**Hoste Employee Handbook**



**Host. Stay. Easy**

Welcome to Hoste

You have joined a thriving startup set at redefining the way people travel and the way people think of their homes as another investment opportunity by managing short-term rentals or as some like to call them “Airbnbs”.

At Hoste, we have a deep respect and appreciation for our guests and home owners alike. We strive to deliver our guests unforgettable vacations and experiences and to offer our owners seamless and hands off management so they can spend the time doing what they love to do. Only through Hoste excellence can we achieve greatness and change the world.

From our home turnover department to our guest experience department, every individual plays a role in helping ensure Hoste’s success.

This handbook is not intended as an exhaustive compilation of the Company’s expectations, but rather it provides information on certain policies and benefits which are currently in effect. These policies may be modified or supplemented, as part of our continuous effort to improve operations and to make Hoste a better place to work.

We look to the future with confidence, and we hope that your employment with Hoste will bring professional satisfaction and growth throughout the coming years. Thank you for being part of our team. Working together, Hoste will continue to grow as a place at which we are proud to work and our guests and owners are proud to be a part of.

Evan Wilburn, Co-founder and Philip Wilburn, Co-founder and

General Manager Operations Manager

**Acknowledgement of Receipt of Hoste Employee Handbook**

I acknowledge that an electronic copy of the Hoste Employee Handbook and applicable supplement outlining the policies and procedures of Hoste have been made available to me. I have read the Table of Contents, and I know what kind of information I can find in the handbook. I acknowledge that it is my responsibility to read and understand the information contained in this handbook and applicable supplement and to follow the policies and procedures of the Company, both now and in the future. If I have any questions, I understand that I should contact my manager or Human Resources.

I am aware that Hoste can revise, add or delete any policies, procedures or benefits at the Company’s discretion.

I AGREE TO FOLLOW THE POLICIES AND PROCEDURES OF THE COMPANY. I UNDERSTAND THAT, UNLESS OTHERWISE AGREED IN WRITING SIGNED BY AN OFFICER OF THE COMPANY AND SUBJECT TO ANY APPLICABLE LAW, ALL HOSTE EMPLOYEES ARE EMPLOYED ON AN AT-WILL BASIS. THIS MEANS THAT EMPLOYMENT IS NOT GUARANTEED FOR ANY SPECIFIC DURATION, AND HOSTE RETAINS THE RIGHT TO TERMINATE MY EMPLOYMENT AT ANY TIME, WITH OR WITHOUT CAUSE. NO ORAL REPRESENTATIONS MADE BY A HOSTE EMPLOYEE WITH RESPECT TO CONTINUED EMPLOYMENT CAN ALTER THIS RELATIONSHIP. LIKEWISE, NO STATEMENT MADE IN THIS HANDBOOK IS INTENDED TO ALTER THE AT-WILL NATURE OF EMPLOYMENT WITH HOSTE OR TO CREATE ANY CONTRACT WITH RESPECT TO THE TERMS OR CONDITIONS OF MY EMPLOYMENT.

**Note to Employees:**

As of its issue date, this handbook replaces all previously distributed editions. Any policy contained in any previous handbook which does not appear in this edition, or is different from the information provided in this edition, is invalid.

This handbook is the property of Hoste. All information contained within this handbook is for Hoste and its employees only.

***Hoste is an equal opportunity employer. It is the Company’s policy to provide equal employment opportunity (EEO) to all qualified persons without regard to race, sex (including pregnancy, childbirth and related medical conditions), religion, color, age, national origin, disability, citizenship, sexual orientation, genetic information, gender identity or any other characteristic protected by the applicable federal, state, or local law. The Company provides equal opportunities in employment, promotions, wages, benefits and all other privileges, terms and conditions of employment.***

**HANDBOOK GUIDE**

# **Getting Started**



As you begin your new job, you will be busy learning your duties and meeting other employees. You are encouraged to take every opportunity to discuss job-related difficulties, questions and concerns with your manager.

Company guidelines, policies and services should be covered with employees on their first day.

The Company is committed to full compliance with the federal immigration laws and will not knowingly hire or continue to employ anyone who does not have the legal right to work in the United States. Upon hire, all employees are required to provide documentation verifying identity and legal right to work in the United States.

# **Need for Policies**



The policies stated in this handbook are guidelines to:

* Maintain high safety standards for all employees
* Inform employees of the Company’s expectations and what they can expect in return from the Company
* Minimize misunderstandings about how to deal with issues
* Provide consistent treatment of all employees
* Comply with the law

Nothing in this handbook changes the fact that your employment with the Company is at “at-will.” This means that employees of the Company are free to terminate their employment at the Company at any time, with or without notice, and with or without cause. Similarly, the Company has the right to terminate an employee’s employment at any time, with or without notice, and with or without cause.

It is impractical to have a policy to cover every situation, and not all Hoste policies are stated in this handbook. Where state or local laws impose requirements contrary to the policies set forth herein, Hoste will comply with the state or local laws.

**COMPANY PHILOSOPHY**

# **Positive Work Environment**



At Hoste we strive to provide a positive work environment. We are part of a company and a culture that not only supports different ideas and different backgrounds – but thrives on them.

We are committed to maintaining a work experience for our employees built on respect and opportunity. This begins with our commitment to deal directly with employees. Our direct relationship provides the greatest opportunity for teamwork, respect and the meeting of our mutual goals of employee and customer satisfaction. We believe this approach not only aligns the interests of our employees, our customers, and our shareholders but also provides the best opportunity for long-term sustainable success.

Our employees are individuals and Hoste is committed to resolving employee issues and concerns in an equitable, timely and open manner. Employees have a direct voice and will be heard.

# **Hoste Property Guidelines**



These guides outline how to act and operate when at or traveling to and from a Hoste managed property. It’s very important that we operate with excellence at our properties. You never know when a guest might show up early or an owner might come around checking on their investment property. We must look professional and speak professionally at all times. Our goal is to provide the perfect guest experience. Here is how we accomplish that.

Hosty Dos:

* Speak to owners and guests with the highest customer service professionalism and respect
* Clean, stage, and prepare the homes in the fastest possible time while maintaining excellent quality for the perfect guest experience
* Think with a guest experience mentality. Is the home clean, safe, functional, and presentable?
* Drive safely to and from the properties
* Fully complete checklists every single time
* Report damage, suspected illegal activity, suspected Hoste guest rule breaking, and any other problem that could disrupt the next guest’s stay to management as soon as you see it
* Utilize Hoste software for home turnover management
* Report when you arrive and leave the homes as soon as you do
* Leave the correct amount of supplies, toiletries, and linens for the guest
* Bring back to the office any leftover supplies, toiletries, and linens
* Lock doors and close windows before you leave the homes
* Always be on the lookout for how to improve guest experience
* Always bring back to the office items left by the guest

Hosty Don’ts:

* Drive or go anywhere other than the next property
* Take home any Hoste property, tools, toiletries, home supplies, linens, or towels
* Let anyone into the homes without prior authorization from the office
* Expect someone else to do something. DO take ownership
* Text, eat, or do anything that could distract you while driving to and from the properties
* Skip steps, or think that because you cleaned it yesterday, you don’t need to clean it today
* Take home any item left by the guest
* Smoke cigarettes outside or anywhere near the homes
* Eat inside of Hoste managed properties
* Take food or alcohol left by the guest or home owner home

# **Valuing Diversity & Inclusion in the Workplace**



Hoste recognizes that diversity is a business objective and that an inclusive workplace results in a better experience for customers and employees. Hoste intends to create a work environment that fosters respect for the different experiences that each employee brings to his or her job. We believe that our differences make us stronger.

# **Anti-Discrimination and Harassment Policy**



Hoste is committed to providing its employees with a work environment free from unlawful discrimination, harassment and retaliation. To that end, the Company has adopted its Anti-Discrimination and Harassment Policy, which is intended to go beyond what is required by law. In other words, the Policy prohibits workplace conduct that may not necessarily rise to the level of conduct that is prohibited by law. Hoste values and respects the rights and dignity of each person and will not tolerate discrimination or harassment based on race, color, religion, sex (including pregnancy, child birth and related medical conditions), national origin, age, disability, citizenship status, sexual orientation, genetic information, gender identity or any other characteristic protected by applicable federal, state, or local law. The Company also will not tolerate unlawful retaliation.

**Zero Tolerance**

Any employee who is determined by the Company to have engaged in a violation of this policy will receive the appropriate level of discipline, up to and including termination, even for the first offense, depending on the circumstances.

**Discrimination**

Discrimination on the basis of race, color, religion, sex (including pregnancy, child birth and related medical conditions), national origin, age, disability, citizenship status, sexual orientation, genetic information, gender identity or any other characteristic protected by law is strictly prohibited. This includes, but is not limited to the following: hiring, placement, upgrading, transfer, demotion or promotion, treatment during employment, rates of pay or other forms of compensation, benefits, layoff or discharge, recruitment or solicitation of employment and all other terms and conditions of employment.

**Harassment**

Harassment in the workplace, including sexual harassment is also strictly prohibited. Harassment based on sex, or other characteristic protected by law, may take the form of verbal, visual, and/or physical conduct that has the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile, or offensive work environment. Prohibited conduct includes, but is not limited to: speaking to or treating an employee or any other individual in a demeaning or degrading manner that exhibits a dislike for, or hostility, or hatred toward, an individual (or that of his/her relatives, friends or associates) because of race, color, religion, sex (including pregnancy, child birth and related medical conditions), national origin, age, disability, citizenship status, sexual orientation, genetic information, gender identity or any other characteristic protected by law.

