



Handbook for Employees covered by SEIU Contract

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WELCOME ABOARD

Dear colleague,

Whether you are a new team member or veteran employee, we are delighted to have you with us at Fisher Island Community Association, Inc. (in this handbook will be known as "FICA"). Your work is vital in maintaining Fisher Island's elite status as a 5-Star residential and private resort community.

If you are new to the Fisher Island family, it is a pleasure to officially welcome you aboard. We are very proud of our employees and the service we provide to our most prized customers – our residents, members, and guests. We are confident that your outstanding job performance will allow us to continue to exceed their high standards and expectations. At the same time, you, too, will enjoy greater levels of success, both personally and professionally.

We know that a new job involves several adjustments for you: acquiring knowledge and skills in your new position, meeting new people, becoming familiar with different policies and procedures, learning about the benefits available to you, and understanding Fisher Island's objectives and incorporating them into your everyday work routine. This new handbook, written specifically for employees covered by the SEIU contract, is just one tool to help you progress in your career with Fisher Island Community Association.

We wish you every success at Fisher Island!

Sincerely,

Mark James
President/Chief Executive Officer



ABOUT THIS HANDBOOK

We developed this handbook for employees just like you so that you will better understand both the expectations and benefits of being part of the FICA team. This helpful reference guide provides general information and important policies and procedures regarding compensation, benefits, employee conduct, and general practices. Please be sure to read it carefully.

By understanding the content, you will gain a better perspective of FICA, its service philosophy, and the standards of professional excellence at every level of employment. If you have a question, please make sure to ask your Human Resources Department for clarification on any specific policy or further explanation of our benefit plans.

This handbook has been written specifically for those employees covered by the contract between FICA and the Service Employees International Union.

AT WILL STATEMENT

UNDER NO CIRCUMSTANCES WILL THIS DOCUMENT OR ANY STATEMENT CONTAINED HEREIN CONSTITUTE OR CREATE A CONTRACT OF OR TERM OF EMPLOYMENT. ALL EMPLOYMENT IS ENTIRELY "AT-WILL", WHICH MEANS THAT BOTH FICA AND YOU MAY VOLUNTARILY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, WITH OR WITHOUT CAUSE, WITH OR WITHOUT REASON, AND/OR WITH OR WITHOUT NOTICE. NO STATEMENT OR PROMISE MADE BY ANYONE MAY CHANGE THE EMPLOYMENT AT-WILL RELATIONSHIP OR IN ANY WAY CREATE AN EXPRESS OR IMPLIED CONTRACT OR PROMISE OF ANY KIND.



HISTORY

Picture a tropical island retreat nestled in the waters of Biscayne Bay and the Atlantic Ocean. An island so elite that only a privileged few call it home. A place so remote without a bridge to the mainland, yet so close to civilization. One so steeped in legend that people continue to trade stories of its early days. Welcome to Fisher Island.

Carl Fisher, the pioneering developer of Miami Beach, recognized the island's allure in the early 1900s, purchasing the 200+ acres in 1905. Fisher then embarked on an ambitious plan to build deepwater docks and expand the island to fit his grand scheme. Unfortunately political pressures nixed his dream.

But all was not lost as William K. Vanderbilt II, great-great grandson of the famed Cornelius Vanderbilt, was quite taken by the island's splendor while yachting past Miami on a trip to the Florida Keys. The path of the two tycoons eventually crossed. While Vanderbilt desired to call the island his own, Fisher coveted "Eagle," his friend's 250-foot yacht. Fisher proposed the trade, "my island for your boat," which Vanderbilt accepted.

Vanderbilt immediately ordered work to begin on what was to become his famed winter home, consisting of a Mediterranean-style mansion with exquisite baths, several guest houses, an art studio, servants' quarters, pools, tennis courts, and a nine-hole golf course. To provide the most comfortable living amenities for his family and guests, he installed an electric plant and pumping station.

Vanderbilt's vision was to build another extravagant estate – much like the Newport (RI)-style palaces – with a comfortable hideaway in harmony with the tropical and laid-back setting of Miami Beach in the 1930s.

The design was not without elegance as portraits of Napoleon were hung throughout the mansion and tablecloths used by the Emperor graced the furnishings. There were needle-point chairs and cedar-lined closets even in the servants' quarters. For over the next 20 years, the railroad magnet and his second wife, Rosamond Lancaster Burton, held court here, hosting some of society's most lavish and elegant parties.

Today the original splendor has been restored and expanded so that residents and guests may enjoy the same luxury and privacy created by Vanderbilt. While the estate is most certainly the focal point, the entire Fisher Island has been transformed into an exclusive and secluded community for the affluent from around the world.

Development of spacious Mediterranean-style condominium villas started in the 1980s. The billion-dollar resort community, whose remaining undeveloped land was purchased by Fisher Island Holdings, LLC in 1998, is said to rival Italy's Portofino and Spain's Marbella in elegance.



OUR PHILOSOPHY AND SPIRIT OF SERVICE

We know the continued success of FICA depends on the exemplary efforts of our employees, both as individual contributors as well as members of a dedicated team. We strive, therefore, to provide an employee-focused work environment that fosters and rewards superior performance, creativity, integrity, and commitment to the established goals and objectives of the organization.

Our philosophy is grounded in the Spirit of Service shown below. It's the essence of our business and what sets us apart from other private clubs. Our relationship with our residents, members, and guests must be maintained at a 5-Star level, based on the following beliefs:

S mile	to motivate yourself and those around you
E nthusiasm	for the service industry
R espect	for the co-workers who make up your team
V ision	to know yourself and what you want from your job
I nitiative	your honest commitment to your employer
C ustomer care	understanding whom you serve and how to do it well
E nergy	what it takes to put it all together



STANDARD OF ETHICS AND CONFLICT OF INTEREST

YOUR COOPERATION IS IMPORTANT

Delivering FICA 5-star service of superiority depends on how you respond to Residents, Members, Guests and your co-workers. At the core of this stellar service is your willing and pleasing attitude -- day in and day out. Simply put, courteous service means having a good disposition, being willing to work, smile -- and mean it. When you understand that this is the essence of your job, you have become a professional in the business.

At Fisher Island our work brings us in contact with many of the same residents and members on a regular basis. With this frequency, you will undoubtedly develop a relationship with them. Always be friendly yet maintain a professional attitude and disposition. It is important that we treat them with the respect they deserve without showing favoritism to anyone. Occasionally, a Resident or Member may have a bad day, receive distressing news, or have been dissatisfied with an experience. Although rare, their stress may result in abuse directed toward an employee. Such abuse will not be tolerated and you are required to report it to your supervisor or to the Human Resources Director/Manager immediately.

ACCEPTING AND REPORTING OF GIFTS/ CONFLICT OF INTEREST

Sometimes Residents, Members, Guests, vendors or other organizations with whom FICA may conduct business like to show their appreciation for your hard work. Although well-intended, sometimes those situations may become problematic for everyone involved. The purpose of this policy is to provide guidance in identifying and handling potential and actual conflicts of interest as it relates to the acceptance of gifts by employees. In most instances, conflicts of interest can be avoided simply by exercising good judgment and conducting relationships with objectivity and honesty. The general rule is that employees of Fisher Island Community Association may not solicit or accept gifts from any Residents, Members, Guests, vendors or other organizations.

Conflicts of interest normally arise when employees engage in activities for personal gain that may compromise their ability to represent FICA's best interest. Relationships that might enable an employee to influence FICA's dealings with any external vendor or supplier in any way or that might lead to personal gain or an improper advantage should be immediately reported to the President of FICA, and that employee should be excluded from participating in those decisions. If an employee believes there is an appropriate reason to make an exception to this policy for an individual situation, he or she should contact the President of FICA prior to giving or receiving a gift.

In order to avoid any appearance of impropriety, perceived or actual, employees of FICA may not receive or offer any gift (including cash) from vendors, suppliers, contractors, or other service providers. Accepting gifts could lead to expectations of inappropriate influence, actions or decisions unfairly favoring the provider. Such conduct is not acceptable for any purpose, including personal gifts or gifts for FICA purposes or events. The only allowable exceptions are holiday gifts or gratuities from residents or guests, or the payment for a meal during which business meetings take place. Any offer of gifts by any third party, even if not accepted, should be immediately reported to the President of FICA.

Violation of this policy will result in immediate disciplinary action, up to and including termination. Employees and managers of FICA who become aware of violations of this policy are obligated to report any such actions to the President of FICA immediately or may themselves be subject to disciplinary action as well.



EMPLOYER-EMPLOYEE RELATIONS

We will treat all employees with respect. In return, we expect that you treat Residents, Guests, Members, Visitors and each of your co-workers with the same respect and courtesy.

OUR COMMITMENT AND EXPECTATIONS:

- 1) FICA is committed to a mutually rewarding and direct relationship with its associates.
- 2) FICA is committed to provide Residents, Members and Guests with excellent service and to create a productive work environment and expects all employees to:
 - a) Deal with Residents, Members, Guests and suppliers in a professional and courteous manner;
 - b) Represent Fisher Island in a positive and ethical manner;
 - c) Perform assigned tasks in an efficient manner;
 - d) Be punctual;
 - e) Demonstrate a considerate, friendly, and constructive attitude toward fellow associates; and
 - f) Follow FICA policies.
- 3) FICA retains the sole discretion to:
 - a) Hire, dismiss, assign, reassign, transfer, supervise, and discipline associates;
 - b) Determine and change work schedules and shifts;
 - c) Transfer employees within departments or into other departments and other job classifications;
 - d) Determine and change methods by which its operations are to be carried out; and
 - e) Assign duties to employees in accordance with Fisher Island's needs and requirements, and to carry out all ordinary administrative and management functions.
- 4) FICA will apply its policies, procedures and practices in a fair and equitable manner and in accordance with the bargaining unit contract between FICA and the Service Employees International Union (SEIU) Local 32BJ.



