

PERSONNEL POLICY HANDBOOK
FOR
NATURAL BRIDGE WILDLIFE RANCH, INC.
Revised: August 2018

INTRODUCTION

This handbook replaces and supersedes all earlier Natural Bridge Wildlife Ranch, Inc. (also referred to as NBWR throughout the handbook) personnel practices, policies and guidelines.

The policies and procedures set forth in this employee handbook are not a binding employment contract. This handbook provides general guidelines only and none of its provisions are contractual in nature. All employment with NBWR is "at will," meaning that employment may be terminated at any time, with or without notice, for any reason or no reason, by either NBWR or the employee.

This handbook is NOT a contract guaranteeing employment for any specific period of time. Natural Bridge Wildlife Ranch may end this relationship at any time, with or without cause, notice or reason. No manager, supervisor or representative other than NBWR president has the authority to enter into any agreement guaranteeing employment for any specific period of time or to make any written or oral promises, agreements or commitments contrary to this policy. Further, any employment agreement entered into by the president will not be enforceable unless it is in writing.

The following policies are a working guide for the administration and employees of Natural Bridge Wildlife Ranch, Inc. These policies cannot be so precise as to describe every employment situation that may occur at present or in future circumstances. Instead, it is the intent of these policies to bring about the highest possible degree of understanding, cooperation, efficiency, and good will on a day to day basis among employees of NBWR.

The policies and procedures found in this Employee Handbook may change from time to time at the sole discretion of NBWR. NBWR explicitly reserves the right to change or modify any of the provisions contained in these policies and procedures at any time, with or without advance notice.

Section 1.0 OBJECTIVES

The fundamental objectives sought to be achieved by these policies and procedures are declared to be:

1. To promote good and uniform personnel practices and administration in the management of NBWR's human resources.
2. To develop a program that will encourage each employee to render his/her best services.
3. To insure that affirmative action shall be taken to provide equal employment opportunity at NBWR.
4. To provide equitable compensation based upon individual merit and the relative duties and responsibilities of positions in service of NBWR.
5. To promote high employee morale by fair administration of these policies and through consideration of the rights and interests of all employees.

Section 2.0 APPLICABILITY

These policies shall apply to all employees in the service of NBWR. The following channels of organization shall be observed by all employees to ensure that all employees have specific duties and a purpose in the organizational structure. It will also facilitate the dissemination of job assignments.

Section 3.0 INITIAL EMPLOYMENT INFORMATION AND REQUIREMENTS

1. Filing an application

Any person applying for a position must fill out an employment application to be considered for employment at NBWR. A résumé may accompany the application, but, will not replace an application. Any person who has completely filled out an application shall be considered for employment with NBWR. Any application that is not entirely completed will not be considered for employment. All applicants considered for employment shall be at least 14 years of age and legally eligible for employment in the United States.

2. Equal employment

NBWR will not discriminate against any employee or applicant for employment because of race, sex, color, age, religion, national origin, marital status, political affiliation, veteran status or physical disability. NBWR will take positive action to ensure that qualified applicants are employed as opportunities arise, and that employees are treated equitably during employment.

Section 4.0 HIRING PROCESS

The administrative staff will do the initial recruiting, interviewing, and screening. Complete applications for employment submitted by persons not selected for employment will be kept on file for a period of 60 days.

1. Acceptance of employment with NBWR constitutes acceptance of these policies and procedures.
2. A driver's license check will be performed for those applicants who will be expected to operate vehicles for NBWR.
3. Background checks will be performed on all proposed employees who are being considered for employment.
4. All employees and potential employees may be subject to random and/or scheduled alcohol and/or drug screening tests at the expense of NBWR. The result and/or refusal of any test will determine a disciplinary course of action that may lead to not being employed and/or termination of employment.

Section 5.0 TYPES OF POSITIONS

A work week is an average five days long during our non-peak seasons and averages between 7 and 10 hours a day depending upon position of employment, operating hours and individual schedule. During our peak seasons, an average work week is 4-5 days long and averages between 8 and 12 hours a day depending upon position of employment, operating hours and individual schedule.