**Examples of conduct prohibited by this policy include, but are not limited to:**

* Slurs, jokes, epithets, or similar comments, whether oral or written (e.g., graffiti) that are based on a particular protected characteristic
* Comments that evidence a stereotype applicable to a particular protected characteristic
* Criticism or stricter scrutiny directed at an individual that is motivated by the individual’s protected characteristic
* Offering or implying an employment-related reward (such as promotion or raise) in exchange for sexual favors or submission to sexual conduct or romantic advances
* Threatening or taking of a negative employment action (such as termination, demotion, or denial of a leave of absence) if sexual conduct or romantic advances are rejected
* Unwelcome sexual advances or repeated flirtations, or continuing to express sexual or inappropriate interest after being informed directly that the interest is unwelcome
* Unwelcome intentional touching of another person or other unwanted intentional physical contact (including patting, pinching, or brushing against another person’s body)
* Unwelcome whistling, staring, or leering at another person
* Asking unwelcome questions or making unwelcome comments about another person’s sexual activities, dating, personal or intimate relationships, or appearance
* Unwelcome sexually suggestive or flirtatious gifts, notes, e-mail, texts, voicemail, posts or other communication on social media sites
* Conduct or remarks that are sexually suggestive or that demean or show dislike for a person or class of persons because of a protected class (including jokes, pranks, teasing, obscenities, obscene or rude gestures or noises, slurs, epithets, taunts, negative stereotyping, threats, or blocking of physical movement)
* Displaying or circulating pictures, objects, or written materials (including graffiti, cartoons, photographs, pinups, calendars, magazines, figurines or novelty items) that are sexually suggestive or that demean or show hostility to a person because of a protected characteristic
* Using sexual behavior to control, influence, or directly affect another employee or job applicant
* Any conduct based on sex, or other characteristic protected by law, that has the purpose or effect of substantially interfering with the individual’s work performance or creating an intimidating, hostile or offensive work environment

**The Americans with Disabilities Act (ADA)**

The ADA requires, among other things, that an employer provide reasonable accommodation to qualified individuals with disabilities, unless to do so would cause undue hardship for the employer. Hoste complies with the ADA (and applicable state disability laws) in the provision of reasonable accommodations to its employees. If you believe that you require an accommodation in order to perform your job, please speak with your manager.

**Pregnancy and Related Medical Conditions**

Hoste complies with applicable federal and state laws pertaining to pregnancy, childbirth and related medical conditions including, where required, the provision of reasonable accommodations and leaves of absence to its employees. If you believe that you require an accommodation in order to perform your job, or a leave of absence, please speak with your manager. Hoste prohibits retaliation against an employee who has requested reasonable accommodation under this policy.

**Non-Employees of Hoste**

Hoste applies its Anti-Discrimination and Harassment Policy to its vendors, customers and applicants for employment. Hoste will not tolerate unlawful discrimination or harassment by or against non-employees of Hoste. Hoste will provide reasonable accommodation for its disabled customers as required by law, including but not limited to, allowing disabled customers to shop with service animals.

**Retaliation**

Hoste prohibits retaliation against an employee who has made a report of alleged discrimination or harassment or who has participated in certain investigations or administrative proceedings relating to allegations of discrimination, harassment, or retaliation.

**Reporting Harassment, Discrimination and Retaliation**

* Any employee who believes that he/she has been the subject of any form of harassment, discrimination or retaliation by anyone at Hoste or by any person who does business with Hoste or who has witnessed harassment, discrimination or retaliation should immediately report the matter to his or her manager.
* All allegations of discrimination, harassment or retaliation will be investigated. The investigation will be conducted on a confidential basis and sensitive information will be disclosed on a need to know basis. There will be no retaliation against any employee who reports such conduct or participates in the investigation in good faith. Any attempt to interfere with an investigation or retaliate against an employee for reporting conduct or participation in an investigation may result in discipline up to and including immediate termination, even for the first offense.

# **Ethical Standards**



To accomplish our mission of Serving our guests and home owners, we must uphold the values that make our Company great: honesty, fairness and respect. Our Code of Business Conduct and Ethics (the “Code”) shows us how to apply our Company’s values when interacting with fellow employees, customers, business partners, and communities. These values dictate behavior of the highest moral, ethical and legal standards in pursuing our business interests. We expect all employees to comply with the Code, which has been designed to promote those standards. Remember that certain matters require specific approval by or disclosure to the persons specified in the Code. In those cases, you must follow the procedures set out in the Code. Disclosure to your manager is not enough.

If you wish to report an ethical or legal concern or complaint, please consult with Evan or Philip Wilburn.

Hoste prohibits retaliation against an employee who makes a good faith report.

Hoste intends to consistently enforce the policies and standards in the Code through appropriate disciplinary mechanisms. Conduct that violates the Code or any applicable law, rule or regulation may subject the persons involved to prosecution, imprisonment or fines.

Any violation of the Code or any applicable laws, rules or regulations, including the failure to report a violation, may result in disciplinary action, even for the first offense, up to and including termination of employment depending on the circumstances.

# **Open Door Policy – Solving Problems**



The Company is committed to an Open Door Policy to answer any work-related question, problem or concern you may have. If you have a concern you would like to bring to the Company’s attention, follow these steps:

* Discuss your concern with your immediate manager, if you are comfortable doing so.
* If you and your manager cannot resolve the issue to your satisfaction, or your manager is part of the concern, you should feel comfortable discussing your concern with the next level of management.

The most important relationship you will develop at Hoste will be between you and your manager. However, should you need support from someone other than your manager; the entire management and Human Resources team is committed to trying to resolve your individual concerns in a timely and appropriate manner.

**YOUR EMPLOYMENT**

# **Minimum Age**



Unless otherwise required by law, persons working for Hoste must be at least 18 years old.

# **Types of Employment**



**Regular full-time employment:**

* Employees hired into a position designated to be full-time will be considered full-time and are reasonably expected to work an average of 30 hours or more per week (unless otherwise required by law).

**Regular part-time employment:**

* Employees hired into a position designated to be part-time position will be considered part-time and expected to work an average of fewer than 30 hours per week.

**Temporary employment:**

* Employees hired into a role of limited duration, not longer than 60 days, are considered temporary employees. A temporary employee should be given an anticipated start and, if possible, end date upon being hired. Seasonal employees are considered temporary employees.

***NOTE: A Personnel Action Form (PAF) must be completed any time there is a change in an employee’s status.***

Questions regarding your type of employment should be directed to your manager.

# **Personal Information Management**



To administer our pay and benefit programs properly, it is extremely important that the Company has your current information. It is especially important that you keep your address and other contact information updated to help ensure you receive all of your benefit information as well as a W-2 at the end of the year. It is your responsibility to update your personal information with management.

If you have a name change (through marriage, divorce, or other reasons), get with your manager. A copy of your new social security card with your new legal name must be submitted.

# **Employment Information Management**



Managers are responsible for timely processing any changes related to their employees. Examples include, but are not limited to, transfers, promotions, demotions, and terminations.

# **Personnel File**



The Company maintains certain records relating to your employment and has adopted the following principles to avoid unnecessary or inadvertent disclosure of confidential personal/employment information:

* The Company will request, use and retain only personal information about employees that is required for business or legal reasons.
* The Company will take reasonable measures to protect and preserve the confidential personal/employment information in its records and files.
* The Company will limit the internal availability of confidential personal/employment information to those Company employees with a need-to-know purpose.
* The Company will not, except in specific circumstances, release confidential personal/employment information to outside sources. Exceptions include simple employment verification utilizing The Work Number (an automated service that provides employment and income verification) and where disclosure is required by law (e.g., to respond to a subpoena), or as part of a law enforcement investigation.

***NOTE: Personnel files are Company property; therefore, they will not be released unless required by law, necessary to defend the Company in litigation or other proceedings, or in compliance with a lawfully issued subpoena or court/agency order.***

# **Anniversary Date**



An employee’s anniversary date is the date on which an employee was originally hired (unless rehired – see the Service Bridging section below). This includes employees who were originally hired as part-time or temporary employees (those hired through the Company, not a temporary agency) and who have now become full-time employees. The anniversary date is used, in conjunction with other criteria, to determine service with the Company which may impact various leave policies, vacation and time off with pay and benefit programs.

# **Wage and Hour Policy**



## **Working Off the Clock**

"Working off the clock" means working, but not reporting on the timekeeping system, the hours you worked. Working off the clock, or allowing or instructing someone to work off the clock, is a violation of Company policy and can lead to immediate termination from the Company even for the first offense. **No employee has the authority to ask another employee to work off the clock.**

You must be paid for all hours worked. In addition, you must be paid for all hours worked within the week the hours were actually worked. Hours cannot be intentionally held over to another week for payment. No employee in the Company, including your manager, has the authority to require you to work off the clock or falsely report hours as having been worked in a week other than when they were actually worked.

Additionally, employees must clock in and out for all hours worked on the appropriate time keeping system. All hours worked must be recorded in the time keeping system. Managers are prohibited from making payroll modifications which adversely impact an employee’s pay. Modifications of payroll records are subject to audit at any time.

