

Landon Hotel

EMPLOYEE MANUAL

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## The Story Behind THE Landon Hotel

The values that Mr. Landon held so dear to his heart, were evidently values that appealed to travelers the world over. The Landon advertised luxurious modern comforts and conveniences, backed by warm, sincere customer service, where guests were treated as friends. Mr. Landon, himself, liked to say “We’re upscale, not uppity - and refined, not pretentious.” But, most importantly, The Landon philosophy all came down to mirroring the individuality of each neighborhood within the walls of the hotel. With so many hotels within in his realm, Mr. Landon was adamant that none of the hotels should look alike, but instead that they must each take on the personality of their individual locations. He remained ardently true to his original vision until the day he died in August 1998.

Still, at its core, Landon Hotel remains a community based, focusing on the specific needs of individuals and organizations in each community in which its hotels are located.

Thank you for your interest in Landon Hotel. We hope you enjoy our products and invite you to send us your comments and suggestions by email to feedback@landonhotel.com.

Sincerely,

Dahlia Landon & the Entire Landon Hotel family

**Table of Contents**

[The Story Behind THE Landon Hotel 2](#_gjdgxs)

[**SECTION 1: INTRODUCTION 5**](#_30j0zll)

[1.1 CHANGES IN POLICY 5](#_1fob9te)

[1.2 EMPLOYMENT APPLICATIONS 5](#_3znysh7)

[1.3 EMPLOYMENT RELATIONSHIP 5](#_2et92p0)

[**SECTION 2: DEFINITIONS OF EMPLOYEES STATUS 5**](#_tyjcwt)

[2.1 “EMPLOYEES” DEFINED 5](#_3dy6vkm)

[2.2 EXEMPT 6](#_1t3h5sf)

[2.3 NON-EXEMPT 6](#_4d34og8)

[2.4 REGULAR FULL-TIME 6](#_2s8eyo1)

[2.5 REGULAR PART-TIME 6](#_17dp8vu)

[2.6 TEMPORARY (FULL-TIME or PART-TIME) 6](#_3rdcrjn)

[2.7 PROBATIONARY PERIOD FOR NEW EMPLOYEES 6](#_26in1rg)

[**SECTION 3: EMPLOYMENT POLICIES 6**](#_lnxbz9)

[3.1 anti-harrassment and NON-DISCRIMINATION 6](#_35nkun2)

[3.2 NON-DISCLOSURE/CONFIDENTIALITY 7](#_1ksv4uv)

[3.3 NEW EMPLOYEE ORIENTATION 7](#_44sinio)

[3.4 PROBATIONARY PERIOD FOR NEW EMPLOYEES 8](#_2jxsxqh)

[3.5 OFFICE HOURS 8](#_z337ya)

[3.6 LUNCH PERIODS 8](#_3j2qqm3)

[3.7 BREAK PERIODS 8](#_1y810tw)

[3.8 PERSONNEL FILES 8](#_4i7ojhp)

[3.9 PERSONNEL DATA CHANGES 9](#_2xcytpi)

[3.10 INCLEMENT WEATHER/EMERGENCY CLOSINGS 9](#_1ci93xb)

[3.11 EMPLOYEE PERFORMANCE REVIEW AND PLANNING SESSIONS 9](#_3whwml4)

[3.12 OUTSIDE EMPLOYMENT 10](#_2bn6wsx)

[3.13 CORRECTIVE ACTION 10](#_qsh70q)

[3.14 EMPLOYMENT TERMINATION 10](#_3as4poj)

[3.15 SAFETY 11](#_1pxezwc)

[3.16 HEALTH-RELATED ISSUES 11](#_49x2ik5)

[3.17 EMPLOYEE REQUIRING MEDICAL ATTENTION 12](#_2p2csry)

[3.18 BUILDING SECURITY 12](#_147n2zr)

[3.19 INSURANCE ON PERSONAL EFFECTS 12](#_3o7alnk)

[3.20 SUPPLIES; EXPENDITURES; OBLIGATING THE COMPANY 12](#_23ckvvd)

[3.21 EXPENSE REIMBURSEMENT 12](#_ihv636)

[3.22 PARKING 13](#_32hioqz)

[**SECTION 4: STANDARDS OF CONDUCT 13**](#_1hmsyys)

[4.1 ATTENDANCE/PUNCTUALITY 13](#_41mghml)

[4.2 ABSENCE WITHOUT NOTICE 14](#_2grqrue)

[4.3 PUBLIC IMAGE 14](#_vx1227)

[4.4 INTERNET USE 15](#_3fwokq0)

