



SEASONAL ASSOCIATE
Manual



Regency CSP Ventures
Limited Partnership

INTRODUCTION AND DISCLAIMER

Welcome to Custer State Park Resort!

We are happy to have you join us as a key member of our Guest Service Team, a team upon which our continued success depends.

This Associate Handbook is provided to you in connection with your association with Regency CSP Ventures Limited Partnership, hereinafter known as the company. The company never forgets that we are in the business of hospitality, a truly people-oriented business. Among the most important criteria for employment are a warm, friendly attitude; an outgoing personality; and a willingness to perform job duties as directed by management.

This handbook is designed to provide you with general guidelines regarding company policies and procedures, work rules and benefits. Associates are expected to understand the handbook.

Employment at the company is employment-at-will; employment may be terminated at any time for any reason by either the company or the associate. Nothing contained in this handbook creates or is intended to create a contract between the company and any of its associates. Any or all components of this handbook may be changed, altered, deleted and/or discontinued at the company's sole discretion at any time, with or without notice. The handbook and the policies and procedures contained herein supersede any past practices and any prior written or oral representations or statements regarding the terms and conditions of your association with the company.



TABLE OF CONTENTS

I. Company Information	5
Company Purpose	5
II. Salaries, Wages and Evaluations	6-7
Initial Review Period.....	6
Performance Evaluations.....	6
Payroll Periods, Pay Rates and Raises	6
Work Schedule	7
Payroll Deductions.....	7
Final Paycheck	7
III. Payroll Records	8
Personnel Forms	8
Personnel Records.....	8
IV. Benefits	9-10
Meals and Lodging	9
Associate Discounts.....	10
Incentives	10
V. Leaves of Absence	11-14
Absence Due to Illness	11
Military Leave	11
Jury Duty.....	11
FMLA Leave <i>*For Qualifying Employees</i>	12-14
VI. Safety	15-16
Night Security	15
Drug and Alcohol Testing.....	16



TABLE OF CONTENTS

VII. General Policies and Associate Responsibilities	17-21
Equal Employment Opportunity.....	17
Public Statements by Associates.....	17
Associate History and Reference Release Policy.....	17
Contagious and Communicable Diseases.....	17
Offensive Behavior.....	18-19
Uniforms and Grooming.....	19
Discipline and Termination.....	20-21
Associate Problems and Complaints.....	21
Entrance/Exit.....	22
Parking and Park Entrance License.....	22
Smoking.....	22
Alcoholic Beverages.....	22-23
Bulletin Boards.....	23
Training Materials.....	23
Lost and Found.....	23
Associate Mail.....	23
Gifts and Gratitudes.....	23
Use of Communication Devices.....	24
Association of Relatives.....	24
VIII. Addendum	25-26
Pay Date.....	25
Work Week.....	25
Dormitory Rules.....	25
Acknowledgment Form.....	26



COMPANY INFORMATION

COMPANY PURPOSE

The mission of Regency CSP Ventures Limited Partnership is to be the leader in providing quality service in the hotel and related food, beverage and convention business in those communities in which we operate.

We will support the community we serve, offer meaningful opportunities for our associates and work toward justifying the confidence of our customers and stockholders.

REGENCY HOTEL MANAGEMENT MISSION STATEMENT

Our Mission: As a company, we strive to be the **leaders in our industry** by fostering a **positive culture** that focuses on serving our guests, **supporting** our associates and our local communities while ensuring the trust of our owners and partners.

Blueprint for Success:

- › Strive to exceed the expectations of Every Guest, Every Day
- › Be an integral part of our communities
- › Ensure our associates understand the overall importance of every job they perform
- › Facilitate and support a positive work-life balance for every associate



SALARIES, WAGES, AND EVALUATIONS

INITIAL REVIEW PERIOD

A new associate's first thirty (30) days of employment with the company are considered to be a period of training and familiarization. Near the end of this orientation period, your supervisor will review your progress with you and point out the areas in which you are doing well, as well as the areas in which you need further improvement. During this period, both you and the company will determine whether you are suited to your position.

PERFORMANCE EVALUATIONS

Seasonal associates will receive an evaluation prior to departure.

A permanent written evaluation of each staff member will be made at the time of termination of employment. This evaluation will become part of the associate's permanent file and will be used to determine favorable consideration for future employment and end-of-season bonus qualification.

A written evaluation of a staff member may occur at any time during their employment for the purpose of recording proficiencies or deficiencies in performance.

PAYROLL PERIODS, PAY RATES AND RAISES

Payroll periods are based upon a two-week time frame. (Please refer to the Addendum Section in the back of this manual for further information on this subject.)

Wages are set on an individual basis. There is no set schedule. In general, wages are based upon management's judgment of the associate's dedication and performance, comparable wages in the vicinity, wages of co-associates, job knowledge, attitude, spirit of teamwork, dependability, quality of work, quantity of work, current wages, contribution to the overall smooth operation of the company and the contribution of the position to the organization. The objective of this compensation policy is to attract, motivate and retain the caliber of associates required for effective operation and to compensate associates in return for fulfillment of their responsibilities.