## **Tracking Work Time**

Compensation for hourly employees is determined by the pay rate and number of hours the employee works each week. By using the Company timekeeping system, an accurate account of the hours you work will be recorded.

Hourly (non-exempt) employees must record all hours they work by clocking in and out on the Company timekeeping system. Employees are required to clock in when they start to work each day, clock out and in before and after any break of 30 or more uninterrupted minutes, and clock out at the end of their work day. Under no circumstances may an employee have another employee clock in or clock out for him or her, nor may he or she clock in or clock out for someone else.

End of week payroll modifications by the manager should be very few, if any at all. The manager should never clock in or out for an employee or enter modifications to an employee’s clock in/out times that do not reflect an employee’s actual hours worked or that could adversely impact an employee’s pay. The only exceptions are corrections to error(s) that an employee made to his or her time record are corrections necessitated by technical problems with the timekeeping/payroll system. Working off the clock may result in immediate termination from the Company.

**Additional Company policies:**

* All employees should be paid through the regular timekeeping system.
* All hours worked must be paid in the appropriate pay period and may not be moved to another pay period.
* Employees must be paid for all work, including making bank deposits or obtaining change for the change fund and work performed outside normal business hours. NOTE: Although employees must be paid for all hours worked, regardless of whether advance approval was obtained, non-exempt employees typically should have supervisor approval to perform work outside normal business hours and/or at home.
* Employees should clock in prior to starting work; clock in and out before and after meal periods of 30 or more uninterrupted minutes, and clock out at the end of the work day – everyday – no exceptions!
* Employees should review paystubs carefully each week to ensure that they have been paid for all hours worked.
* DO NOT work off the clock.
* DO NOT allow anyone to work (including unloading trucks, taking out trash, etc.) unless the person is an employee of Hoste and paid for all hours worked.
* DO NOT allow relatives, friends or any other non-employee to work in the store (this means allowing them to perform any work – for example – gathering necessary linens for the day, assisting in cleaning the properties, taking out trash, etc.) – NO EXCEPTIONS!
* DO NOT accept or give merchandise or cash.
* DO NOT allow another employee to clock in or out for you.
* DO NOT perform work of any kind during an unpaid lunch or meal break. If you are interrupted during your meal break for work-related reasons, you should clock back in before performing any work and notify your store manager so that you may be paid appropriately.
* DO NOT work overtime without it first being approved by your manager.

**Employees will be paid through the regular payroll system for all hours they work – No exceptions.**  Any violation may result in immediate termination of employment for the responsible employee, even for the first offense. It is your responsibility to notify the Company if you have not been paid for all hours worked. Additionally, you should immediately report any employee who asks you to work off the clock. No employee has the authority to ask another employee to work off the clock. Report all violations or requests for violations of this policy to the contacts listed below:

Unless otherwise required by law, it is Hoste’s policy that employees must take a 30 minute uninterrupted meal break if scheduled for six (6) hours or more of consecutive work, and generally this break may not be waived by employees or their managers.

All work time must be recorded so that an accurate record of hours worked can be kept so that an employee may be compensated appropriately. Working off the clock is strictly prohibited and may result in immediate termination. Employees should record only actual hours worked. Falsifying time worked is prohibited and could result in disciplinary action up to and including termination.

For employees who submit timesheets, all time worked should be submitted at the end of each week by the employee and turned in to his or her manager for approval before submission to ensure proper payment.

Managers should never clock in or out for the employee or enter modifications to an employee’s clock in/out times that reflect anything other than the actual hours worked.

Overtime pay will be paid to non-exempt employees at the applicable rate under law. There are no exceptions. When determining eligibility for overtime, only actual hours worked are taken into consideration. “Non-work” hours (time off with pay/time off without pay) are not considered hours worked in determining eligibility for overtime pay).

***NOTE: Failure to properly track work time as listed above may result in counseling up to and including termination, even for the first offense.***

# **Work Hours**



**Hostys** - The general work hours for Hostys are 9:45am to 4:30pm, but may be shorter or longer depending upon the speed at which houses are staged, how many houses have been assigned to the team, and other factors. BUT you should ALWAYS show up at 9:45am unless otherwise specified by your manager.

Managers will prepare a work schedule for their department. Departments may periodically require changes to the schedule to meet Hoste business needs. Employees may temporarily adjust their work schedule after approval from their manager. Any change made must not diminish the operational effectiveness of the department or create a loss of service to our customers and fellow employees. Changes to work schedules should be made only occasionally so as not to disrupt the effectiveness of the department. As an employee at Hoste, your schedule may vary from week to week. Unless otherwise required by law, employees are not guaranteed a specific number of hours or to work at specific times during any workweek. The manager will post your schedule which may be subject to change due to new bookings, guest cancellations, or other various service changes.

Missed work includes tardiness and partial day absences. Employees who have established a pattern of excessive absenteeism and/or tardiness may be subject to disciplinary action up to and including termination.

# **Pay Rate**



It is the intent of Hoste to pay employees in a manner that it considers to be fair based upon their job duties and their performance. The Company also strives to provide pay rates that are competitive with other companies in our business and in our market areas. All employees will be paid at least the current state or federal government mandated minimum wage per hour. No form of payment other than through an approved payroll method implemented by the Company is allowed. You should not accept merchandise, compensatory time-off or any type of gift in lieu of payment for time worked.

Deductions from Wages – Salaried Employees: Hoste does not permit improper or unauthorized deductions from exempt employees’ salaries unless (1) the deduction is in compliance with federal and/or state tax laws, (2) the employee has authorized the deduction, or (3) the deduction is specifically permitted by the Fair Labor Standards Act or other state or federal law. Any exempt employee who believes that his or her salary has been improperly reduced or subjected to improper deductions should notify Human Resources. Hoste will promptly investigate the deduction; if the deduction was improper, Hoste will reimburse the employee for the improper deduction. In addition, Hoste will, in good faith, take all reasonable steps necessary to ensure that no such improper deductions are made in the future.

# **Pay Schedule**



For salaried employees who are paid on a semimonthly basis, pay will be distributed to each employee on the 15th and 30th of each month for the current pay period. For example, work for February 1–15 is paid on February 15. However, as the 15th and 30th will occasionally fall on a Saturday, Sunday or holiday, the employee may expect to receive his or her pay on Friday afternoon or the last workday before the holiday.

Hoste pays all Hosty employees on a weekly basis. Pay is available to employees each Tuesday. Questions concerning an employee’s compensation should be directed to his or her manager.

# **Payroll Options**



You will be able to elect to receive your pay through two safe and convenient methods: 1) traditional direct deposit or by check.

If you already have a checking or savings account at a bank, credit union, or other financial institution, direct deposit is probably the most convenient method for you. Your payroll funds will be deposited into the financial institution of your choice on the payday. Please verify deposit amounts are available at your financial institution prior to accessing funds.

New hires will be asked to select direct deposit or check. Employees selecting direct deposit will complete all necessary information during the online hiring process. Other methods may be available as required by law.

Hoste will make available to the employee, on his or her regularly scheduled pay day, a paystub detailing the accounts credited along with the employee’s normal payroll information.

# **Meal Breaks and Rest Periods**



Meal Breaks and Rest Periods: Unless otherwise required by law, Hoste requires that employees who are scheduled to work six (6) or more consecutive hours in a day receive one 30 minute unpaid, uninterrupted meal break

(typically toward the middle of an employee’s schedule). Your manager may determine the time of the meal break.

Managers are responsible for balancing workloads and scheduling meal breaks and should take into consideration the workload and the nature of the job performed.

Non-exempt (hourly) employees must clock out when the meal break begins and clock back in when the break is over, as it is unpaid time.

It is our policy to provide meal and rest breaks during the course of each workday for employees. Unless otherwise required by law, the number and length of breaks will depend on the amount of hours scheduled. Where state law differs from Hoste policy, Hoste will follow the specific state law. Employees may receive up to two 15-minute paid rest breaks per day depending on the duration of the employee’s scheduled work hours and the needs of the business. Peak business hours or projects may make it necessary to delay, shorten, or cancel the break.

* Meal and rest periods may be scheduled by your manager according to business needs and/or as required by law.
* Employees are expected to be punctual in starting and ending their breaks.
* Do NOT perform work of any kind during an unpaid lunch or meal period. If you are interrupted for work related reasons, you should clock back in before performing any work and notify your manager so that you may be paid appropriately.
* Employees who choose not to take a rest break are not entitled to leave before the normal quitting time and will not receive extra pay in lieu of taking the break. Employees generally may not waive their 30 minute uninterrupted unpaid meal break.
* Breaks required by state law may not be waived.

Additionally, in accordance with state and federal law, Hoste will provide reasonable unpaid break periods for the purpose of expressing breast milk to female employees who breastfeed a newborn child. If an employee anticipates the need for breaks to express breast milk, they must give 30 days notice in advance of the anticipated need, where practicable, or as soon as the need arises. Where state law regarding breaks for nursing mothers imposes additional requirements beyond the terms of this policy, Hoste will follow the applicable state law.

# **Performance Reviews**



The Performance Review is a vital tool that will aid in the review of work performance and the encouragement of high performance work practices among employees in the organization. The appraisal is not only a tool to evaluate but also to develop. It helps in the assessment of training needs and in identifying areas for future development.