[**SECTION 5: WAGE AND SALARY POLICIES 15**](#_1v1yuxt)

[5.1 WAGE OR SALARY INCREASES 15](#_4f1mdlm)

[5.2 TIMEKEEPING 15](#_2u6wntf)

[5.3 OVERTIME 16](#_19c6y18)

[5.4 PAYDAYS 16](#_3tbugp1)

[**SECTION 6: BENEFITS 16**](#_28h4qwu)

[6.1 INSURANCE Plans 16](#_nmf14n)

[6.2 LIFE INSURANCE 17](#_37m2jsg)

[6.3 COBRA BENEFITS 17](#_1mrcu09)

[6.4 SIMPLE IRA 17](#_46r0co2)

[6.5 VACATION 17](#_2lwamvv)

[6.6 HOLIDAYS 18](#_111kx3o)

[6.7 JURY DUTY/MILITARY LEAVE 18](#_3l18frh)

[6.8 EDUCATIONAL ASSISTANCE 19](#_206ipza)

[6.9 TRAINING AND PROFESSIONAL DEVELOPMENT 19](#_4k668n3)

[**SECTION 7: EMPLOYEE COMMUNICATIONS 19**](#_2zbgiuw)

[7.1 channels of communication 19](#_1egqt2p)

[7.2 open door policy 19](#_3ygebqi)

[7.3 feedback mechanism 19](#_2dlolyb)

# SECTION 1: INTRODUCTION

This Manual is designed to acquaint you with Landon Hotel and provide you with information about working conditions, benefits, and policies affecting your employment.

The information contained in this Manual applies to all employees of Landon Hotel. Following the policies described in this Manual is considered a condition of continued employment. However, nothing in this Manual alters an employee’s status. The contents of this Manual shall not constitute nor be construed as a promise of employment or as a contract between the Company and any of its employees. The Manual is a summary of our policies, which are presented here only as a matter of information.

You are responsible for reading, understanding, and complying with the provisions of this Manual. Our objective is to provide you with a work environment that is constructive to both personal and professional growth.

## 1.1 CHANGES IN POLICY

This Manual supersedes all previous employee manuals and memos that may have been issued from time to time on subjects covered in this Manual.

However, since our business and our organization are subject to change, we reserve the right to interpret, change, suspend, cancel, or dispute with or without notice all or any part of our policies, procedures, and benefits at any time. We will notify all employees of these changes. Changes will be effective on the dates determined by the Company, and after those dates all superseded policies will be null.

No individual supervisor or manager has the authority to change policies at any time. If you are uncertain about any policy or procedure, speak with your direct supervisor.

## 1.2 EMPLOYMENT APPLICATIONS

We rely upon the accuracy of information contained in the employment application and the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

## 1.3 EMPLOYMENT RELATIONSHIP

You enter into employment voluntarily, and you are free to resign at any time for any reason or no reason. Similarly, Landon Hotel is free to conclude its relationship with any employee at any time for any reason or no reason. Following the probationary period, employees are required to follow the Employment Termination Policy (See Section 3.14).

# SECTION 2: DEFINITIONS OF EMPLOYEES STATUS

## 2.1 “EMPLOYEES” DEFINED

An “employee” of Landon Hotel is a person who regularly works for Landon Hotel on a wage or salary basis. “Employees” may include exempt, non-exempt, regular full-time, regular part-time, and temporary persons, and others employed with the Company who are subject to the control and direction of Landon Hotel in the performance of their duties.

## 2.2 EXEMPT

Employees whose positions meet specific criteria established by the Fair Labor Standards Act (FLSA) and who are exempt from overtime pay requirements.

## 2.3 NON-EXEMPT

Employees whose positions do not meet FLSA criteria and who are paid one and one-half their regular rate of pay for hours worked in excess of 40 hours per week.

## 2.4 REGULAR FULL-TIME

Employees who have completed the 90-day probationary period and who are regularly scheduled to work 35 or more hours per week. Generally, they are eligible for the Company’s benefit package, subject to the terms, conditions, and limitations of each benefit program.

## 2.5 REGULAR PART-TIME

Employees who have completed the 90-day probationary period and who are regularly scheduled to work less than 35 hours per week.

## 2.6 TEMPORARY (FULL-TIME or PART-TIME)

Those whose performance is being evaluated to determine whether further employment in a specific position or with the Company is appropriate or individuals who are hired as interim replacements to assist in the completion of a specific project or for vacation relief. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status until they are notified of a change. They are not eligible for any of the Company’s benefit programs.

