplay, as a reminder that any form of physical violence whether malicious or in fun is not acceptable at our workplace. Under no circumstances will an employee engage in workplace violence with a guest, customer, supplier, co-worker or any other person. Any verified incident of workplace violence will result in serious disciplinary action. Actions by any person to physically defend themselves due to another person initiating physical harm – and provided the defending employee uses no more than reasonable force (self –defense) will not be considered workplace violence unless it can be demonstrated that the defending employee could have removed themselves to safety without the need of physical defense.

PREVENTING CHILD EXPLOITATION AND HELPING WITH DOMESTIC VIOLENCE AT THE WORKPLACE

While we have yet to experience such a situation at our workplace, please note that under current Ontario law, (Child and Family Services Act) any staff member who reasonably observes at the Resort what they believe is a photograph, film or video or other visual representation which is or might be child pornography must report the incident and details to both the local Child and Family Services Agency and the Manager of Human Resources as soon as they become aware. Staff members reporting such incidents shall be protected by the Resort from any employment-reprisals. Nothing under the law or employment requires a staff member to seek out child pornography.

HELPING WITH DOMESTIC VIOLENCE AT WORK

Our measures also include situations where Associates are concerned about their safety at work due to a current / former domestic/family situation. This includes threatening emails and phone calls at work or unwelcome threats or visits by abusive spouses or family members. In these difficult personal situations, our measures will ensure your privacy is respected while developing reasonable precautions with you.

There is a preventive workplace violence program that implements this policy. It includes measures and procedures to protect our Associates from workplace violence, a means of summoning immediate assistance and a process for workers to report incidents or raise concerns. These procedures include mandatory Police notification, as well as identification and notification of violent persons to affected members of our workforce as required by provincial law.

Certain jobs increase risk from the public – example: handling money (risk of

robbery), providing guest service, entering guest rooms with guests present,

HELPING WITH DOMESTIC VIOLENCE AT WORK CONTINUED...

depressed/unstable guests (risks of physical attacks) No employee should ever jeopardize their safety to protect Resort property (eg. Attempted robbery). The Resort has job – specific training protocols/standards to deal with safety risks at work, which will be provided to you where applicable.

All Associates should realize that they can and should leave a potentially violent or threatening situation – whether initiated by a customer, employee or supplier, (and includes incidents of domestic violence impacting the workplace or harassment) so long as they have valid reason to feel threatened, attempt to do so courteously, and report the incident immediately and wait for further directions. Associates witnessing an act of workplace violence should immediately notify their supervisor, and at the same time, using a house phone, dial “1” and report a Workplace Violence Incident in progress, noting the exact department, location, and building of the incident. That call will generate an internal switchboard procedure to notify both Security and the Police to attend to the scene.

Security will fully investigate all reports of workplace violence.

The provisions of this policy and procedure in no way affect the right of any person to exercise his or her rights under either the Ontario Human Rights Code or the Occupational Health and Safety Act within the time limits specified by legislation.

PERFORMANCE STANDARDS

The following is a list of our performance expectation areas:

- Business results
- Guest/Customer service / satisfaction
- Team contribution
- Compliance with internal practices and processes

All Associates are expected to strive to excel in these areas, which are essential in achieving our goals.

We also expect Associates to give our guests a “personal touch” -- our guests love that one-on-one contact. It makes them feel special.

Remember, anyone who walks through our doors is an “invited guest” and must be treated as such. If we don’t treat them as such, they may never come back. Our extraordinary entertaining service is what distinguishes us from

our competition. We must think of ourselves as hosts and hostesses, not Associates.

Our guests come to Falls Avenue Resort to be entertained, have fun, be serviced, and relax.

DAILY REHEARSALS

Most businesses on the Resort participate in a quick daily rehearsal meeting – every day - at the beginning of every shift – where service notes along with other business information of the day is reviewed. This meeting of the day ensures everyone is properly dressed to commence their shift and prepares everyone for the day’s events and priorities.

EMPLOYMENT OF RELATIVES/INTIMATE RELATIONSHIPS

Our Resort permits the employment of qualified relatives or people who have an intimate relationship with Associates so long as such employment does not, in the opinion of the Resort, create an actual or perceived conflict of interest in the performance of their duties. The Resort will exercise such business judgment in the placement of related Associates/intimate relationships with an employee, in accordance with the following guidelines:

- No member of management of the Resort shall enter into a personal intimate relationship with his/her departmental direct or indirect reports.
- No relatives/persons who have a personal intimate relationship with an employee are permitted to work in the same department or in any other position, which the Resort believes raises an inherent conflict of interest.