A well-defined performance appraisal system serves the following objectives:

* Identifying and linking employee goals to overall organizational goals
* Sharing the organization’s expectations from employees
* Motivating high performers
* Generating performance data that would aid in various initiatives such as compensation, training needs, reward and recognition and career progression

Full-time and part-time salaried employees will have an official performance review sit-down every 6 months. Other performance measures may be used periodically for employee bonuses and promotions.

# **Attendance and Tardiness**



Excessive absenteeism and tardiness have a negative effect on our productivity and quality of service. For this reason, Hoste expects its employees to be present for work when scheduled and to call their manager if for any reason they cannot be at work at the scheduled time.

Employees are expected and required to report to their designated work locations at the time their work activity is to begin. In the event an employee cannot report to work as scheduled, the employee must notify his or her manager at least one hour prior to the scheduled reporting time or be prepared to provide evidence of extenuating circumstances. In the event an employee must leave work prior to the completion of his or her work schedule, the employee must notify his or her manager prior to leaving. Walking off the job will be considered job abandonment.

Employees are responsible for communicating with their managers on a regular basis. In all cases of an employee’s absence or tardiness, the employee should provide his or her manager with a reason for the absence and if applicable, the probable duration of the absence. This will enable the workload to be redistributed if necessary. If the absence is related to a medical reason, the Company reserves the right to request medical documentation regarding the absence.

Excessive absenteeism, unless for an approved leave of absence, will be evaluated on a case by case basis to determine the need for counseling. An employee who is absent without notice or authorization from his or her manager for three (3) or more consecutive scheduled workdays may be considered to have voluntarily resigned from his or her job.

Missed work includes tardiness, partial day absences, unexcused absences or failure to report to work as required. All employees who have established a pattern of excessive tardiness and/or absenteeism may be subject to disciplinary action up to and including termination.

***NOTE: Qualified absences related to FMLA or other approved absences taken in accordance with Company policy or pursuant to applicable law for eligible employees will not lead to performance counseling.***

# **Coaching and Progressive Counseling**



Coaching and progressive counseling are used to document unacceptable performance, conduct or attendance issues and to positively reinforce improvement. The performance, conduct and attendance standards contribute to the ability to perform effectively and create a positive, equitable and values-driven environment. The appropriate level of counseling is determined by, among other things, the severity of the attendance, conduct or performance issue and the employee’s previous attendance, conduct or performance.

The purpose of the coaching and progressive counseling process is to communicate unacceptable performance, conduct or attendance issues and develop an action plan which results in standard or above standard performance. However, these procedures are guidelines only and the Company reserves the right to terminate any employee at any time and without issuing any particular level of counseling when the Company determines it to be appropriate under the circumstances.

## **Reasons for Counseling and/or Termination**

**The Company has listed below a number of the offenses that we consider to be serious enough to result in discipline, up to and including termination, even for a single offense. Of course, not all circumstances can be reduced to a single list, and the Company reserves the right to dispense discipline in its sole discretion based upon the facts of a particular situation. The action that will be taken in a particular case will depend on the circumstances involved, including the severity of the offense, the employee’s past record and other relevant factors.**

The following are NOT a complete list but are illustrative of offenses for which even the first offense may lead to performance counseling and/or termination from the Company:

* Violation of the Code of Business Conduct and Ethics
* Violation of the Computer and Telecommunications Security Policy
* Violation of the Solicitation and Distribution Policy
* Excessive absence or tardiness or an unapproved absence from work
* Taking unauthorized or extended breaks
* Walking off the job or leaving your work area during scheduled work hours without authorization
* Working overtime without authorization
* Working hours for which you did not sign in or out (working off the clock) or instructing or allowing someone to work off the clock
* Allowing a minor to perform work for the Company (except in those states or locations approved by the Company as part of the Hiring Minors program)
* Accepting merchandise for time worked
* Allowing friends, family or any other non-employees to work
* Substandard performance, including failure to perform work assignments in a timely manner, satisfactorily, safely and efficiently
* Personal use of Company credit card or having your Company credit card suspended due to late payments
* Providing employment references or letters of recommendation for current or former employees to other organizations
* Violation of Company Personal Appearance and Dress Code Policy
* Unauthorized personal use of Company telephones or other Company property, or unauthorized use of removal of Company property, equipment or information
* Gambling on Company property or at Company sponsored events
* Violation of Anti-Discrimination and Harassment Policy (including sexual harassment or any other form of harassment, discrimination, retaliation or inappropriate conduct) or failure to report the harassment or intimidation of another employee
* Inappropriate conduct on Company property or at Company sponsored events
* Use of profane or abusive language in the workplace including, but not limited to, use of racial, gender, ethnic or religious slurs
* Malicious or willful destruction, damage or theft of an employee’s, customer’s, vendor’s or Company property
* Violation of the Workplace Violence Policy, such as threatening another employee or person
* Falsifying Company documents, including failing to accurately record your work hours or signing in and out for other employees
* Fighting, horseplay or inciting a fight or any other behavior which is disruptive or dangerous while on duty or on Company property
* Failure to report an accident involving yourself, any vehicle, or any equipment you may be operating while on company business
* Violation of Drug and Alcohol Policy, including failure to abide by the Drug and Alcohol Testing Policy or possession of, consumption of, or being under the influence of marijuana or alcoholic beverages or illegal drugs or nonprescribed controlled substances while on Company premises, or on Company business (including in any company vehicle)
* Dishonesty of any kind in relation to the Company, its customers, vendors and/or employees
* Insubordination, including, but not limited to, failure to follow the reasonable instruction of a manager
* Unprofessional behavior, including threatening, intimidating or coercing another employee, customer or vendor
* Discourteous or abusive conduct toward any customer
* Possession of a weapon (examples include: gun, knife, stun gun, mace, pepper spray and other weapons) on Company owned, managed, or leased property or at Company sponsored events, unless otherwise required by law
* Failure to protect or mishandling of Company property or assets (including, but not limited to: borrowing money from the Company, giving key codes to properties to unauthorized personnel, giving keys to unauthorized personnel, gross neglect or carelessness)
* Sleeping or loafing on the job
* Driving in an unsafe manner while on the clock or on Company property
* Unauthorized or excessive personal use of cellular phones during work hours 
* Violation of the Travel and Expense Policy
* Driving on behalf of the Company without a valid driver’s license or insurance
* Providing or agreeing to provide false or misleading information pursuant to a Company investigation or inquiry
* Stealing (unauthorized removal of) merchandise or money from the Company, employee, customer or vendor. Hoste may prosecute employees caught stealing from the Company.
* Release of proprietary and/or confidential information (which is described in the Proprietary and/or Confidential Information Policy)
* Failure to submit, follow-up on or meet Hoste hiring criteria related to background checks or drug

test

* Violation of the Wage and Hour Policy
* Violation of the Smoking/Tobacco Policy
* Failure to cooperate with a third-party police investigation involving the Company or failure to cooperate in any Company investigation
* Using Hoste’s name for personal use (e.g., credit card, phone card or long distance calls)
* Any unlawful activity on Hoste property (including in Company cars) or being convicted of a crime which violates the Company’s hiring policies
* Giving out an employee’s address or phone numbers or other personal information without their permission
* Failure to report knowledge of another employee’s theft (unauthorized removal) of employee or Company property
* Posting proprietary and/or confidential information (which is described in the Proprietary and/or Confidential Information Policy) on message boards or other public sites
* Violation of the Company Car Policy
* Violation of the Returned Check Policy
* Violation of the Social Media Policy
* Violation of the Search Policy
* Violation of any other Company policy, including any of the policies described in this Handbook or Standard Operating Procedures, as revised from time to time
* Disruptive behavior that interferes with the operation of the business, the work of other employees, or that could negatively impact a guest’s experience
* Failure to properly ring and/or record all sales through the register
* Allowing anyone in Hoste’s properties without authorization
* Creating a hostile work environment
* Violation of the Employee Purchase Policy
* Violation of the Personal Relationship Policy
* Violation of the Computer and Telecommunications Security Policy
* Violation of the Employee Check Policy
* Parking in unauthorized areas
* Eating and drinking in unauthorized areas
* Failure to control inventory
* Removing guest’s lost items from the homes or from the office and taking them home
* Solicitation when either the employee soliciting or being solicited is supposed to be working (during scheduled work hours)
* Recording conversations in person and/or over the phone without the prior consent of all involved parties
* Taking or giving away toiletries, towels, linens, or any other items intended for the short-term rentals
* Taking or giving away items that have been damaged

# **Internal Applicant Policy**



In accordance with our values, we actively encourage and promote internal movement for our employees’ career growth. Hoste has developed an Internal Applicant Policy which allows for an orderly and equitable system of identifying and placing the most qualified person in each opening.

## **Eligibility**

You are eligible to apply for an open position if you:

* are an active regular full-time or part-time employee.
* have been in your current position for at least 90 days.Exceptions to this policy require the approval from both the exiting and receiving managers.
* meet the minimum qualifications listed for the position on the job description.

# **Personal Appearance and Dress Code Policy**



The dress code policy is intended to establish clear guidelines and expectations for the personal appearance of employees while at work in order to convey a positive and professional image to our guests, owners, vendors and general public. Due to the nature of our business, different areas of the company may allow various types of dress depending on the type of work performed. Employees are expected to maintain a neat, clean, workplace appropriate and well groomed appearance while at work.