## 2.7 PROBATIONARY PERIOD FOR NEW EMPLOYEES

A new employee whose performance is being evaluated to determine whether further employment in a specific position or with Landon Hotel is appropriate. When an employee completes the probationary period, the employee will be notified of their new status with Landon Hotel.

# SECTION 3: EMPLOYMENT POLICIES

## 3.1 anti-harrassment and NON-DISCRIMINATION

Landon Hotel is committed to maintaining a work environment free from all forms of harassment, sexual harassment, and discrimination. We believe that every employee has the right to work in a setting where they are treated with dignity and respect, and without fear of unwanted behaviors, advances, or prejudicial treatment.

* **Harassment** is any unwanted verbal, physical, or visual conduct that interferes with an individual's employment or creates an intimidating, hostile, or offensive work environment.
* **Sexual Harassment** includes requests for sexual favors, unwelcome sexual advances, and other verbal or physical conduct of a sexual nature.
* **Discrimination** involves treating someone less favorably because of their race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, or any other protected status.

**Reporting Mechanism**

1. **Immediate Reporting:** Employees who believe they are being harassed, discriminated against, or who witness such behaviors are encouraged to report the incident immediately to their supervisor, manager, or the HR department.
2. **Confidentiality:** All reports will be treated with the utmost discretion. The identity of the complainant will be kept confidential, to the extent possible.
3. **Protection from Retaliation:** Landon Hotel strictly prohibits retaliation against any employee for filing a complaint or for assisting in a complaint investigation.

**Investigation and Resolution**

Upon receiving a complaint, the HR department will conduct a prompt, thorough, and impartial investigation. If it is determined that harassment or discrimination has occurred, immediate corrective action will be taken, which may include disciplinary measures, up to and including termination of the offender.

**Training and Prevention**

All employees, including management, will undergo periodic training on the harassment, discrimination policy, and prevention techniques to ensure a safe, inclusive, and respectful workplace for everyone.

## 3.2 NON-DISCLOSURE/CONFIDENTIALITY

The protection of confidential business information and trade secrets is vital to the interests and success of Landon Hotel. Such confidential information includes, but is not limited to, the following examples:

* Compensation data,
* Financial information,
* Marketing strategies,
* Pending projects and proposals,
* Proprietary production processes,
* Personnel/Payroll records, and
* Conversations between any persons associated with the company.

All employees are required to sign a non-disclosure agreement as a condition of employment.

Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

## 3.3 NEW EMPLOYEE ORIENTATION

Orientation is a formal welcoming process that is designed to make the new employee feel comfortable, informed about the company, and prepared for their position. New employee orientation is conducted by a Human Resources representative, and includes an overview of the company history, an explanation of the company core values, vision, and mission; and company goals and objectives. In addition, the new employee will be given an overview of benefits, tax, and legal issues, and complete any necessary paperwork.

Employees are presented with all codes, keys, and procedures needed to navigate within the workplace. The new employee’s supervisor then introduces the new hire to staff throughout the company, reviews their job description and scope of position, and helps the new employee get started on specific functions.

## 3.4 PROBATIONARY PERIOD FOR NEW EMPLOYEES

The probationary period for regular full-time and regular part-time employees lasts 90 days from date of hire. During this time, employees have the opportunity to evaluate our Company as a place to work and management has its first opportunity to evaluate the employee. During this introductory period, both the employee and the Company have the right to terminate employment without advance notice.

Upon satisfactory completion of the probationary period, a 90-day review will be given and benefits will begin as appropriate. All employees, regardless of classification or length of service, are expected to meet and maintain Company standards for job performance and behavior (See Section 4, Standards of Conduct).

## 3.5 OFFICE HOURS

Landon Hotel corporate offices are open for business from 8 a.m. to 6 p.m., Monday through Friday, except for Holidays (See Section 6.6, Holidays).

The standard workweek is 40 hours (see Section 5.3, Overtime). In the computation of various employee benefits, the employee workweek is considered to begin on Sunday (starting at 12:01 a.m.) through Saturday (ending at 12:00 a.m.), unless a supervisor makes prior other arrangement with the employee.

## 3.6 LUNCH PERIODS

Employees are allowed a one-hour lunch break. Lunch breaks generally are taken between the hours of 11 a.m. and 2:00 p.m. on a staggered schedule so that your absence does not create a problem for co-workers or clients.

## 3.7 BREAK PERIODS

Landon Hotel provides 15 minutes for employees to break twice a day.

If employees have unexpected personal business to take care of, they must notify their direct supervisor to discuss time away from work and make provisions as necessary. Personal business should be conducted on the employee’s own time.