SALARIES, WAGES, AND EVALUATIONS

WORK SCHEDULE

As a regular staff member, depending on the terms of your employment agreement, you are working one of the following schedules:

- › Full-time, six-day, 48-hour workweek (one day off)
- › Full-time, five-day, 40-hour workweek (two days off)
- › Part-time, not to exceed the hours detailed in your employment agreement.

Full-time staff members are offered housing or hookup and three meals per day, seven days per week. Part-time staff are offered on-shift meals only without housing.

Shifts can start at any time of day and split shifts are possible. All staff members are authorized 10-minute breaks for every four hours worked. Under certain circumstances, it may be difficult to have regularly scheduled breaks due to the workload. In this situation, staff members may have to take breaks when possible.

Seasonal management personnel are expected to work a minimum of 10 hours per day, six days per week. They may be required to work additional hours due to the workload.

We cannot guarantee that you will have the same day(s) off each week. Make your preference known to your supervisor, and he/she will make every effort to accommodate you. Please be flexible and realize that your supervisor's first responsibility is to cover the work center.

If you are part time, you are not to exceed the maximum number of hours noted on your employment agreement without prior management approval.

Any additional time off over and above what is designated in your employment agreement is entirely at the discretion of your supervisor and, if approved, is unpaid time off.

PAYROLL DEDUCTIONS

All mandatory state (if applicable) and federal deductions will be made from each paycheck. Any other deductions must be authorized by you.

FINAL PAYCHECK

Any money owed to the company at the time of termination, whether voluntary or involuntary, will be deducted from the associate's final paycheck. All deductions will be made in accordance with any relevant statute.



PAYROLL RECORDS

PERSONNEL FORMS

In order for the Human Resources Department to establish a complete file for all associates it is imperative the company obtain the following forms, filled out and assigned by the associate, when hired:

- › Job Description
- › Drug and Alcohol Consent Form
- › Emergency Contact Information
- › Contract
- › Sale of Alcohol
- › Federal Withholding for W-4
- › State Withholding Form, when applicable
- › Form I-9: Employment Eligibility Verification and Document Copies
- › Acknowledgment Form for Associate Manual
- › Associate New Hire Information and Processing Form
- › Uniform Agreement, when applicable
- › Publication 1244: Tip Information Form, when applicable
- › Child Support Disclosure Form, when applicable
- › Direct Deposit Form and Voided Check or Electronic Copy of Routing and Account Numbers, when applicable
- › Initial Safety and Security Procedures Checklist
- › Departmental Safety and Security Procedures Checklist

PERSONNEL RECORDS

It is important that the company retains accurate, up-to-date personnel records. Please be sure to notify your supervisor or the Human Resources Department if any of the following changes:

- › Address
- › Phone Number
- › Name
- › Marital Status
- › Number of Dependents
- › Person to be Notified in Case of Emergency
- › Military Status
- › Change in Number of Dependents or Status for Insurance Coverage, *when applicable*

Your Social Security card must be presented to your supervisor for verification of name and Social Security number. This must be done **within three (3) days of the date employment begins**. The company is required to have accurate Social Security information. If you are an international employee, a Social Security number will be applied within fourteen days.



BENEFITS

MEALS AND LODGING

It is the desire of this company to provide its associates with a hearty meal while they are on duty. To maximize the quality of such a meal and minimize the confusion involved in obtaining it, the following rules and regulations will pertain to meals:

- › All full-time staff members are offered three meals per day, seven days per week. Part-time staff members are offered on-shift meals only.
- › Meals are served in the Employee Dining Room areas. Due to the large number of meals prepared each day, we cannot promise to accommodate vegetarian and restricted diets.

Due to Custer State Park's location and the distance to outside housing, most of our seasonal staff are housed within the park.

- › Because of the limited number of RV sites available in our associate housing areas, we strive to occupy all RV sites with two (2) persons per site with both persons being employed by Regency CSP Ventures Limited Partnership.
- › Associate lodging facilities vary widely from one location to another; some are new, and some have been in use for many years. While not elegant, staff quarters are adequate.
- › Dormitory housing for married couples is limited and available only when both work full time. We do not provide housing for families with children, and non-staff guests or family members may not stay in staff quarters.
- › Firearms and alcohol are strictly prohibited. All dormitory complexes are designated "Drug Free Zones" and are smoke-free. Management reserves the right to inspect any dormitory room at their discretion.
- › Dogs and cats are permitted with HR approval and an additional \$500 pet deposit.
- › Associates will provide and maintain their own bedding and towels. Seasonal associates will be assigned quarters to share with one or two roommates. Residents are expected to respect visitation restrictions, night-time quiet hours and to maintain the cleanliness of the facilities. The company is not liable for loss of personal effects, and we recommend that you do not bring items of extreme value.
- › If there is damage to your dorm room, your end-of-season bonus or final paycheck will be deducted accordingly. It is the associates responsibility to have their room inspected for damage and cleanliness, both on arrival and departure to be assured of this refund.