EMPLOYEE PAY

We are on a bi-weekly payroll, paid every second Friday. Pay periods run for two weeks beginning on Sunday and ending on Saturday. Pay cheques/stubs may be picked up from your Supervisor after 3 p.m. on a pay date.

Most Associates use an automated timekeeping system at their location and are paid by direct deposit to your designated bank account. This is a computerized time clock that registers in and out punches made by either finger matching or swiping your card. Every hourly associate must enter or “punch in” prior to the commencement of each shift and enter or “punch out” upon the completion of each shift at the designated time clock. This will ensure accurate and timely

pay. Your supervisor reviews your hours each day and ensures that your hours

EMPLOYEE PAY CONTINUED...

worked are being recorded properly. Should you experience any discrepancies with your pay, or should you have any questions, please consult with your supervisor or manager immediately who will review the matter and take any necessary action.

BENEFITS

Falls Avenue Resort offers one of the best comprehensive benefits packages in the industry to its full-time Associates. Once Associates meet the required eligibility criteria, they will be notified by Human Resources who confirm their interest and will arrange an enrolment meeting.

Information packages outlining the details of our benefit plans are available through our Human Resources Department.

VACATIONS

All Associates earn vacation leave with pay on an annual basis. Requests for vacation must be authorized by your supervisor in advance of taking your vacation. Vacation requests are subject to the approval of Management. Vacation requests are typically granted in the off-season, and only when business conditions permit. There is no carryover of vacation from year to year. Please note that in order for Associates to receive vacation pay, corresponding time off must be taken.

COMPASSIONATE LEAVE

Compassionate leaves of absence, including the death of a loved one (immediate family) with pay of up to three days is granted for the purpose of mourning, attending a funeral, making arrangements, etc. Immediate family members consist of husband, wife, common-law spouse, child, father, mother, brother, sister, grandmother, grandfather, grandchild, mother-in-law or father-in-law.

Please provide sufficient information for us to process any paid leave. Additional unpaid compassionate and emergency leave such as critical care caregiver leave, may also be available, depending upon business and operational needs.

JURY DUTY

If you are notified that your name has been drawn for jury service, inform your supervisor immediately, providing a copy of your notice. Falls Avenue Resort encourages Associates to carry out their responsibilities as citizens in this regard whenever circumstances permit. Human Resources or your supervisor will inform you about how your pay will be handled.

RESTRICTIONS ON SMOKING IN THE WORKPLACE

The Resort is committed to providing a healthy, comfortable and productive work environment for all guests and associates and in compliance with all health and safety legislation. Ontario's Occupational Health and Safety Act requires that Employers take all reasonable precautions to protect the health and safety of a worker. Ontario's Smoke Free Ontario Act prohibits employee smoking on Resort property and adjacent sidewalks, laneways, and public viewing areas of the Resort.

NAME BADGES AND IDENTIFICATION CARDS

When you begin employment with a participating Falls Avenue Resort business, you will be given an employee name tag or identification card. This tells all of us who you are. Name tags must be worn properly and with pride at all times and is considered part of each person's uniform. After all, our guests want to know who is entertaining them. Lost or damaged/tattered name tags should be reported immediately to your supervisor who will arrange for a replacement name tag.

EMPLOYMENT RECORDS

Associates of the Falls Avenue Resort must provide and maintain accurate personal and family information related to employment. This information is required in the normal conduct of our business, or to satisfy the requirements of various provincial and federal legislation or to ensure the proper administration of Resort employment matters.

Associates must notify the Human Resources Department of any changes as soon as they occur regarding the following information:

- Change of address
- Change of telephone number
- Legal change of name
- Change in marital status
- Change of person to be notified in case of emergency
- Changes to criminal convictions

- Restrictions to driver's license (valet Associates only)

EMPLOYMENT RECORDS CONTINUED...

Associates may request to see their personnel file in the Human Resources Department and may review their file in the presence of a representative from the Human Resources Department.

