# WELCOME TO THE BARONA FAMILY!

BARONA®
RESORT & CASINO

# HAVE FUN AT WORK!

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# BARONA'S BUSINESS IMPERATIVE

**Build meaningful and lifelong relationships with ALL VIP Players.**

# BARONA'S VISION STATEMENT

**To continually improve the quality of life of the Barona Family by creating a secure business environment.**

# BARONA'S CORE VALUES

**Barona Nice**

**Smile, Wave, and Greet**

**Clean, Polite, and Honest**

**Use Names and Nicknames**

**See the Light**

**Please 'Em While They Play**

## Barona Staff Members

We know our staff members bring us success. It is only through you and your relationships with our players that we are able to be Home of the VIP Players.

Our staff members are caring, talented people committed to being the best at what they do, starting with being Barona Nice.

Anticipating and exceeding our players' expectations is key to our success in this competitive industry. Excellence in service starts with warm smiles and friendly, gracious "Welcome to Barona" greetings that let our players know you are here to serve them. But that is just the beginning. Providing high level service requires genuinely friendly attitudes and consistent interaction with every player, all the time.

## Barona's Six Core Values

Barona Resort & Casino strives to deliver a unique level of service that exceeds hospitality industry standards. Our service philosophy is built on these six essential elements, aimed at creating personalized and memorable experiences for our casino players:

### 1. Barona Nice

The driving force behind our stellar reputation and what we do so well is how we treat and make our players feel when they visit and have fun playing in a welcoming environment. The very nature of business we are in - gaming and hospitality - calls us to excel in both of these areas.

### 2. Smile, Wave, and Greet

Relationships begin with welcoming friendly gestures. Having a pleasant smile and verbally acknowledging our players, each other, and all with whom we come into contact, creates a fun and inviting atmosphere. You can further show your friendliness by greeting players with a warm, "Welcome Home" when they arrive and with an equally sincere "Drive Safely" when you see they are leaving.

### 3. Clean, Polite, and Honest

One of our most esteemed qualities is our cleanliness. With over several thousand of daily visitors each day, every one of us must ensure we meet our players' expectations of cleanliness and sanitation, from our spotless Casino Floor, to our pristine restrooms and our immaculate resort grounds. Straighten chairs, dispose of empty cups, pick up trash and wipe up spills whenever and wherever you see them. Everyone delivering the cleanliness at the same time, and being polite and honest, makes us the Home of the VIP Players.

### 4. Use Names and Nicknames

A sure sign of friendship is knowing the names of those you call friends! Connect with players by always using their names or nicknames.

### 5. See the Light

Paying attention to our players' needs keeps them returning again and again. Aside from the highly personal service we provide, our players have our world-famous service button at their fingertips. They can press their service button for anything at any time on their machine to activate service lights and a friendly staff member will quickly respond to their request.

### 6. Please 'Em While They Play

We satisfy players while they are engaged by keeping the Casino atmosphere enjoyable, the player experience positive, and the gaming environment appealing. Our enduring focus is to care for players' needs while they enjoy their games. We happily converse with them, knowledgably respond to their concerns and questions, and ensure that their requests are satisfied.

# BARONA REGULATIONS

## Equal Opportunity Employer

The Barona policy of equal opportunity employment is based on respect for the individual and a belief that everyone deserves the same opportunity to succeed. Barona recruits, hires, and promotes staff members on the basis of job requirements and the individual's ability to perform. All job-related decisions are made without regard to race, color, religion, sex, age, national origin, marital status, sexual orientation, disability, veteran status, or other factors unrelated to the position. Equal opportunity also applies to how we treat our players and guests. Discrimination of any kind has no place at Barona Resort & Casino.

## Barona Gaming Commission Release

Pursuant to Federal and Tribal regulations, all staff members are required to complete a background questionnaire and information release that authorizes the Barona Gaming Commission to conduct a complete background investigation. Anyone convicted of a felony or crime of dishonesty within the last 10 years is not eligible for employment at Barona Resort & Casino. If the Barona Gaming Commission at any time becomes aware of a staff member's conviction of a felony or crime of dishonesty, that staff member may be discharged immediately.

## Introductory Period

The first 90 calendar days of employment is considered the staff member's introductory period. It is intended to give new staff members the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. Barona uses this period to evaluate staff member capabilities, work habits, and overall performance. The introductory period may be extended for a specific period not to exceed 30 days at management's discretion; the staff member will be notified in writing.

## Tribal Members

Members of the Barona Band of Mission Indians, their spouses, and other Native Americans will receive preference in hiring for positions in which they are qualified.

## Disabled Staff Members

Barona Resort & Casino is committed to avoiding discrimination against qualified disabled individuals.

# YOUR BENEFITS AT BARONA
# WHAT YOU CAN EXPECT FROM US

## Bereavement Leave

Bereavement leave without pay may be granted to any staff member who suffers the loss of a loved one within their immediate family. Immediate family is defined as spouse, children, mother, father, sister, brother, mother- or father-in-law, or grandparents. The staff member may elect to use paid time off (PTO) for this purpose. Bereavement leaves are granted for a period of five days or less. Any extension to this time period must be requested under the discretionary leave provision of this policy. Barona reserves the right to request appropriate documentation. Consult with your immediate supervisor for additional information.

## Childcare

Childcare is available for staff members and Tribal families. The Childcare Center is conveniently located on the property. Childcare fees are paid by payroll deduction. Enrollment is based on availability.

## Discretionary Leave

Barona Resort & Casino may provide discretionary leave for eligible staff members who need time off for a maximum of 30 days. Staff members who have been employed for at least 90 days are eligible to apply for discretionary leave of absence. Requests for discretionary leave may be granted or denied for any reason and are within the sole discretion of Barona Resort & Casino. Approval by the department director is required.