1. Part-Time Employees

An employee filling an hourly wage position working less than an average of 35 (thirty-five) hours per week for fifty-two week period and/or seasonal positions

2. Peak Season- Seasonal Employees

Includes but is not limited to Summer, Spring Break, Holidays and Weekends

SECTION 6.0 ATTENDANCE/ TARDINESS/ NO-CALL/NO-SHOW POLICY/LEAVE OF ABSENCE

6.1 Attendance

All employees are expected to conduct themselves in a professional manner during their employment. This includes practicing good attendance habits. All employees are expected to arrive at work on time, to return to work from breaks on time, and to work their shifts as scheduled. If an employee is going to be late for

the start of the work day and/or late returning from a break, he/she should notify a member of the administrative or management staff as soon as possible. Leaving a message with another employee will not be sufficient notice. Repeated tardiness at the start of each work day or returning from any break may subject an employee to disciplinary action, up to and including termination.

6.2 Hours of Work / Schedule

The hours and days of work will be posted on a monthly schedule. All employees are responsible for working their scheduled shifts. If for some reason an employee is unable to work a particular shift, a shift change with another employee can be made IN ADVANCE only with management approval. A work week starts on Sunday and goes through Saturday.

6.3 Overtime

NBWR pays overtime to an employee that works over 40 hours in a work week at 150% of the individual's hourly pay. Overtime hours will be capped at 5 hours per week unless approved by management. It is the employee's responsibility to keep track of his/her hours to make sure this is not violated. Repeated violations will result in disciplinary actions up to and including termination.

6.2 Tardiness

Tardiness is defined as reporting to work duties any time after your scheduled time for arrival at the start of each work day and/or at the return from each break. Repeated offenses may lead to disciplinary action up to and including termination.

6.3 Absence from Duties

- A. Excused- An excused absence needs to be approved by a manager in advance with written notice. There is no compensation for an excused absence unless applicable vacation time is used
- B. Unexcused- Any employee failing to report for duty or failing to remain at work as scheduled without proper written notification, authorization, or excuse, shall be considered to have an unexcused absence and shall not be paid for the period involved. Repeated unexcused absences without notice and/or a valid approval note will be considered resignation of the position by the employee and therefore resigns his or her position and any unused vacation time or compensation. Such resignation is not in good standing and the employee may not be eligible for re-employment.

4. Sick Leave

NBWR does not offer any paid sick leave. Any illness in excess of three days must be verified by a written doctor's statement of the reason for the absence. An employee who becomes ill and cannot report to work must notify a member of the administrative staff no later than one half hour after regular reporting time.

5. Leave Without Pay

The Administrative staff may grant an employee a leave of absence without pay for any good reason upon written request and with consideration for the departments work load.

Section 7.0 COMPENSATION, BENEFITS, INSURANCE AND WORKMANS COMPENSATION

7.1 Employee Compensation to Employees

All employees will be paid on a weekly basis. The week begins on Sunday and ends on Saturday with pay day on the following Friday. Pay checks will be given out on premise to employees only, unless prior arrangements and proper documentation has been made and approved by management.

- A. Wages and compensation are determined according to the employee's qualifications and performance on the job. Wages and compensation rates are not guaranteed to remain the same and can change with or without notice to the employee. All wages and compensation need to be kept confidential between the employee and NBWR management only. Discussing wage and compensation information with any other employee or applicant is grounds for disciplinary action, up to and including termination of employment.

7.2 Vacation Benefits

Annual paid vacation is offered to full-time employees after their first consecutive 52-week period. Vacation time earned will vary for each employee according to his/her number of years of qualifying service and based upon the employee's average number of hours worked per week for the previous 52-week period.

A. Paid Vacation Time Earned

Vacation hours earned will be based upon an average of hours worked per week for the previous 52 week period.

