

**RESOLUTION OF THE
WHITE MOUNTAIN APACHE TRIBE OF THE
FORT APACHE INDIAN RESERVATION**

WHEREAS, management of Hon-Dah Resort, Casino & Conference Center have come to the Tribal Council with a revised and updated employee Handbook; and

WHEREAS, the Tribal Council has reviewed the updated Handbook; and

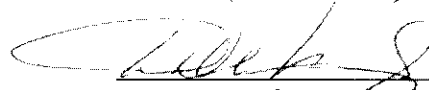
WHEREAS, the proposed policies would give all aspects of employment at the Hon Dah Resort Casino & Conference Center; and

WHEREAS, the Tribal Council wishes to present the updated Handbook for the benefit of the Hon-Dah Resort, Casino & Conference Center Employees.

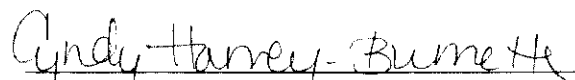
BE IT RESOLVED by the Tribal Council of the White Mountain Apache Tribe that it hereby approves, supports, and adopts the Hon-Dah Employee Handbook for all Hon-Dah Resort, Casino, Conference Center, Convenience Store and other related Hon-Dah business employees and the Tribal Personnel Manual shall be referred to only in the event that an issue arises which is not addressed in the Hon-Dah Employee Handbook.

BE IT FURTHER RESOLVED by the Tribal Council of the White Mountain Apache Tribe that the Hon Dah Casino Personnel Policies will be used instead of the Tribal Personnel Policies, and that the Tribal Personnel Policies will be used only when needed to address issues which are not covered in the Hon Dah Casino Policies.

The foregoing resolution was on September 3, 1998 duly adopted by a vote of seven for, one against, and one abstention by the Tribal Council of the White Mountain Apache Tribe, pursuant to authority vested in it by Article IV, Section 1 (a), (i), (s), (t), and (u) of the Constitution of the Tribe, ratified by the Tribe September 30, 1993, and approved by the Secretary of the Interior on November 12, 1993, pursuant to Section 16 of the Act of June 18, 1934 (48 Stat. 984).



Chairman of the Tribal Council


Secretary of the Tribal Council

Hon-Dah Resort-Casino Conference Center

Pay roll #9 Aug. 2 - Aug. 15, 98

Total Employee's 461
 67 % Tribal 311
 8 % Other 37
 25 % Non-Tribal 113

007001 BINGO
 3 Total Employees
 100 % Non-Tribal 3

007002 MARKETING
 3 Total Employees
 87 % Tribal 2
 33 % Other Tribe 1

007003 STORE
 15 Total Employees
 100 % Tribal 15

007004 ADMINISTRATION
 22 Total Employees
 68 % Tribal 15
 14 % Other 3
 18 % Non-Tribal 4

007005 MAINTANCE
 34 Total Employees
 78 % Tribal 28
 8 % Other 2
 18 % Non-Tribal 8

007006 HOUSEKEEPING
 28 Total Employees
 92 % Tribal 24
 4 % Other 1
 4 % Non-Tribal 1

007007 EQUIPT. MAINT.
 6 Total Employees
 33 % Tribal 2
 50 % Other 3
 17 % Non-Tribal 1

007008 POKER
 11 Total Employees
 27 % Tribal 3
 73 % Non-Tribal 8

007011 SLOTS
 88 Total Employees
 80 % Tribal 89
 8 % Other 7
 12 % Non-Tribal 10

007012 SECURITY
 22 Total Employees
 84 % Tribal 14
 18 % Other 4
 18 % Non-Tribal 4

007013 R.V. PARK
 8 Total Employees
 50 % Tribal 3
 50 % Non-Tribal 3

007014 FOOD & BEV.
 152 Total Employees
 53 % Tribal 80
 7 % Other 11
 40 % Non-Tribal 61

007015 PURCHASING
 2 Total Employees
 100 % Tribal 2

007016 SURVEILLANCE
 14 Total Employees
 79 % Tribal 11
 21 % Non-Tribal 3

007019 TRANSPORTATION
 7 Total Employees
 72 % Tribal 5
 14 % Other 1
 14 % Non-Tribal 1

007020 GIFT SHOP
 7 Total Employees
 100 % Tribal 7

007021 SOUND
 3 Total Employees
 33 % Tribal 1
 67 % Non-Tribal 2

007023 HOTEL
 31 Total Employees
 77 % Tribal 23
 10 % Other 3
 13 % Non-Tribal 4

007024 GROUP SALE
 3 Total Employees
 33 % Tribal 1
 67 % Non-Tribal 2

007025 Laundry
 8 Total Employees
 86 % Tribal 5
 14 % Other 1

007026 Dry Cleaning
 4 Total Employees
 100 % Tribal 4

SUPERVISORS & PIC' s
 63 TOTAL SUPERVISOR
 40 % Tribal 25
 14 % Other Tribe 9
 46 % Non-Tribal 29