BENEFITS

ASSOCIATE DISCOUNTS

All associates are eligible for discounts at lodge restaurants and retail outlets across the park.

- › Associates receive a 20 percent discount on regular-priced gift merchandise of the following types: home furnishings, figurines, souvenirs, hats, jewelry, mugs, plush, post cards, pottery and glassware, adult and children's clothing and toys.
- › Associates receive a 10 percent discount on meals at all four lodge restaurants and for fast food at Sylvan Store and Coolidge General Store.

You must identify yourself as an associate before the sale is rung up. Your employee perks card is required for any discount. All discounted sales must be rung up by the manager on duty.

Additional employee perks: Free one-hour horseback ride; one free jeep safari tour; and one free chuckwagon dinner tour.

Current associates are also eligible for room discounts at hotels operated by Regency Hotel Management. After making a reservation, associates must obtain, through their supervisor, a letter of identification from their general manager. The letter, on the company letterhead, should refer to the reservation date and the hotel involved. The associate will show this letter at the time of registration. This discount is subject to availability of space and will not be honored at some properties during peak seasons.

INCENTIVES

End-of-Season Performance-Based Bonus

Regency CSP Ventures Limited Partnership offers an End-of-Season Employment Agreement Bonus. To be eligible, you must work at least 60 days, have had a satisfactory performance review and not terminate your employment (voluntarily or otherwise) earlier than your originally selected termination date designated in your employment agreement.



LEAVES OF ABSENCE

ABSENCE DUE TO ILLNESS

The pace in the park can be fast-paced and one staff member's absence is deeply felt by everyone in the work center. Be fair to your coworkers and notify your supervisor as soon as possible if you are too sick to report to work.

If you can, cover your shift with a coworker willing to step in. If you are so sick you need to go to the doctor, your supervisor will arrange to cover your shift for you.

The company does not provide paid sick leave; therefore, you will not be paid for sick days. For associates other than hourly-paid associates, wages will be deducted on a pro-rated basis for days absent from work.

MILITARY LEAVE

To protect the job of National Guardsmen and Reservists, the company grants unpaid leaves of absence for military service, training or related obligations of all armed forces' components in accordance with applicable law. Associates on military leave may arrange to continue benefits. You may combine this leave with your accrued paid vacation. Any associate drafted into military service is entitled to re-employment under the terms of the Universal Military Training and Selective Service Act.

JURY DUTY

Occasionally, you may be called upon to serve on a jury of our court system. If so, please notify your supervisor as soon as possible in order that arrangements may be made to cover your position. An unpaid leave of absence for jury duty will be granted to all associates. Upon presentation of proof of such duty, such as the court check or other documentation, the company will pay the associate the difference between the amounts received for jury duty and the associate's regular straight-time wage or salary for that period. An associate on jury duty will be expected to work as much of his or her regularly scheduled shift as his or her jury schedule permits.



LEAVES OF ABSENCE *ONLY FOR FULL-TIME YEAR-ROUND EMPLOYEES

FMLA LEAVE*

The Family Medical Leave Act (FMLA) requires covered employers to provide up to twelve (12) weeks of unpaid, job-protected leave to eligible associates for certain family and medical reasons. Associates are eligible if they have worked for a covered employer for at least one (1) year, and for one thousand two hundred fifty (1,250) hours over the previous twelve (12) months, and if there are at least fifty (50) associates within seventy-five (75) miles.

Reasons For Taking Leave:

Unpaid leave must be granted for any of the following reasons:

- › for the birth or placement of a child for adoption or foster care with the associate;
- › to care for an immediate family member (spouse, child or parent - but not parent in-law) who has a serious health condition; or
- › for a serious health condition that makes the associate unable to perform the associate's job;
- › for qualifying exigencies of a family member (spouse, child, or parent) in the National Guard, Reserves, or Regular Armed Forces; or
- › for the care of a family member (spouse, child, parent or next of kin) who is a service member in the Regular Armed Forces, National Guard or Reserves who has incurred a serious injury or illness in the line of duty while on active duty or for a veteran who is undergoing medical treatment, recuperation or therapy for serious injury or illness that occurred anytime during the five years preceding the date of treatment. **

**For this type of leave, up to 26 workweeks in a single 12-month period may be taken in concurrence with other FMLA leave.

(If both spouses are employed by the Company, they are jointly entitled to a **combined** total of 12 workweeks of leave for the first two scenarios listed above.)

Concurrent Leave/Substitution of Paid Leave

The leave provided under this FMLA policy is unpaid leave. However, an associate may receive paid leave benefits such as Short-Term Disability or payment through workers' compensation for an injury or illness that constitutes a serious health condition under FMLA. In such case, the Company may designate the leave time as FMLA leave and count the leave against the employee's FMLA leave entitlement. (i.e. the workers' compensation leave and FMLA leave will run concurrently).