## Educational Reimbursement

All regular, full-time staff members with at least one year of service are eligible to apply for educational reimbursement. In order to receive educational reimbursement, courses must be approved in advance. Please contact the Human Resources Department for more details regarding this program.

## Effect of Leaves on Benefits

Paid time off (PTO) is not earned while a staff member is on a leave of absence of 30 days or more. For PTO purposes, the continuous year of employment does not include any leave of absence period. For example, if a 30-day leave of absence were taken, the year of continuous employment, which normally would have been completed on June 30, would in this situation be extended to July 30. Additionally, this would become the start date for the next continuous year.

Based on the type of leave, staff members may be required to pay a partial or full premium in order to retain their medical benefits. Further information is available in the Human Resources Department.

## Life Insurance

Barona provides a basic life insurance plan for all eligible staff members who complete their 90-day introductory period.

## Medical/Dental/Vision Insurance

To be eligible to participate in the Barona's medical, dental or vision insurance plans, full time staff members must have completed 60 days of continuous employment and must work a minimum of 25 hours per week. Upon deciding to participate in any plan, coverage will become effective on the first day of the month following the 60 days of continuous employment. If a staff member does not choose to participate in the health insurance program, they must complete a Declination of Coverage Form and the staff member may not be able to enroll in Barona's medical, dental, or vision insurance plans until the next open enrollment period. Coverage will cease at the end of the month in which the staff member terminates.

## Nursing Mothers

Time is provided to staff members who are nursing for one year after the child's birth each time she has the need to express milk.

## Paid Time Off Program (PTO)

Barona has created a Paid Time Off program that provides the opportunity to schedule personal time off for vacations, special days off, or for celebrating holidays on alternative days, after completion of your 90-day introductory period. Staff members may also use PTO to receive pay for a day they call in sick. Staff members earn PTO based on time worked and begin accrual of PTO from the first day of work. PTO may be cashed out, but must be requested one full pay period in advance. Staff members may not cash out PTO if their earned balance is less than 40 hours. For detailed procedures and schedule of benefits, contact your immediate supervisor.

## Retirement Plan – 401(k)

After completing 90 days of employment, staff members will be automatically enrolled in our 401(k) Retirement Plan at a contribution rate of 4% of their salary, unless they choose to opt out. This plan offers staff members the opportunity to save money through convenient payroll deductions on a pre-tax and/or post-tax basis. Staff members may adjust their contribution rate or opt out of the plan at any time by contacting the Human Resources Department. The maximum contribution limit is established annually by the IRS. For more information, please contact the Human Resources Department.

## Staff Assistance Program

Through our Employee Assistance Program, Barona offers staff members and their families free, confidential help in dealing with personal problems (i.e. marital difficulties, alcohol and drug dependency, parenting issues, and crisis situations). For immediate assistance, call the Human Resources Department.

# STAFF DISCOUNTS

## Meals

Discounted meals are available to staff members only in Family Dining. Access to Family Dining is restricted to staff members only when on duty or off duty, but on premises for business-related activities, including time immediately before and after shifts.

## Barona Shops, Golf Club, Hotel, and Restaurants

Staff members receive a discount at Barona restaurants, the Food Court, and merchandise at the Sundries Shop and Golf Pro Shop. Staff members must present their badge to obtain the discount.

## Flexible Spending Account

Barona Resort & Casino offers staff members the benefit of enrolling in Flexible Spending Accounts (FSA). Since Flexible Spending Accounts lower your taxable income, they save you money on your annual tax bill.

## Health Flexible Spending Account

Participants receive a pre-tax benefit for certain healthcare related items not covered by insurance, including medical, dental, and vision expenses. Your annual contribution is fully funded upfront, at the start of each plan year and deducted from your paycheck in biweekly amounts.

## Dependent Care Flexible Spending Account

Participants enrolled in this plan use pre-tax dollars toward eligible dependent care expenses such as preschool, summer camps, child and adult daycare, etc. The pre-tax funds for this account are deducted from each paycheck and deposited into your Dependent Care FSA.

# BARONA POLICIES AND PROCEDURES WHAT WE EXPECT FROM YOU

The following Barona Resort & Casino policies and procedures have been carefully written to help the Barona Family achieve its business imperative and vision statement, while creating a working environment that preserves our core values. We expect you to read and follow them. Please be aware that these policies and procedures are not all-inclusive and may change from time to time. In addition, when you arrive at your department, you will be given specific policies and procedures. As always, these policies and procedures are a guide. They are not intended to grant any contractual rights of employment or alter in any way the mutual right of the casino and its staff members to end the employment relationship at will. For a detailed explanation of a policy, please contact your manager or Human Resources.

## Access to Personnel Files

Department heads may access staff files for those staff members who report to them or who may request a transfer into their department. You may also have access to your file by contacting the Human Resources Department.

## Americans with Disabilities Act (ADA)

Barona Resort & Casino believes strongly in complying with the Americans with Disabilities Act. This provides equal opportunity for all qualified individuals in regard to job application procedures, hiring, advancement, discharge, compensation, job training, and other terms, conditions, and privileges of employment.

## Attendance and Punctuality

Staff members who foresee being absent or tardy are required to personally notify the on-duty supervisor at least one and one-half hours prior to the start of their shift. Family members may call in on behalf of staff members only under special circumstances. Barona Resort & Casino's main number is (619) 443-2300. When calling, staff members should have ready the name and title of the person to whom they wish to speak, whether it is their immediate supervisor or another on-duty supervisor in the department. It is necessary to report the reason for the absence and the date and time of the expected return, or report the reason for the tardiness and the expected arrival time to work. If approved by the on-duty supervisor; text messaging may be an allowable form of notification of absence or tardy.

Staff members who are ill and absent for three or more consecutive days will be required to provide a doctor's note permitting them to return to work. Staff members who are unable to work for more than one day must call their supervisor each additional day they are absent. This requirement may be waived if staff members submit a doctor's note excusing them from the first and/or additional days of absence. Absent or tardy behavior on departmental "blackout" days may result in corrective action, up to and including termination.