- a. After One year of qualifying service- vacation hours offered will equal the average hours worked during the previous 52 week period, up to 40 working hours per year
- b. After Two consecutive years of qualifying service – hours will equal two times the average hours worked during the previous 52 week period, up to 80 working hours per year
- c. After Ten consecutive years of qualifying service- hours will equal three times the average hours worked during the previous 52 week period, up to 120 working hours per year

B. Unused Paid Vacation Time

- a. Vacation time is to be used in current year only and cannot be accumulated.
- b. At the end of each year according to an employee's individual start of full time employment, any unused vacation time can be paid at regular hourly pay upon employee's written request.
- c. If an employee resigns or is laid off or terminated for any reason, all unused vacation time is lost and will not be compensated for.

C. Scheduling of Paid Vacation

Paid vacations will be scheduled in advance with the administrative staff to minimize the effects of the employee's absence and to avoid misuse of vacation time. The administrative staff may change or deny paid vacation schedules if the work load requires it or if other employees are absent. Written request need to be made to management at least one month prior to the start date of absence. No vacation is to be taken during peak seasons without management's approval. Peak season includes, but is not limited to: Spring Break, Summer and on or around Holidays.

D. Tickets

Tickets to NBWR are available to all employees of NBWR at 50% off general admission. The tickets must be purchased at least one day prior to visit in order to receive the discount and will be valid for one year from the date of purchase. If tickets are not purchased at least one day prior to visit, general admission rates will apply.

Complimentary Tickets

Current employees are admitted to NBWR at no charge. NBWR employees who have more than 60 days of service will be granted visitor's passes upon request based on employee conduct, longevity, and with management approval.

Discounts

Current employees have the opportunity to utilize up to a 50% discount pricing on certain items throughout NBWR facilities.

7.3 Health Insurance

NBWR offers a medical insurance program to employees who work an averaged minimum of 30 hours per week. Employees will be eligible to apply for coverage following 60 days of applicable continuing service with NBWR. Coverage will take effect 90 days from the starting date of applicable continuing service. A percentage of the monthly premiums will be paid by NBWR and the remaining balance will be deducted out of each weekly paycheck. Health insurance plans are optional and will only be rendered at the employee's request. An employee that fails to maintain a minimum of 30 hours per week of service may be responsible for 100% of monthly premium and may not be eligible for continued coverage or renewal.

7.4 Worker's Compensation- The posted notice is on the wall in the employee common areas.

All employees are automatically covered under the Workers' Compensation Insurance Act. This act entitles an injured employee to be compensated for lost time due to an on-the-job injury and medical benefits due to the injury. However, an employee may elect to retain common law right of action if, no later than five days after the start of employment or within five days after receiving written notice from the employer that the employer has obtained coverage, the employee notifies his/her employer in writing that he/she wishes to retain his/her common law right of action. An employee cannot obtain workers' compensation income or medical benefits if he/she is injured if he/she chooses to retain his/her common law right of action.

Section 8.0 TERMINATION

8.1 Lay Offs

The administrative staff may lay off employees when necessary with or without prior notice.

When employees are not laid off, employees will be retained as positions are available and based upon:

- A. First: the basis of demonstrated job performance, behavior and conduct
- B. Second: on the length of service to NBWR.

2. Resignation

To resign in good standing, an employee must notify the administrative staff at least fourteen (14) business days prior to the effective day of termination in writing. The written notice shall state the date the resignation will be effective.

Section 9.0 ADMINISTRATIVE POLICIES

9.1 Travel

Travel outside the boundaries of NBWR may be required of some employees for business or educational purposes. Travel must be approved by the Natural Bridge Wildlife Ranch management in advance. All employees assigned to driving duties must have a current valid driver's license for the state of Texas and maintain a clean driving record. All drivers must alert management immediately if their license becomes expired, restricted, suspended or revoked. All employees with driving authorization need to follow all state and federal laws while in our company vehicles. Drivers must notify management of any citations received while driving a company vehicle. Failure to comply with the above described policies may result in employee discipline up to and including loss of driving privileges or termination.

9.2 Safety

The safety and health of our employees as well as our customers continues to be the first consideration in the operation of this business. Without question, it is every employee's responsibility at all levels.