When paid leave is not available, associates must utilize accrued paid time off (i.e. PTO) during FMLA leave, when such leave is available under the Company's policy. The paid leave under the Company's policy and the unpaid FMLA leave will run concurrently. The use of accrued paid time or the receipt of paid leave through a Short-Term Disability policy or workers' compensation coverage will not extend the employee's time beyond the 12 weeks of leave (26 weeks for service member care leaves) available under the FMLA policy.

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LEAVES OF ABSENCE *ONLY FOR FULL-TIME YEAR-ROUND EMPLOYEES

FMLA LEAVE CONT.*

Advance Notice and Medical Certification

The associate may be required to provide advance leave notice and medical certification. Taking of leave may be denied if any of the following requirements are not met:

- › The associate ordinarily must provide thirty (30) days advance notice when the leave is "foreseeable."
- › The Company may require medical certification to support a request for leave because of a serious health condition affecting the associate or an immediate family member, and may require a second or third opinion at the Company's expense.
- › The associate may be asked to provide periodic reports during FMLA leave on their intent to return to work, and a "fitness-for-duty" certification to return to work.

Job Benefits and Protection

- › For the duration of the FMLA leave, the Company must maintain the associate's medical coverage under any group medical plan.
- › Upon return from FMLA leave, associates must be restored to their original or equivalent positions with equivalent pay, benefits and any other employment terms and conditions.
- › The use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an associate's leave.

"Key" Associate Exception

Under some circumstances where restoration to employment will cause substantial and grievous economic injury to its operation, the Company may choose not to reinstate certain key associates after using FMLA leave during which medical benefits are maintained. In order to do so, the Company must:

- › notify the associate of their status as a "key" associate in response to their notice of intent to take FMLA leave;
- › notify the associate as soon as the decision is reached to deny job restoration and then offer them a reasonable opportunity to return to work from FMLA leave after informing them of the Company's decision;
- › make a final determination as to whether reinstatement will be denied at the end of the leave period if the associate then requests restoration.

Unlawful Acts by the Company

FMLA makes it unlawful for any Company to:

- › interfere with, restrain or deny the exercise of any right provided under FMLA;
- › discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

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LEAVES OF ABSENCE *ONLY FOR FULL-TIME YEAR-ROUND EMPLOYEES

FMLA LEAVE CONT.*

Enforcement

- › The U.S. Department of Labor is authorized to investigate and resolve complaints of violations.
- › An eligible associate may bring a civil action against the Company for violations.

FMLA does not affect any Federal or State law prohibiting discrimination or supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights.

Requests for FMLA Leave

You may request FMLA Leave by meeting with your supervisor and completing the request for Family or Medical Leave Form. The form needs to be approved by Human Resources or the General Manager.

Failure to Return to Work Following FMLA Leave

If you do not return to work after your FMLA Leave entitlement has been exhausted or expires, you will be considered to have voluntarily resigned. The Company may recover insurance premiums paid on your behalf unless the reason you do not return is due to the continuation, recurrence, or onset of a serious health condition of you or your family; or certain other circumstances beyond your control as outlined under Sec. 825.213 of the FMLA.

For Additional Information or Interpretation

Contact the Company Human Resources Department at 1-605-334-2371, 3211 W Sencore Drive, Sioux Falls, South Dakota 57107, or the nearest office of the Wage and Hour Division, listed in most telephone directories under U.S. Government, Department of Labor.



SAFETY

Safety is a product of teamwork. The management of this company is strongly committed to providing a safe working environment. When you notice any unsafe condition, bring it immediately to the attention of your supervisor or the manager, and action will be taken to correct the situation. Remember, most accidents don't happen, they are caused. Accidents can almost always be eliminated if we will observe the following:

- › Using the special safety equipment whenever provided. Don't take a chance "just this once." That is usually the time when you get hurt.
- › Report to your supervisor or manager promptly any hazard which may cause an accident to anyone.
- › Use common sense safety precautions as you go about your work.
- › Know the hotel's safety procedures in the event of a fire, tornado or any other emergency.

Report every injury immediately to your supervisor, no matter how slight it may appear to be. A report must be completed by the associate, with the help of the office staff, within twenty-four (24) hours on all accidents.

Remember, accidents don't happen; they are caused and can be eliminated if you follow the above suggestions.

In the event that you witness an accident or illness at any time in the park, you may be required to act as a "first responder" in an emergency. Remember to stay calm, use your common sense and send for help as soon as possible. DO NOT EXCEED THE LEVEL OF YOUR TRAINING IN FIRST AID. But take heart - being with and talking reassuringly to a victim is often good first aid.

Accidents must be reported to the manager on duty. You should also inform the manager on duty of the serious illness of a guest or staff member. There are reports that must be completed, so make yourself available to help fill in the details of what happened.

NIGHT SECURITY/DORM SUPERVISORS

Night security officers may be present on property. You are expected to show them your cooperation and courtesy. Failure to do so and/or infraction of dormitory or company rules and regulations are subject to disciplinary actions. Quiet hours are from 10 pm to 10 am and strictly enforced.