Falls Avenue Resort protects the privacy of its current and former Associates. The Resort will use any personal information with which it is entrusted only for the purpose for which it was provided. The Resort will not release personal information to persons outside the Resort without your consent, except to Canadian government agencies as required by law or directed by a court of justice.

No associate is permitted to release information to third parties about current or former Associates. Any requests for such information must be referred to the Human Resources Department.

CONFIDENTIALITY OF RESORT BUSINESS INFORMATION/RESORT ACTIVITIES (Includes Social Media)

Only the designated Senior Executive of each property, designated marketing staff, and designated Human Resources Staff (for employment matters) are authorized to release or publish any information concerning the Resort - outside the Resort, regardless of who is asking for information: newspaper or radio reporters, police, government, friends/family, insurance representatives, lawyers, suppliers, etc. Associates are not permitted to comment on any issue pertaining to the business. Business information, which comes to your personal attention in the course of your employment (which includes but not limited to: reports, records, lists and passwords) must be treated as confidential and not for release or sharing.

Should anyone approach you by phone, in person, by letter, internet, etc., attempting to obtain your personal views/comments on a subject involving the Resort, please advise them that you are not at liberty to comment. However, they may contact your General Manager should they wish more information. Afterwards, please tell your Department Manager of the name of the person making the enquiry and the organization. The General Manager will ensure that any response, if provided, is accurate and appropriate for release, given the value/need to share such information.

Our goal is to continue to grow our business in an organized, professional manner that protects both the confidentiality of our business and the accuracy of our business plans.

USE OF PERSONAL RECORDING DEVICES

Unless an employee is granted previous permission from the Vice-President of Human Resources to use any personal recording device on Resort property, no employee shall use or record any conversation, meeting, conference or event conducted by the Resort or held on its premises.

WORK SCHEDULES

Schedules are usually posted by noon on Friday for the week commencing on Sunday. Associates should always write down their schedule for the week, and check their schedule daily for any changes. If on seasonal layoff, Associates must call their supervisor to obtain their schedule on Friday afternoons.

ABSENCES FROM WORK

All Associates are expected to report for work at the time we are scheduled to begin a shift. The success and smooth operation of your department depends upon regular, dependable and punctual employee attendance. Punctual arrival at work and return from breaks are essential requirements that demonstrate respect for fellow employees' time and the Resort's operations.

Not reporting to work or arriving late places an unfair burden on your fellow Associates and the Resort to satisfy daily guest requirements, and can result in other Associates having to perform additional work or be called in on their days off to cover for you.

If you are late, it is your responsibility to report to your supervisor immediately upon arrival and explain the reason for your lateness.

If you are unable to attend work, you are responsible for notifying your Manager/Department daily; two hours prior to the schedule start time; one-hour notice is required for shifts starting prior to 6:59 a.m.

If you are unable to reach your manager/supervisor, you must leave a message with Switchboard along with a phone number where your manager/supervisor can contact you. If you are ill, you may be requested to provide the Resort with a doctor's certificate. If you will be absent for more than one day, be sure to notify your supervisor of the details and your expected date of return.

Associates are required to furnish medical documentation from time-to-time for

frequent, long-term or serious illnesses. Medical information, which must be **ABSENCES FROM WORK CONTINUED...**

provided to the Human Resources Department, include:

- confirmation of illness/disability,
- prognosis for recovery,
- treatment plan,
- restrictions/limitations –physical or otherwise- while working, and where assistance could be required in the event of an emergency evacuation or incident
- any risks to fellow Associates or guests.

The Resort will make every reasonable effort to accommodate medical restrictions as business conditions permit.

For illnesses greater than one (1) week in duration, Associates are required to contact their immediate supervisor weekly. If for any reason other than illness, you are required to be absent, you must request a leave of absence. Except for emergencies defined under the Employment Standards Act, leaves of absences will rarely be granted between April and October each year. A request for a leave of absence must be submitted in writing to the Human Resources Department explaining the reason for the request and the length of leave. Requests will be reviewed and Associates will be notified in writing of the Resort's decision within seven days.

Associates working reduced schedules and drawing Employment Insurance benefits are required to report all absences to the Canada Employment Centre. The Resort is also required to make such reports, including reports of work refusals.

CASH/FLOAT PROCEDURES CURRENCY EXCHANGE

Associates who receive any payment or gift on behalf of a Resort service or product, owe a special duty to the Resort.