## Authorized Break Areas

Barona provides "break areas" where you are to take your scheduled break, including smoking areas. You are expected to take your break in designated areas only.

## Authorized Work Areas

To ensure adequate staffing, smooth operations, and the best security, staff members should remain in the assigned work area while on duty. After clocking in, each staff member must take the most direct route to the assigned work area.

## Casino and Hotel Use by Staff

Staff members may use the Casino facility while on his or her time off and must be completely out of uniform and in street attire. Eligible staff members can sign up for Staff Club Barona and enjoy the benefits of the program. Depending on the nature of the staff member's position, the staff member may not be allowed to participate in certain gambling activities or Staff Club Barona. Staff members should consult their supervisor and refer to the Casino Use by Staff policy to determine which gambling activities are not permitted.

Staff members are required to receive approval in advance from their Director to stay overnight in hotel rooms occupied by family or friends.

## Computer Software and Hardware Use

You may be provided with access to computer hardware, software, and email systems to be used in the normal course of your job. We ask that you respect this privilege and not use these systems to conduct personal business, add personal software, solicit or distribute through the system, create or transmit any data or email that violates Barona's Discrimination/Harassment Prevention Policy, Internet and Electronic Communication Policy, or Equal Employment Opportunity Policy, or to transmit any critical or derogatory statements regarding staff members, disciplinary messages/statements, or performance evaluations.

## Confidential Information

All confidential information and proprietary data are the property of Barona and may not be released, transmitted, copied, e-mailed, removed from the property, or discussed with any individual outside of Barona without the expressed authorization of the General Manager. Information relating to Barona, business, computer programs, purchases, sales, photographs, financial and marketing data, operating statistics, employee records, gaming records, samples, models, illustrations, and information relating to players and guests is considered "confidential" or "proprietary."

Violations are considered a serious offense and will be subject to corrective action up to and including involuntary separation from employment.

Whenever staff members are on duty in or around Barona, it is important not to discuss company business or work difficulties in front of players and guests. The primary concern at all times is player satisfaction. Problems or concerns should be addressed with a supervisor and away from our players and guests.

Also, staff members may be exposed to information about Barona that is confidential and must not be communicated to anyone. A signed non-disclosure agreement will be required of all new staff members. Disclosure of confidential information could harm Barona and could also lead to involuntary separation from employment.

Confidential information is defined as any information not readily available to the public.

Some examples of confidential information are:

- Technology used in developing company products and services.
- Marketing information.
- Information about players and guests.
- Company plans or procedures.
- Unannounced products and services.
- Proposed advertising or promotions.
- Any confidential staff information.

Therefore, it is important not to disclose any confidential information to people outside Barona regardless of how unimportant or ordinary that information may seem.

## Conflict of Interest

As a staff member of Barona, you have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. Accepting gifts from an outside organization, individual, or another staff member substantial enough to influence a staff member's performance or Barona's selection of goods and/or services is strictly prohibited.

## Corrective Action and Involuntary Separation from Employment

Barona believes that all staff members should receive fair and impartial treatment in the administration and issuance of corrective action (up to and including involuntary separation from employment) by their supervisors. In most cases, it is appropriate that staff members receive a series of progressive notices intended to improve their performance. Even though we believe in progressive corrective action, certain offenses against Barona or its staff members, depending on its severity, may result in involuntary separation without utilizing the steps of progressive corrective action. It is at the sole discretion of management when this may occur. If you have any issues or concerns that arise from the corrective action process, you should immediately contact your supervisor, manager, or the Human Resources Consultant.

## Drug and Alcohol Use

Barona Resort & Casino is committed to maintaining a safe working environment, free of illegal drug and alcohol use – including marijuana as it pertains to Federal Law. Accordingly, the illegal sale, use, possession, or furnishing of a controlled substance is expressly prohibited and will result in corrective action up to and including involuntary separation from employment. Staff members suspected of being under the influence or using non-prescribed drugs and/or alcohol while on the premises are subject to immediate examination, as directed by a Gaming Commission representative or Casino Manager and above. Such staff members may be subjected to immediate laboratory testing at an independent medical facility selected by Barona. Refusal to submit to such testing will result in involuntary separation from employment.

Barona staff members may not purchase and/or consume alcohol anytime, whether on or off duty, anywhere on the property of Barona Resort & Casino. This includes the Casino and all food outlets, Hotel, Golf Course, Golf Events Center, parking structure, parking lots, as well as all other buildings and grounds associated with the Resort. Tribal members who are also staff members are covered under this policy as well.

The use of controlled substances as part of a prescribed medical treatment program by a licensed physician is not prohibited. Staff members who are taking medicine that impairs their ability to perform essential functions of their job should notify their supervisor to ensure safety in the workplace.

Barona Resort & Casino has a strong commitment to the health, safety and welfare of its staff, their families, and its players. Widely available statistics and information indicate that the incidence of drug and alcohol abuse is increasing and that the effect is devastating to lives, business, and the community at large. Our commitment to maintaining a safe and secure workplace requires a clear policy and supportive programs relating to the detection, treatment, and prevention of substance abuse by staff.

## Electronic Recordings/Photography

## External Photography

Recording or photography sessions outside the hotel and casino facility do not require Gaming Commission notification or approval.

## Interior Photography

### Commercial Use

The Barona Gaming Commission's Compliance Department must be notified and authorization obtained prior to commencing photography or video for commercial use. Notification must include the area in which the photography will occur, the planned start time, and anticipated duration. Photographs and videos of identifiable casino players, or employees, may not be used for commercial purposes without written consent. This consent must be documented on a signed model release form.

### Non-Commercial Use

Authorized staff members may take photographs and video for non-commercial use. "Non-commercial use" as used in this policy means the photographs will not be made available to the general public. A current list of authorized staff members must be provided to the Gaming Commission Compliance and Surveillance departments.