It is the intent of this company to comply with all laws. To do this, all employees must constantly be aware of conditions in all work areas that can produce injuries. Cooperation in detecting hazards and, in turn, controlling them is a condition of employment. A manager or supervisor must be informed immediately of any situation that is beyond an employee's ability or authority to correct.

The personal safety and health of each customer of this company is of primary importance. The prevention of injuries and illnesses is of such consequence that it will be given precedence over operating productivity whenever necessary. To the greatest degree possible, management will provide all mechanical and physical facilities required for personal safety and health in keeping with the highest standards.

Natural Bridge Wildlife Ranch will maintain a safety program conforming to the best management practices of organizations of this type. To be successful, such a program must embody the proper attitudes toward injury and illness prevention not only on the part of managers and employees, but also between each

employee and the customer. Only through such a cooperative effort can a safety program in the best interest of all be established and preserved.

Our objective is a safety program that will reduce the number of injuries and illnesses to an absolute minimum, not merely in keeping with, but surpassing, the best experience of operations similar to ours. Our goal is nothing less than zero accidents and injuries.

9.3 Open Carry Policy

As an employee of Natural Bridge Wildlife Ranch, "Pursuant to Section 30.07, Penal Code (trespass by license holder with an openly carried handgun), a person licensed under Subchapter H, Chapter 411, Government Code (handgun licensing law), may not enter this property with a handgun that is carried openly."

9.4 Emergencies

In an emergency situation, training and fast reaction times are paramount. Every second you delay is critical to whether the injured party is properly treated. Every health emergency is unique, in which different factors determine the type of emergency for each particular situation. These are general guidelines for actions and are in no way instructions or limits to what the proper procedure for each individual incident would be. All employees need to be aware of where the first aid equipment is located and of whom to contact in an emergency situation.

A. Animal Bites/Stings/Scratches/Minor Injuries

- a. Assess the situation and severity
- b. Call 911 if needed
- c. Do not give any medication, we can only supply alcohol pads, peroxide, cold packs and bandages as needed or otherwise instructed by EMS.
- d. Direct injured party to the restrooms where they can clean and bandage wounds as needed.
- e. Notify a manager immediately

B. Emergency in the drive thru

- a. Ranger is to assess the situation and severity
- b. If 911 is needed, immediately call 'Base' or another ranger with access to a phone from the hand held radio so that 911 may be called promptly
- c. If necessary and safe to do so, escort the vehicle out of the drive-thru up to the handicap parking
- d. Bring first aid and emergency equipment to the victim as needed
- e. Notify a manager immediately

C. Emergency at the window or in curio or any other facility on premise

- a. Employee is to stay calm and assess the situation
- b. If a panic button is available it should be pressed if necessary and/or call 911 (Panic button is located at the admissions 1 ticket window and at the Safari Camp Grill registers)
- c. If necessary, Bring first aid and emergency equipment to the victim and certified persons can administer as needed.
- d. Notify a manager immediately

9.5 Responding to a Robbery

It is NBWR's policy that all employees will take measures to ensure their own safety and the safety of other persons who may become involved in a robbery event. This is a general guideline of what should happen in the course of such an event. This cannot contain information for every particular situation, just an overall action plan for such a contingency.

- a. All employees are to Stay calm and don't make any sudden moves to escalate the situation

- b. Notify 911 by phone or the panic buttons as soon as possible without putting any person at risk and make a manager aware of the situation.
- c. Give the assailant what he/she is asking for to ensure safety, whether it be money or merchandise, safety is the number one priority
- d. Don't put anyone in danger nor try to stop the assailant. Violence and/or resistance may only increase everyone's risk of danger. Remember that no employee is to act in any way that might endanger his/her safety, or the safety of another person

9.6 Weather Emergencies

It is NBWR's policy that all employees will be proactive to ensure their own safety and the safety of the customers in any adverse weather condition. During extreme weather, the decision to close NBWR will be made by the Manager on Duty. Reasons include, but are not limited to, flooding, icy conditions, and high winds. It is the employee's responsibility to contact the Manager on Duty for any decisions that may be made that would not require an employee to report to work during these extreme conditions.