At all hotels, restaurants, or retail outlets, anyone who receives money on behalf of the Resort is required to submit the actual payment in the currency which they receive from the customer. (e.g., customer gives employee payment in U.S. currency -- employee deposits/hands-in U.S. currency, U.S. currency is then entered into the Resort's P.O.S. (point-of-sale) system. Change is provided in Canadian currency, as specified by the Resort's cash P.O.S. systems.) Where a guest or customer makes payment, a receipt must be provided.

Some Associates are issued Resort currency floats. All such Associates, as

a condition of employment, are required to complete and follow the Resort's "Employee Float and Deposit Agreement". Specific confidentiality and cash protection obligations apply to you if you receive a currency float or have access to any cash-keeping safes, safety-deposit boxes, or similar devices. You also agree to permit the Resort to audit your cash float at any time by a person designated by the Controller, his/her representative, or any other person designated by the Resort.

In our industry, guests often provide Associates with a cash gratuity, in appreciation for personal services rendered. However, please note that gratuities are optional by the guest. No employee will suggest, imply or demand a gratuity or gift from any guest or customer. No employee shall deem a guest or customer's money a gratuity unless specifically offered by the Guest or, as is sometimes customary, a guest, after being given their required change for their purchase, leaves a gratuity after leaving the establishment. If you are not absolutely certain whether or not a guest has left a gratuity for you or has mistakenly left money behind (more than the customary amount), please notify your Supervisor immediately for further instruction. Various departments have specific policies dealing with the claiming of tips or gratuities. Any gift provided to any employee must be reported to your immediate supervisor for direction.

NO-SOLICITATION AND DISTRIBUTION

In order to prevent disruptions in the operations of the Resort, and in the entertaining of our guests; and, in order to protect Associates from inconvenience, harassment and interference with their work, the following rules regarding solicitation and distribution of literature or printed material (including political or religious causes) on Resort property must be observed.

ASSOCIATES

- (a) During working time, no employee shall solicit or distribute literature to another employee for any purpose without the approval of the Manager of Human Resources. No employee who is on non-working time shall solicit or distribute literature or printed material to an employee who is on working time.
- (b) No employee shall distribute literature or printed material to another employee for any purpose in working areas of the Resort without the approval of the Manager of Human Resources.
- (c) No employee shall solicit, fundraise or distribute literature or printed material to any employee, visitors or guests at any time for any purpose without the approval the Manager of Human Resources.

NO-SOLICITATION AND DISTRIBUTION CONTINUED...

NON-ASSOCIATES

- (a) Persons who are not employed by the Resort shall not distribute literature or solicit Associates or visitors at any time for any purpose on Resort property without the approval of the Manager of Human Resources.

ASSOCIATE PARKING

The Resort provides for a limited number of optional parking privileges both on-site and off-site. Parking card passes are obtained from the Human Resources Department. Parking cardholders are responsible for abiding by the following:

- Parking for Associates for work purposes is provided in the Parking Garage only on - Level 6 ramp or higher. The remainder of our parking garage is reserved for our guests.
- During busy times of the year, the Resort reserves the right to allocate employee parking spots for guests. In these situations, a Resort provided shuttle service will transport the pass holders to and from the Resort (the Crowne Plaza) to designated satellite parking lots in Niagara Falls. In the event alternate shuttle locations are designated, the Resort will post details of the dates, locations and service times on employee bulletin boards – Be sure to watch daily for updates.
- Your assigned parking pass must be used upon every entry and exit of the parking garage. Access will not typically be given without your pass and you may be required to pay the daily rate for that day.
- Daily parking privileges are for work use only.
- Parking passes are not to be shared with other Associates, friends or family members.
- Speeding, careless driving or improper parking on property will result in loss of parking privileges.

During other high/peak guest periods, the shuttle may operate on other dates. Please read all notices by the time clocks daily. Any changes will be posted.

WORKING OTHER JOBS

In order to provide consistent and efficient service to our guests, it is expected that full-time Associates' primary employment obligation is to Falls Avenue Resort. Therefore, any outside employment should not conflict with our job abilities and commitments or the scheduling of work shifts, and employees are required to advise their Supervisor of any other non-resort employment obligation.

While some part-time and temporary Associates may have other employment obligations, it is important that the employee and the supervisor establish and maintain work schedules that are mutually advantageous to both the employee and Falls Avenue Resort.