### Promotional Use

Authorized staff members may take photographs and video of jackpot and promotional winners, spontaneous and fun interactions with players, player celebrations and other player-related requests, without the need for authorization from the Gaming Commission Compliance Department.Photographs may be given to patrons that appear in the photo and, when appropriate, to licensed vendors.

### Internal Use

Authorized staff members may take photographs and video for internal use such as training, maintenance, safety, and other reasonable business needs without the need for authorization from the Gaming Commission Compliance Department. Video and photographs that are for internal use only may include surveillance domes, provided that the video and photographs are not shared with anyone other than licensed employees.

### Social Media

Authorized casino staff members may photograph and videotape inside the casino for social media purposes without the need for prior authorization from the Gaming Commission Compliance Department provided signage is conspicuously located at all casino entrances advising patrons that they may be filmed or photographed while in the casino. However, the final edit of any photography or video intended for social media must be approved by the Gaming Commission's Compliance Department, or other designated representative, prior to posting. Photography must adhere to the Comp Services Photo Procedures.

### Prohibitions

Commercial, non-commercial, and social media photography and video must not include the following, without express authorization of the Gaming Commission, unless these items and areas are pixelated or erased:

- Secured, cash-handling areas including Cash Services and Count Room, and other restricted areas;
- Identifying information on gaming licenses;
- Surveillance domes, except as noted above;
- Live cheques;
- Live table games;
- Staff members may not have cell phones or wearable devices that have the ability to take photographs or videos at any time in Cash Services, Count Room, or Table Games areas. Players may not use such devices while at gaming tables. Photographs and videos in these areas is prohibited without prior approval of the Gaming Commission.

### Player Photography

Players are permitted to take photographs inside the casino, subject to the same prohibitions outlined above. Photographs of identifiable casino players, or staff members, may not be taken without the player or staff member's consent.

## Employment of Relatives

We encourage you to refer any and all qualified applicants for employment at Barona. For your protection we do, however, limit employment of close relatives. No person may be hired, transferred, or promoted to a position that would create a supervisor/subordinate relationship between relatives or co-habitants. This in no way implies a guarantee that a referral will be hired. Referrals' applications need to be processed by the Employment Center in the same manner as all other applications.

## Employment Cessation – Exit Interviews

Staff members who decide to end their employment with Barona are requested to give a two-week written notice to their supervisor. When a staff member's employment has ended due to involuntary discharge, he or she may not enter the property for a period of 45 days. If a staff member's employment ends due to voluntary discharge, i.e. resignation or retirement, there is no 45-day cooling off period, unless the department head (Director or above) has reason to implement such cooling off period.

At the cessation of employment, whether voluntary or involuntary, staff members should check out with a Human Resources representative to ensure that staff records are up to date. Human Resources may request a brief exit interview. The Gaming Badge, as well as uniforms and any other Barona property, must be returned at this time. If a staff member does not complete checkout procedures, including not returning company property, deductions will be made in accordance with prior authorizations. Arrangements for the final paycheck will be made at this time. A permanent address will be needed in order to ensure timely receipt of the W-2 tax withholding form. If a staff member leaves, the following items must be completed:

- Return of department-issued property
- Uniforms returned
- Exit interview

## Entering and Exiting

All staff members must enter and exit through the main Staff Entrance/Exit on the Garden Level. A Safety Officer may inspect a staff member's package, purse, or other belongings as they enter or exit the property. You must present your Gaming Badge to the Safety Officer on duty to enter the building.

## Gaming License/Badge

All staff members must keep their Gaming Licenses valid during their employment with Barona. Staff cannot work with an expired Gaming License. We have no choice but to end our relationship with any staff member who cannot maintain a valid license. In order for all Barona Resort & Casino staff to be easily identified, an important and required part of your uniform is your Gaming Badge. You must wear it at all times while on company property. Your Gaming Badge will be issued to you when you are hired, and we ask that you return it when departing from the casino. If you lose your Gaming Badge or forget to bring it to work, you need to get a new or temporary badge from the Gaming Commission.

If the Gaming Commission is closed, you may obtain a temporary badge from the Safety Office. A fee will be charged for all expired, temporary, or replacement badges. Your Gaming Badge needs to be worn below the neck but above the waist. It must always be visible and must be transferred to the outermost layer of clothing you are wearing. The face of the badge must be free of pins and stickers.

## Harrassment/Discrimination Prevention Policy

The Barona Band of Mission Indians and Barona Resort & Casino adopts federal and state laws forbidding harassment, including sexual harassment in the workplace, and discrimination in connection with the employment on the basis of race, color, religion, ancestry, national origin, gender, marital status, medical condition, sexual orientation, age, or disability, and forbidding employers from retaliation against persons who oppose discrimination or participate in employment discrimination proceedings. Additional applicable laws pertaining to Tribal Law provisions may be found in the Harassment/Discrimination Ordinance adopted by Barona Tribal Council.

For purposes of this policy, harassment, including sexual harassment, is defined as unwanted behavior, and/or verbal, visual, or physical conduct of an offensive nature. Barona intends to provide a work environment that is pleasant, comfortable, and free from intimidation, hostility or other offenses that may interfere with work performance. If a staff member believes that he/she has been the victim of sexual harassment, discrimination or retaliation, the staff member must file a claim within one hundred eighty (180) days of the most recent harassing, discriminatory or retaliatory conduct. The staff member must complete a Harassment/Discrimination Claim Form and submit it to Human Resources. If there is a conflict of interest, or other good cause not to contact Human Resources, a claim may be filed directly with the Barona Gaming Commission.

## Inspections

Planned inspections help us to maintain a safe work environment. Barona maintains the right to inspect all desks, lockers, other storage devices, packages or other belongings of any staff member at any time without notice or authorization of the staff member.