GENERAL EMPLOYMENT PRACTICES

TRADE SECRETS AND CONFIDENTIAL INFORMATION

At all times during your employment (except as necessary for the proper performance of your position), and at all times subsequent to your employment with Fisher Island, you will not, either directly or indirectly, disclose, discuss, publish, disseminate, copy, or otherwise use or suffer to be used in any manner, any proprietary, secret, or confidential information or trade secrets ("Confidential Information," as defined below) of FICA or any of Fisher Island Residents, Members, or Guests. All Confidential Information is FICA's sole property during and after your employment. "Confidential Information" is defined as any information about FICA, in any form, that is not generally known to business competitors or the general public, and shall include without limitation: (1) proprietary data or information of FICA; (2) "trade secrets" as defined in the Florida Uniform Trade Secrets Act ("FUTSA"), § 688.000, *et seq.*, and any other applicable state or federal law governing trade secrets, including the Uniform Trade Secrets Act; (3) information concerning FICA's operations, business plans, finances, prices and costs, sales techniques, market studies, competitive analyses, accounts receivable or payable, billing methods, sales information, pricing policies, and other non-public financial information; and (4) prospective and existing customer/client/member names and addresses, lists, financial information, and purchasing histories. You are within your rights to exercise freedom of speech but may not commit libel or slander toward the organization or any of its members or guests. Doing so will result in disciplinary actions up to and including termination. In order to protect both employees and the organization from any inadvertent or conscious disclosure of inappropriate, you may be asked to sign a confidentiality agreement as a condition of employment and are required to obtain written authorization from the General Manager prior to releasing any information. Questions regarding the nature of information which may be rightfully disclosed should be directed to Human Resources or the General Manager. "Confidential Information" does not include information which is generally known in the industry and is not gained as a result of a breach of a duty to maintain FICA's Confidential Information.

EQUAL EMPLOYMENT OPPORTUNITY POLICY STATEMENT

FICA is an equal opportunity employer and prohibits discrimination based upon race, religion, color, sex, sexual orientation, pregnancy, age, national origin, disability, military status, or any other protected characteristic, in accordance with federal, state and/or local laws.

This policy applies to the administration of all policies and procedures of FICA as well as all decisions regarding recruitment, hiring, compensation, benefits, terminations, transfers, promotions, training, and all other terms of employment.

The Human Resources Department has overall responsibility for the enforcement and administration of this policy and will maintain appropriate reporting and monitoring procedures. All employees are responsible to comply with all provisions of this policy and to be proactive in ensuring that Fisher Island is free from all unlawful forms of discrimination and harassment.

If you feel you have been discriminated against, you are required to report it immediately to your supervisor or the Human Resources Director/Manager, or if in the case the complaint is against the Human Resources Director/Manager, you may bring the matter to the attention of the Chief Executive Officer.

After an investigation, appropriate disciplinary action will be taken against employees who violate this policy.

NON-DISCRIMINATION AND ANTI-HARASSMENT POLICY

FICA is committed to a work environment in which all individuals are treated with respect and dignity. FICA prohibits and will not tolerate any form of discrimination or harassment. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunity and prohibits discriminatory practices, including harassment. Therefore, FICA expects that all relationships among persons in the workplace will be business-like and free of bias, prejudice and harassment. Any violation of this policy must be reported immediately to your supervisor, Department Head, or to Human Resources.

Definitions of Harassment

- a. Sexual harassment constitutes discrimination and is illegal under federal, state and local laws. For the purposes of this policy, sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example: (i) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; (ii) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (iii) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.
- b. Sexual harassment may include a range of subtle and not so subtle behavior and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include, but are not limited to: unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering, catcalls or touching; insulting or obscene comments or gestures; display or circulation in the workplace of sexually suggestive objects or pictures (including through e-mail and the Internet); and other physical, verbal or visual conduct of a sexual nature.

In order to promote the efficient operation of FICA's business and to avoid misunderstandings, complaints of favoritism, other problems of supervision, security, and morale, and possible claims of sexual harassment, all levels of management are prohibited from dating or pursuing a romantic or sexual relationships with employees whom they supervise, directly or indirectly. As an associate, you are welcome to discuss with the Human Resources Director/Manager the possibility of a transfer when a relationship with a superior or subordinate is wished to be pursued.

- a. Harassment other than sexual is also strictly prohibited. Under this policy, harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, sex, sexual orientation, age, national origin, disability or any other characteristic protected by law or that of his/her relatives, friends or associates, and that: (i) has the purpose or effect of creating an intimidating, hostile or offensive work environment; (ii) has the purpose or effect of unreasonably interfering with an individual's work performance; or (iii) otherwise adversely affects an individual's employment opportunities. The same definitions to this type of harassment apply as indicated above regarding sexual harassment.

Harassing conduct includes, but is not limited to: epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group (including through e-mail).

This policy applies to all applicants and employees, and prohibits harassment, discrimination and retaliation whether engaged in by fellow employees, by all levels of management or by someone not directly connected to Fisher Island (e.g., an outside vendor, consultant or customer).

Conduct prohibited by this policy is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business-related social events.

Retaliation Is Prohibited

FICA prohibits retaliation against any individual who in good faith reports discrimination or harassment or participates in an investigation of such reports. Retaliation against an individual for reporting harassment or discrimination or for

participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action up to and including termination of employment.

Complaint Procedure

FICA requires the prompt reporting of all incidents of discrimination, harassment or retaliation, regardless of the offender's identity or position. Individuals who believe they have experienced conduct that they believe is contrary to FICA policy or who have concerns about such matters must file their complaint with either their immediate supervisor, their departmental manager, the Human Resources Director/Manager or any member of the Human Resources Department. The availability of this complaint procedure does not rule out individuals who believe they are being subjected to harassing conduct from promptly advising the offender that his or her behavior is unwelcome and requesting the offender to refrain from such conduct in the future.

The Investigation Process

Any reported allegations of harassment, discrimination or retaliation will be investigated immediately. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.

Responsive Action

Misconduct constituting harassment, discrimination or retaliation will be dealt with appropriately. Responsive action may include, for example, training, referral to counseling and/or disciplinary action such as warning, reprimand, withholding of a promotion or pay increase, reassignment, temporary suspension without pay or termination, as Fisher Island believes appropriate under the circumstances.

Individuals who have questions or concerns about these policies should talk to the Human Resources Director/Manager.

Training

FICA will establish periodic training sessions for all employees concerning their rights to be free from discrimination, sexual harassment and other forms of unlawful harassment, and to explain the legal options available if they are harassed. In addition, training sessions will be held for supervisors and managers, educating them on how to handle discrimination and harassment complaints.

A copy of this policy will be distributed to all employees and posted in areas where all employees will have the opportunity to freely review it.

REQUEST FOR ACCOMMODATION (AMERICANS WITH DISABILITIES ACT)

FICA complies with all applicable employment laws including the Americans with Disabilities Act ("ADA") of 1990. It is our policy to prohibit discrimination against any qualified applicant or employee with regard to any terms or conditions of employment because of such individual's disability.

Consistent with this policy of nondiscrimination, FICA will provide reasonable accommodations to any qualified applicant or employee with a disability, as defined by the ADA, who has made FICA aware of his or her disability, provided that such accommodation does not constitute an undue hardship, including threat to the FICA, employees and/or clients. An employee with a disability who believes they need a reasonable accommodation to perform the essential functions of their job must follow the procedures below in requesting an accommodation.

REQUEST FOR ACCOMODATION PROCEDURE

All requests for accommodation must be directed to the Human Resources Director/Manager or to the immediate supervisor. Once the request has been made, the Human Resources Director/Manager along with the supervisor will meet with the applicant or employee to discuss the request for accommodation, the essential job functions, length of the accommodation, and the impact (if any) to FICA and its operations.

If you have questions regarding this policy or believe that you have been discriminated against based on a disability, you should notify the Human Resources Director/Manager immediately.

EMBRACING OUR MULTI- CULTURAL ENVIRONMENT

FICA prides itself in being an international community. Our associates represent a diverse cross-section of many different places from around the world. It is important to recognize that while each of our backgrounds is unique, it is critical to focus on teamwork, to get along with co-workers, and to accept cultural and individual differences. Practicing courteous behavior toward others and keeping an open-mind to differences will make the work environment a much better place. When a problem arises, try first resolving the issue with the co-worker or person(s) involved. If you can not reach a resolution, please turn to your supervisor or to Human Resources for advice.



YOUR HEALTH, SAFETY, AND SECURITY

DRUG AND ALCOHOL FREE WORKPLACE PROGRAM

FICA has a strong commitment to its employees to provide a safe workplace and to promote high standards of employee health. The manufacturing, distribution, dispensation, possession, or use of any illegal drug, alcohol, or other types of controlled substance while on FICA premises is strictly prohibited. Engaging in these activities constitute a serious violation of this policy, interfere with job performance, jeopardize Fisher Island and may create an unsafe environment for themselves and to others. Those who violate this policy will be disciplined including up to termination of employment.

FICA offers an Employee Assistance Program (EAP) to help associates with drug or alcohol abuse problems. You may self refer or may be referred to the EAP for assistance and rehabilitation. Although FICA empathizes with those whom may suffer from drug/alcohol abuse, it reserves the right to terminate or take appropriate and reasonable steps to discipline anyone who violates the policy or rules on drug and alcohol prohibition.

In addition to pre-employment drug screenings, FICA may test for illegal drug use or alcohol abuse if an employee appears to be under the influence while at work or in the event of a workplace accident. Public Safety Officers and Access Control Officers may be tested at random.

A copy of our Drug and Alcohol Free Workplace Program has been provided to you separately.

EMPLOYEE SAFETY

FICA is committed to providing a safe work environment. You are expected to comply with all safety and health requirements whether established by FICA or by federal, state, or local laws. You should immediately report all safety and/or health violations to your immediate supervisor. Violations of FICA's safety rules, regulations, or procedures may result in disciplinary action, up to and including termination.

REPORTING OF AN INJURY

You are responsible and required to report any work related injury immediately to your supervisor. An Injury/Incident Illness Report will be completed by Public Safety Department staff and forwarded to Human Resources within 24 hours. If you require immediate medical attention due to a work related injury, you must go to any one of the authorized Workers' Compensation Medical Providers (please see Public Safety or Human Resources for the listing of the locations). If it is an emergency, call 911 for immediate medical attention.

MAINTENANCE OF WORK AREA (S)

All work areas must be kept clean and orderly at all times. You are responsible for maintaining your work areas in a clean and orderly fashion. To fulfill this responsibility, you should, at a minimum, do the following:

- a. Place coats, boots, umbrellas, and other items of clothing in designated areas so that workstations are not unnecessarily cluttered;

- b. Consume any food or beverages only in the cafeteria or in employee break areas so that work areas are kept free of food and related litter;
- c. Prior to the end of the workday, clean and store all tools and equipment and properly secure any items, papers, or information of value.