DRUG AND ALCOHOL TESTING

We are committed to providing a safe workplace, free of the risks created by alcohol and drug abuse. You may be subject to a random or reasonable-cause drug or alcohol test. **Our goal is to dissuade any individual who uses illegal or nonprescription drugs or abuses alcohol from seeking employment with us.**

Random testing involves computer selection of staff member names based upon a chosen percentage of the staff population. Staff whose name has been selected for testing will be notified and required to provide a specimen. That specimen is tested for a variety of illegal substances, including marijuana, opiates, cocaine, amphetamines and phenocyclidines. Alcohol content may also be tested.

A staff member may be asked to provide a specimen if the management staff feels there is reasonable cause that he/she may be under the influence of drugs or alcohol because of the individual's appearance, behavior, speech or body odors.

Failure to pass either of these tests is cause for immediate dismissal. A staff member fails the testing under any of the following conditions:

- › Refusal to take the test.
- › Failing, without a valid medical explanation, to give enough urine for the test.
- › Failing, without a valid medical explanation, to give enough breath for the alcohol test.
- › Engaging in conduct that obstructs the accuracy of the test.
- › Failing to report for testing.
- › Having a positive reading on the drug or alcohol test without legitimate explanation.



GENERAL POLICIES AND ASSOCIATE RESPONSIBILITIES

EQUAL EMPLOYMENT OPPORTUNITY

It is the policy of the company to provide equal employment and advancement opportunity for all individuals without regard to race, color, creed, religion, sex, ancestry, age, nation of origin, marital status, disability, sexual preference, public assistance, veteran status or any other protected characteristic as established by law. This policy of Equal Employment Opportunity applies to all policies and procedures relating to recruitment and hiring, compensation, benefits, termination and all other terms and conditions of employment.

Associates have a right to work in an environment that promotes equal employment opportunities and prohibits discriminatory practices, including harassment. Appropriate disciplinary action may be taken against any associate willfully violating this policy.

PUBLIC STATEMENTS BY ASSOCIATES

Public statements about the company could be harmful to its competitive position or could be inaccurate or imprudent. You must obtain permission from the General Manager before making any written or oral public statements, including contacts with the media, which will contain information in any way involving or naming the company. If permission is obtained, such a statement shall be submitted to the general manager for approval prior to publication or delivery.

ASSOCIATE HISTORY AND REFERENCE RELEASE POLICY

The company will only verify employment. The only information given out will be the starting and ending employment dates and position held.

CONTAGIOUS AND COMMUNICABLE DISEASES

Associates of some departments may be asked to complete a Blood Borne Pathogens Training Program. Participants of this course will be given the opportunity to complete a series of immunizations (provided at no charge) to protect them from Hepatitis B infection. Your supervisor will inform you if you are a candidate for this program.

If you become aware that you have contracted a serious disease that may be contagious or communicable in the workplace, you should report the diagnosis to your immediate supervisor. If management reasonably believes your position involves duties which could present a significant risk of transmission of the disease, you may be removed from the position, transferred or reassigned to a position that does not present a risk of transmission of the disease, or terminated, if necessary.



GENERAL POLICIES AND ASSOCIATE RESPONSIBILITIES

OFFENSIVE BEHAVIOR

The company is committed to a work environment where diversity is recognized and valued and where all associates are treated with respect and dignity. Every associate has the right to work in an environment free from offensive behavior, including discrimination or harassment based upon an associate's sex, race, national origin, marital status, sexual orientation, disability, age, religion, public assistance status or other characteristics protected under federal, state or local law.

All associates are expected to conduct themselves in a manner that supports this commitment. This means that each associate is expected to treat every other associate with courtesy and respect - foul language or shouting directed at others, disrespect for others and disparaging or threatening remarks are not acceptable. This policy applies to conduct in the workplace as well as to all company-related activities outside the workplace (such as business travel or company-sponsored social events).

Harassment can take many forms. In general terms "harassment" describes verbal or physical conduct that demeans or displays hostility to an individual because of his or her sex, race, national origin, marital status, sexual orientation, disability, age, religion or other legally protected characteristics. Such conduct may take the form of epithets, slurs, "jokes," negative stereotyping, threats, intimidation or the display of written or graphic material.

For example, sexual harassment includes unwelcome sexual advances including, but not limited to, requests for sexual favors, sexually motivated physical contact or verbal conduct or communication of a sexual nature when (1) an associate is required to submit to or participate in the conduct or communication in order to either explicitly or implicitly obtain employment; (2) an associate's willingness to submit to or an associate's rejection of such conduct or communication is used as a factor in decisions affecting the individual's employment; or (3) that conduct or communication substantially interferes with the individual's employment or creates an intimidating, hostile or offensive work environment. Examples of sexual harassment include, but are not limited to, requests for sexual contact, inappropriate physical touching, use of offensive or obscene language and the display of sexually explicit materials.