## Internal Transfer and Promotion

Barona believes in promoting from within. Therefore, all staff members requesting a transfer or seeking a promotion will be given the first consideration on the basis of the individual performance history and qualifications to meet the needs of the new role. You must remain in your current role for six months before requesting a transfer. All requests for transfer or promotion must be made through the Employment Center.

## Lost and Found

For the protection of all staff members and the protection of our players and guests, you are expected to turn all found items into the Safety Department immediately. With the exception of found slot vouchers, you will immediately void the voucher by writing “VOID” on the barcode and drop it in a voided voucher collection box located near Cash Service areas.

## Medical Emergency

If a medical emergency occurs, notify the Safety Department (Ext. 5911) immediately. They will handle the emergency procedures such as first aid, calls for an ambulance, documentation, etc.

## Meeting Attendance

Meetings are an important communication tool, and we hope that you look forward to these opportunities for information exchanges. Hourly staff members are paid for time spent at mandatory meetings and mandatory training sessions. Mandatory staff meetings will be considered working time. Voluntary meetings may not be considered as working time; and while you are encouraged to attend, you are not paid for your attendance. If you attend a mandatory meeting, you should clock in and out, and sign in and out, in your department.

## No Loan/No Borrow Policy

Barona has a strictly enforced no loan/no borrow policy for all staff members. Any staff member who borrows money from a player or staff member, or lends money to a player or staff member, may be subject to corrective action up to and including involuntary separation from employment.

## Parking

Complimentary parking is available for use during your regular work shifts. All staff members are expected to park in designated staff parking.

## Pay Categories

Each staff member is designated as either non-exempt or exempt and subject to provisions of federal wage and hour laws.

Non-exempt staff members are entitled to overtime pay under the specific provisions of federal laws. Therefore, any work performed in excess of forty hours per week will be paid at the rate of one and one-half the regular rate of pay.

Exempt staff members are excluded from specific provisions of federal wage and hour laws. Therefore, no overtime payments are made to exempt staff.

Staff members' non-exempt or exempt categories may be changed only upon written notification by management and in compliance with FLSA regulations.

## Performance Evaluations

Staff performance evaluations are conducted at least annually on a staff member's anniversary date. The immediate supervisor is responsible for evaluating the performance of each staff member and to set goals for future accomplishments.

## Personal Cellular Telephones

Staff members, while on duty, are authorized to use, and have on their person, only cellular telephones issued/authorized by Barona. Use of personal cellular telephones is prohibited while on duty.

## Personal Computers/Software and Information Systems

Any computer equipment, software, databases, lists, or access to any information system given to a staff member is for the sole and exclusive benefit of Barona. Computer equipment, software, or any related items may not be removed from company property at any time.

Barona Resort & Casino has entered into licensing agreements with our software vendors, which prohibit downloading of any software installed on the company's computers for any other use including, but not limited to, the personal use by our staff members.

Downloading any software off the computer assigned to you for personal use is prohibited.

Barona must approve any software installed on company computers. Staff members are prohibited from installing any software not issued by Barona. Unauthorized software could include screen savers, games, etc.

Staff members may be given access to our electronic mail system (e-mail) or the Internet. Our e-mail system is for the exclusive use of the company only. Barona retains the right to review any information sent or received by any staff member through the e-mail system or the internet at any time. Use or retrieval of chain letters, vulgar, obscene, or offensive language, drawings or pictures is strictly prohibited.

Violators are subject to corrective action up to and including involuntary separation from employment. It is important to remember that the e-mail system and Internet access are for Barona's convenience and no right to privacy is given or implied to any staff member.

## Personal Data Changes

Notify Human Resources of any personal data changes. Personal data includes: mailing address, telephone numbers, numbers and names of dependents, numbers and names of persons to be contacted in case of emergency, and change in beneficiary information for insurance and retirement.

## Personal Phone Calls

If it is necessary to make a personal phone call, staff members may do so during a scheduled break or lunch break. All personal calls must be placed in staff areas only, away from players and off the casino floor. Personal telephone calls will not be relayed to staff members except in emergencies. Emergency callers should contact the Human Resources Department. If the call is made after normal working business hours, the Safety Department will immediately assist in delivering these urgent messages.

## Press Releases and News Media

All outside requests for information, including those from the media, should be directed to the General Manager. The General Manager will determine what information, if any, will be released. Under no circumstances shall any staff member supply statements or information to the media.

## Public Announcements

Public perception is critical to our mutual success. Therefore, all public announcements or statements about Barona must have the prior authorization of the General Manager.

## Reference Policy

Barona may provide verifications of employment on current staff members and previous staff members in writing when a data release is submitted by a staff member. Only position held and dates of employment will be released for former staff members. If you wish us to release information, please provide the request to the Human Resources Department in writing.

## Rehire Policy

It is the policy of Barona not to rehire any staff member discharged for misconduct. If you resign from the casino, you can re-apply at any time. Staff members who are rehired will be treated as new staff members with regard to personnel requirements such as drug testing. Rehired staff members will be placed on an introductory status, as is the policy for all new staff.

## Removal of Property

To avoid unnecessary suspicion of theft arising from the removal of property, a "Property Removal Authorization" pass must be secured from a department head or his/her designee before removing any Barona property or the property of a staff member or player. This applies to all items including those intended to be discarded without regard to condition or value. The pass must be shown to the Safety Officer when a staff member leaves the building. All personal packages, bags and purses carried into or out of Barona are subject to inspection by Safety.

## Restrooms
Staff members may use guest restrooms, with the understanding that players and guests have first priority. Uniformed and non-uniformed staff members are encouraged to use designated staff restrooms whenever possible.

## Salary or Wages
Wages are continuously reviewed for fairness and competitiveness. Please note, annual evaluations and wage reviews do not guarantee a salary increase.