ASSOCIATE INFORMATION BOARDS

Bulletin boards are located in each department, lunchrooms and close to punch clocks as a means to communicate relevant and/or general interest information. Bulletin boards closest to time clocks are used for career development opportunities, benefits and health and safety information, fire evacuation plans, resort staff events, and other relevant employment information.

Associates must obtain written approval from Human Resources prior to posting information anywhere on Resort property.

It is prohibited to deface or remove posted material. Department supervisors and/or Human Resources shall only remove posted material.

TELEPHONE USAGE AND COURTESY

Telephone courtesy is crucial in providing excellent customer service. The impression we leave our guests, potential guests and general public must always be a positive one - whether in person or on the phone.

All Associates should use the "auto-attendant" feature on the telephone system (905-374-4446) when they need to contact the Resort or that should be used in the event of an emergency and you are at work and need to be reached. When you call this number, an automated voice asks you to press the extension number you need. If you don't have a personal extension, please use the extension number your Manager instructs you to use.

Please note that if you are calling the Resort, when you are not working, for most employment issues, you should be contacting your Department Manager and/or property. Issues for the Human Resources or Payroll teams will then be forwarded by your Manager or property to these teams as required.

Extensions you might wish to note include:

For verification of employment letters, (e.g., Banks, etc): and employee benefit

claims: Extension 4008

TELEPHONE USAGE AND COURTESY CONTINUED...

Please note the Resort's phone system is for business purposes, not personal use. Only in emergency situations should you be receiving personal calls at work. Occasionally, in the past, the Resort has had to confront the occasional misuse of personal phone calls/business by a few Associates. In order to ensure that misuse of the phone system does not occur, please note the Resort reserves the right to periodically review and / or monitor call extension, caller origination, duration, and call receiver to ensure no misuse of the system.

RESORT PROPERTY/USAGE

Resort property including things such as: documents, reports, lists, customer information, product, food, furniture, computers, Internet, E-mail, printers, photocopiers, fax machines, vehicles, hotel, restaurant, retail equipment, etc. are made available to Associates strictly for business purposes and not for personal use or use of other parties not specifically authorized by the Resort. Any employee granted access to Resort assets is responsible for ensuring these assets are used properly and safely, and in accordance with this policy.

Employee access to a computer/electronic program or file must be authorized by the employee's immediate supervisor, and then only for business purposes. No employee may download/install, modify (including attempts to circumvent security controls or equipment) delete software or connect any personal device on any company computer/electronic device without first receiving permission from the Information Technology Department. Any person granted access to company property of any kind agrees to use the property under resort operating policies and procedures. No employee shall use Resort equipment or property in an attempt to circumvent any federal, provincial, regional or municipal law or regulation. All staff should be aware that Resort monitoring includes electronic and computer equipment (including internet activity) at its discretion, for business risk protection (viruses detection and elimination, staff inefficiency/misuse, illegal use and provincial/federal legal reporting - eg. pornography, etc.). Personal information once placed on any company equipment by an employee becomes business property and does not create a right of protection of personal property privilege or the expectation of privacy.

EMPLOYEE WASHROOMS

Employee washrooms are located throughout the hotels. Associates must use designated Associate washrooms. Public washrooms are provided for our guests.

EMPLOYEE ENTRANCES

Associates must use designated employee entrances and exits, where available. Public entrances are not to be utilized by Associates.

SECURITY/EMERGENCIES

The Resort's Security Department is responsible for responding to security matters and emergencies. Associates are expected to immediately report any unusual situation, circumstance, suspicious people or fire hazards to a Manager or to Security. The situation will be investigated immediately and proper action will be taken. Should a guest or employee need to contact a Security Officer in cases of emergency, contact the Switchboard and a Security Officer will be paged immediately.

SECURITY AND SURVEILLANCE DEVICES

In order to protect and respond to numerous safety and security issues that arise on a daily basis across the Falls Avenue Resort, please note that similar to many businesses, the Resort utilizes a number of security and software surveillance devices, both visible and invisible, to periodically monitor the ongoing business activities, computer systems and transactions at all business units. These devices monitor all computers and public areas around the Resort -- hotels, pools, restaurants, retail stores, entertainment rides and attractions, as well as entrances/exits, hallways, stairways, storage rooms, parking lots, key asset points, Point of Sale (P.O.S.) Cash terminals, and Resort equipment -- including our information technology, phone services and equipment, etc.