The company cannot respond to an associate's concern about offensive behavior unless the associate informs a representative of management that such behavior has occurred or is occurring. Therefore, any associate who believes that he or she is the victim of offensive behavior or who becomes aware of such behavior should, as soon as possible, bring the matter to the attention of his or her immediate supervisor, the property General Manager, the Corporate Regional Director, the Corporate Human Resources Department or Corporate Senior Management at 1-605-334-2371 or at 3211 West Sencore Drive, Sioux Falls, South Dakota 57107.

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GENERAL POLICIES AND ASSOCIATE RESPONSIBILITIES

OFFENSIVE BEHAVIOR CONT.

All allegations of offensive behavior will be investigated promptly, and information about investigations will be disclosed only on a need-to-know basis. No retaliation will be permitted against an associate who brings an allegation of offensive behavior or who participates in an investigation. Conversely, associates who refuse to cooperate with an investigation may be subject to disciplinary action, up to and including termination of employment.

The company will strive to resolve any problems related to this policy by such efforts as training, education, counseling or in more serious instances, work adjustments or discipline. An associate who is found to have violated this policy will be subject to appropriate disciplinary action, up to and including termination of employment.

UNIFORMS AND GROOMING

In most areas uniforms are required to be worn at all times. See your supervisor regarding your department's uniform requirements. Your supervisor will inform you of the style of the uniform. The uniform is to be worn only during your shift. All associates must be out of uniform when not on duty.

As a staff member of Regency CSP Ventures Limited Partnership, your appearance directly reflects the image of the company. Take it upon yourself to adhere to the highest grooming standards.

Show pride in yourself and your workplace and do not wait for management to ask you to comply with these standards. The following are guidelines that are to be followed:

- › Practice good personal hygiene. Our facilities may not be air conditioned, and you will work very hard within them. Regular showers and the use of deodorant are essential.
- › Hairstyles should be neat and well-kept. Hair must be in a naturally occurring color (red, blonde, brown, etc.).
- › Beards and sideburns should be kept neatly trimmed and no more than approximately two inches in length. Mustaches should also be trimmed and neat in appearance.
- › Jewelry must be in good taste and appropriate to work attire. Jewelry may not conflict with job safety standards.
- › Tattoos should be in good taste, preferably covered while on duty.
- › Uniforms must be clean and in good repair.
- › Name tags, in good and readable condition, are to be worn while on duty.
- › Staff members involved in food preparation must comply with any additional health and sanitation regulations.

Uniforms must be returned upon leaving for the season. Unreturned uniforms will result in an additional \$80 charge.



GENERAL POLICIES AND ASSOCIATE RESPONSIBILITIES

DISCIPLINE AND TERMINATION

The company provides the following examples of associate conduct which may result in disciplinary action or termination. These examples are guidelines only. This list is not intended to be exhaustive or to imply there is no other conduct which can lead to disciplinary action or termination. This list also is not intended to modify the employment-at-will relationship previously discussed.

Examples of inappropriate associate conduct are:

- › Supplying false or misleading information when applying for employment.
- › Possessing dangerous or deadly weapons on company premises or while off company premises in performance of company duties.
- › Reporting for work under the influence of intoxicants or drugs or the possession of either while on company time or premises.
- › Immoral, immature or indecent conduct; soliciting persons for immoral purposes; or the aiding and/or abetting of any of the above.
- › Refusing to obey an order of a supervisor (insubordination).
- › Disrespectful conduct (gambling or fighting on company premises; coercion, intimidation or threats against guests, supervisors or fellow associates; using vulgarity or failing to give a high degree of service or courtesy to any guest).
- › Theft or misappropriation from guests, associates or company property or unauthorized removal of any of the above, including found items.
- › Interfering with or hindering work schedules; sabotage.
- › Abusing, misusing or destroying company property or the property of guests or other associates.
- › Smoking in other than designated areas; unauthorized use of the telephone; parking of personal auto in area other than designated area.
- › Failing to abide by clock rules or sign-in, sign-out procedures; working overtime without department head's approval; unexcused absence or tardiness; stopping work early; not reporting properly when absent. ***(In order for all departments to maintain adequate staffing, it is very important you contact your supervisor as soon as possible about absences.)***
- › Making or publishing false, vicious or malicious statements concerning any associate, supervisor, the company or its food, beverages or services.
- › Failing to perform work or job assignment satisfactorily and efficiently; loitering or sleeping on the job; unauthorized absence from assigned work area or being in an unauthorized area.
- › Engaging in or having knowledge of activities on or off the premises that could be considered a discredit to the company or its associates.
- › Failing to observe established health, fire, safety, Civil Defense rules or common safety practices; or failing to report unsafe action of other associates to supervisor; or failure to report any injury sustained while on duty.
- › Unauthorized presence at guest functions and guest areas or on premises, including guestrooms, dining rooms, bar or lounge or swimming pool.

Cont. on next page



GENERAL POLICIES AND ASSOCIATE RESPONSIBILITIES

DISCIPLINE AND TERMINATION CONT.

- › Failing to present a high degree of personal cleanliness and good grooming at all times; failing to wear prescribed clothing and an approved name badge.
- › Unauthorized distribution of literature of any description in working areas; posting or removal of notices, signs or writing in any form on the bulletin boards or company or guest property at any time.
- › Discussing personal or unauthorized company matters in public areas where guests could overhear conversations.
- › Dining or snacking at any time other than during designated meal periods or in areas other than those designated by the management.