## Secondary Employment (Moonlighting)
If you elect to work a second job in addition to your job here at Barona, you are expected to notify your department head. Obviously, if the job creates a conflict of interest, you are expected to resolve the conflict. Barona staff members are prohibited from working at other casinos or card rooms. Our philosophy is that your employment at Barona must take priority over all other employment and may not interfere with Barona work schedules or overtime needs.

## Smoking Policy
Smoking by staff members is permitted in designated areas only. Smoking by staff members is not permitted inside the Resort, in any office, or hallway.

## Social Media Policy
The Social Media policy includes rules and guidelines for both company-authorized social networking and personal social networking and applies to all staff members. Unless specifically instructed, staff members are not authorized and therefore restricted from speaking on behalf of Barona Resort & Casino. Staff members may not publicly discuss players and guests, products, staff members, or any work-related matters, whether confidential or not, outside company-authorized communications.

Staff members are expected to protect the privacy of Barona Resort & Casino and its staff members and players/guests, which prohibits them from disclosing personal staff member and non-staff member information and any other proprietary and nonpublic information to which staff members have access. Such information includes but is not limited to player information, trade secrets, financial information, and strategic business plans. Making public, scandalous, and/or detrimental statements about Barona Resort & Casino or the Barona Band of Mission Indians, its staff, practices, policies, or making Tribal political statements is prohibited.

## Solicitation Policy
Barona prohibits solicitation and distribution of literature by any staff member or non-staff member during working time and in working areas. Non-staff members may not solicit or distribute literature at any time or any place at the Barona Resort & Casino. If you wish to post anything on designated staff information boards, we ask that you contact the Human Resources Department.

## Staff Visitors
Staff members must not visit friends or relatives while working. Staff members who carpool should arrange to be picked up in the staff parking designated area.

## Tips (Tokes)

Courteous, friendly, and prompt service may result in the receipt of a monetary tip (or "tokes" as tips are frequently called in our industry) from players. The solicitation or hustling of tips is strictly prohibited and is an offense for which severe corrective action may be taken, up to and including involuntary separation. Tips are personal and private and should not be discussed with fellow staff members.

## Uniforms

Barona uniforms have been especially designed to project your role in the operations of this business. We will provide, repair and replace (if damaged) the uniform at no cost to you. You are expected to wear your complete uniform at work. It is your responsibility to maintain the cleanliness of your uniform, unless your uniform is owned by a uniform company. Your uniform may not be worn off premises unless otherwise authorized by your supervisor. Barona will charge staff members for uniforms not returned, lost or damaged by negligence.

## Unions

Barona goes to great lengths to provide its staff members open and free access to Management over any issue. Although we recognize a staff member's right to organize, we believe that unions are unnecessary and irrelevant and would seriously undermine the benefits derived from our open door policy and seriously alter the friendly, team atmosphere we strive so hard to maintain. In the event a staff member is approached by union organizers to sign an authorization card, we strongly suggest that all pertinent information is considered before making a final decision whether to sign the card. The Human Resources Department welcomes any questions regarding unions, as do your managers and supervisors.

## Work-Related Accidents/Injuries

Staff members should notify their supervisors immediately of a work-related accident or injury. A Supervisor Incident Report, Safety Report, or Human Resources Department Report should be completed at the time of injury. If work-related accidents/injuries are not reported immediately, a Workers' Compensation Claim may be delayed or denied.

## Conduct and Work Standards

In any organization, there are guidelines and policies established in order to provide a fair and equitable atmosphere in which staff members can work.

At Barona, we have established a Code of Conduct and other policies that we believe promote harmony and respect among our staff and our players/guests. As with any guidelines, there will be times when the interpretation or implementation raises questions among those involved. In those instances, Barona Resort & Casino retains the exclusive right to interpret and implement our policies as deemed necessary by our management team.

The following standards of conduct are necessary to protect the health and safety of all, to provide a superior quality of service to Barona players/guests, and to protect company property. Infractions of the same are prohibited and may result in corrective action up to and including involuntary separation from employment.

1. Disorderly conduct on the premises of Barona including fighting, threatening, horseplay, intimidation, or indecent or abusive conduct while on duty.
2. Deliberate or careless damage to company property, theft or unauthorized removal or use of company property, or of property of another staff member or player/guest.
3. Insubordination, including refusal or intentional failure to perform assigned work, or failure to follow any reasonable request given by a staff member's supervisor or by an appropriate member of management.
4. Falsification of company records or reports, or divulging confidential company information to unauthorized persons.
5. Violation of Barona's Drug-Free Workplace Policy.
6. Consuming, possessing, or purchasing alcohol anytime or anywhere on Barona property, whether on or off duty.
7. Violation of any federal or Tribal laws, which may adversely affect Barona, convictions in a court of law, which may cause the staff member to be regarded as unsuitable for employment or ineligible for licensing by the Barona Gaming Commission.
8. Improper behavior, language, or attitude exhibited toward players and guests or fellow staff members at any time.
9. Making public, scandalous and/or detrimental statements about Barona or the Barona Band of Mission Indians, its staff, practices, and policies or making Tribal political statements.
10. Engaging in personal games of chance or other wagering activities (such as football pools, craps, and poker or pyramid schemes) on property at any time.
11. Dishonesty, including failure to report an act or plan of dishonesty.
12. Excessive cash variances as defined by department policies.
13. Excessive absenteeism, unexcused absenteeism or tardiness, any absence without proper notification, and unauthorized absence during the workday.
14. Eating, drinking, chewing gum, or smoking in unauthorized areas.
15. Possession of a lethal weapon.
16. Violating or ignoring established guidelines, policies or procedures.
17. Violation of safety or health rules including failure to report any on-the-job injury as soon as possible, regardless of how minor.