Employees who do not adhere to the break policy will be subject to disciplinary action, including termination.

## 3.8 PERSONNEL FILES

Employee personnel files include the following: job application, job description, résumé, records of participation in training events, salary history, records of disciplinary action and documents related to employee performance reviews, coaching, and mentoring.

Personnel files are the property of Landon Hotel, and access to the information is restricted. Management personnel of Landon Hotel who have a legitimate reason to review the file are allowed to do so.

Employees who wish to review their own file should contact their supervisor (or Human Resources Representative). With reasonable advance notice, the employee may review their personnel file in the Company’s office and in the presence of their supervisor (or Human Resources Representative).

## 3.9 PERSONNEL DATA CHANGES

It is the responsibility of each employee to promptly notify their supervisor or HR Department of any changes in personnel data such as:

* Mailing address
* Telephone numbers
* Name and number of dependents
* Emergency contacts

An employee’s personnel data should be accurate and current at all times.

## 3.10 INCLEMENT WEATHER/EMERGENCY CLOSINGS

At times, emergencies such as severe weather, fires, or power failures can disrupt company operations. The decision to close the office will be made by the Executive Staff.

When the decision is made to close the office, employees will receive official notification from their supervisors.

Time off from scheduled work due to emergency closings will be unpaid for all non-exempt employees. However, if employees would like to be paid, they are permitted to use vacation time if it is available to them.

## 3.11 EMPLOYEE PERFORMANCE REVIEW AND PLANNING SESSIONS

Supervisors will conduct performance reviews and planning sessions with all regular full-time and regular part-time employees after 12 months of service. Supervisors may conduct informal performance reviews and planning sessions more often if they choose.

Performance reviews and planning sessions are designed for the supervisor and the employee to discuss their current job tasks, encourage and recognize attributes, and discuss positive, purposeful approaches for meeting work-related goals. Together, employee and supervisor discuss ways in which the employee can accomplish goals or learn new skills. The planning sessions are designed for the employee and their supervisor to make and agree on new goals, skills, and areas for improvement.

Landon Hotel directly links wage and salary increases with performance. Your performance review and planning sessions will have a direct effect on any changes in your compensation. For this reason, among others, it is important to prepare for these reviews carefully, and participate in them fully.

New employees will be reviewed at the end of their probationary periods (see Section 3.4, Probationary Period for New Employees). After the initial review, the employee will be reviewed according to the regular semi-annual schedule.

## 3.12 OUTSIDE EMPLOYMENT

Employees may hold outside jobs in non-related businesses or professions if the employee meets the performance standards of their job description with Landon Hotel. Unless an alternative work schedule has been approved by Landon Hotel, employees will be subject to the company’s scheduling demands, regardless of any existing outside work assignments.

Landon Hotel ’s office space, equipment, and materials are not to be used for outside employment.

## 3.13 CORRECTIVE ACTION

Landon Hotel holds each of its employees to certain work rules and standards of conduct (see Section 4). When an employee deviates from these rules and standards, Landon Hotel expects the employee’s supervisor to take corrective action.

Corrective action at Landon Hotel is progressive. That is, the action taken in response to a rule infraction or violation of standards typically follows a pattern increasing in seriousness until the infraction or violation is corrected.

The usual sequence of corrective actions includes an oral warning, a written warning, probation, and finally termination of employment. In deciding which initial corrective action would be appropriate, a supervisor will consider the seriousness of the infraction, the circumstances surrounding the matter, and the employee’s previous record.

Though committed to a progressive approach to corrective action, Landon Hotel considers certain rule infractions and violations of standards as grounds for immediate termination of employment. These include but are not limited to: theft in any form, insubordinate behavior, vandalism or destruction of company property, being on company property during non-business hours, the use of company equipment and/or company vehicles without prior authorization by Executive Staff, untruthfulness about personal work history, skills, or training, divulging Company business practices, and misrepresentations of Landon Hotel to a customer, a prospective customer, the general public, or an employee.

## 3.14 EMPLOYMENT TERMINATION

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are a few examples of some of the most common circumstances under which employment is terminated:

Resignation – voluntary employment termination initiated by an employee.

Termination – involuntary employment termination initiated by Landon Hotel.

Layoff – involuntary employment termination initiated by Landon Hotel for non-disciplinary reasons.

When a non-exempt employee intends to terminate their employment with Landon Hotel, he/she shall give Landon Hotel at least two (2) weeks written notice. Exempt employees shall give at least four (4) weeks written notice.

Since employment with Landon Hotel is based on mutual consent, both the employee and Landon Hotel have the right to terminate employment at will, with or without cause during the Introductory/Probationary Period for New Employees (See Section 3.4, Probationary Period for New Employees).