Business casual is the dress code for office employees. Business casual allows the employee to choose appropriate work attire within Company guidelines. For example, one day you may choose to wear a suit because you have an important meeting. The next day you may decide to wear a Hoste logo shirt and a pair of slacks (men or women) or a dress/skirt (women, except as noted below under “NOTE”). Each type of attire is acceptable.

**The following types of dress are not appropriate:**

* flip flops, beach type sandals, opened toed shoes, heals
* Shorts and skorts (including walking shorts).
* Head coverings (except as noted below under “NOTE”).
* Warm-up suits, sweatshirts and sweatpants.
* T-shirts with offensive language or pictures
* Visible body piercings other than on the ear (except as noted below under “NOTE”).
* Hair that is of an unnatural color, e.g., blue, pink or green hair.

**The following is not appropriate at any time in any Hoste facility:**

* Flip flops or beach style sandals
* Short skirts/dress hems (no more than 3 inches above the knee)
* Tight-fitting garments
* Clothes that reveal your undergarments
* Low cut or revealing tops, including those that reveal the midriff
* Torn or sheer clothing
* Any visible tattoos, body art or clothing that displays, depicts or conveys nudity, obscenity, violent, racist, discriminatory, illegal, inappropriate, sexual or sexually suggestive wording, designs, conduct, ideas, thoughts or emotions.

If you have any questions about the interpretation of this policy, please speak with Human Resources. Managers will be responsible for ensuring compliance of this policy within their teams. Employees who fail to follow the Personal Appearance and Dress Code Policy are subject to progressive counseling. An employee who does not adhere to the dress code may be required to return home to change.

***NOTE: Religious and/or disability related exceptions may be permitted depending on the circumstances and/or otherwise as necessary to comply with applicable law. Partner with Human Resources for direction.***

**SAFETY AND SECURITY**

# **Access Codes to Hoste Properties**



All Hoste properties offer smart lock access to the homes. You will be given a code to get into the homes to perform your duties.

The purpose of badges is to provide easy access to properties for employees, owners, contractors, vendors, guests, etc.

Smart lock codes must not be given to any employee that does not have a need to know. They should never be given to any guests, owners, or anyone else. If someone is asking for a smart lock code, please refer them to the main Hoste guest relations line.

# **Background Checks**



Unless otherwise required by law, a criminal background check may be required for persons to whom a conditional employment offer is extended for a full-time, part-time, or temporary position. Hoste reserves the right to obtain background information for as long as you are employed by the Company. The purpose of the background check is to assist in providing a safe place for our employees and customers and to protect Company assets. Receiving a favorable result on the background check, as set forth in the Hoste hiring criteria, is a condition of employment.

# **Drug and Alcohol Policy (Summary)**



It is Hoste’s intent to maintain a safe and healthful working environment for our employees, to protect and preserve our property and that of others, and to provide safe and efficient operations for our customers. Hoste takes very seriously its responsibility to ensure that substance abuse by its employees does not impact Company operations or the safety of our employees and customers.

All employees are expected to comply with Hoste’s Drug and Alcohol Policy, a copy of which was provided to you during the hiring process. The Policy outlines Hoste’s policy and procedures regarding: (i) the use, sale, possession, transfer, or other misconduct involving illegal drugs; (ii) the use and misuse of legal drugs; (iii) alcohol use and misuse; and (iv) Company policy and procedures relating to drug and alcohol testing. To the extent permitted by law, Hoste may require drug and/or alcohol testing, including pre-employment, random/suspicion less, post-accident, and reasonable suspicion testing. It is important that you read and understand this Policy and the consequences of violating it. An employee’s failure to complete a required drug test within the allotted time frame (48 hours) will be considered a refusal to test and grounds for termination. Failure to successfully complete a drug test and provide a sufficient sample before leaving the testing facility at the initial time of testing will be considered refusal to test and grounds for termination. If you require an accommodation to comply with this policy, please speak with your supervisor.

The use or abuse of illegal drugs and/or alcohol/marijuana, or the misuse of prescription medication while on the job, on Company premises or in a Company vehicle is strictly prohibited. It is essential that all employees be in a physical condition to work and operate safely at all times. For this reason, employees are prohibited from having illegal drugs and/or alcohol/marijauna in their system while working. Employees are also prohibited from bringing any alcoholic beverage or marijuana to work for the purpose of consumption during work hours. Violation of this policy will result in disciplinary action up to and including termination.

If an employee uses prescription and/or over-the-counter medication and the employee or his/her healthcare provider believes use of the medication may impair the employee’s ability to perform his/her job safely, the employee is responsible for notifying their immediate supervisor so that steps can be taken to minimize the safety risks posed by such use. The employee need not reveal the state of his/her health or the medication(s) being taken, but may be asked to obtain a doctor’s certification that the employee can safely perform the responsibilities of his/her job. Any information Hoste may learn about an employee’s health or medication will be treated as confidential and shared with Company personnel only on a need-to-know basis.

It is each employee’s responsibility to consult with his/ her health-care provider and/or to review relevant dosing instructions to determine whether the use of a medication could lead to impairment or unsafe working conditions. No medication containing alcohol should be used during or immediately before an individual’s scheduled shift, unless by prescription.

If you have any questions regarding the Policy, or would like to request another copy.

# **Searches**



In order to ensure the security of our employees and to enforce Company policy, Hoste may conduct unannounced searches in Company facilities or on Company property (which includes but is not limited to property owned or leased by the Company, including Company cars). Hoste reserves the right to search with or without the employee’s consent. Employees are expected to cooperate in the conduct of any searches.

These searches may include, but are not limited to: desks, lockers, closets and personal items brought onto Company premises such as vehicles, parcels, purses, and briefcases.

Consent to a search is required as a condition of employment with Hoste, and the refusal to consent or interference with a search may result in disciplinary action, including termination from the Company, even for a first refusal.

# **Protective Orders**



Hoste takes the safety of our employees very seriously. As such, an employee of Hoste who has obtained a protective order and wishes not to be contacted by a non-employee should supply a copy to their supervisor. Other parties may be informed when deemed necessary for safety reasons; however, disclosure will be limited to those individuals who have a need to know the information.

# **Workplace Violence Policy**



Hoste can best perform its mission of Serving Others when all employees coexist in a climate that supports a free exchange of ideas and utilizes constructive methods of conflict resolution. Hoste is committed to creating and maintaining an environment free from disruptive, threatening and violent behavior.

Hoste will not ignore, condone or tolerate disruptive, threatening, or violent behavior by any Hoste employee, contract service provider, visitor or customer. Employees engaged in such behavior will be subject to disciplinary action, up to and including termination. Some disruptive, threatening, or violent behavior is also prohibited under criminal or civil law. When appropriate, Hoste will initiate civil action or criminal prosecution.

**Definitions of Workplace Violence:**

* Any physical assault, threatening behavior, verbal abuse or intimidation occurring in or affecting the work environment
* Threatening behavior: includes any physical actions short of actual contact as well as oral or written threats to or regarding people or property
* Violent behavior: includes any physical assault with or without weapons; behavior that a reasonable person would interpret as being violent or threatening physical harm and specific threats to inflict physical harm (e.g., a threat to harm a named victim)

## **Examples of Prohibited Conduct: (not all-inclusive)**

* Yelling, shouting, using profanity or other verbal abuse
* Aggressive posturing or movement, inappropriate invasion of someone’s personal space
* Preventing the free movement of another person; preventing them from leaving a room
* Any direct or indirect threats toward a person or property
* Throwing objects, slamming doors or telephones, pounding desks; any destruction of property
* Aggressive physical contact, grabbing, touching, holding, shoving or hitting
* Possession of a firearm or other weapon on the premises, unless otherwise permitted by law
* Threatening to access a firearm or other weapon on the premises
* Threatening to return with a weapon at a later date or time

## **Reporting**

All employees, especially management level employees, are responsible for the implementation of this policy and reporting such behavior by utilizing the Company’s Open Door Policy.

# **Work Safety**



Hoste is committed to providing a safe working environment for our employees. Every Hoste employee is expected to support the safety effort and take action to prevent accidents. Work-related injuries or illnesses must be reported to the employee’s immediate supervisor within 24 hours of the injury or illness and prior to seeking non-emergency medical treatment. Failure to do so may result in disciplinary action. Hoste forbids retaliation against anyone who in good faith reports a work-related injury or accident or pursues benefits for such an injury or accident.

The following items are not permissible to be used in the workplace: crock-pots, toasters, fondue pots, toaster ovens, heaters, candles, and other similar electrical appliances.

Employees who work in positions that require driving on behalf of the Company must have a valid driver’s license and the minimum state required vehicle insurance coverage. If you are asked to drive on behalf of the Company, it is expected that you make your manager aware of your lack of a valid driver’s license or insurance. Failure to do so may result in disciplinary action up to and including termination from the Company.

Employees who drive for Company business should follow safe driving practices and local laws and/or ordinances for the areas in which they are driving. Hoste strictly prohibits the use of cell phones and electronic messaging devices while operating a vehicle on company business. Employees are required to pull off the road to a safe area while using cellular phones or any electronic messaging device.

For employees routinely driving on behalf of the Company, or if an employee is assigned a Company owned or leased vehicle, compliance with the Driver Safety Policy is required. This policy requires an initial and periodic driving record check to confirm the employee has a valid license and does not have a history of excessive moving violations. Employees operating vehicles on behalf of the Company are expected to comply with all applicable traffic laws.