PERSONAL PROPERTY

Fisher Island recognizes that you may need to bring certain personal items to work. However, personal property that is not related to your job performance may disrupt work or pose a safety risk to others.

You are expected to exercise reasonable care to safeguard personal items brought to work. FICA is not responsible for the loss, damage, or theft of personal belongings. Employees are advised not to carry unnecessary amounts of cash or other valuables with them when they come to work.

WORKPLACE SEARCH

To maintain security and protect against theft, Fisher Island reserves the right to search and inspect all Fisher Island-owned or Fisher Island-controlled property, including but not limited to vehicles, offices, desks, lockers, storage areas, file cabinets, desks and work stations at any time and for any reason and remove all property and other items that violate FICA rules and policies. Inspection and search of Fisher Island-owned or Fisher Island-controlled property may be conducted at any time, either with or without prior permission. Inspection of employees' personal property, such as (but not limited to), their vehicles, clothing, packages, purses, briefcases, lunch boxes, backpacks, bags, and wallets or other containers brought onto or being taken off of Fisher Island premises may be subject to a search if FICA has reason to believe the employee has or may have engaged in conduct prohibited under Fisher Island policy.

Articles of personal property found on the premises should immediately be returned to the owner, if known, or turned in to the Public Safety Department. All inquiries regarding lost property should be directed to the Public Safety Department. Employees who fail to cooperate in any search or investigation may be subject to disciplinary action, up to and including termination.

TRANSPORTATION

Parking

FICA provides parking facilities, when practical, for your benefit and convenience. FICA supports carpooling, vanpooling and the use of mass transit as a community service and as a convenience and financial benefit for employees.

There is a designated employee parking area and established parking rules must be followed at all times. The parking areas are considered part of FICA premises; therefore, all FICA policies and rules apply to everyone and their vehicles while on lots.

Although parking areas do have patrolling security personnel, traveling through or using the parking lot areas is at your own risk. FICA assumes no responsibility for any damage to, or theft of, any vehicle or personal property left in the vehicle while on parking areas.

Ferry

FICA provides ferryboat transportation to and from the MacArthur Causeway Ferry Terminal and Fisher Island 24 hours a day, 7 days a week, for a 7-minute trip.

To board and disembark from the ferry, you must wait until all vehicles are off the boat, and the public safety officer gives the go ahead to board or disembark. Caution should be taken when on the ferry ramp. Follow all directional signs and use the handrails. Once on board, you must proceed directly to the employee lounge. You are permitted to stand outside the lounge within the guardrails. Climbing, leaning, horseplay, eating, drinking, littering or smoking is strictly prohibited. Violation of this policy may result in disciplinary action up to and including termination.

Shuttle

FICA provides shuttle transportation to and from designated areas and the MacArthur Causeway Ferry Terminal to FICA employees.

Shuttle transportation is also available on the Island for Residents, Members, Guests and employees. The shuttle makes regular stops at the Ferry landing and designated points along the Island route. Eating, drinking and smoking are not permitted on the shuttle. Violation of this policy may result in disciplinary action up to and including termination.

Golf Carts

Golf carts are not part of our transportation system. A golf cart is a work tool intended to take you and others to and from assigned work locations. You are responsible for following safety rules and procedures, at all times, when using a golf cart.

Many positions within Fisher Island require the use of motor vehicles, including golf carts. Therefore, you must have a valid State Drivers License in your possession at all times. If you do not have a valid license or if your license is suspended or revoked, you will not be able to perform the duties of your job and therefore may be terminated from employment. Drivers must observe all traffic rules and posted signs. While on duty, drivers should refrain from using cellular phones. Employees demonstrating irresponsible driving behavior maybe subject to disciplinary action up to and including termination.

The use of golf carts for the sole purpose of taking a co-worker to the ferry is prohibited. While driving in the direction of the ferry, however, you may offer a walking co-worker a ride, as long as the offering of a ride does not interfere with the performance of the employee's job duties.

The theft of a golf cart is a criminal act and will be dealt with accordingly. Driving a golf cart that is not assigned to you, may result in disciplinary action up to and including termination of employment.

SECURITY

It is the policy of Fisher Island to provide for the security of its property, it's Residents, Members and Guests, its employees and authorized visitors to its premises. The Public Safety Department oversees Fisher Island's security policies and procedures. You will be issued an identification badge which must be in your possession at all times while on Fisher Island premises.

You must obtain written authorization from your supervisor prior to removing Fisher Island property or equipment from the Fisher Island premises. Removing property or equipment without prior written authorization may result in disciplinary action, up to and including termination. You are responsible for the proper care and return of all Fisher Island property and equipment assigned to your possession.

You are expected to know and comply with Fisher Island's security procedures and are required to report any violations or potential problems to the Public Safety Department immediately. Violations of Fisher Island Security rules or procedures may result in disciplinary action up to and including termination. In addition, illegal acts committed may be reported to law enforcement authorities.

SMOKING

Although we encourage a totally smoke-free work environment and offer smoking cessation programs, there are designated smoking areas in compliance with the Florida Clean Indoor Air Act. Please refer to Smoking Policy.



YOUR CAREER PATH AND OPPORTUNITIES

GETTING ACQUAINTED "INITIAL EMPLOYMENT PERIOD"

It is the policy of FICA that every new employee attends the first Employee Orientation class scheduled after their date of hire. The first consecutive ninety (90) calendar days of your employment with FICA is a probationary or "getting acquainted" period. FICA strongly believes the "getting acquainted" period is a wonderful opportunity to become familiar with each other and your opportunity to learn your new position and its duties. Public Safety Officers and Access Control Officers shall have a probationary period of one hundred twenty (120) days.

During this period, supervisors will observe your performance. At the conclusion of the ninety (90) day period, you will be evaluated on performance. If you receive both a satisfactory evaluation at the conclusion of the ninety (90) day "getting acquainted" period and your supervisor's endorsement to continue on the job, you may continue employment with FICA. The "getting acquainted" period may be extended at the discretion of FICA. Subsequent to the initial ninety (90) day review, you will be evaluated at least annually. During this initial probationary period, if your performance is not satisfactory, your supervisor will work with you closely to improve your performance. If improvement doesn't occur, you may be disciplined or even discharged without recourse of the standard grievance and arbitration procedures.

Completion of the initial employment period or confirmation of regular status does not change an employee's status as an at-will employee or in any way restrict FICA's right to terminate you or change the terms or conditions of your employment.

HIRING PROCEDURES

Selection of applicants will be based on qualifications and requirements of the position. Human Resources are responsible for the entire coordination of the recruitment, selection and hiring process for FICA.

- 1 Personnel Requisitions will be submitted by the Department Head to Human Resources for posting.
- 2 Job Postings: Openings are posted weekly and distributed through email, on the website and circulated throughout the departments in order to promote internal growth and skill development;
- 3 External Recruitment: All external recruitment must be approved by Human Resources Department

All inquiries for employment are welcomed. Resumes and applications are accepted via fax, in person, email or on-line. The inquiry will be considered as an application for employment, only if the position is open and the position title is identified on the cover letter and/or application. All resumes and applications will be kept active for a three month period. Thereafter, applications will be kept for a period of one year. Human Resources will pre-screen and coordinate interviews with the hiring officials. Although the final hiring decision rests with the hiring department, all of the screening and hiring process is directed through Human Resources.

EMPLOYEE REFERRAL PROGRAM

FICA has an Employee Referral Program to encourage referral of friends and acquaintances that may be qualified for a job opening. You may be eligible to receive a referral bonus the first pay period after the new hire referred has completed his/her 90 day acquaintance period. Members of management are not eligible for this bonus. FICA reserves the right to stop this practice without notice.

REHIRING OF PAST EMPLOYEES

Former employees who left FICA in good standing may be considered for reemployment. Employees who retire may be eligible to be considered for rehire.

A former employee who is reemployed will be considered a new employee from the date of reemployment unless the break in service is less than thirty days, in which case the employee will retain accumulated seniority. Length of service for the purpose of benefits is governed by the terms of each benefit plan.

HIRING OF RELATIVES (Anti-Nepotism)

FICA prohibits a person to be employed within the same department of a close relative that is currently employed. "Close Relative" means spouse, child, stepchild, parent, grandparent, grandchild, brother, sister, half brother, half sister, aunt, uncle, niece, nephew, first cousin, parent-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, or any other person or individual related by blood or marriage.

FICA reserves the right to transfer or to end the employment if a situation arises that creates such a conflict of interest.

Employees are required to immediately report to the Human Resources Director/Manager any violation of this policy.

BACKGROUND SCREENING

FICA conducts background checks which may include but are not limited to: criminal, civil, driving record, and education verification as part of the pre-employment process. **During any time of your employment, FICA reserves the right to re- screen.**

If while you are employed with FICA, you are convicted (including pleading guilty or nolo contendere) of a felony, you must immediately notify the Human Resources Department. The failure to notify the Human Resources Department of a felony conviction may result in disciplinary action, up to and including termination. Public Safety Officers and Access Control Officers must immediately notify their supervisor and the Chief Executive Officer if they are arrested and/or charged with a felony offense. At that time, the employee may be suspended without pay or benefits, pending the outcome of a pre-trial program or trial.

EMPLOYMENT VERIFICATION

FICA will verify past employment of new hires within the 90-day initial employment period. We understand that it may become necessary for banks, lending institutions, etc., to verify employment status on an individual. It is the policy of FICA to only verify an employee's name, position held, dates of employment and salary. Any employment verification request must be made in writing and directed to the Human Resources Department. No information will be given over the telephone. For the protection of our employees, we require that you notify the Human Resources Department when such necessary.

Human Resources will only verify employment dates and position held for requests for verification of former employees.

INTERNAL TRANSFER/PROMOTION PROCEDURE

FICA may, at its discretion, and at any time during employment, initiate or approve job transfers from one position to another or from one department to another.

We encourage you to seek internal opportunities for career advancement and progression. To be eligible for a transfer/promotion, you must meet the requirements of the new position, must be in your current position for at least six months, have no disciplinary actions during the same period, and have a satisfactory performance record. Job openings generally will be posted on the employee bulletin board and sent via e-mail.