Any employee who terminates employment with Landon Hotel shall return all files, records, keys, and any other materials that are property of Landon Hotel. No final settlement of an employee’s pay will be made until all items are returned in appropriate condition. The cost of replacing non-returned items will be deducted from the employee’s final paycheck. Furthermore, any outstanding financial obligations owed to Landon Hotel will also be deducted from the employee’s final check.

Employee’s benefits will be affected by employment termination in the following manner. All accrued vested benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee’s expense (See Section 6, Benefits) if the employee elects to do so. The employee will be notified of the benefits that may be continued and of the terms, conditions, and limitations.

## 3.15 SAFETY

Landon Hotel provides information to employees about workplace safety and health issues through regular internal communication such as:

* Training sessions
* Team meetings
* Bulletin board postings
* Memorandums
* Other written communications

Each employee is expected to obey safety rules and exercise caution and common sense in all work activities. Employees must immediately report any unsafe conditions to their supervisor. Employees who violate safety standards, cause hazardous or dangerous situations, or fail to report, or where appropriate, remedy such situations, may be subject to disciplinary action including termination of employment.

In the case of an accident that results in injury, regardless of how insignificant the injury may appear, employees should notify their supervisor (See Section 3.1, Employee Requiring Medical Attention).

## 3.16 HEALTH-RELATED ISSUES

At Landon Hotel, we prioritize the health and well-being of all our employees. Recognizing that our team members may occasionally face health-related challenges that impact their ability to perform their roles optimally, we are committed to providing support, accommodations, and understanding to ensure a positive work environment.

Employees experiencing health-related issues are encouraged to inform their immediate supervisor or the HR department as soon as possible to discuss potential accommodations or adjustments to their work environment or schedule. All medical information shared will be treated with the utmost confidentiality and will only be disclosed on a need-to-know basis. It is the company's policy to comply with all applicable laws concerning the employment of individuals with disabilities and to act in accordance with regulations and guidance issued by regulatory agencies. Landon Hotel also prohibits discrimination against individuals with disabilities and will reasonably accommodate applicants with a disability, upon request, and will also ensure reasonable accommodation for employees with a disability.

In the case of contagious illnesses or conditions, employees are advised to stay home to prevent the spread of the illness to colleagues. Landon Hotel will work with affected employees to determine the most appropriate work arrangements during their recovery period, which may include remote work, modified duties, or approved medical leave.

## 3.17 EMPLOYEE REQUIRING MEDICAL ATTENTION

The safety and well-being of our Landon Hotel family is paramount. Should an employee sustain an injury or experience a medical situation while on the job, they should immediately notify their supervisor or the nearest manager. The company will ensure that the affected individual receives prompt medical attention. In all instances where medical treatment is required, documentation should be provided to the HR department to aid in any necessary workplace accommodations or for insurance purposes. Our team's health is vital, and we urge all employees to prioritize their well-being, seeking medical care whenever necessary.

## 3.18 BUILDING SECURITY

All employees who are issued keys to the office are responsible for their safekeeping. These employees will sign a Building Key Disbursement form upon receiving the key. The last employee, or a designated employee, who leaves the office at the end of the business day assumes the responsibility to ensure that all doors are securely locked, the alarm system is armed, and all appliances and lights are turned off with exception of the lights normally left on for security purposes. Employees are not allowed on Company property after hours without prior authorization from the Executive Staff.

## 3.19 INSURANCE ON PERSONAL EFFECTS

All employees should be sure that their own personal insurance policies cover the loss of anything occasionally left at the office. Landon Hotel assumes no risk for any loss or damage to personal property.

## 3.20 SUPPLIES; EXPENDITURES; OBLIGATING THE COMPANY

Only authorized persons may purchase supplies in the name of Landon Hotel. No employee whose regular duties do not include purchasing shall incur any expense on behalf of Landon Hotel or bind Landon Hotel by any promise or representation without written approval.

## 3.21 EXPENSE REIMBURSEMENT

Expenses incurred by an employee must have prior approval by a supervisor. Reimbursements under $25.00 will be included in the employee’s next regular paycheck. An example of such an expense would include mileage. If the amount is more than $25.00, the reimbursement request will be processed like an invoice. All completed reimbursement request forms should be turned in to Accounts Payable/Payroll Department.

## 3.22 PARKING

Employees must park their cars in areas indicated and provided by the Company.