NOTE: The company retains the right to examine all packages in associate possession going in or out of company property.

In general, the company may use progressive discipline but reserves the right to take any disciplinary action deemed appropriate. Disciplinary measures may include verbal or written reprimand, suspension from work without pay or termination of employment.

Termination occurs by reaching the end date of the employment agreement, end-of-season, layoff, voluntary or involuntary termination.

Staff members have several requirements upon termination:

- › Have housing assignment inspected and signed off.
- › Turn in uniform(s).
- › Turn in name tag.
- › Return dorm key to housing manager.

Failure to return item(s) will result in an \$80 fee taken from final paycheck.

ASSOCIATE PROBLEMS AND COMPLAINTS

Many companies talk about an “open door” policy allowing you to bring your grievances to the boss. The company follows what it believes to be an effective method in settling any misunderstanding:

- › Talk over your problem with your supervisor.
- › If the problem is not settled, you may demand a meeting between you, your supervisor and the general manager. The general manager will make the final disposition of the problem at that time or as soon as practical after the meeting.

If there is a problem between you and the property General Manager, you should contact the corporate Human Resources Department or Corporate Senior Management at 1-605-334-2371 or at 3211 West Sencore Drive, Sioux Falls, South Dakota 57107.

Remember, it is not healthy for you or your fellow workers to harbor any problems. Please feel free to talk over any problems at any time.



GENERAL POLICIES AND ASSOCIATE RESPONSIBILITIES

ENTRANCE/EXIT

All associates of the property will enter and exit the building through the designated associate entrance.

PARKING AND PARK ENTRANCE LICENSE

The lodges are busy, popular places and parking is often at a premium. Contact lodge management for the designated staff parking areas at your assigned lodge. If possible, you are encouraged to walk to work from the dormitories.

Custer State Park requires a vehicle park sticker on all associate vehicles. Vehicles found without stickers in any parking lot (including dormitory parking) are subject to ticketing and fine.

Seasonal associates will be given a vehicle park permit that is good only to get to and from their work areas. A vehicle park license would allow you to drive in the park during hours not on duty. Employee parking passes can be obtained from your lodge manager or the Human Resources office.

SMOKING

All published smoking regulations must be adhered to. No smoking will be allowed in food preparation areas, guestrooms, the hotel lobby and front desk area. All the buildings in Custer State Park are owned by the state of South Dakota and, as such, are designated nonsmoking buildings. This includes the lodges, restaurants, stores, dormitories and all rental units (including cabins and lodge or motel rooms).

There are designated associate smoking areas at every lodge location. These are a privilege and must be maintained in a clean and orderly manner. Indiscriminate disposal of smoking materials will not be tolerated. Staff members who smoke are also cautioned to be continually aware of the current fire danger index in the park.

Health department regulations require associates to wash their hands after smoking.

ALCOHOLIC BEVERAGES

Employees should be aware that South Dakota state law requires that a person be 21 years old to purchase or consume alcohol. State law also prohibits providing alcohol to minors.

As of July 1, 2000, state statute provides stronger penalties for offenses of this type. Underage individuals who attempt to purchase alcohol illegally face a 30-day suspension of their driver's license on a first offense. The suspension is 60 days for a second offense. Any person who buys alcohol from a retailer with the intent to give or sell it to an underage person faces a Class 1 misdemeanor charge, punishable by up to one year in jail and/or a \$1,000 fine.

In addition to keeping our dormitories alcohol free, Regency CSP Ventures Limited Partnership is committed to supporting state law and prosecution of violators of the South Dakota statute.

Staff members are prohibited from sitting at lodge bars while in uniform.

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GENERAL POLICIES AND ASSOCIATE RESPONSIBILITIES

ALCOHOLIC BEVERAGES CONT.

IMPORTANT NOTE:

If you are a bartender, food server or a retail clerk, be aware that these laws also affect us as a license holder and you as an individual. For instance, individuals who sell alcohol to underage buyers also face possible driver's license suspension. Our retail alcohol license is subject to temporary suspension. You will receive specific, detailed training if your job is one where you are required to sell alcohol and tobacco products.

BULLETIN BOARDS

A bulletin board is accessible in the eating areas and mail pick-up areas. This board is to be used for company news and special notices. It is your responsibility to look for new notices daily and keep informed of any bulletins which may affect you. Occasionally, there will be announcements in your paycheck envelopes.

TRAINING MATERIALS

The company maintains an extensive library of training materials provided solely for the educational benefit of its associates. Contact your supervisor to obtain a comprehensive list of informational reading, audio and video materials available for your use.

LOST AND FOUND

Frequently, guests misplace or forget personal items. If such items are found, turn them over immediately to the Housekeeping Department (or after 5 p.m. to the front desk). Associates not able to leave their work area should turn the item over to their supervisor who will then forward it to housekeeping at the earliest possible time.