If you are seeking a transfer, you must complete and submit an internal application to the Human Resources

Department. The request should include the reason for the transfer, department name and the specific job for which the employee is applying.

Transferring of position does not affect the at-will status. In addition, transferred employees may be subject to a background check and drug testing. The first ninety (90) days after transferring in a new position will be considered a new probationary period. Continuation in the position will be based on a new 90-day satisfactory evaluation and endorsement from your supervisor. Failure to meet satisfactory performance may result in a return to your previous position.

TRAINING AND CERTIFICATION

We believe that success comes from having the best and brightest employees in all service areas. We entrust our directors, managers and supervisors to provide you with all of the necessary tools and training in order to be the best at your job. To that end, your department directors, managers and supervisors, in conjunction with Human Resources, are constantly developing new ways to incorporate training in every aspect of your job. Through a combination of On-the-Job Training, adult-learning & classroom activities, employees are provided the opportunity to improve their skills through a learning culture.

It is required that you attend any mandatory training that is sponsored by FICA. Time you spend in any FICA-requested training will be treated as paid working time. If you need any more information regarding training opportunities, check with your supervisor or with Human Resources.

EDUCATION SPONSORSHIP

FICA Required

If you are required to attend a training/seminar by the organization, FICA will pay for any expense related to such required training, such as tuition, books and registration fees. If you are an hourly employee and are required to attend class on your regularly scheduled day off, whether on the Island or off-Island, you will receive a minimum of 2 hours of regular pay. Such hours will be considered working hours for overtime calculations. However, upkeep of any required certification, license(s) and/or registration for continued employment will be your responsibility to maintain on your own expense.

Employee Requested

To encourage and cultivate a culture of learning, we encourage continuing education programs and developing your career path. Each year, the Department Head is responsible for budgeting for some educational reimbursements and at the discretion of FICA. The course work must be job/career related and approved in advance by FICA.

To qualify, the employee must make their request through their supervisor with approval from the Department Director and the Human Resources Director/Manager. Reimbursement for tuition, books and registration fees are processed by the Department Director with the approval from the Chief Executive Officer. There is no reimbursement for a grade below "C".

To be eligible you must:

- Have completed one year of continuous service and be a full time employee;
- Have a satisfactory work record and attendance ;
- Submit a written request and obtain advance approvals prior to enrollment; and,
- Pay all fees in advance.

This program is based on budgetary consideration and available resources.

EMPLOYEE RECOGNITION PROGRAM

The company recognizes employees for their efforts through different activities throughout the year.

To learn more about the different recognition programs see your supervisor or the Human Resources Department for additional information.

EMPLOYEE BULLETIN BOARDS AND GENERAL MEETINGS

Announcements of upcoming events, discounts, benefits or general company news are posted on the Employee Bulletin Board located inside the Cafeteria. You can also find information on the Department Bulletin Boards, paycheck attachments, and newsletters. FICA prohibits the posting of notices or other written material on Company property for 1) the commercial sale of products, (2) non-charitable groups and/or organizations, and (3) religious or political causes. Please review Use of FICA Equipment on page 25. Any material posted on the Company or Department Bulletin Boards must be approved by the Human Resources Department.

For your convenience, FICA will provide a bulletin board specifically for use by the SEIU. Notice of SEIU meetings will be posted on that board.



COMMUNICATION, WORK CONDUCT AND PROGRESSIVE DISCIPLINE

OPEN DOOR POLICY & CONFLICT RESOLUTION

FICA management has an open door policy for our associates and will be happy to discuss any issue that may arise during your employment. We believe in open communication. If you have any questions or concerns, we want to hear about it. We will work towards resolving the matter as quickly as possible and in confidence to the extent reasonably possible.

When misunderstandings or problems arise in the workplace or in your department, you should first talk with your supervisor. Your supervisor will try to resolve the situation. If a dispute pertaining to a section of the bargaining union agreement cannot be resolved informally, you should contact your Union Representative who will file a grievance. FICA management and the union representative will hold a meeting on any unresolved grievances within thirty days after the filing of a written grievance. Remember, however, it is in everyone's best interest to resolve issues quickly.

BEHAVIOR OF EMPLOYEE

The following employee behavior may interfere with operations, discredit FICA, or be offensive to Residents, Members, Guests, management, co-workers or vendors and will not be tolerated. This conduct may subject the employee to disciplinary action up to and including termination.

1. Failure to treat all Residents, Members, Guests, management, co-workers, and vendors in a courteous manner;
2. Engaging in behavior or conduct that is offensive or undesirable, or which is contrary to FICA's best interests;
3. Failure to report to management any suspicious, unethical, or illegal conduct by Residents, Members, Guests, management, co-workers and/or vendors;
4. Failure to cooperate with FICA Investigations;
5. Failure to comply with FICA safety and security regulations;
6. Failure to wear clothing appropriate for the work being performed;
7. Failure to perform assigned tasks efficiently and in accordance with established quality standards;
8. Failure to report to work as scheduled and being at the proper work station, ready for work, at the assigned starting time;
9. Failure to give proper advance notice whenever unable to work or report on time;
10. Smoking in areas not designated for smoking;
11. Failure to maintain cleanliness and order in the workplace and work areas.
12. Failure to comply with the policies in this handbook and with instructions of your supervisor
13. Possession of a firearm or any other dangerous weapon on Fisher Island property;
14. Conviction of a felony (including being found or pleading guilty or nolo contendere, and regardless of whether adjudication is withheld), and failure to immediately notify the Human Resources Department of such an event;
15. For employees in certain positions involving important elements of security responsibilities and trust, including Public Safety Officers and Access Control Officers, being placed under arrest on a felony charge may lead to action including suspension or termination of employment. Employees in these positions are to immediately notify the Human Resources department if such an arrest is made; failure to do so will result in

- further disciplinary action.
16. Theft or dishonesty; including failure to report theft by others. While on company property, personal belongings and company vehicles are subject to search. Unauthorized company property including gasoline and/or motor oil, mechanical lubricants, golf cart or equipment parts, blowers, edgers, weed eaters, tools or cleaning supplies, liquor, wine or beer, office supplies or postage, Fedex, UPS or DHL airbills, or food from island vendors without receipts or a property pass will be confiscated.
 17. Destruction, defacing, or misusing FICA property, FICA records, or the property of a Resident, Member, Guest, management, coworker or vendor;
 18. Fighting or any form of disorderly or inappropriate conduct with a Resident, Member, Guest, Management, co-worker or vendor;
 19. Threatening or intimidating Residents, Members, Guests, management, co-workers or vendors;
 20. Engaging in any form of sexual or other harassment with or toward a Resident, Member, Guest, management, co-worker, or vendor;
 21. Reporting to work under the influence of (defined as over the limits contained in our Drug and Alcohol Free Workplace Program) or in the possession of alcohol, illegal or controlled drugs or narcotics, or using, selling, or dispensing of same in any manner, directly or indirectly;
 22. Disclosing trade secrets or confidential FICA information;
 23. Misrepresenting, falsifying, providing incorrect information of significance, or altering any FICA record or report, such as but not limited to an employment application, medical reports, production records, time records, expense accounts, absentee reports, or shipping and receiving records;
 24. Non-FMLA related absence for two consecutive scheduled work days without proper notification;
 25. Immoral conduct or indecency;
 26. Leaving the work area without authorization;
 27. Insubordination;
 28. Removal of Fisher Island property from the premises without prior written authorization from management;
 29. The use of profanity or abusive language;
 30. Failure to observe parking and traffic regulations on the premises resulting in damage or bodily injury;
 31. The making or publishing of false, vicious or malicious statements concerning any employee, supervisor, FICA or its service;
 32. Work performance not up to the standards of (and as determined by) FICA;
 33. Failure to report an on-the-job accident;
 34. Solicitation or distribution in violation of FICA non-solicitation policy;
 35. Excessive or unexcused tardiness or absenteeism;
 36. Unauthorized use of FICA equipment on premises;
 37. Use of equipment reserved for true emergency situations, such as megaphones, loudspeakers or alarms. Use of such equipment is prohibited other than by Emergency Response Teams to avoid any confusion by employees or guests during actual emergencies.
 38. Fraternization with any other employee of Fisher Island, Residents, Members, Guests, Employees of Residents and/or Vendors;
 39. Communication, either oral, written or electronically with Residents, Members, Guests, Employees of Residents and/or Vendors relating to an employee's employment relationship with FICA;
 40. Dress code violation;
 41. Misuse or inappropriate use of FICA communication systems, i.e., electronic mail, computers, internet access and telephones;
 42. Inappropriate use of cellular telephones for personal reasons during working hours is prohibited.
 43. Failure to wear assigned safety equipment or failing to abide by safety rules and policies;
 44. Playing pranks or engaging in horseplay;
 45. Sleeping on the job; and,
 46. Gum chewing in public view.

The above list is not intended to be all-inclusive.

DISCIPLINARY PROCEDURES

You are expected to comply with FICA's standards of behavior and performance. FICA retains the right to administer discipline in any matter it deems appropriate. This policy does not modify the AT-WILL EMPLOYMENT status of any employee or in any way restrict Fisher Island in implementing its disciplinary procedures.

FICA generally follows a policy of progressive discipline, as follows:

- a. Verbal Counseling Warning: for the first occurrence of an employee not meeting FICA's standards of behavior or performance, the employee generally will receive a verbal counseling/warning.
- b. Written warning, if there is a second occurrence of an employee not meeting FICA standards of behavior or performance, the employee generally will receive a written warning.
- c. Suspension and/or termination: additional occurrences of an employee not meeting FICA's standards of behavior or performance may result in a written warning, up to and including termination of employment with FICA. Under special circumstances, a suspension may be administered as a form of progressive discipline but only with approval by the Chief Executive Officer. At any of the above steps a final warning maybe given.

Progressive discipline does not apply to associates on their initial 90-day getting acquainted/initial employment period. FICA at all times reserves the right to omit any intermediate disciplinary steps and to administer more severe discipline, including termination, regardless of the kind or amount of disciplinary action previously given to an employee. We will also notify your union representative if disciplinary action results in either a suspension or a termination.