# SECTION 4: STANDARDS OF CONDUCT

The work rules and standards of conduct for Landon Hotel are important, and the Company regards them seriously. All employees are urged to become familiar with these rules and standards. In addition, employees are expected to follow the rules and standards faithfully in doing their own jobs and conducting the Company’s business. Please note that any employee who deviates from these rules and standards will be subject to corrective action, up to and including termination of employment (see Section 3.13, Corrective Action).

While not intended to list all the forms of behavior that are considered unacceptable in the workplace, the following are examples of rule infractions or misconduct that may result in disciplinary action, including termination of employment.

* Theft or inappropriate removal or possession of property
* Falsification of timekeeping records (See Section 5.2, Timekeeping)
* Fighting or threatening violence in the workplace
* Boisterous or disruptive activity in the workplace
* Negligence or improper conduct leading to damage of company-owned or customer-owned property
* Insubordination or other disrespectful conduct
* Violation of safety or health rules
* Smoking in the workplace
* Sexual or other unlawful or unwelcome harassment (See Section 4.3, Harassment, Including Sexual Harassment)
* Excessive absenteeism or any absence without notice (See also, Section 4.1 Attendance/Punctuality and 4.2, Absence without Notice)
* Using company equipment for purposes other than business (i.e. playing games on computers or personal Internet usage)
* Unauthorized disclosure of business “secrets” or confidential information
* Violation of personnel policies
* Unsatisfactory performance or conduct

## 4.1 ATTENDANCE/PUNCTUALITY

At Landon Hotel, regular and punctual attendance is essential to ensure efficient operations and maintain the high-quality service we promise to our guests. Each employee plays a critical role in our team, and any absence affects the team's overall performance.

**Reporting Absences**

1. **Scheduled Absences:** Employees should request time off in advance through their direct supervisor or manager. Requests should be made as early as possible, ideally no less than two weeks prior to the desired date.
2. **Unscheduled Absences:** In the event of sickness or an unexpected emergency that prevents an employee from attending work, they must notify their direct supervisor or manager at least two hours before their shift begins, if possible.

**Tardiness**

Being late can disrupt operations and burden colleagues. If an employee anticipates being late, they should notify their supervisor as soon as possible. Frequent tardiness may lead to disciplinary action, up to and including termination.

**Extended Absences**

If an employee requires an extended absence due to medical or personal reasons, they should consult with the HR department to discuss potential leave options, which may include short-term disability, medical leave, or unpaid personal leave.

**Attendance Expectations during Adverse Conditions**

During adverse weather conditions or unexpected events, employees are still expected to make every reasonable effort to arrive at work. If unable to attend, employees should notify their supervisor as early as possible. Updates on hotel operations during these times will be communicated through official channels.

**Consequences of Excessive Absenteeism**

While we understand occasional absences may occur, excessive absenteeism can lead to disciplinary actions. Employees with frequent unexcused absences or tardiness may be subject to a performance review, loss of privileges, or termination.

## 4.2 ABSENCE WITHOUT NOTICE

When you are unable to work due to illness or an accident, please notify your supervisor. This will allow the Company to arrange for temporary coverage of your duties and helps other employees to continue work in your absence. If you do not report for work for three consecutive scheduled shifts, it will be considered job abandonment, and you may be subject to immediate termination.

If you become ill while at work or must leave the office for some other reason before the end of the workday, be sure to inform your supervisor of the situation.

## 4.3 PUBLIC IMAGE

At Landon Hotel, our team's appearance is a reflection of our brand's commitment to excellence and professionalism. We aim to ensure that our employees present themselves in a manner consistent with the high standards our guests expect, thereby maintaining the hotel’s reputation and image.

**Dress Code**

1. **Uniformed Employees:** Employees required to wear uniforms must ensure that they are clean, pressed, and in good condition. All uniform items must be worn as intended and should not be modified without authorization.
2. **Non-Uniformed Employees:** For those not required to wear a uniform, attire should be professional and appropriate to the role. This generally means business or business-casual attire, depending on the department. Avoid overly casual clothing such as jeans, t-shirts, flip-flops, or athletic wear, unless specified by your department.

**Identification**

All employees must wear their Landon Hotel identification badge visibly while on duty. This ensures both our guests and team members can identify staff easily.

## 4.4 INTERNET USE

Landon Hotel employees are allowed use of the Internet and e-mail when necessary to serve our customers and conduct the Company’s business.

Employees may use the Internet when appropriate to access information needed to conduct business of the Company. Employees may use e-mail when appropriate for Company business correspondence.

Use of the Internet must not disrupt operation of the company computer network. Use of the Internet must not interfere with an employee's productivity. Employees are responsible for using the Internet in a manner that is ethical and lawful.