ASSOCIATE MAIL

Please have your mail addressed to the lodge where you are residing. For instance, if you work at Legion Lake, but have an RV site or dormitory room at State Game Lodge, your mail should be addressed c/o State Game Lodge.

The lodge addresses are as follows:

- › **State Game Lodge**
13389 US Hwy 16A, Custer, SD 57730
- › **Blue Bell Lodge**
25453 SD Hwy 87, Custer, SD 57730
- › **Legion Lake Lodge**
12967 US Hwy 16A, Custer, SD 57730
- › **Sylvan Lake Lodge**
24572 Hwy 87, Custer, SD 57730

If making or leaving a forwarding address with your school or hometown post office, be sure this work address is a temporary one coinciding with your employment dates. Mail received after your departure will not be forwarded.

Do not order packages two weeks prior to your departure date. They will not be forwarded.

Every lodge has a designated area for you to check on and pick up your mail. Check with the lodge management for that location.

GIFTS AND GRATITUDES

It is our policy that associates of the company, regardless of their capacity, do not accept for their personal benefit gifts, gratuities, cash, trips, etc.



GENERAL POLICIES AND ASSOCIATE RESPONSIBILITIES

USE OF COMMUNICATION DEVICES

All company communications services and equipment (i.e., telephones), including messages transmitted or stored by them, are the sole property of the company. You should not use company communications services and equipment for personal purposes except in emergencies or when extenuating circumstances warrant it. If you must use a phone for a personal call while at work, please do so during authorized non-work time unless you obtain permission from your supervisor to make an emergency outgoing call.

Lodge lines are limited and are for business use only. Personal phone calls will not be transferred to associate workstations, except in emergency situations. Phone personnel will otherwise take a message for you and deliver as time permits.

Do not give out the direct lodge numbers to your friends for casual contact. You may give the lodge number to your family for EMERGENCY purposes only.

Misuse of company phone lines is considered theft and will result in disciplinary, up to and including termination.

Personal cell phone use and/or text messaging is strictly prohibited while on duty.

ASSOCIATION OF RELATIVES

A direct supervisor will not be permitted to hire a relative. A relative specifically includes a spouse, father, mother, brother, sister, son, daughter, grandfather, grandmother, grandson or granddaughter. It can also include other relationships established by blood, marriage or other legal action.

We encourage the families and friends of our staff members to apply for employment. However, the company will avoid situations where one family member or friend supervises another.



ADDENDUM

PAY DATE

Payday is every other Friday. Your paycheck will be distributed to you by your department manager.

WORK WEEK

Your work week will begin on Friday and end Thursday.

DORMITORY RULES

The following are dormitory regulations with which you are expected to become familiar, whether you live in the dormitory, at an RV site or live off property.

- › Residents only are allowed in the dormitory complex. Exceptions are only allowed with management approval.
- › Firearms are not allowed.
- › Speed limits in the dorm areas are restricted to 15 miles per hour. Speeding or exhibition driving will not be tolerated.
- › Out of consideration for all residents, quiet hours run from 10 p.m. to 10 a.m. Noise and activity will be kept to a minimum during those hours.
- › Illegal drugs are not tolerated. All dormitories are under a “Drug Free Zone” ordinance and subject to the stiffest penalties the law allows for individuals who bring illegal drugs on site.
- › Consumption of alcoholic beverages and/or open containers on dormitory grounds or in common areas is prohibited.
- › Residents are responsible for cleaning common areas.
- › Inside front and side entrance doors to the dorms must not be propped open by order of the fire marshal.
- › Dormitories are nonsmoking areas. Smoking is allowed outdoors, with a caution to smokers to be continually aware of the current fire danger conditions and an admonition to dispose of cigarette butts properly.
- › All residents are expected to care for the furniture, fixtures and equipment in the dormitories. You are expected to keep your dormitory room clean and in reasonable order.
- › You will be charged for damage to windows or screens. If you lock your key in your room, contact the lodge management staff or security personnel.
- › Please consider the electrical expenses involved in heating and cooling these areas and turn off the electric appliances and lights whenever they are not in use.
- › Because all buildings in Custer State Park belong to the state of South Dakota, periodic maintenance/safety checks are made of the dormitory common areas and rooms. These are made with or without your presence but will only be made with a member of management staff in attendance.
- › Management reserves the right to inspect any dorm room at their discretion.



ACKNOWLEDGMENT FORM

I have received, read and understand the contents of Regency CSP Ventures Limited Partnership d/b/a Custer State Park Resort Associate Manual. I agree, as specified in the associate manual, that my employment with Regency CSP Ventures Limited Partnership may be terminated at any time, with or without cause, by Regency CSP Ventures Limited Partnership or me. I also understand that the policies and procedures contained in the manual may be changed by Regency CSP Ventures Limited Partnership from time to time. I agree in accepting or continuing employment to abide by the policies, practices, and procedures of Regency CSP Ventures Limited Partnership.

SIGNATURE _____

NAME _____

Please Print Legibly

DATE _____