Females
 43% 27
 Males
 57% 36



HON-DAH

RESORT-CASINO

CONFERENCE CENTER



Dear Fellow Employee,

This Employee Handbook has been prepared to give you a general understanding of the HON DAH RESORT. It should answer questions you may have regarding employee benefits, policies and identify what you should expect in the way of guidance and help.

You are an important part of HON DAH RESORT. We welcome your suggestions and look forward to the growth and success of our working relationship with you, HON DAH RESORT, and the White Mountain Apache Tribe. We are pleased to have you as a part of our team and anticipate the association will be long and mutually beneficial.

*The Management Committee
Hon Dah Resort*

If the employee's performance is judged to be below acceptable standards, the employee will be counseled and presented with a plan for performance development. Failure to successfully complete the counseling and/or performance development plan, will be grounds for termination. In addition, the Resort retains the right to take disciplinary action, including termination, in the event of misdeeds or other cause.

WAGES

Employees are paid a wage commensurate with their relevant experience, training, education, skill, and ability. All Departments are subject to wage guidelines and salary base ranges.

PAY RAISES

Pay raises are based on merit and performance appraisals. Some of the factors considered for determining pay raises are:

Performance-Quantity and quality of work, skills, and general ability.

Attitude-Attendance, punctuality, use of work time, dependability and cooperation.

Adaptability-Ability to adapt to changes in policy and procedures.

Promotability-Initiative, teachability, acceptance of leadership and responsibility.

Length of Service-Amount of time employed with **HON-DAH RESORT**.

PROMOTION/TRANSFER

HON-DAH Resort's policy is to promote from within whenever possible. In making promotional decisions, all relevant factors, such as job performance, attendance record, skill, ability, work experience and seniority will be considered. Notice of open positions within **HON-DAH RESORT** are posted as they become available. If an employee is interested in an available position, the employee should apply by completing a "Request to Transfer" form. All promotions and transfers shall be subject to a six (6) month probationary period for the new position. Employees who are new hires from other tribal enterprises are considered new hires. They are required to abide by the Hon-Dah Resort Personnel Policies and Procedures as these policies, in most cases, supersede the White Mountain Apache Tribe's policies.

JOB POSTINGS

Job position openings are made available to current employees first, by a notice posted on the bulletin boards in the Employee Lounge and the Reception area. Any employee interested fills out a 'transfer request' and turns it into Hon-Dah Personnel. The 'posting' stays open for three (3) days; the department manager then interviews all applicants for the position. A decision is made based on all relevant factors. Employees are expected to complete their first ninety (90) days of probation before transferring to another position.

The Resort will look for outside applicants to fill the vacancy if a current employee is not selected.

PERSONNEL RECORDS

Employees must report any change in address, telephone number, marital status, etc., to Hon-Dah's Personnel Office.

SECTION II

ATTENDANCE

HOURS OF WORK

The normal work week shall be forty (40) hours. The normal workday shall be eight (8) hours. Rest or coffee breaks are considered as time worked. The department head will determine the schedule of work hours for employees. Employees will be informed of their daily work schedule, including meal period and rest or coffee breaks, and changes deemed necessary by **HON-DAH RESORT**.

TIME CLOCK

All hourly employees are required to use the time clock. The filling out of another employee's time record or the falsifying of any time record is prohibited and will be grounds for disciplinary action, including termination. Failure to clock in or out will result in the employee waiting until the next pay period to be paid. There will be no write-ins unless approved by a manager.

SIGN IN/SIGN OUT

Upon reporting to or leaving work, all hourly employees are required to sign in/out on the department Sign In Sheet. This is a check system to verify actual hours worked in the event of experiencing a malfunction with the time clock. The Sign In Sheet should not be used as an alternative to the time clock.