WORKPLACE VIOLENCE

FICA will not tolerate any physical or verbal threat or act of violence from anyone directed towards another person. If you have witnessed and/or have been physically or verbally threatened or attacked by an associate, vendor, visitor, Guest, Member or Resident, you must report it to your supervisor or to Human Resources immediately. Failure to comply with this policy may result in disciplinary action up to and including termination.

ABSENTEEISM & TARDINESS

All associates of FICA are expected to report for work on time and to work all scheduled hours and any required overtime. Excessive tardiness and poor attendance disrupts the work flow and customer service and will not be tolerated.

Your supervisor will notify you of your starting, ending, and break times. You are expected to be engaged in carrying out your duties during all scheduled work times and must be ready to begin working at your scheduled starting time. Except in the case of an emergency, where prior notice may not be possible, you must notify your supervisors at least 2 hours before your scheduled shift whenever you are unable to report for work or must leave early, in order for the occurrence to be considered "excused." The notice should include a reason for the absence and an indication of when you can be expected to be back at work. If your immediate supervisor is unavailable, notification should be made to the Human Resources Department. Leaving a message with a coworker or anyone else is not acceptable.

Failure to properly notify FICA of any absence or tardiness may be subject to disciplinary action up to and including termination.

You are expected to report for work during inclement weather conditions, unless FICA declares an emergency closing. If you are a non-exempt employee and are unable to report to work because of severe weather conditions, and have contacted your supervisor and received approval, it will be treated as an excused unpaid absence. If you are late because of weather conditions, you will be given the opportunity to make up for missed time if work schedule and conditions permit. Emergency situations where you are unable to contact the supervisor to inform of your absence will be handled on a case-by-case basis.

If you are absent from work for two consecutive days without giving notice to FICA it will be considered voluntary abandonment of your job and it will be treated as a resignation. At that time, FICA will formally note the resignation and send a notice by certified mail to your last known address.

OUTSIDE EMPLOYMENT

It is the policy of FICA to allow its associates to engage in outside work or to have other jobs, subject to certain restrictions as outlined below:

1. The activities and conduct away from the job must not compete or conflict with, or compromise the interests of, FICA, or in any way adversely affect your job performance and the ability to fulfill all responsibilities to Fisher Island.
2. Under no circumstances will any associate be permitted to work for any Resident, dependent of a Resident, Member, dependent of a Member, and/or a Guest of a Resident, as an outside job. Failure to comply with this policy may result in disciplinary action, up to and including termination.
3. Non-work related activities cannot be performed on Fisher Island property.
4. You are cautioned to consider carefully the demands that additional work activity will create, before accepting outside employment. Outside employment will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel, or refusal to work overtime or different hours. If outside work activity causes or contributes to job-related problems, it must be discontinued immediately.

USE OF FISHER ISLAND EQUIPMENT

All FICA communication services and equipment, including the messages transmitted or stored by them, are the sole property of FICA. FICA may access and monitor your communications and files as it considers appropriate, and associates should have no expectation of privacy with regard to these communications and files. Communication equipment and services include but are not limited to, mail, electronic mail (e-mail), courier services, facsimiles, telephone systems, copiers, personal computers, computer networks, on-line services, Internet and website connections, computer files, video equipment and tapes, tape recorders, and recordings, pagers, cellular phones, and bulletin boards.

FICA communication services and equipment are to be used for business purposes. Incidental personal use of these Company communication services and equipment is allowed as long as it does not interfere with work or the Company's operations, and does not violate Company policies. Usage is restricted because communication lines have to be available for the normal flow of business may cause unnecessary expense and reduce productivity. Emergency calls may be received or made at any time. If you temporarily do not have access to a Company phone, you should make arrangements to have emergency or other necessary incoming calls routed to your supervisor or a co-worker in your department. The Company cannot and does not accept responsibility for the prompt or accurate relay of personal messages.

Only associates specifically authorized to do so by FICA may access on-line services and the Internet. Authorized employees must disclose all passwords to FICA and their supervisors but should not share the passwords with other employees. Employees' on-line use should be limited to work-related activities. In addition, you are not permitted to duplicate or download from the Internet or from e-mail any software or material that is copyrighted, patented, trademarked, or otherwise identified as intellectual property without express permission from FICA. Approved Internet material or e-mail should be scanned using Fisher Island's anti-virus software prior to downloading or opening files.

It is prohibited to use e-mail, facsimile, or any other insecure communication system to communicate confidential, proprietary, or trade secret information.

You should ensure that no personal correspondence (including e-mail) appears to be an official communication of Fisher Island since it may be perceived as representing Fisher Island and therefore damage or create liability for Fisher Island. All outgoing messages, whether by telephone, mail, facsimile, e-mail, Internet transmission, or any other means, must be accurate, appropriate and work-related. Neither using Fisher Island's address for receiving personal mail or using Fisher Island stationery or postage for personal letters is permitted.

Employees may not use the Company's communication services and equipment to solicit and/or communicate with or for: 1) the commercial sale of products; 2) non-charitable groups and/or organizations; and, 3) religious or political causes. Improper use of FICA communication services and equipment may result in disciplinary action, up to and including termination. Improper use includes any misuse as described in this policy as well as any harassing, offensive, demeaning, insulting, defaming, intimidating, dangerous, or sexually suggestive written, recorded or electronically transmitted messages.

FICA communication services and equipment are to be used for business purposes. The use of communications for personal reasons must be kept at a minimum.

OFF-DUTY HOURS

FICA is a luxurious retreat away from the city life and is reserved for the private enjoyment of our Residents, Members and Guests. In order to protect the exclusive experience and utmost privacy that our Residents, Members, and Guests expect on Fisher Island, employees are not permitted in Resident, Member or Guest areas of Fisher Island during non-working hours. Use of Fisher Island Club facilities by employees is restricted only to those employees specifically authorized.

In the interests of maintaining an orderly work environment, maximizing efficiency of FICA's operations, and for your protection and safety, employees are not permitted in working areas of Fisher Island facilities during their non-working hours. You are not to return to Fisher Island via the ferry or other means unless you are scheduled to work or are personally invited by management to participate in a specific company function, such as an employee recognition event.

FICA's barge and ferry landings are Fisher Island's physical link to the mainland. These areas must operate as safely and efficiently as possible for the safety and comfort of our Residents, Members, Guests and employees. Persons loitering unnecessarily in these areas detract from safe and efficient operations. Therefore, you are not permitted to enter or remain on Fisher Island's barge or ferry landings except when directly in connection with your arrival to and departure from work, and during working hours when required by the employee's duties.

FRATERNIZATION

Fraternalization, which means the association or mixing, whether business or personal, with Residents, Members, Guests and their employees and dependents is strictly prohibited. Fraternalization with any other employee of Fisher Island is strictly prohibited. Failure to comply with this policy may result in disciplinary action up to and including termination.

SOLICITATION & DISTRIBUTION ACTIVITIES (NON-SOLICITATION POLICY)

In the interest of maintaining a proper business environment, FICA associates may not distribute literature of any kind during working time or while in working areas. FICA employees also may not solicit financial contributions, or solicit for any other cause during working time. This applies during the working time of the employee engaged in the distribution or solicitation as well as during the working time of the employee toward whom the solicitation or distribution is directed.

SEPARATION OF EMPLOYMENT

You are free to resign at any time and for any reason, and FICA reserves the right to terminate employment at any time, for any reason and with or without cause. You are requested, when possible, to provide 2 weeks written notice of your intent to resign. This will allow FICA time to adjust to your departure without placing undue burden on those associates who may be required to fill in before a replacement can be found.

Your last paycheck will be forwarded to the Human Resources Department. You may make final arrangements with the Human Resources Department to pick-up your final check upon return of all FICA property, or it may be sent to you via certified mail.

Adjustments may be made to your final paycheck to reflect any unused accrued vacation days. Unused sick and personal days are not paid out at time of separation. If the employee owes FICA any money or is responsible for any lost or damaged property, the amount owed will be deducted from the final pay check.

EXIT INTERVIEW

Prior to your last day on the job, you will be asked to participate in an Exit Interview with the Human Resources Department. This is a normal procedure of FICA and is usually done on the last day of employment.

At the end of the interview you will be required to return the employee ID card, parking pass, keys, cell phone, uniforms, meal card, employee handbook and any other FICA materials in your possession.



APPEARANCE AND GROOMING GUIDELINES

GUIDELINES

FICA standards for grooming and appearance reflect that of a 5-star class Private Community; yet still maintain an Island-like environment. Employees' dress, grooming, and personal hygiene should be appropriate for the work area and environment.

Employees are expected at all times to present a professional and polished image to the public. Acceptable personal appearance and proper maintenance of work areas is an ongoing requirement of employment.

All associates are required to adhere, at all times, to FICA's Appearance and Grooming Guidelines which are posted at all bulletin boards and available through your Human Resources' office. You are responsible to learn and follow the guidelines for appearance as well as the standards established for safety and comfort. If your job requires you to wear a uniform, you should still be neat and professional as working conditions permit. Non-exempt employees will not be compensated for any work time missed because of failure to comply with this policy. Please see Grooming and Appearance Standards.

Failure to comply with the Appearance Guidelines described herein may result in disciplinary action up to and including termination.

UNIFORMS

Uniforms are required in certain departments and it is a very important part of your job. Uniforms are issued by FICA; however, you are responsible for the condition of the uniform. If your job requires an uniform, you will be asked to sign a UNIFORM POLICY form, acknowledging that you are personally responsible for returning the uniform(s) upon separation of employment and prior to the issuance of any final pay.

Uniforms may not be worn off FICA property except when traveling to and from work. Failure to adhere to the proper uniform wear may result in disciplinary action up to and including termination.

NAME BADGE

FICA will issue to you a name badge. Name badges must be clearly displayed at all times while at work and it is considered part of the uniform. Name badges should never be worn off-premises. Name badges that show normal wear and tear or are in poor condition must be turned in to the Public Safety Department and will be replaced at FICA's expense.

Other than name badges, you may not adorn uniforms with any other items such as jewelry, pins or stickers, as these may detract from the professional appearance we strive for at Fisher Island.



COMPENSATION, PAYROLL AND RECORDKEEPING

The Payroll Administrator is responsible for the administration of payroll for FICA. At times and when needed, Human Resources will conduct a market survey for salary and benefit comparison and may reevaluate and classify positions according to market information. Salary scales will be set and are subject to change depending on business factors, market and internal operations.