Additional safety concerns may be implicated at our property locations. It is important that you never put yourself or others in danger. If you suspect that a guest is doing something illegal you should provide them with good customer service as you would any other guest and inform the manager on duty of your observations. Store employees must never become involved in physical or verbal confrontations or touch a guest or owner.

If you have any safety concerns or suggestions, discuss them with your manager or Risk Management. Hoste forbids retaliation against employees who make good faith complaints about safety issues.

***NOTE: Employees who commit acts that endanger the safety of themselves or others are subject to disciplinary action up to and including termination from the Company even for a first offense. As previously noted, to the extent permitted by law, weapons are not allowed at the workplace or on Company property. Disciplinary action up to and including termination may result for this first offense.***

## **Reporting Guidelines for Employee Injuries**

All work-related injuries or illnesses sustained while working at Hoste should immediately be reported to your immediate supervisor and an Incident Report completed.

By immediately reporting work-related injuries, delays can be avoided in receiving benefits and/or medical care. Any work-related injury or illness must be reported to your supervisor whether or not medical care is needed. When reporting a work-related injury or illness, be prepared to provide the following:

* Store location, DC location, SSC department and address and phone number
* Employee name, address and phone number
* Date of birth, Social Security number
* Job Title
* Date/Time of accident
* Description of the accident
* Location of the accident
* Names of all employees working on day of accident who may have witnessed accident
* Names of witnesses (if applicable)
* Name of immediate supervisor

## **Light or Restricted Duty**

This program was developed to allow employees with work-related injuries or illnesses to return to work with restrictions while recovering from the injury or illness.

## **Criteria for Light Duty**

* Employee has a work-related injury or illness that occurred while working at Hoste.
* Treating doctor releases the injured employee to return to work but assigns temporary job restrictions.
* These restrictions must be specific and in writing.
* The injured employee’s authorized medical provider may limit the number of hours the employee is allowed

to work. Otherwise, light duty hours are limited to the injured employee’s pre-injury hours.

## **How to place an injured employee on light duty**

* Injured employee takes the authorized medical provider’s written restrictions to his or her immediate supervisor.

# **Inclement Weather Policy**



At Hoste, the safety of our employees is of great importance. At certain times of the year, the possibility of inclement weather could cause issues with commuting. It is the policy of Hoste to be open every business day to ensure that we are available to serve our customers and employees should make reasonable efforts, while exercising caution, to get to work during inclement weather. If an employee is unable to arrive for work on any such day, the employee may elect to use paid time off to cover the absence. All employees need to notify their manager to discuss their attendance options, preferably 60 minutes before the assigned work time. If the employee makes an effort to be at work and arrives late, this typically will not be counted against the attendance record. If you have questions regarding the above information, please speak with your manager.

# **Emergency Situations**



From time to time, emergency situations may occur. Knowing the proper response can save lives, prevent injuries and preserve property. The safety of employees and guests is the highest priority. In some situations, especially during severe weather, it is safer to stay in the building rather than to evacuate.

Please contact your supervisor/manager with questions regarding the Emergency Response Plan or Evacuation Procedures.

For Medical, Fire, Bomb Threat or any Life Threatening Emergency and to Report Criminal Activity, call 911.

While it is not possible to mention every type of emergency, the following are a few of the more common situations you may encounter:

* Fire Evacuations – Take a few minutes to learn the fire exits, including alternative exits and where to go for roll call. Ask if there is a designated person responsible for leading evacuations and let them know you need an explanation of the evacuation program. If you have a situation where you would require assistance evacuating the building during a fire, please alert your manager. Your manager will assign a coworker to assist you out of the building.

* Weather Related Emergencies – Most weather related emergencies require that employees remain in the building for their own protection. For example, if hail or high winds are predicted, move away from windows and into a storm safe area such as an interior hallway, storage room, stairwell, or bathroom.

* Earthquake – Unfortunately, earthquakes provide no advance warning so it is best to look for cover immediately. Crawling under a desk, table, cubicle workspace, or standing in a doorway will offer protection from falling objects. Avoid areas where there are windows or storage of materials overhead.

* Medical Emergencies – In the event of a medical emergency, call 911. If you have any medical conditions that could require emergency attention, let your manager know of your condition. All medical information will be kept confidential.

# **Telecommunications Policy**



The Telecommunications Policy defines policies that apply to all “users” of Hoste’s telephone systems.

## **Telephone Usage Policy**

Users of Hoste’s telephone systems are required to maintain the highest professional and ethical standards as outlined in Hoste’s Policies and the Code of Business Conduct and Ethics.

The following standards apply to all telephone users:

* Unless otherwise authorized, users of Hoste’s telephone systems are prohibited from recording communications, including in person and telephonic communications, with other Hoste employees without prior knowledge and consent of all parties to the communication.
* The company’s telephones are intended to be used for Company business. However, incidental and occasional use may occur if it does not generate a direct cost to the Company or interfere with the User’s job responsibilities or function.
* Employees are prohibited from changing telephone service or carriers, long distance service, or adding features such as caller ID.
* Any communications by employees via the telephone systems that may constitute slander or defamation or that may be considered offensive, abusive, harassing, vulgar, obscene, or threatening, or may in any way violate the anti-discrimination and harassment policy are strictly prohibited.

The following standards apply to all Hoste employees:

* Personal cell phones and pagers may only be used while employees are on break in non-working areas or when the store phone is inoperative.

## **Voicemail/Telecom Application Usage Policy**

Users of Hoste’s voicemail systems are required to maintain the highest professional and ethical standards, as outlined in Hoste’s policies and the Code of Business Conduct and Ethics. This policy applies to all Company issued telecom devices with voicemail capabilities.

The following standards apply to all voicemail users:

* Do not share passwords with anyone for any reason.
* When sending a group message, state at the beginning of the message which groups or individuals are included in the distribution list.
* Record an “out of office” message when away from the office for one or more days.
* An Officer of the Company may allow a customer or vendor limited access to the appropriate voicemail systems, provided that the user agrees to be bound by this policy.
* Employees should have no expectation of personal privacy with regard to any information or messages created, transmitted, received or stored on the voicemail systems. Employees using the voicemail systems for personal purposes should do so with no expectation of privacy.
* A Company Officer’s approval is required to establish voicemail group broadcast boxes.
* It is a violation of Company policy for any person, including a system administrator or manager, to access the voicemail mailboxes of other employees without legitimate business purpose and specific authorization from an Officer of the Company.
* Voicemail is not considered business critical information. Unless otherwise required (e.g., as part of a litigation hold), voicemails are not backed up or retained; therefore, voicemail may be subject to loss or erasure.

## **Enforcement**

Any person found to have violated this policy is subject to disciplinary action, up to and including termination of employment.

# **Information Security Policy (Summary)**



The Hoste Information Security Policy (ISP) defines requirements for protecting Hoste networks, information systems, applications, and data (Assets) against unauthorized access, disclosure, alteration, destruction, etc. This summary outlines ISP applicability, scope, location, review requirement, and User responsibilities.

## **Applicability**

The Hoste ISP is applicable to all “Hoste Employees, Contingent Workers, and other persons (Users) who access or use Hoste Assets.”

## **Scope**

The scope of the Hoste ISP includes: Security Policy; Organization of Information Security; Asset Management;

Human Resources Security; Physical and Environmental Security; Communications and Operations Management; Access Control; Information Systems Acquisition, Development, and Maintenance; Information Security Incident Management; Business Continuity Management; and Compliance.

## **Review Requirement**

Users are responsible for: accessing and reviewing, upon hire and at least annually, the full ISP; complying with applicable security policies, standards, procedures, and guidelines; and soliciting clarification from IT Security if there is uncertainty about a particular requirement, its applicability, or its meaning. Annual Employee Handbook acknowledgement, which includes this ISP Summary and the requirement to review the full ISP content, is also acknowledgment of full ISP content. A supporting computer-based learning course is also published in DG University and the StoreNet application.

## **User Responsibilities**

Users are responsible for acting diligently and in accordance with Hoste’s Policies and Code of Business Conduct and Ethics to protect Assets and maintain their confidentiality, integrity, and availability. Users are also responsible for immediately reporting known or suspected security violations.

# **Protection of Company Assets**



Hoste employees are responsible for protecting the Company’s assets. Success in business is measured in large part by profits. Dishonesty and theft reduce a company’s profits. Each employee has a responsibility to be productive and help make Hoste successful. Included in that responsibility is the obligation to be honest, work hard and report unlawful acts. If an employee suspects or knows of someone who is stealing, he or she should report that employee(s) to his or her manager.

Hoste will make every reasonable effort to ensure that the employee will remain anonymous, and the employee will have the satisfaction of knowing that his or her efforts will help make Hoste a more successful Company.

Failure to report unlawful acts may result in termination from the Company. **Hoste will prosecute any employee caught stealing from the Company.**

# **Proprietary and/or Confidential Information**



Much of the Company’s information is proprietary and/or confidential. Proprietary and/or confidential information includes information about our business, customers, processes, and suppliers which is not known to the public and includes, as examples, information about the Company’s financial and sales data, business and strategic plans, pricing, forecasts, methods and techniques, and similar information. As an employee of the Company, you are responsible for protecting proprietary and confidential information. You may not use it for any purpose that is not directly related to your employment at the Company, and must return and/or destroy any such information in your possession promptly upon request. You may not retain use or disclose any of the Company’s proprietary and/or confidential information at any time after your employment ends. Posting proprietary and/or confidential information on message boards or other public sites (e.g., Facebook, Twitter) is prohibited. If a non-Hoste employee asks you for information that you believe may be proprietary and/or confidential under this policy or if you have questions regarding what constitutes proprietary and/or confidential information under this policy, contact your manager.