Internet messages are public and not private. Landon Hotel reserves the right to access and monitor all files and messages on its systems.

# SECTION 5: WAGE AND SALARY POLICIES

## 5.1 WAGE OR SALARY INCREASES

Each employee’s hourly wage or annual salary will be reviewed at least once each year. The employee’s review date will usually be conducted on or about the anniversary date of employment or the date of the previous compensation review.

Wage increases will be determined on the basis of performance, adherence to company policies and procedures, and ability to meet or exceed duties per job description, and achieve performance goals.

Although the Company’s salary ranges and hourly wage schedules will be adjusted on an ongoing basis, Landon Hotel does not grant “cost of living” increases. Performance is the key to wage increases in the Company.

## 5.2 TIMEKEEPING

Accurately recording time worked is the responsibility of every non-exempt employee. Time worked is the time actually spent performing assigned duties. Employees are responsible for accurately documenting their time.

Landon Hotel does not pay for extended breaks or time spent on personal matters.

The time clock is a legal instrument. Altering, falsifying, tampering with time records, or recording time on another team member’s time record will result in disciplinary action, including termination of employment.

Authorized personnel will review time records each week. Any changes to an employee’s time record must be approved by their supervisor or appropriate person. Questions regarding the timekeeping system or timecards should be directed to the employee’s supervisor or the Payroll Manager.

## 5.3 OVERTIME

Landon Hotel is open for business 40 hours per week. Overtime compensation is paid to non-exempt employees in accordance with federal and state wage and hour restrictions. Overtime is payable for all hours worked over 40 per week at a rate of one and one-half times the non-exempt employee's regular hourly rate. Time off on personal time, holidays, or any leave of absence will not be considered hours worked when calculating overtime. In addition, vacation time does not constitute hours worked.

All overtime work performed by an hourly employee must receive the supervisor’s prior authorization. Overtime worked without prior authorization from the supervisor may result in disciplinary action. The supervisor’s signature on a timesheet authorizes pay for overtime hours worked.

## 5.4 PAYDAYS

All employees are paid biweekly on Fridays. In the event that a regularly scheduled payday falls on a holiday, employees will receive pay on the last day of operation before the payday.

Paychecks will not, under any circumstances, be given to any person other than the employee without written authorization. Paychecks may also be mailed to the employee’s address or deposited directly into an employee's bank account upon request.

# SECTION 6: BENEFITS

Landon Hotel offers a benefits program for its regular full-time and regular part-time employees. However, the existence of these programs does not signify that an employee will necessarily be employed for the required time necessary to qualify for the benefits included in and administered through these programs.

## 6.1 INSURANCE Plans

Landon Hotel offers the following health and life insurance programs for REGULAR FULL-TIME employees (as determined by the carrier of the policies).

| Health Insurance | | | |
| --- | --- | --- | --- |
| PPO | | **HMO** | |
| Office Visit Copay | $15.00 | Office Visit Copay | $10.00 |
| Out of pocket maximum | $2500 Individual  $3000 Family | Out of pocket maximum | $2000 Individual  $2500 Family |
| Family Plan | $150 monthly | Family Plan | $100 monthly |
| Dental Insurance | | | |
| Out of pocket maximum | $3000 annually | | |
| Annual Deductible | $50 | | |
| Family Deductible | $100 | | |
| Life Insurance | | | |
| Employee Only | | $100,000 life insurance coverage | |
| Retirement Plan | | | |
| Simple IRA, 50% contribution match-up to 3% of employee income | | | |

## 6.2 LIFE INSURANCE

The employee’s portion of the premium deduction for health insurance begins on the pay period prior to coverage start date.

This Manual does not contain the complete terms and/or conditions of any of the Company’s current insurance benefit plans. It is intended only to provide general explanations. If there is ever any conflict between the Manual and any documents issued by one of the Company’s insurance carriers, the carrier’s guideline regulations will be regarded as authoritative.

## 6.3 COBRA BENEFITS

The Federal Consolidated Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under the Landon Hotel’s health plan when a “qualifying event” would normally result in the loss of eligibility.

Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee’s hours or leave of absence, divorce or legal separation and a dependent child no longer meeting eligibility requirements.

Under COBRA, the employee or beneficiary pays the full cost of coverage at Landon Hotel’s group rates plus an administration fee. Landon Hotel provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under Landon Hotel ’s health insurance plan. The notice contains important information about the employee's rights and obligations.

## 6.4 SIMPLE IRA

The Simple Investment Retirement Account (Simple IRA) plan offers Landon Hotel’s employees a unique opportunity for savings and financial growth.