18. Unauthorized use of telephones, mail system, postage meters, copy machines, fax machines, or other Company equipment or engaging in personal business while on duty without permission of the department head.
19. Rudeness, discourtesy or unfriendliness to players or guests, including hustling or suggesting that a gratuity is required or expected for any service.
20. Any violation of Barona's Discrimination/Harassment Prevention policy, including any unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature that has the purpose or effect of interfering with a staff member's work environment.
21. Failure to adhere to the rules and regulations of the Barona Gaming Commission.
22. Failure to report changes of address, name, telephone number, or marital status to Human Resources and the Barona Gaming Commission.
23. Failure to return from authorized leave of absence on designated return date.
24. Creating or contributing to unsanitary, hazardous or poor housekeeping conditions.
25. Fraternization with players or guests.
26. Leaving assigned work area without permission.
27. Leaving Barona property while on the clock.
28. Driving recklessly on Wildcat Canyon Road.
29. Sleeping while on work duty. (This does not apply to a staff member's break time).

The foregoing standards of conduct are not intended to be all-inclusive. Individual departments, as well as management in general, may establish additional rules, policies, and procedures as deemed necessary. Staff members must also comply with these directives. In any instance when a question is raised regarding the meaning or application of any policy or procedure Barona may discuss it with the staff member, but the company has the sole right to make the final determination as to its meaning or its application.

## Open Door Policy

Barona's Open Door Policy was established to resolve staff concerns and complaints. To be fair to everyone involved, most issues should be brought to the attention of the immediate supervisor. If the supervisor is unable to resolve the issue, staff members are encouraged to bring the matter to the attention of the manager and then to the appropriate department head.

While we feel that most issues can and will be resolved through this procedure, we realize there are times when a staff member may not be able to resolve issues in this manner. If this is the case, then staff members are encouraged to contact the Human Resources Department.

## Staff Review Board Policy

A staff member who believes that he/she has received an unwarranted, adverse employment action has the right to appeal the action before the Staff Review Board. Adverse employment action includes, but may not be limited to, action that impairs a staff member's job performance or prospects for transfer or promotion, including corrective action, suspension, denial of a transfer request without reason, or termination. If either the staff member or casino management has a reasonable disagreement with the decision of the Staff Review Board, the decision may be appealed to the Tribal Grievance Committee. Please consult the Human Resources Department for more information.

## PERSONAL APPEARANCE STANDARDS

Barona's staff members' appearance contributes to its culture of being the Happiest Casino on Earth and its reputation as the Home of the VIP Players.

Each staff member must present a positive image with a professional appearance, including how they dress, groom themselves, and attend to their personal hygiene. This is called The Barona Look.

The purpose of this policy is to ensure that staff members:

1. Present a professional appearance while developing meaningful and lifelong relationships with ALL VIP Players.
2. Promote a positive working environment that limits distractions caused by attention-getting or inappropriate attire.
3. Help Barona maintain a positive image as an attractive place to work or play.
4. Ensure the safety of themselves and others while working.

### Procedures

Reasonable accommodations of adherence to this policy may be made when required. Requests for accommodations must go through the Human Resources Department. Requests will be considered on a case-by-case basis.

Staff members who do not meet the standards set forth in this policy may be sent to Wardrobe or home to change.

### Posture

Whenever a staff member is in a player area, they must exhibit a professional bearing while on duty by standing up or sitting up straight when seated. Staff members should not lean on counters or other fixed objects.

### Gaming Badges

We are a first-name basis organization. The gaming badge clearly shows others the staff member's first name and should always be visible and worn on the outermost layer of clothing. Staff members must always have their badge on them while on duty. Badges can be held with badge clips or lanyards. They can be held in plastic holders or not. Badges held with clips must be worn on the upper body. Badges on lanyards must be worn around the neck and not interfere with duties or tasks. Staff members can choose lanyard designs of their own choice, but the wording and images on them must be workplace appropriate. Departmental requirements and uniform design may determine the exact placement of badges.

Items such as pins, stickers, etc., may not be worn on your gaming badge.

## Uniformed Staff Members

Staff members' uniforms should always be clean and neat and worn as intended by design. They should be sized appropriately for staff members' body proportions and pressed (ironed). Staff members should check with their supervisors to ensure their uniforms meet Barona and departmental requirements.

If a uniform change becomes necessary during a staff member's shift, they should report to Wardrobe to do so.

Not allowed:

- Unkempt uniforms include unclean, unpleasant smelling, stained, wrinkled, untidy creases and folds, or with rips, holes, or tears
- Jeans (unless for authorized days), pajamas, loungewear, or revealing garments

## Non-Uniformed Staff Members

Non-uniformed staff members can wear business casual clothing, including collared or button-down shirts, casual slacks like khakis or chinos, collared or non-collared blouses, and dresses or skirts. Suit coats, sports coats, and casual blazers are also appropriate.

Not allowed:

- Unkempt clothing, including unclean, unpleasant smelling, stained, wrinkled, untidy creases and folds, or with rips, holes, or tears
- Jeans (unless for authorized days), pajamas, loungewear, or revealing garments

## Dresses and Skirt Lengths

Dresses and skirts should be of modest length.

## Undergarments

Staff members are required to wear undergarments.

## Fabrics

Fabrics should be those traditionally acceptable for business.

## Hair

Hair must be clean, combed, neatly trimmed or arranged, and well maintained. Staff members with long hair who work near machinery or other areas where safety is a concern must keep their hair securely tied back using barrettes, bobby pins, headbands, ponytails or braids. For sanitation purposes, longer hairstyles may also be required to be contained under appropriate head coverings.

Hairpieces are acceptable. Wigs require a request for medical or religious accommodation, due to regulatory compliance.

Not Allowed:

- Extreme spiking or hair ornaments; excessive hair styling products
- Extreme hair colors are not permitted. This includes but not limited to, bright or unnatural shades such as neon green, blue, pink, purple, or any color that draws undue attention.