PAY PERIOD

You are paid every other Friday. The pay week is Monday- Sunday. If you have direct deposit, you will receive a copy of the check along with an earnings statement. Employees absent on a payday will receive their paycheck upon their return to work from their director/manager/supervisor. In case of an extended absence, at the employee's request, the check will be sent via certified mail to the address on record. Union dues will be deducted automatically from your paycheck.

EMPLOYMENT STATUS & FAIR LABOR STANDARDS ACT

FICA complies with all applicable provisions of the Fair Labor Standards Act (FLSA). As established by the FLSA, the following classifications are used to determine overtime eligibility:

Non-Exempt/Hourly - Associates in this classification will be paid an overtime premium for all hours worked over 40 hours within the workweek. The overtime premium is on the basis of one and one (1 1/2) times the regular rate of pay. The workweek begins at 00:01 on Monday and ends at 12:00 midnight the following Sunday. Leave of absence, paid sick time, paid personal time, paid vacation, paid holidays, military leave, paid jury duty or any other paid non-work time off will not be considered in computing overtime for any workweek.

Exempt - Associates in this classification are paid on a fixed salary and are exempt from overtime pay. Exempt positions must be approved by the Human Resources Director/Manager and a Wage and Hour Questionnaire must be completed and signed by the employee as having accepted and acknowledged that he/she is in agreement with the exemption. Human Resources are always available to employees to answer questions regarding exemptions.

Employee Classification System

Time –Status:

- | | |
|------------|---|
| Full-Time: | Associates regularly scheduled to work 30 or more hours per week. Also, the employee must work more than one thousand (1,000) hours in a calendar year. |
| Part-Time: | Associates regularly scheduled to work less than 30 hours per week or less than once thousand (1,000) hours in a calendar year. |

Work Status:

- | | |
|-----------|---|
| Regular: | Associates hired to work throughout the year. |
| Seasonal: | Associates hired to work as needed during high or low seasons only. |

A number of days or hours are never guaranteed.

On-Call: Associates hired to work as needed only. A number of days or hours are never guaranteed.

Temporary: Associates hired to work on a short-term basis. Usually to replace an employee who is on a leave of absence.

WORK SCHEDULE & HOURS OF WORK

FICA is a service business and there are times when commitments to Residents, Members or Guests, holidays, or emergencies require some associates to work overtime. You should be aware that occasional overtime work might be required as a condition of employment.

Departments may work on different schedules. Check with your supervisor for the weekly schedule or check the designated area for schedule posting.

FICA will attempt to give as much notice as possible to changes in schedule or overtime work that may be required. All overtime must have approval from the supervisor or Department Head. You must notify your supervisor if you are not able to work the approved overtime schedule. Failure to follow these procedures may result in disciplinary action up to and including termination.

FICA expressly reserves the right to change your scheduled hours of work or associates status without notice.

You are expected to work your schedule unless your supervisor has approved the change. If you are unable to work your scheduled shift, immediately report this to your supervisor. It is your responsibility to check the schedule daily. Failure to work all scheduled hours without prior approval from your supervisor may be subject to disciplinary action up to and including termination.

TIME - KEEPING

Accurate recording of actual time worked is very important, since it is the basis of computing all hourly wages. It is required to use the electronic time keeping system to track hours worked for payroll. There is a "clock-in" for the start of the shift or upon your return from lunch break and "clock-out" at the end of the shift or start of their lunch break time. There is a 10 minute "rounding" period for clocking. Example if the shift begins at 7:00 a.m. and the employee "clocks" in at 6:50 or 7:10 it will be rounded to 7:00 a.m.

Anyone who tampers with the Time System is subject to immediate termination. If you forget to clock in or clock out, notify your supervisor immediately. Failure to record your time in or out more than once in a pay period (or multiple times in different pay periods) may result in disciplinary action up to and including termination. Your supervisor must approve any corrections to your time. Clocking in/out or attempting to clock in/out for anyone else may result in disciplinary action up to and including termination.

Associates will be paid based on time actually worked. Associates are expected to exercise good judgment in maintaining hours of work and getting their work done on time. It is your responsibility to check your work schedule on a regular basis. No changes of schedules are permitted without a supervisor's approval.

REPORT - IN AND CALL- IN PAY

If you report to work as scheduled without having been notified not to do so, and find that no work is available you will be paid a maximum of four hours report-in pay. Report-in pay will not be paid if the lack of work is a result of threats to associates or property, a failure in public utilities, or events outside human control of Fisher Island.

Should you report and find no work available in your classification, you may be offered another assignment within your capabilities. The refusal of the temporary assignment will cause forfeiture of the Report-in pay and may result in disciplinary action up to and including termination. If you voluntarily ask to be released early, you will not be paid for the balance of the four hours report in pay. If you have completed your shift, and are subsequently required to return under emergency conditions, you will be paid Call-in pay for all hours worked or a minimum of 2 hours, whichever is greater.

All hours worked as either Report-in or Call-in pay will be included in determining overtime eligibility. However, hours paid but not worked in either category will not be included in determining overtime eligibility.

BREAKS AND MEAL PERIOD

All non-exempt (hourly) associates (whose shift is at least six hours long) are given a thirty (30) minute unpaid meal period. This time will normally be scheduled approximately midway through the employee's shift. FICA has designated a dining area for your convenience. You are required to "clock out and clock in" for break time. Any and all work performed must be done "on the clock." If you are told anything to the contrary you must report it immediately to the Human Resources Director/Manager". You will receive a meal card which can be used to purchase food in the employee vending area on the island.

FICA's Employee Cafeteria is open 24 hours/7 days a week for your use during scheduled breaks and meal periods. The Cafeteria is located on the ground floor of the Marine Department by the barge cargo area. We ask that you help to maintain a clean area. In the Cafeteria are vending machines, toasters and microwaves.

REIMBURSEMENT OF EMPLOYEE EXPENSES

FICA will reimburse associates for approved business expenses.

Prior to incurring any business-related expenses, you must receive approval from your immediate supervisor, or department head to ensure that FICA will reimburse you for such expenses.

The following is a general guideline for valid business expenses and classes of service approved by FICA:

1. Air travel (coach)
2. Auto travel (according to IRS mileage guidelines)
3. Auto rental (mid-size)
4. Hotel (standard room)
5. Meals (reasonable cost)
6. Tips (15%)
7. Entertainment (prior approval required)

To be eligible for expense reimbursement, a detailed expense report with valid receipts must be approved by your immediate supervisor and the Chief Executive Officer, and submitted to the Accounting Department for processing.

If driving on FICA business, you may claim reimbursement for parking fees and tolls actually incurred. In addition, individuals using a FICA vehicle for business purposes may claim reimbursement for gasoline and other expenses directly incurred for business purposes. Reimbursement must include in detail, odometer readings at the beginning and end of every usage, destination, and purpose of trip, party contacted, and whether usage was for personal or business purposes.

PAY CHECK DISTRIBUTION

You may authorize another person to pick-up your paycheck. Such authorization must be in writing, signed, and must indicate the name of the person who is authorized to pick up the check. That individual must present valid picture identification along with an authorization letter in order for Human Resources to release the check.

PAYROLL DEDUCTIONS

The standard required deductions from an employee's pay are Federal Withholding Tax, Social Security Tax, and Medicare Tax, as well as union dues. All payroll deductions, other than taxes and court-ordered wage garnishments, must be authorized by the employee in writing.

GARNISHMENT OF WAGES

FICA will comply with all court orders or appropriate legal authority with respect to garnishing pay.

ACCESS TO PERSONNEL RECORDS

Associates have a responsibility to keep their personnel records up to date and are required to immediately notify the Human Resources Department in writing of any changes in any of the following:

- a. Name;
- b. Address;
- c. Telephone number;
- d. Marital status (for benefits and tax withholding purposes only);
- e. Number of dependents;
- f. Address and telephone number of dependents and spouse or former spouse (for insurance purposes only);
- g. Beneficiary designations for any of the Fisher Island's insurance, disability, pension, and profit sharing plans;
- h. Persons to be notified in case of emergency.

In addition, if there is a change in the number of dependents or marital status, a new W-4 Form for income tax withholding purposes must be returned to Human Resources within ten days of the change. Employee files are the property of FICA.



Employee Benefits

Your well-being and health is important to FICA and we want to promote healthy life styles. FICA offers certain benefits to eligible associates designed to enhance the quality of life, including health, dental, disability and other options. The information provided is intended to be a general description and is not the official benefit plans or documents. For more complete information regarding any of the benefit programs described below, please see the Human Resources Department. FICA reserves the right to, in its sole discretion, amend, modify or terminate, in whole or part, any or all of the provisions of the benefits plan described herein, including any benefits that may be extended to retirees or their dependents, for benefits or any other purpose.

MEDICAL/HEALTH INSURANCE

Regular full-time associates who regularly work 30 hours or more a week are eligible to enroll in the Medical/Health Plan. Election of benefits is done either during the initial 90-day period of employment, or during open enrollment, or if the associate has a family or work status change. You should check with Human Resources to verify eligibility and election period.

DENTAL

FICA offers a dental plan for you and your family. Regular full-time associates who regularly work 30 hours or more a week are eligible to enroll in the Dental Plan. Election of benefits is done either during the initial 90-day period of employment, or during open enrollment, or if the associate has a family or work status change. You should check with Human Resources to verify eligibility and election period.

CAFETERIA PLAN 125/PREMIUM ONLY PLAN

FICA participates in an approved IRS Section 125 Cafeteria Plan which allows certain benefits to be paid with pre-tax dollars. You are automatically enrolled in this cost savings when you enroll for the medical/health plan coverage.

COMPREHENSIVE OMNIBUS BUDGET RECONCILIATION ACT OF 1986 (COBRA)

In accordance with the Comprehensive Omnibus Budget Reconciliation Act of 1986 ("COBRA"), upon termination of your employment, you have the right to continue our group health and dental coverage for up to 18 months for yourself and for any of your eligible dependents. In addition, spouses and eligible dependents may be eligible for up to 36 months from the time of divorce, termination or death. The continuation of this coverage is an expense that you must pay directly. You should contact the Human Resources Department for eligibility and the cost regarding the COBRA benefit.