All security and surveillance devices focus on security - related concerns, and respect all employee personal privacy and dignity matters. All Associates should restrict/confine their access only to those areas, which as a result of their employment require their presence, and report suspicious visitor presence to their Supervisor/Manager.

CONSUMPTION OF ALCOHOLIC BEVERAGES

In order to assure the safety of our guests and co-workers, and in order to provide our expected level of service and avoid a negative public image, the Resort requires Associates to report to work in condition to perform their duties. Consumption of alcoholic beverages while on Resort property is strictly prohibited. Reporting to work under the influence of alcohol or reporting to work smelling of alcohol is also prohibited. Drinking alcoholic beverages during meal breaks is not permitted. Violation of this policy will result in disciplinary action,

up to and including termination.

ILLEGAL SUBSTANCES

The Resort prides itself on providing a work environment free from illegal substance for the safety of all Associates and guests. The Resort has a zero tolerance of breaches of this policy. Any employee on Resort premises, who is found to be possessing, consuming, inhaling, injecting or arranging for distribution of an illegal substance shall be subject to immediate discharge.

Off-the-job use of drugs that adversely affects an employee's job performance or jeopardizes the safety of himself/herself, other Associates, or Resort equipment, or where such usage adversely affects the public trust may also be cause for discharge. Reporting to work under the influence or smelling of illegal substances is also prohibited.

THEFT OR REMOVAL OF PROPERTY FROM THE RESORT

No employee of the Resort may take or remove any article from the premises which may be considered to be property of the Resort, guests, clients, suppliers, contractors, or other Associates. This includes cash, food, equipment, clothing and property.

All Associates are directed to not bring personal luggage, shopping bags or parcels onto the Resort. Any luggage, large bags or parcels of any type being removed from the Resort by Associates will be subject to inspection by a member of Management or our Security Department.

The Resort has a zero tolerance of breaches of this policy. It is Resort policy that any theft or the removal of any property or assets of the Resort, its guests, suppliers, or other Associates by an Associate without proper authorization shall be subject to immediate discharge and may be subject to criminal prosecution.

LOST AND FOUND

All articles lost or misplaced by guests, suppliers or Associates, including cash found anywhere in the hotels must be sent to the closest Housekeeping Department. Each restaurant/outlet also has a "Lost and Found" procedure. Every article left behind by a guest is to be retained in secure storage for a period of not less than ninety (90) days. All inquiries regarding items lost or misplaced are to be referred to the Executive Housekeeper or the Housekeeping

Supervisor.

REMOVAL OF PROPERTY FROM THE RESORT: OUR PASS OUT POLICY

Associates requesting a pass-out for any asset of the Resort and/or a supplier of the Resort must obtain approval from their Manager and the Controller.

If the Department Manager consents, a pass-out card must be completed and signed by the employee and the Department Manager. The Controller must then approve the pass-out card.

Once a pass-out has been authorized to an employee, he/she is directly responsible for that asset until such time as the Department Manager signs for its return to the Resort.

PRESCRIPTION DRUGS

In order to ensure the safety of our Associates and guests, along with the effective and efficient operations of our business, Associates who are undergoing prescribed medical treatment with a drug that may alter their physical or mental ability are required to advise Human Resources. The Human Resources department, in conjunction with the employee's physician, will determine whether it is necessary to change the employee's job assignment or transfer to another position if available, while he or she is under the influence of prescription medication. Any employee reporting for work under the influence of prescription medication, which may affect employee mood, mobility or concentration must advise their Manager of the prescription and dosage. All such reports will be kept confidential by the Manager.

OUR CORRECTIVE DISCIPLINARY ACTION SYSTEM

The greatest assets to Falls Avenue Resort are our Associates. We are proud of our outstanding group of dedicated workers who contribute significantly to the successful operations of our Resort. Our Handbook, along with other Resort and departmental policies and procedures, has been established in order to promote a positive and safe work environment as well as to ensure efficient and productive operations.

Each of us has a responsibility to conduct ourselves according to these rules and we expect our Associates to follow our Resort rules. For these reasons, you are expected to read, understand and follow these rules in your day-to-day work. Corrective disciplinary action is taken only for the purpose of correcting

someone from repeatedly doing something wrong or protecting the Resort.