9.7 NBWR Information

All personnel is to refer questions from the media (T.V., Radio, Reporters, etc.), sales persons, prospective buyers, and all other questions out of the ordinary to management. Any information that an employee gives out on behalf of Natural Bridge Wildlife Ranch needs to be factual and accurate and most importantly their position to give it. If permission or training has not been given for any information, then it should not be given out. ALL groups/special rates/special discounts are referred to a Manager or Group Coordinators. ALL media contacts need to be referred to a manager or marketing department. Individual opinions should not be expressed for the voice of Natural Bridge Wildlife Ranch. If answers to questions are not known or an employee's place to answer, always refer to a manager. In the course of performing their duties, employees may have access to or gain knowledge of confidential information concerning the NBWR, its customers, and other employees. "Confidential information" is defined as information to which the public does not have general access. With respect to confidential information concerning the Company, other employees, the Company's vendors and contractual partners, and/or its customers/clients, such information should be safeguarded. An appropriate manager will grant the necessary access if an employee needs such information to perform his or her duties. No other access is permitted. Any release, duplication, distribution, transmittal, disclosure, or discussion ("release") of such information that is not required by law or by the duties of the employees involved is strictly prohibited.

Unauthorized access to, and unauthorized release of, confidential information will violate this policy and may result in appropriate disciplinary action against the employee(s) involved, up to and potentially including termination of employment, depending upon the severity and/or repeat nature of the offense.

A. Social Media

While employed at NBWR employees may have access to privileged opportunities and information. No employee should document, photograph, or share unauthorized information or any information that may affect the image of Natural Bridge Wildlife Ranch to any social media site or to any unauthorized persons. An employee should not take pictures or videos of himself/herself and/or his/her co-workers performing job duties. Employees may take the same types of photos or videos that any other visitor of the Natural Bridge Wildlife Ranch would be able to take. Any employee may ask permission from management to document, photograph or share any privileged information. Any violations from this policy can lead to disciplinary actions up to and including termination of employment.

9.8 Use of NBWR Property

No employee shall use NBWR supplies, equipment or facilities for any purpose other than to conduct official NBWR business.

9. Telephone Use

A. Personal Calls

As a courtesy, NBWR grants employees the use of telephones on a limited basis for personal calls during business hours and should be kept to a minimum. Infrequent and thoughtful personal business will make it possible for the privilege to continue. Permission from management must be obtained to use phones for any non-work related calls while on the job.

B. Incoming Calls

When using the telephones, employees should identify NBWR and be courteous and helpful at all times. Rudeness or inappropriate use of the telephone will reflect on the entire organization and could result in disciplinary action.

C. Cell phones

Cell phones must be kept in lockers at all times and on silent or off. The use of cell phones is **STRICTLY PROHIBITED** while on the clock, unless by a manager for emergencies or work related issues. Failure to do so will result in disciplinary action.

10. Internet and E-mail

The use of NBWR automation system, including computers, fax machines, and all forms of Internet/Intranet access, is for company business, and is to be used for authorized purposes only. Use of NBWR computers, networks, and Internet access is a privilege granted by management and may be revoked at any time. Using company automation systems to create, view, transmit, or receive racist, sexist, threatening, or otherwise objectionable or illegal material is strictly prohibited. Such material violates NBWR anti-harassment policies and is subject to disciplinary action.

NBWR owns the rights to all data and files in any computer, network or other information system used by the company. NBWR also reserves the right to monitor electronic mail messages and their content. Employees must be aware that the electronic mail messages that they send and receive using NBWR equipment are not private and are subject to viewing, downloading, and inspection by administration staff. Internet use is not confidential and no rights to privacy exist. NBWR reserves the right to monitor Internet/ Intranet usage, both as it occurs and in the form of account histories and the content. These systems are to be used only for job-related purposes, not for personal purposes.