# **Privacy Policy for Personally Identifiable Information of Employees and Customers**



Personally Identifiable Information (“PII”) as referenced in this policy is an individual’s name in combination with any Social Security number, dates of birth, medical information, health insurance information, driver’s license number, state identification number, financial information (including account numbers, credit card or debit card numbers and password, security or access code) or personal contact information (including home address, home phone number, and personal e-mail address, etc). To ensure confidentiality of PII, to the extent practicable, Hoste adopts the following Privacy Policy for Personally Identifiable Information of its Employees and Customers.

It is the policy of Hoste to protect the confidentiality of any PII obtained in the ordinary course of business. Hoste is committed to ensuring that the PII collected and stored (whether in electronic or hardcopy form) is protected and secured. In that regard, Hoste has implemented a number of Company policies and internal procedures, including advanced technology, to keep proprietary, confidential and otherwise sensitive information (including PII) secure from unauthorized access, disclosure, alteration, or destruction. No person shall knowingly obtain, store, transfer, use, disclose or dispose of any PII that Hoste acquires or possesses, except in accordance with the measures contained in the Company policies and internal procedures (such as encryption, physical access security, and other appropriate technologies). All employees are required to follow the policies and procedures in place: 1) to keep PII private and protect against disclosure, and 2) in the event of, unauthorized disclosures of PII. Except as permitted by local, state or federal law or as required in the ordinary course of business, PII will not be disclosed to anyone outside of Hoste. Access to information or documents that contain PII will be limited only to those Hoste employees requiring such access in the ordinary course of business and who have a legitimate business reason for access to the information.

All hard copy documents containing PII shall be stored in a physically secure location (for example, in locked cabinets, or locked overhead bins). All electronic files containing PII shall be stored in secure locations only accessible to those with a defined job need (for example, in secured file shares). No more than 4 sequential digits of a Social Security number may be publicly displayed; used as an identifier; or included in or on any document or file sent outside of Hoste except as permitted by local, state or federal law or as required in the ordinary course of business.

“Publicly displayed” is defined as: exhibiting, holding up, posting, making visible, or setting out for open view to members of the public or in a public manner.

The term “open view” includes leaving documents containing PII in an area that is visible by the public. Examples of such are, but not limited to: on a desk, near the cash register, on a computer screen or cash register screen, website, or in other electronic medium.

Hoste’s Information Security and Sensitive Data Handling policies define certain requirements for protecting PII which include that:

* Unencrypted PII may not be stored on mobile computing devices (e.g., laptops, tablets, smart-phones, etc.), removable media (e.g., USB keys or drives, CD/DVD media, diskettes, etc.), or unsecured file shares
* Unencrypted PII may not be transmitted via email or other insecure protocols (e.g., FTP, HTTP, Telnet) outside of the Hoste environment
* PII may not be transmitted through or stored in instant messaging (IM) services, unauthorized file sharing/storage services (e.g., iCloud, Drop Box, YouSendIt, etc.) or social media/networking services (e.g., Facebook, LinkedIn, etc.)
* PII may not be released without authorization; strong, secure, periodically-routed passwords must be used, etc.
* Employees should perform an annual review of the Information Security and Sensitive Data Handling policies to maintain awareness of current protection requirements

Hard copy and electronic documents containing PII will be retained in accordance with the requirements of local, state and federal law and Hoste’s Records Management Policy. At such time as hard copy documents containing PII may be disposed of, such disposal shall be accomplished in a manner that protects the confidentiality of the PII, such as shredding, so that the PII cannot be read or reconstructed. Electronic files and/or media containing PII shall be destroyed or erased so that the PII cannot be read or reconstructed. Employees should contact their Help Desk for support on destroying or erasing such electronic files and/or media.

It is very important to protect the PII of our employees and customers and Hoste shall take all reasonable measures to enforce this Privacy Policy and related Information Security, Sensitive Data Handling, HIPAA, and records management policies. Any employee or contingent worker who knowingly obtains, uses, discloses or discards PII in violation of these policies will be subject to disciplinary action, up to and including termination of employment or removal from the Hoste account.

**COMMUNICATION**

# **Media**



To maintain consistent communication with the news media, only designated spokespersons have the authority to respond to media inquiries and requests on behalf of Hoste. As an employee of Hoste, you are responsible for helping to maintain our Company’s image and the integrity of information released to the media. No employee should respond to or initiate contact with the media on behalf of Hoste. Doing so may result in disciplinary action up to and including termination for the employee. All media calls should be directed to company management.

**OTHER IMPORTANT POLICIES**

# **Bulletin Board Policy**



Hoste communicates important information about work and your job on Company bulletin boards and the store communications center. Please review them frequently to keep up with current activities and information. The bulletin boards are for Company information only. Employees may not post materials on these boards and may not remove materials. It is also against Company policy to write on or any way deface postings on the Company bulletin boards. Materials that are defaced will be removed. Violation of this policy may result in disciplinary action, up to and including termination.

The Company will remove any posting that does not comply with this policy.

# **Solicitation and Distribution Policy**



Persons not employed by Hoste may not, at any time, solicit or distribute literature or other printed material on Hoste property for any purpose. For purposes of this policy, Hoste property also refers to any Hoste owned or leased property, including parking lots and sidewalks where applicable.

Employees should refer any requests from outside persons or organizations, including vendors, to sell merchandise, solicit contributions, distribute literature, arrange displays or utilize Hoste facilities (including in the parking areas) to Human Resources immediately.

During working time, employees may not solicit or distribute literature in any area.

Employees may not, at any time, solicit in selling areas or distribute literature in any working or selling area of Hoste property.

“Working time” is the time employees are engaged, or should be engaged, in performing their work tasks for Hoste. It includes the working time of both the employee doing the soliciting or distributing and the employee being solicited or to whom such literature is distributed. “Working time” does not include the time when employees are properly not performing their duties; for example, scheduled meal times and breaks. “Selling area” means any area of the store, including the entranceway, in which products are displayed or customers are allowed access.

If you have any questions as to the meaning of “working time,” “work areas,” or “selling areas,” please contact Human Resources.

All non-work related meetings must be held in non-work areas, such as a break room, during non-work hours for all employees involved.

# **Child Care**



Under no circumstances should a child be brought to the work place except when authorized during an approved event such as “Take Your Child to Work Day”.

Any child care conflicts should be resolved before reporting to work.

# **Corporate Credit Card Policy (Summary)**



In order to conduct Company business, some employees apply for a corporate credit card. The corporate credit card provides employees with a convenient method of payment for business related expenses and eliminates the need for travel advances. All corporate credit card charges are automatically uploaded into the Concur Travel and Expense system. The Company will pay the credit card company for business related charges filed on an expense report in Concur Travel and Expense. A valid receipt must support all reimbursable expenses. Employees are not authorized to charge personal expenses to the Company credit card, and the Company will not reimburse for personal expenses. Please remember that relocation expenses are not charged to the Company credit card.

**Caution:** This card is in your name and is your responsibility to turn in expense reports so that Hoste may make payment on time. Hoste will not reimburse for late fees incurred due to the card holder’s failure to submit timely expense reports. Delinquencies to the account could be reported on your credit report and could affect your credit rating.

# **Cohabitation**



Unless otherwise required by law, people sharing the same address and/or home are not allowed to work together in the same department or store if there is an employee/supervisor relationship or if one can have any influence over the other’s employment. Such a relationship may create a conflict of interest.

# **Employment of Relatives**



Working with “close relatives” may lead to a number of awkward situations that work to the disadvantage of both the employee and the Company. Therefore, Hoste has established the following policy:

* No employee may work under the immediate supervision of or in the reporting structure of a close relative.
* Two or more employees who are close relatives may not be assigned to the same supervisor or work in the same reporting structure, department, unless state law expressly permits otherwise.

If the potential hiring of a "close relative" is for a position within the officer's chain of command, it shall be prohibited. In that case, the definition of "close relative" shall include anyone listed below as a close relative.

If the potential hiring of a "close relative" is for a position outside the officer's chain of command, it is only prohibited if it is an "immediate family member", i.e., spouse, parent, child, sibling or other individual who permanently shares a home with the officer.

Any exception to either of these two policies must be specifically approved by the CPO and CEO, in addition to any other approvals required by the Code of Business Conduct and Ethics.

Should two employees become relatives through marriage, and the marriage creates a working relationship that violates this policy, the employees have the option of deciding who will resign or ask for a transfer, if available. If that option is not exercised within 30 days, Hoste may select which employee will resign or transfer (depending on the availability of positions).

## **Who are close relatives?**

* Brother, sister
* Husband, wife
* Parent, child
* Grandparent, grandchild
* In-laws (such as parent-in-law, grandparent-in-law, son-in-law, daughter-in-law, grandson-in-law, granddaughter-in-law, brother-in-law, and sister-in-law)
* Step-relatives (such as step-parent, step-child, step-sibling, step-grandparent, step-grandchild, step-aunt, stepuncle, step-niece, step-nephew and step-first cousins)
* Aunts, uncles, nieces, nephews and first cousins

# **Other Employment or Business Activities**



While the Company does not seek to intrude on employees’ personal lives, other employment or business activity potentially impacts an employee’s ability to perform the duties required of his or her position at Hoste. As a result, our Code of Business Conduct & Ethics addresses (and in some cases prohibits) certain outside employment and other business activities by employees.