OUR CORRECTIVE DISCIPLINARY ACTION SYSTEM - CONTINUED...

Certain policies are more important than others. Violation of policies pertaining to Theft, Cash Control Procedures, and Illegal Substances will result in immediate discharge of employment. Repeated violation of policies and procedures and other serious misconduct may also result in dismissal.

OUR FAIRNESS GUARANTEE – OUR OPEN DOOR POLICY

Our Open Door Policy provides Associates with an opportunity to resolve any problems they may have. At any time, you may discuss any problem, question, or concern in the following manner:

- (a) bring the matter up to your Supervisor/Department Manager;
- (b) if you are still not satisfied, discuss the problem or concern with your General Manager.
- (c) if unsatisfied, speak to a member of the Human Resources Department;

We will make every effort possible to resolve employee complaints, problems and concerns quickly. Also, please note that there will be no jeopardy to your job; rather this is an opportunity for you to speak freely about concerns.

GENERAL RULES

While ownership of the Resort may change from time to time, all Associates shall respect the integrity, privacy and confidentiality of any owner, and ownership information is not to be released outside the Resort without the specific authorization of the Vice-President of Human Resources.

Under no circumstances will an employee verbally abuse or assault a guest, customer, supplier, co-worker or any other person.

No employee shall abuse, cause damage to or tamper with any Resort property or the property of co-workers or guests.

Associates must obtain permission from their supervisor or designate before leaving their workstation during work hours for any reason.

Associates must leave Resort property immediately following the end of their shift. Associates are not permitted to be on Resort property unless they are working or on Resort authorized business. Exceptions to this rule for Resort social events for Associates will be clearly communicated in writing to all

Associates.

Hotel keys assigned to Associates must be returned to your supervisor following the end of your shift. No hotel keys are to be taken off the property unless authorized by the Resort.

Associates are not normally allowed to rent rooms at our hotels for themselves, family members or friends.

No associate will visit guests of the hotels, in guest rooms, dining rooms, or in function rooms.

Associates are not permitted to have friends or family members visit while they are working. If an emergency situation occurs where an employee must be notified, the individual should contact the employees' department, or alternatively the Resort Switchboard who will locate the employee concerned.

No employee shall publish, rebroadcast or otherwise disseminate negative or defamatory comments about Resort activities, management or co-workers. Employees are responsible for making sure non work related activities/ comments and personal views, regardless of forum (radio, newspapers, social media channels - blogs, Facebook, Twitter, etc) do not embarrass or otherwise

bring about a negative or inferior impression of the Resort by a third party.

INTERNATIONAL PHRASES

As many of our guests are from out of the country, make them feel at home by speaking to them in their own language.

JAPANESE

Good morning	o-haiyo-gozaimasu
Good afternoon	kon-nichi-wa
Good evening	konban-wa
Good-bye	sayonara
Please	o-negaishimasu
Thank-you	domo arigato
You're welcome	do itashimashite
How are you?	O genki desu ka?
Fine	genki desu
Excuse me	sumimasen
Just a moment please	chotto matte kudasai
I don't understand	wakarimasen

FRENCH

Good morning	bonjour
Good afternoon	bon apres-midi
Good evening	bon soir
Good-bye	au revoir
Please	sil vous plait
Thank-you	merci
You're welcome	bienvenue
How are you?	Comment ca vas?
Fine	d'accord
Excuse me	excuse moi
Just a moment please	un moment sil vous plait
I don't understand	je ne comprende pas

SPANISH

Good morning	buenos dias
Good afternoon	buenas tardes
Good evening	buenas noches
Good-bye	adios
Please	por favor
Thank-you	gracias
You're welcome	de nada

EMPLOYEE HANDBOOK RECEIPT AND ACKNOWLEDGMENT

I have received a copy of the Associate handbook and understand this handbook contains policies that apply to me. I understand this handbook supersedes all prior versions that have been issued by the Resort. I confirm that I am responsible for reading, understanding and abiding by the terms of this handbook as soon as I receive it.

I further understand that in addition to the policies of this handbook, I must also adhere to departmental policies and procedures.

I also acknowledge that the Resort may amend policies and procedures at any time, and the Resort will communicate such changes to me.

Employee Name (Printed)

Department

Property

Employee's Signature

Date

12.12





Like Nowhere Else!

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