Section 10.0 APPEARANCE

Employees are required to use good, consistent professional judgment in the manner of their appearance.

1. Uniforms

Upon initial employment NBWR will issue uniforms that consist of shirts and cap if required. The NBWR logo needs to be showing at all times. These items are to be worn in the work place. If employment is terminated for any reason these items are to be returned to the Wildlife Ranch. If these items are lost or damaged beyond use the employee is responsible for the cost of replacing these items.

10.2 Appearance

All employees are expected to display consistent professional appearance while at Natural Bridge Wildlife Ranch. Visible tattoos and piercings (with the exception of ears on women) must be covered at all times. Unnatural hair color is not permitted.

Section 11.0 DRUG POLICY

NBWR is a drug free environment. NBWR will not tolerate any employee to work under the influence of alcohol or illegal drugs. Illegal substances and or paraphernalia are not permitted to come onto NBWR premises regardless of the circumstances. NBWR employees are required to stay drug and alcohol free while operating any vehicle owned by NBWR regardless if the vehicle is on or off the property. If any employee is prescribed a drug which may alter his/her ability to operate a vehicle or alter his/her ability to perform his/her job, it is the employee's responsibility to notify management of this situation as soon as possible. NBWR reserves the right to perform random drug testing at the expense of NBWR. The result and/or refusal of test will determine a disciplinary course of action up to and including termination.

Section 12.0 SEXUAL HARASSMENT

NBWR seeks to assure that we maintain a workplace free of sexual harassment and intimidation. Sexual harassment is defined as unwelcomed sexual advances, requests for sexual favors, and/or other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individuals; or
- Such conduct as the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

NBWR does not tolerate vulgar, abusive, humiliating or threatening language, practical jokes, or other inappropriate behavior in the workplace.

NBWR does not tolerate the harassment of any employee or non-employee by any other employee or non-employee, supervisor, manager, or director for any reason. Harassment of a sexual nature is a violation of various state and federal laws which may subject the individual harasser to liability for any such unlawful conduct.

Violators of these policies are subject to immediate disciplinary action up to and including termination.

Non-employee violators of these policies are subject to expulsion from the NBWR facility when harassment occurs on NBWR premises. NBWR may discontinue service to off-NBWR premise violators of this policy. Furthermore, NBWR may report violators to the appropriate authority for civil or criminal action; NBWR prohibits retaliation of any kind against employee who, in good faith, brings sexual harassment complaints or assists in investigating complaints.

Exercising rights under this policy does not in any way affect an employee's right to seek relief through the Texas Commission on Human Rights, the Equal Employment Opportunity Commission, or in a court of proper jurisdiction for any complaint for which a remedy is provided under state or federal law.

It is the responsibility of each employee to be aware of the details of the foregoing policy.

1. Procedure for Reporting Harassment

Any employee who believes that he/she is the victim of any type of harassment including sexual harassment, should immediately report such actions to their manager, or to any manager or corporate officer. If an employee's immediate supervisor is involved in the alleged harassment, it is unnecessary to

make a report to that individual. Employees are encouraged to promptly report the alleged harassment within three calendar days of the offense. NBWR takes all complaints seriously and handles complaints as promptly, thoroughly and confidentially as possible.

2. Investigating Alleged Harassment

NBWR will fully and completely investigate any report of alleged harassment and will take appropriate corrective action depending on the severity of the conduct. This can include disciplining or discharging any individual who is found to have violated this prohibition against harassment. An employee who engages in acts of harassment contrary to NBWR policy may be personally liable in any legal action brought against them.

NBWR is committed to provide a work environment which is free of unlawful harassment and intimidation. Company policy prohibits harassment because of sex (including sexual harassment, harassment due to pregnancy, childbirth or related medical conditions and gender harassment) and harassment because of race, religion, color, national origin, medical condition, physical or mental disability, age or any other basis protected by federal, state or local law, regulation, or ordinance, all such harassment is illegal.

NBWR anti-harassment policy applies to all individuals involved in the operation of the company, and prohibits unlawful harassment by an employee of NBWR including officers, managers and co-workers, or by any vendors, customers and/or independent contractors and their employees.