LIFE INSURANCE

Group Life insurance is offered in conjunction with the health insurance plan. If you participate in our health insurance plan, you are eligible for \$15,000.00 life insurance policy. This benefit is paid 100% by FICA. Additional information regarding this benefit is available from the Human Resources Department.

RETIREMENT PLAN (401k)

If you are 18 years of age and have completed 90 days of service, you are eligible to participate in the Fisher Island sponsored deferred 401(k) Plan. Enrollment is offered once every quarter. Once you become eligible you may deposit between 1% to 15% of your pay to this account. FICA matches 100% up to 3% and 50% from 4 to 5% of your pay after the completion of your first year of service. You must be at least 21 years of age to receive this company match. This is not a summary plan description. Please see the Human Resources Department for more information regarding the FICA 401(k) Plan.

SHORT TERM DISABILITY

FICA offers Short Term Disability benefits to all eligible employees who have regular, full-time status. Employees are automatically covered effective the 1st day of the month after being employed for one year. FICA pays 100% of this benefit which provides for partial pay to employees in the event that they are out of work due to a non-work related illness, injury or disability. The benefit covers up to 12-weeks if the employee is out for more than 7-days. Any FMLA leave to which an employee may be entitled will run concurrently with any short term disability. For more information on this benefit please see your Human Resources Department.

VOLUNTARY SUPPLEMENTAL BENEFITS

FICA from time to time will offer voluntary benefit options such as long-term disability, accidental insurance, or additional term life insurance at affordable group rates. Any additional benefits are at the sole discretion of FICA and subject to change at any time. For additional information please contact the Human Resources Department.

WORKERS' COMPENSATION BENEFITS

FICA is covered under statutory state Workers' Compensation Laws. Should you sustain a work-related injury, you must immediately notify your department supervisor. A first report of accident will be completed by the Public Safety Department and forwarded to Human Resources within 24 hours. If an employee requires medical attention due to a work-related injury, a list of approved medical centers will be given to you. In case of an emergency, contact 911 for transport to the nearest available hospital or medical center. Employees may not use their own doctor from the Health Plan for work-related injuries.



TIME OFF POLICIES

FAMILY AND MEDICAL LEAVE ACT (FMLA)

FICA complies with the Family and Medical Leave Act of 1993 which allows you to take unpaid leave for medical or family reasons for up to 12 weeks (26 weeks if leave is for Service Member Medical Leave as defined below). You are eligible for unpaid family or medical leave if you have worked for FICA for at least twelve (12) months and worked at least 1,250 hours during the twelve (12) months before the leave is requested.

An eligible employee can take up to 12/26 weeks of leave under this policy during any 12-month period. FICA will measure the 12-month period as a rolling 12-month period measured backward from the date an employee uses any leave under this policy. Each time an employee takes leave, FICA will compute the amount of leave the employee has taken under this policy within the preceding twelve months, and subtract it from the 12/26 weeks of available leave. The balance remaining is the amount the employee is entitled to take at that time.

Reasons for leave: 1) birth or adoption of a child or new placement of a foster child (Family Leave); 2) the serious health condition of an immediate family member (defined as: child, spouse or parent [but not parent-in-law] who has a serious health condition which requires attendance by the employee (Family Leave); 3) your own serious health condition that renders you unable to perform one or more essential functions of your job (Medical Leave); 4) because of any qualifying exigency arising out of the fact that the spouse or a son, daughter or parent of the employee is on active duty (or has been notified of an impending call or order to active duty) in the Armed Forces in support of a contingency operation (Service Member Exigency Leave); or 5) for the spouse, son, daughter, parent or next of kin to provide care needed to a covered service member who is undergoing medical treatment, recuperation or therapy, is otherwise in out-patient status or is otherwise on the temporary disability retired list for a serious illness or injury (Service Member Medical Leave) **(Service Member Leave Medical Leave may be up to 26 weeks.)**

A serious health condition is defined to include among other things, a condition which requires inpatient care at a hospital, hospice or residential medical care facility, including any period of incapacity or any subsequent treatment in connection with such inpatient care or a condition which requires continuing care by a licensed health care provider. FICA may require an employee to provide a doctor's certification of their own serious health condition or the serious health condition of a family member.

Questions about what a "serious health condition" under this policy should be addressed to the Human Resources Department.

Leave is Unpaid: FMLA is generally unpaid leave. However, you must use all of your accrued paid leave time including paid vacation, sick or personal leave (where appropriate) in conjunction with approved FMLA leave. For example, an employee who requests a twelve (12) week leave but who is eligible for two (2) weeks of accrued paid vacation will be required to take the two (2) weeks of vacation as part of the 12 weeks of FMLA leave. The substitution of paid leave time for unpaid leave time does not extend the FMLA leave period. The FMLA leave runs concurrently with the paid leave time in that situation. Coordination of certain benefit plans such as Short Term Disability and/or worker's compensation will be coordinated through the Human Resources Department. Time out on disability leave and workers' compensation leave can also run concurrently with FMLA leave time where appropriate.

Notice of Leave – If you are intending to take family or medical leave which is foreseeable, you must submit your

request for the leave at least thirty (30) days before the leave is to begin. If 30 days notice is not possible, you must provide as much notice as is possible. Notice should be given to your immediate supervisor or to the Human Resources Department. Once notice of leave is provided, Human Resources will provide you with appropriate forms and certifications to designate your leave as FMLA protected.

Intermittent/Reduced Schedule Leave –Leave because of an employee's own or a family member's serious health condition may be taken intermittently (blocks of time) or on a reduced schedule (reducing the usual number of hours you work per workweek or workday), if medically necessary. Service Member Exigency leave and Service Member Family leave may also be taken intermittently or on a reduced leave basis. If leave is unpaid, FICA will reduce your pay (including for employee's paid on a salary basis) based on the amount of time actually worked. FICA reserves the right to temporarily transfer you to an available alternative position which better accommodates the particular leave schedule with equivalent pay and benefits.

Medical Certification of Leave – FICA may require that all leaves for the "serious health condition" of the employee or the employee's spouse, child or parent be accompanied by a "Health Care Provider Medical Certification Form". Once requested, employees will have fifteen (15) days to supply FICA with the Health Care Provider Certification Form. Failure to provide appropriate and timely medical certification when requested may result in delay or denial of leave, or if leave has already begun, a determination that leave is unauthorized.

In addition, medical re-certifications may be required every thirty (30) days or some other period of time as arranged between FICA and the employee based on the initial medical certification.

FICA reserves the right to require a second medical opinion if deemed necessary, and a third medical opinion if a conflict exists. The second and third medical opinions shall be arranged for by FICA and shall be at FICA's expense.

Benefits Coverage During Leave – During approved FMLA leave, health plan benefits remain the same as before the leave began. To continue health coverage during the leave period, you must continue to make any employee-premium contributions for group insurance. Failure to pay your portion of the premiums within 30 days of the due date may result in cancellation of your coverage provided FICA notifies you in writing at least 15 days before the date that your health coverage will lapse.

While on approved leave, you will not accrue any time off benefits (vacation, sick, personal) but will not lose any previous accrued leave nor seniority or employment benefits.

Return from Leave – You will be returned to the same position held when the leave began or to a position equivalent in pay, benefits and other terms and conditions of employment at the conclusion of approved FMLA leave. However, the highest paid ten (10%) percent of employees are not guaranteed reinstatement if reinstatement will cause FICA substantial and grievous economic damage. In such cases, FICA will notify you at the time that leave is requested that reinstatement is not available.

Notification of Status During FMLA Leave/Return to Work Certification - FICA will require that while taking approved FMLA leave, you report every thirty (30) days on your status and intent to return to work upon completion of the leave. Prior to your return to work, if your leave was due to your own serious health condition, you will be required to provide certification from a health care provider indicating your ability to resume work.

Employees who fail to return to work at the conclusion of approved FMLA leave may be denied reinstatement and/or terminated from employment.

Any requests for an extension of family or medical leave must be submitted in writing to the Human Resources Department – Benefit Administrator which includes the reason for the requested extension. Such requests must be made prior to expiration of the approved FMLA leave period. Extension requests will be granted in the discretion of FICA based on legal requirements and operational needs.

Any questions concerning the provisions of this leave policy or the forms associated with a leave under this policy should be directed to the Human Resources Department.

PERSONAL LEAVE OF ABSENCE

Leaves of absence for reasons other than family or medical may be granted in certain situations that require employees to be absent from work for an extended period of time for compelling personal reasons. Such approved non-paid leave of absence may not be for more than 8 weeks and is subject to the approval by the President of FICA.

Any requests for such leave must be in writing and submitted to the immediate supervisor and subject to approval by the Department Director, the Human Resources Director/Manager and forwarded to the President of FICA for final approval.

In addition, health plan premiums for associates, if applicable, must be paid in full and in advance for continuous coverage. Non-payment terminates coverage on the last day of the month worked. Reinstatement may require proof of insurability and may not be done until the next open enrollment period.

Before applying for the Personal Leave of Absence, you must be aware that FICA has no obligation to hold a position open. If the position is critical to the operations, FICA may fill the position. In this event, you will be reinstated subject to availability of a suitable opening for which you are qualified at the discretion of FICA. Such an opening may or may not be the position you vacated or at the same rate of pay or benefit eligibility.

While on approved leave, you will not accrue any time off benefits (vacation, sick, personal) but will not lose any previous accrued leave nor seniority or employment benefits.

BEREAVEMENT LEAVE

You are eligible for bereavement leave if you are a full-time employee and have completed 90-days of continuous employment. Up to three consecutive scheduled workdays with pay are granted for the death of an immediate family member. The immediate family is defined as spouse, parent, child, stepchild, sister, brother, grandparent, grandchild, mother/father-in-law. Any requested time for the death of a relative not listed above will require authorization from Human Resources. Employees other than full-time employees may take up to three consecutive days off without pay for bereavement purposes. Employees must record the absence as a Bereavement Leave on the attendance record. Please see HR for a list of documents required to be presented.

MILITARY LEAVE

Employees who are inducted into the U.S. Armed Forces or who are reserve members of the U.S. Armed Forces or state military groups will be granted an unpaid leave of absence for military service, training or other obligations in compliance with state and federal laws. The employee may use any unused accrued vacation leave but is not required to do so. At the conclusion of the leave, employees generally have the right to return to the same position held prior to the leave or to positions with equivalent seniority, pay and benefits.