PUNCTUALITY

All shift personnel are expected to report to work fifteen (15) minutes prior to the start of their shift. This procedure assists in an orderly and timely turnover. Employees shall notify their supervisor or shift supervisor four (4) hours in advance when they are unable to report to work or will be late. Such notification will include a reason for the absence or lateness and an indication of when the employee can be expected to report to work. If the supervisor is unavailable, employees must contact the on shift Floor Manger. **"MAKE UP TIME"** is not allowed. To insure that the employee receives a forty (40) hour work week, it is the responsibility of the employee to report to work when scheduled.

Failure to notify **HON-DAH RESORT** of any absence or delay will be grounds for disciplinary action. Excessive tardiness or absences, regardless of the causes, will lead to progressive disciplinary action up to and including termination.

ONE (1) NO CALL/NO SHOW = WRITTEN WARNING

TWO (2) CONSECUTIVE NO CALL/NO SHOW = IMMEDIATE RESIGNATION

TWO (2) NON-CONSECUTIVE NO CALL/NO SHOWS = ONE (1) WEEKS' SUSPENSION

THREE (3) NON-CONSECUTIVE NO CALL/NO SHOWS = TERMINATION

DEFINITIONS:

A **no call/no show** is when an employee does not give notice and does not report to work as scheduled.

An **improper call in** is when an employee does not call four (4) hours in advance of their shift, but has made the effort to call in to work.

Non-consecutive no call/no show will be based on a 90 day period. (Example: If you have a no call/no show in November and then another one in February, this will count as two non-consecutive no call/no shows.)

Any illness or injury requiring the employee to be absent from work more than six (6) hours will require a doctor's statement and/or a release to return to work. Any illness or injury requiring the employee to be released from work early must be accompanied by a Late/Absentee (Home Early) Slip which states the reason for Early Release.

OVERTIME

Hourly employees may be required to work overtime when deemed necessary by the department head. All hours of work in excess of forty (40) hours per week shall be considered overtime work. For hours to be considered overtime, the forty (40) hours per week must be actual time worked. **EMPLOYEES ARE NOT PERMITTED TO WORK OVERTIME WITHOUT THE PRIOR APPROVAL OF THEIR SUPERVISOR.** Approved overtime shall be compensated at the rate of one and one-half times the base rate of pay.

OUTSIDE EMPLOYMENT

Employees are allowed to hold second jobs, subject to the following restrictions: *The second job does not conflict with HON-DAH RESORT'S interest or adversely affect the employee's job duties at HON-DAH RESORT.* The employee must receive written permission from his or supervisor and the Executive Committee to accept outside employment. The employee must identify the name, address, nature of the job and hours to be worked at the outside employment.

The Executive Committee is: The Primary Management Official, Resort General Manager, Resort Managers and the H.R. Manager.

PAY PERIOD

Each two-week period shall constitute a pay period. The pay period shall commence on Saturday at midnight and end on Saturday at midnight. The dates of payment are established by the Tribal Council (SEE: *White Mountain Apache Tribe Bi-Weekly Payroll Periods & Dates of Payments*).

SALARY ADVANCES

There will be no salary advances authorized under any circumstances.

SECTION III

ATTITUDE

HON-DAH RESORT employees are expected to be as polite as possible, treating *all* customers and visitors as guests. Strive to go out of your way to please and satisfy the customer. All employees are expected to conduct themselves and behave in a professional manner which is conducive to the efficient operation of **HON-DAH RESORT**. Conduct or attitude that interferes with operations, brings discredit onto **HON-DAH RESORT**, or is offensive to the customer or fellow employee will not be tolerated. If a customer becomes argumentative, refer him or her to a supervisor or the floor manager.

Maintain a friendly, comfortable, and exciting atmosphere in your work area at **HON-DAH RESORT**. Follow the dress code and always be neat, clean and well-groomed. Let customers know, by your appearance and attitude, that the **HON-DAH RESORT** is a place to have fun. Follow a few of these general guidelines to help you provide the customer an enjoyable visit to the **HON-DAH RESORT**.

- * Greet all customers promptly in a positive, enthusiastic manner.
- * Give courteous, consistent, polite service to every customer.
- * Be genuinely happy and excited for winning customers.
- * Thank all customers for their patronage.
- * Valets and Drivers must operate customer's vehicles in a safe manner.