Work assignments and schedules will not be changed for a Hoste employee to perform work for another company or business.

Please also note that having a material financial interest in a Hoste competitor or vendor is not permitted except in specific pre-approved circumstances. Please see the Code or Human Resources for additional information.

# **Internal Investigations Policy (Summary)**



Hoste is committed to handling any legal misconduct or violations of our Code of Business Conduct and Ethics through thorough and prompt internal investigations. To achieve this goal, Hoste has established an Internal Investigations Policy to guide the choice of department responsible for those investigations and whether to report the results to the Board of Directors.

Keep investigation documents and information strictly confidential. Share them only with other employees who are helping with the investigation. If you need to share them with anyone else for a business or legal reason, obtain management approval first. Hoste strictly prohibits retaliation against any employee who in good faith provides information about a violation of the law or the Code of Business Conduct and Ethics (unless the violation involves his or her own conduct), or who provides truthful information or assistance in the investigation of unethical or illegal conduct.

# **Social Media Policy**



Hoste (the “Company”) recognizes the growing importance of social media as a communication tool. To ensure that the Company and its employees are participating in social media in a respectful, ethical, and legal manner, all employees of Hoste are required to comply with the Social Media policy. This policy applies to all forms of social media, including, but not limited to: personal websites, blogs, Facebook, Twitter, MySpace, LinkedIn, wikis, virtual works, or any other online forums or electronic communication.

Social media is in a state of constant change and Hoste recognizes that there will be events or issues that may not be specifically addressed by this policy. However, employees are responsible for what they post online. If, at any time, employees are uncertain about how to apply this policy or have any questions about the policy, they should seek the advice of their manager or Human Resources. Remember, information becomes public the moment it is published online and may become part of a permanent record despite any efforts to remove or delete the information.

In general, employees who participate in social media are free to publish information about themselves. However, employees must avoid posting comments or information about the Company, fellow employees, vendors, customers, or other business partners that would be in conflict with applicable policies, including but not limited to the Company’s Code of Business Conduct and Ethics and the Anti-Discrimination and Harassment Policy.

In addition to complying with Company policies, if an employee chooses to participate in any form of social media or other online activity, he or she must follow and adhere to the following guidelines:

1. Unless specifically authorized and designated to do so, employees may not act as, or give the appearance of acting as, a spokesperson for or representative of Hoste, including promotion of sales or products on the internet or any other online forum. If employees engage in any conversation or exchange any information about Hoste, employees must make it clear that they are an employee of the company and that the views expressed are the employee’s alone and that they do not necessarily reflect the views of Hoste. Employees should use a disclaimer such as: “The postings and views expressed on this site are my own and do not necessarily represent the position or opinion of Hoste.”

1. Employees may not disclose information that is confidential or proprietary to Hoste, including under the Company’s Proprietary and/or Confidential Information Policy, or which is subject to the Company’s Disclosure Policy. This includes, but is not limited to, any nonpublic financial information such as future revenues, earnings, sales, and other financial forecasts, as well as anything related to Hoste’s business strategy, products, pricing, operations, customers, vendors, and other business activities that have not been made public. In order to comply with state and federal securities rules and regulations, employees may not post or republish any company press releases, presentation materials, or website postings without consent or authorization by Investor Relations and/or the Disclosure Committee. This policy does not apply to information concerning your wages, hours, and other terms and conditions of employment.

1. Unless authorized to do so, employees may not display or use Hoste’s logo or other trademarks for commercial use of financial gain on any social media site or other online forum.

1. Employees may not post personally identifiable information (i.e. social security numbers, dates of birth, addresses, and phone numbers) about Hoste’s customers, vendors, or other business partners.

1. Employees may not post or make statements about Hoste, its employees, customers, competitors, vendors, and products that are intentionally false, misleading, or defamatory or that could reasonably be viewed as profane, threatening, bullying, violent, discriminatory, harassing, unlawful or that may in any other way violate any Company policy, including, but not limited to, Hoste’s Anti-Discrimination and Harassment Policy, Code of Business Conduct and Ethics, and Workplace Violence Policy. Employees should review these policies before engaging in any online activity.

Employees should refrain from using social media while on working time. Do not use Hoste email addresses to register on social network blogs or other online tools utilized for personal use.

Employees should not speak to the media on Hoste’s behalf. All media inquiries seeking comments on Hoste’s behalf should be directed to Investor Relations or Corporate Communications.

An employee who is responsible for any social media or other online activity that does not comply with the guidelines set forth in this policy will be subject to disciplinary action, up to and including termination, even for the first offense.

**If you have any questions about this policy or need further guidance, please contact your manager.**

# **Personal Phone Calls**



Make or receive personal calls only when necessary. If it is necessary to place a personal call, you should make it during your break or lunch period.

# **Personal Relationship Policy**



The Company prohibits managers from dating employees whom they supervise either directly or indirectly or those whose career they have the ability to influence. When a manager makes an advance to a subordinate, the employee may be placed in an uncomfortable position. While we do not want to interfere with the personal lives of our employees, we recognize that a manager/subordinate relationship has a high risk of adversely affecting the work environment. Thus, the Company strictly prohibits managers from dating or otherwise making romantic or sexual advances toward their employees, even if it is believed the advance is welcomed. Violation of this policy could lead to disciplinary action up to and including termination.

# **Telecommuting Policy**



If Hoste identifies a business or personal need for an employee to work from a remote location, it may be authorized with the approval of management.

This does not include positions which by their nature require employees to work from a remote location because there is no office available.

# **Records Management Policy (Summary)**



Hoste has developed a Records Management Policy to help ensure that all necessary records for conducting our business, fulfilling our legal responsibilities and supporting our tax liabilities are readily accessible and maintained for the appropriate time period, that we efficiently use our space and resources by ensuring that documents are not unnecessarily retained, and that we protect against unauthorized access or use of consumer, personal or protected health information in connection with the destruction of records containing that information. The Policy applies to all electronic (e.g., digital files, flash drives, disks, CDs, DVDs, computer tapes, microfilm, network, desktop or laptop files, etc.) and non-electronic (e.g., printed emails, voice mails, facsimiles, letters, contracts, spreadsheets, notes, reports, charts, audiotapes, videotapes, calendars, photos, etc.) records that are created or received in the operation of Hoste’s business.

The Policy contains duties of Department Representatives, who are persons designated by each department for records management purposes, instructions regarding how to use the Records Retention and Destruction Schedule which establishes the minimum and maximum amount of time that a Hoste record should be retained (either onsite or offsite), and specific rules regarding the destruction of records. You should be aware that when you dispose of any record containing consumer, personal or protected health information, you should place it in a secured shred box (if in hard copy) or destroy or erase it (if in electronic form) such that the information cannot practicably be read or reconstructed (e.g., discs and CDs must be wiped clean rather than merely disposed of in the trash). Examples and definitions of consumer, personal and protected health information are contained in the Policy. You should also note that if the Legal Department issues a “legal hold,” you must not destroy any identified record, even though the retention schedule or any regular electronic file destruction or overwriting otherwise allows you to do so.

# **Smoking/Tobacco Policy**



Hoste is committed to creating and maintaining a safe and healthful environment for its employees and customers. Therefore, the use of smoking/tobacco products (including smokeless tobacco and electronic cigarettes) is strictly prohibited in the workplace at Hoste. Employees may use smoking/tobacco products during approved rest breaks (typically, no more than 2 per work-shift) and meal periods in designated areas only. All tobacco products should be disposed of properly.

Even during approved breaks, employees may not use tobacco products within 20 feet of a retail store entrance. Tobacco products may not be used while unloading trucks, retrieving carts from the parking lot or other work-related tasks that may take an employee away from the sales floor.

# **Volunteer Activities**



Participating in Hoste volunteer activities depends on manager approval, business need and the employee’s performance.

# **Voting**



Many states have different statutes defining requirements granting employees time off to vote. Our experience tells us that most employees vote before or after work since the polls are usually open at these times. If you have difficulty voting before or after your work schedule, check with your manager or Human Resources for specific information about your state’s available voting hours.

# **Resignation**



If you leave the company, we would appreciate that you give your manager at least two weeks notice so that a replacement can be found. Employees should provide, in writing, a letter of their intent to resign. The resignation letter should be given to your manager. To be eligible for rehire, employees generally must provide sufficient notice by completing two (2) full workweeks prior to resignation. Multiple resignations will be reviewed and may make an employee ineligible for rehire. Unless otherwise required by law, unused vacation, floating holidays, and paid time not worked cannot be used in place of notice, nor will unused vacation, PTO, bank time or holiday pay be paid out upon separation.

Upon separation of employment for any reason, employees must return all documents (including any confidential or proprietary information), files, computer, business credit cards, keys and other Company owned property on or before the last day of work.

In order to ensure that the employee’s last paycheck is correct and timely, managers should immediately notify their manager when an employee submits his/her resignation notice.

# **Exit Interviews**



Employees who voluntarily resign from Hoste are typically requested to participate in an exit interview. The interview is designed to allow the exiting employee an opportunity to offer thoughts on how to improve the employer/employee relationship and work environment for current and future employees.