## Facial Hair

Staff members should trim their sideburns, mustaches, goatees, and beards neatly. Excessively long beards are not permitted.

"Stubble look" beards must be intentional and well-groomed so as not to appear as if they result from having forgotten to shave.

If a staff member decides to grow a beard, it must be well maintained during the growing-in period to avoid appearing shaggy or ignored.

Some beards may require netting in specific departments for sanitation and safety reasons.

## Makeup

Makeup must be such that it complements a person's features and does not call attention to itself.

## Jewelry

Staff members may wear tasteful jewelry in moderation.

Pierced ears are acceptable, with up to three earrings in each ear. Earrings may be clip-on or pierced.

Due to safety reasons, some departments may not allow jewelry items to be worn.

Not allowed:

- Earlobe plugs

## Body Piercing

Visible body jewelry/body piercings are not permitted. This includes tongue, eyebrow, or nose rings, cheek or dimple piercings, etc. Facial piercings are not permitted, even if covered by a mask.

## Tattoos

Facial, head, and excessive neck tattoos are not allowed.

Tattoos on other body parts (arms, hands, etc.) must be workplace appropriate. Those that are not must be covered.

## Footwear

Footwear must be workplace appropriate. This typically includes dress or business casual shoes. Casual slip-on or lace shoes, dress sandals, and clean athletic shoes are also acceptable. Other stylish footwear that doesn't call attention to itself is acceptable.

Shoes should be clean, polished, and in good repair.

Some departments may require safety or rubber-soled shoes.

Not allowed:

- Flip flops
- Crocs or Crocs-style shoes
- Ugg or Ugg-style boots

## Fragrances
Staff members must be considerate of others who may have fragrance sensibilities or allergies. This means wearing scents or fragrances that are light, delicate, or otherwise not overwhelming. Be aware that aftershaves, perfumes, colognes, body lotions, and hair products may give off more odor than the wearing staff member can sense.

## Antiperspirants/Deodorants
Due to close contact with players and fellow staff members, the use of an antiperspirant/deodorant is required.

## Fingernails
Fingernails should be clean.

Some departments may require nail length not to exceed the end of the finger due to safety reasons and sanitation purposes.

Nail length should not extend beyond 1/2 inch from the tip of each finger.

## Hats
While on duty, staff members may only wear Barona-issued hats, caps, sun visors, or other headwear.

Safety helmets, hard hats, or other protective headgear are permitted in designated areas or when required by the job.

## Sunglasses
Sunglasses may be worn in outside work areas.

## Pins and Decorations
The only pins or decorations that can be worn on your uniform are those approved by the company, such as, but not limited to, gaming badges, anniversary pins, language pins, and promotion pins.

# PAYROLL INFORMATION

## Direct Deposit

For staff member convenience, the Payroll Department offers the direct deposit of payroll checks. This service allows the amount of a staff member's payroll check to be directly deposited into a savings or checking account, and is available through most banks or credit unions in the area. The direct deposit stub can be printed utilizing the Employee Self Service System throughout the property. Contact the Payroll Department for further information.

## Staff Hours/Shifts

The supervisor assigns their respective staff members hours and shifts. Department heads will then post the staff schedules that show the dates and times staff members are scheduled to work. It is the staff member's responsibility to check these schedules for specific work assignments. If a staff member reports to work as scheduled and is then sent home because there is no work available, the staff member will be paid for two hours at the regular rate of pay. This policy does not apply when a staff member requests to go home. Breaks will be scheduled by supervisors/department heads and must be taken in staff lounges or department designated areas.

## Tip Reporting

The Federal Government requires staff members to report tip income exceeding $20 per month. As an employer, Barona is required to withhold tax and Social Security on declared tips. Some departments at Barona have IRS mandated hourly tip rates. Other departments have tips declared by a point-of-sale system. Any staff member who chooses not to declare tips through payroll must declare them when filing their yearly income tax forms.

## Workweek and Paydays

The workweek begins at midnight on Monday morning and ends at 11:59 p.m. on Sunday night. All staff members will be paid on Friday following the close of the biweekly pay period. All staff members paid on an hourly (non-exempt) basis are required to clock in and out when reporting to and departing from work. Should a staff member forget to clock in or out, or have trouble with the time clock, the supervisor should be notified immediately.

Handwritten time will not be processed unless initialed by a department head. All staff members must present their gaming badges in order to obtain their check.

# ACKNOWLEDGMENT AND CLOSING

## Acknowledgement

An acknowledgment of receipt identical to the one included on the next page must be signed by you and is included as part of your employment record with Barona Resort & Casino.

## Closing Statement

We hope you will use this handbook to answer questions you may have as a new staff member or at any time during your employment with Barona. We strive to offer you the best working conditions possible. If you have any questions or suggestions, please do not hesitate to discuss them with your department head, manager, or the Human Resources Department. We are delighted to have you as a member of our team and look forward to your success.

# ACKNOWLEDGMENT OF RECEIPT

I acknowledge that I have received a copy of Barona's Staff Handbook, and that I will immediately read the entire contents of the Handbook. I understand the Handbook is intended to provide me with general information about the main features of Barona's policies and procedures, and that it does not and is not intended to cover these matters in detail.

I also understand that this Handbook is not and was not intended to serve as a contract between Barona Resort & Casino and myself regarding the nature of continued employment or the duration of my employment with the company. I further understand in providing certain standards of conduct, Barona expressly reserves the right to terminate the employment relationship with or without cause at any time, and that no one is authorized to make an exception to this understanding, except the General Manager, where he/she does so in a formal written employment contract.

I acknowledge that all policies and information contained in this Handbook are subject to change by Barona Resort & Casino unilaterally, with or without notice. Lastly, if I desire clarification of any items contained in this Handbook, I will talk with a Human Resources representative.

Date:

_____

Signature of Staff Member:

_____

Date:

_____

Print Name of Staff Member:

_____

Witness:

_____

B