The IRA plan helps contributors save in three ways:

1. Gross taxable income is reduced
2. Landon Hotel makes a matching contribution of the employees' contributions
3. Convenience of payroll deduction (amount you choose)

The Simple IRA plan is administered through an investment firm and managed internally by Landon Hotel. Landon Hotel makes matching contributions equal to 50% of Elective Deferrals that does not exceed 3% of annual compensation.

Eligibility occurs after 6 months of continuous employment for regular full-time and regular part-time employees.

## 6.5 VACATION

Paid vacation is available to regular full-time and regular part-time employees following their first-year anniversary with Landon Hotel and is provided based on the following calculations:[[1]](#footnote-0)

| Years of employment | Vacation time earned | Can be used: |
| --- | --- | --- |
| 0-2 years | .0192 hrs per hr worked | After 1 yr of employment |
| 3-5 years | .0384 hrs per hr worked | Anytime (with approval) |
| More than 5 years | .0586 hrs per hr worked | Anytime (with approval) |

Paid vacation time of regular part-time employees will be earned on a fractional basis. Fractional vacation weeks will correspond to the average number of hours worked during the preceding year.

Upon termination, unused earned vacation will be paid in a lump sum in the employee’s final paycheck. A maximum of one-week paid vacation may be carried over from one calendar year to the next

Landon Hotel encourages all employees to make the most of their vacation time. Regular breaks from daily work make everyone more productive.

## 6.6 HOLIDAYS

Landon Hotel observes the following non-paid holidays per year for all non-exempt employees:

* New Year’s Day
* Martin Luther King, Jr. Day
* Presidents’ Day
* Memorial Day
* Independence Day
* Labor Day
* Indigenous Peoples’ Day
* Veterans’ Day
* Thanksgiving Day
* Christmas Day

Exempt employees or those who are required to work during holiday time off have the option of selecting alternate days off.

## 6.7 JURY DUTY/MILITARY LEAVE

Employees will be granted time off to serve on a jury with pay for up to 15 workdays. Military leave will be granted for the duration of call of duty without pay. All regular employees both full-time or part-time will be kept on the active payroll until their civic duties have been completed. A copy of the jury duty summons and all other associated paperwork are required for the personnel file.

## 6.8 EDUCATIONAL ASSISTANCE

Landon Hotel recognizes that the skills and knowledge of its employees are critical to the success of the Company. Landon Hotel offers educational assistance programs, the GED Program and tuition reimbursement. Landon Hotel offers educational assistance programs to encourage personal development, improve job-related skills, and enhance an employee’s ability to compete for reasonably attainable jobs in the Company.

## 6.9 TRAINING AND PROFESSIONAL DEVELOPMENT

Landon Hotel recognizes the value of professional development and personal growth for employees. Therefore, Landon Hotel encourages its employees who are interested in continuing education and job specific training to research these further and get approval before signing up for the seminars or courses.

# SECTION 7: EMPLOYEE COMMUNICATIONS

Effective communication is paramount to the success of Landon Hotel. This section outlines the standards and channels for open, transparent, and constructive communication within our organization. We encourage all team members to actively participate in fostering a culture of clear and respectful dialogue.

## 7.1 channels of communication

**Direct Supervision:** The primary channel for day-to-day communication regarding work assignments, performance feedback, and immediate concerns is through the employee's direct supervisor or manager.

**HR Department:** For matters related to employment, benefits, disputes, or personal concerns affecting one's job, employees are encouraged to approach the Human Resources department.

**Intranet and Bulletin Boards:** Official announcements, updates, and general information related to the hotel will be regularly posted on the company intranet and physical bulletin boards located in common areas.

**Team Meetings:** Departments will conduct regular team meetings to disseminate information, address concerns, and encourage open dialogue among team members.

## 7.2 open door policy

At Landon Hotel, we uphold an open-door policy, ensuring that all employees have access to management to discuss ideas, concerns, or feedback. We believe that every employee's voice matters and can contribute to our collective success.   
  
While open communication is encouraged, employees must respect and maintain the confidentiality of sensitive information. Sharing of internal communications, financial data, guest information, or any proprietary details outside the organization without proper authorization is strictly prohibited.

## 7.3 feedback mechanism

**Suggestion Box:** For anonymous feedback or suggestions, employees can use the suggestion boxes located in staff areas.

**Annual Surveys:** Landon Hotel will conduct annual employee surveys to gather feedback on various topics, ensuring continuous improvement and addressing areas of concern.

1. The vacation policy applies to all regular full-time and part-time employees. [↑](#footnote-ref-0)