Section 13.0 WORKPLACE THREATS & VIOLENCE

Nothing is more important to NBWR than the safety and security of employees and guests. Threats, threatening behavior, or acts of violence against employees, visitors, guests, or other individual by anyone on NBWR property will not be tolerated. Violation of this policy will lead to disciplinary action up to and including termination of position.

Any person who makes substantial threats, exhibits threatening behavior, or engages in violent acts on NBWR property will be removed from the premises as quickly as safety permits, and shall remain off NBWR premises pending the outcome of an investigation. NBWR will initiate suspension and/or termination of any business relationship, suspension and/or employment, and/or criminal prosecution of the person or persons involved.

All NBWR personnel are responsible for notifying the management of any threats which they have witnessed, received or have been told that another person has witnessed or received. Even without an actual threat, personnel should also report any suspicious or unusual behavior they have witnessed or received.

In carrying out these NBWR policies, it is essential that all personnel understand that no existing NBWR policy, practice, or procedure should be interpreted to prohibit decisions designed to prevent a threat from being carried out, a violent act from occurring, or a life threatening situation from developing.

Section 14.0 MISCELLANEOUS

14.1 Lunch

NBWR employees receive a 35 minute daily lunch break, employees are required to clock in and out during each lunch, as NBWR does not pay employees for their lunch time. Lunch time will be monitored by

management and over extension to the 35 minutes will be a reason for disciplinary action. Lunch period includes preparing, consuming and clean up of the employees lunch.

2. Smoking

NBWR Visitor's Center and Safari Camp Grill are smoke free environments. Anyone who smokes is required to smoke outside on their own time that must be approved by a manger during scheduled work hours.

Section 15.0 DISCIPLINARY ACTION

All employees of NBWR are expected to be mature, professional adults. NBWR is an at will employer. All employees of NBWR serve at the pleasure of NBWR, and the procedures set out herein do not constitute the granting of any property interest in employment to any employee or officer. In the event that an employee must be disciplined, fairness and proper record keeping will be most important. Reasons for disciplinary actions up to and including termination include but are not limited to the following:

1. Falsification of pre-employment data
2. Conduct unbecoming an employee of NBWR
3. Incompetence, inefficiency, or negligence in performing the duties of the position
4. Insubordination, refusal, or failure to carry out instructions
5. Lack of professionalism, excessive gossiping, and/or disrespectful or negative attitude with co-workers and/or visitors
6. Unexcused absence from place of work and/or failure to notify administrative staff of absence
7. Excessive tardiness and/or absence
8. Use of abusive language while on duty
9. Reporting for duty while under the influence of alcohol and/or narcotics
10. Destruction, misappropriation, theft, and/or conversion of NBWR property
11. The receipt of any gift, reward or other form of remuneration, in addition to regular compensation from any outside source for the performance of the employee's regular duties and responsibilities when by its receipt, the position of the ranch and/or its employee would tend to be compromised
12. Misuse of privileged information
13. Falsification of records
14. Conviction of a felony
15. Violation of the personnel policy or the rules and regulations of NBWR

Section 16.0 EXIT INTERVIEW

- 16.1 NBWR has the right to refuse an exit interview at the time of termination of an employee

Section 17.0 PERSONNEL POLICY

- 17.1 Notice: This is a Personnel Policy, not a contract.

Natural Bridge Wildlife Ranch, Inc.
26515 Natural Bridge Caverns Road
San Antonio, Texas 78266
(830) 438-7400

I _____, acknowledge receiving the NBWR employee policy handbook. I clearly understand that this policy handbook does not create a contract for employment with NBWR, and that NBWR may change or modify the policies and procedures in this handbook at any time, with or without prior notice. I have read and understand the policies outlined in the NBWR handbook. And agree to be bound by the company's rules and regulations during my employment with the company. I understand that violating the policies and rules set out in this handbook may lead to disciplinary actions, up to and including termination.

Employee Signature

Date