Employees are requested to notify their supervisors as soon as they are aware of the military obligation. Questions regarding FICA's military leave policy, applicable state and federal laws and continuation of benefits should be directed to the Human Resources Department.

While on approved leave, you will not accrue any time off benefits (vacation, sick, personal) but will not lose any previous accrued leave nor seniority or employment benefits.

JURY DUTY

If you receive a jury summons, you must notify your supervisor immediately and send a copy of the summons to the Human Resources Department. You will be excused for the time required for jury duty and will continue to receive full wages and benefits for the entire period of such service. Monies received from the courts, other than auto and food allowances, must be turned over to FICA.

VOTING

FICA considers the right to vote in a national and/or local election a privilege and the responsibility of registered individuals. You are encouraged to exercise your right to vote in all elections. You are expected to vote before or after normal working hours. If this is not possible, you may request time-off to vote from your supervisor. Your supervisor will

determine the most convenient time based on department schedules.

DOMESTIC LEAVE POLICY

FICA has adopted a Domestic Leave Policy in compliance with the Miami-Dade Domestic Leave and Reporting Ordinance, which provides for unpaid leave for associates in the event they or their dependent children are a victim of domestic or repeat violence.

For the purposes of this Domestic Leave Policy, domestic or repeat violence shall mean a pattern of coercive behavior used by one person to control another such as but not limited to: physical, sexual, emotional and psychological violence and abuse, intimidation, verbal abuse, economic control, and stalking.

I. The Leave Policy

You are eligible to take up to thirty (30) work days of unpaid Domestic Leave during any twelve (12) month period and be restored to the same or an equivalent position upon your return to work provided you have worked for FICA for at least ninety (90) days and for at least three hundred and eight (308) hours during the ninety (90) day period immediately preceding the commencement of the leave. FICA determines the amount of leave you have available on a "rolling" twelve (12) month period measured backwards from the date Domestic Leave commenced.

You may request Domestic Leave for any of the following reasons:

- to obtain and receive for yourself or your dependent child(ren) medical and/or dental assistance for a medical and/or dental problem resulting from domestic or repeat violence;
- to obtain and receive legal assistance relating to domestic or repeat violence, including but not limited to criminal prosecution, a protective order, divorce, custody of children, and child support;
- to attend court appearances relating to domestic or repeat violence, including but not limited to criminal prosecution, protective order, divorce, custody of children and child support;
- to attend counseling or support services for you;
- any other arrangements necessary to provide your safety and well-being if you or
- your dependent children are subjected to domestic or repeat violence.

While on approved leave, you will not accrue any time off benefits (vacation, sick, personal) but will not lose any previous accrued leave nor seniority or employment benefits.

II. Domestic Leave and Family Medical Leave

You are entitled to take Domestic Leave in addition to Family Medical Leave. (See FICA's Family and Medical Leave Act Policy for more information about entitlement to leave under that policy).

III. Notice of Leave

Prior to requesting Domestic Leave, you must exhaust all paid vacation leave and/or personal leave. The request for Domestic Leave must be made as soon as practicable. FICA has the Request for Domestic Leave forms available at the Human Resources Department. You should use these forms when requesting leave.

IV. Certification

You will be required to provide certification indicating that you and/or your dependent child (ren) are being subjected to domestic or repeat violence and need time off to attend to any of the matters described above. This certification must be issued by an authorized person from a health care provider, attorney of record, counselor, law enforcement agency, clergy, domestic violence center, domestic violence advocacy agency, or domestic violence shelter.

Confidentiality

To the extent allowed by federal, state and local law, FICA shall maintain the confidentiality of any associate requesting domestic leave. All documentation relating to your Domestic Leave shall be maintained separately from the employee's your personnel file.

Leave Is Unpaid

Domestic Leave is unpaid leave.

Intermittent and Reduced Schedule Leave

Domestic Leave may be taken intermittently or on a reduced leave schedule. If, however, you request an intermittent or reduced leave that is foreseeable based upon a planned schedule, FICA may require you to transfer temporarily to an available alternative position for which you are qualified, in order to better accommodate your intermittent or reduced leave schedule. If FICA elects to transfer you temporarily to another available position, neither your rate of pay nor your benefits will be reduced.

Medical and Other Benefits

During an approved Domestic Leave, FICA will maintain health insurance coverage for you under FICA's group health plan. If you fail to return from Domestic Leave after the period of leave to which you are entitled has expired, and your failure to return to work is for a reason other than the continuance or recurrence of domestic or repeat violence or other circumstances beyond your control, FICA may recover the premium(s) that FICA paid for maintaining your health insurance coverage during your Domestic Leave.

You will not lose any employment benefits accrued prior to the date on which your Domestic Leave commenced. During the Domestic Leave, however, you will not be entitled to accrue seniority, paid leave time, and other employment benefits.

Reporting While On Domestic Leave

If you take Domestic Leave, you must contact FICA's Human Resources Department once per week regarding your status and your intention to return to work.

Returning From Domestic Leave

Upon timely return from Domestic Leave, you will be returned to the position that you held when your Domestic Leave began or to an equivalent position with no reduction in pay, benefits or other terms and conditions of employment.

If you have any questions about Fisher Island's Domestic Leave policy or how it affects you, please contact the human resources department.

HOLIDAYS

FICA observes the following holidays:

New Year's Day
Memorial Day
Independence Day
Labor Day

Thanksgiving Day
Day after Thanksgiving
Christmas Eve
Christmas Day

There is also the option of taking either:
President's Day OR MLK, Jr. Day, not
both.

Eligible associates will be paid at the regular rate on the observed holiday. To be eligible for Holiday Pay, you must be a full-time regular associate. Additionally, you must be at work or on an approved absence on the workday immediately preceding and immediately following the day on which the Holiday is observed. If you work on a Holiday, you will be paid both your straight time pay for all hours worked, plus Holiday Pay.

It is understood that in certain cases to maintain proper shift staffing, some personnel might have to work on Holidays at the discretion of the supervisors. Consideration will be taken when preparing work schedules to provide the Holiday time. If a paid Holiday occurs during an employee's approved vacation leave, the employee has the choice of being paid for either the vacation time or holiday pay, not both.

REQUESTING TIME OFF (PERSONNEL AUTHORIZATION FORM (PAF))

It is the policy of FICA to arrange for departments to have ample coverage depending on the associate's absence, whether it is for vacation, sick or personal time-off. Therefore, you must request time-off through a PAF. Whenever possible, thirty (30) days prior notice should be given to your Supervisor, Manager or Director for all foreseeable vacation or sick leave. The following procedure applies:

1. Complete a Personnel Authorization Form (PAF)
2. Employee must sign request
3. Department Head approval
4. Human Resources approval
5. Return to Human Resources for processing in conjunction with payroll and the PAF is filed in the personnel folder

VACATION

FICA offers annual vacations with pay to all full-time regular employees with the guidelines established below.

Vacation time is accrued based on the length of service and on the time actually worked and should be used during the year in which it is accrued.

The following is the schedule of vacation leave based on length of service: Employees are eligible to take 2 weeks of vacation after one year of employment.

Upon 1 year of service – 4th year of service	= 2 weeks
Beginning of the 5th year of service – 19th year of service	= 3 weeks
Beginning of the 20th year of service and above	= 4 weeks

Vacation pay will consist of your regular rate of pay (not based on overtime which has been worked) for the vacation period and generally will be paid on the regularly scheduled payday. If you want to receive vacation pay before your vacation, you must submit this information along with the Personnel Authorization Form (PAF) at least 30 days prior to the vacation.

Management reserves the right to designate when some or all vacations must be taken. For most departments, vacation time is only available from May 1 to October 31. Management reserves the right to schedule vacation time during the "slow" periods of the year.

No allowance will be made for sickness or other compensable type of absence occurring during a scheduled vacation. If on an approved leave of absence, you are required to use all accrued paid vacation time as part of the leave, as specified in the Leave of Absence policy. In addition, while on a leave of absence, you will not accrue any new vacation time during the leave.

Vacations of less than a full day generally will not be granted.

Carry- Over Vacation

We want associates to take annual vacation to feel rested and rejuvenated. However, we understand that there may be circumstances that do not allow for an employee to take vacation. Any vacation time carried over from a previous year must be used within the first quarter of the following year.

All other unused vacation time is lost.

Associates with one year of service or more who resign voluntarily or whose employment has been terminated are entitled to any unused accrued vacation.

SICK PAY

Sick pay is a privilege extended by FICA to prevent inconvenience or the hardship of the loss of pay due to illness. Any unused sick time is lost and it is not paid out at time of separation of employment. All regular full time associates begin to accrue sick pay from their date of hire but are not eligible until the 4th month of service. A maximum of 32 hours in unused accrued sick time at the end of each calendar year will roll-over to the following year. All other unused sick time is lost.

The maximum amount of hours accumulated for sick time is 32 hours.

If you cannot report to work due to illness, you must notify your supervisor at least 2 hours prior to the beginning of your shift, unless you are unable to do so because of an emergency. Please refer to the Absenteeism & Tardiness Policy. A statement from the Doctor is required when the absence is for three or more days, and may be required at any other time at the discretion of Fisher Island.

PAID PERSONAL DAYS

Discretionary absence for Personal Days is defined as absence from work for personal reasons (including religious observance). Personal days must be scheduled in advance and approved.

FICA recognizes that you may wish to observe, as periods of worship or commemoration, certain days that are not included in the FICA's regular Holiday schedule, or may wish to take time off for other personal reasons. Accordingly, if you would like to take a day off for personal reasons you may do so, if it does not unduly disrupt FICA's business and if your supervisor approves. You may use accumulated days of Personal Days (see below) for these occasions, or may take the time off as an unpaid, excused absence.

All full-time regular associates will begin to accrue Personal Days effective the date of hire. Personal Days are based on one day for every four months of service for a yearly total of three days. After the first calendar year of employment, personal time off will accrue at the same rate effective January 1 of each year. A maximum of 32 hours in unused accrued sick time at the end of each calendar year will roll-over to the following year. All other unused Personal Days are lost. The maximum amount of hours accumulated for personal days is 32 hours.