HINT: *Please remember our customers are the people who provide the cash flow that enables the Casino to pay everyone's wages.*

APPEARANCE/PERSONAL PRESENTATION

It is **HON-DAH RESORT'S** policy that an employee's dress and grooming should be appropriate to their work station. Hair should be clean, combed and neatly arranged. Sideburns and mustaches should be neatly trimmed. Beards or goatees are not allowed. Makeup should be in good taste. Employees are not allowed to chew gum "on shift". All food handling employees must abide by Health Codes. Hair longer than collar length must be restrained to avoid accidents and prevent it from falling into food.

IDENTIFICATION TAGS

All employees in every department will be issued a name tag and a gaming badge which will include the employee's picture and authorization to work by the Tribal Gaming Commission. Employees will be required to wear their name tag and gaming badge in plain view at all times while on duty.

The name tag must be below the collar **BUT** above the mid chest line. The gaming badge must be worn with the employee's name and photograph facing out.

Temporary cards will be issued to those employees who report to work without their gaming badges. Employees will **NOT** be sent home, rather, they must sign in on the Sign-In/Out Sheet. Hours that are worked without a gaming badge will **NOT** be compensated until the next pay-period. If the gaming badge has been lost, it must be replaced immediately. The first gaming badge is provided free of cost. There will be a charge of **\$10.00** for each additional gaming badge. This charge will be waived only if the gaming badge is broken.

ALL RESORT PERSONNEL UNIFORMS AND DRESS CODES

All personnel are expected to dress according to the department dress code. Uniforms will be supplied and cleaned by the **HON-DAH RESORT**. Uniforms in need of cleaning must be returned to the **HON-DAH RESORT'S** uniform room; clean uniforms will be issued out depending on the number of uniforms being turned in. Issued black pants or black skirts must be worn with uniforms.

Additionally, culottes (skirt-looking trunks) are not acceptable. Shoes must be black, closed toed (No sandals or slippers), and should be comfortable.

An employee who fails to return any part of the uniform that is issued to him or her will have the cost of that uniform deducted from his or her final paycheck. All Uniforms and Employee Identification Cards are Property of the **HON-DAH RESORT**.

All administrative and managerial personnel must dress appropriately for a professional work setting. Blue jeans, sandals and other casual attire shall not be permitted.

SECTION IV

BENEFITS

Subject to eligibility criteria, full-time employees receive the following benefits:

1. Retirement Plan
2. Health Benefits and Life Insurance
3. Workers Compensation Coverage
4. FICA (Social Security)
5. Holiday Pay
6. Earned Leave with Pay
7. Unemployment Insurance

Temporary part-time employees receive workers compensation coverage, FICA and Unemployment Insurance.

Specific details concerning the benefits, eligibility, and employee contributions are available from the **HON-DAH RESORT'S** Personnel Department.

HOLIDAYS

All qualifying employees who work on scheduled holidays (listed below) shall be paid for their time worked PLUS holiday pay. Holiday pay shall be equal to the employee's daily rate of pay. Employees must have worked their **LAST** scheduled shift prior to the holiday, and the **FIRST** scheduled shift following the holiday, unless taking prior approved earned leave. Employees whose regular day off falls on the holiday will be paid holiday pay only.

EXAMPLE:

An employee scheduled off on the holiday will be paid:

8 hours at \$5.00 per hour = \$40.00

An employee working the holiday will be paid:

8 hours at regular rate \$5.00 per hour = \$40.00

8 hours at holiday rate \$5.00 per hour = \$40.00

(\$5.00 per hour is an example only-Please insert your hourly rate to compute your holiday pay)

Total pay for working the holiday = \$80.00

On the holidays, a volunteer listing will be posted in the employee lounge and personnel office so that employees who wish to work on those holidays may do so by switching with employees who would like to have the holiday off.

RECOGNIZED HOLIDAYS:

NEW YEAR'S DAY

EASTER SUNDAY

JULY FOURTH

NATIONAL INDIAN DAY

THANKSGIVING DAY

CHRISTMAS DAY

EARNED LEAVE WITH PAY

Only full-time employees are eligible to accrue earned leave hours. Eligible employees earn leave hours from the first day of employment. Employees who have completed twelve (12) months of uninterrupted employment, are eligible to use earned leave with pay. Full time employees shall accrue earned leave hours as follows:

Four (4) hours each pay period for employees with one (1) through five (5) years of service.

Six (6) hours each pay period for employees with six (6) through fourteen (14) years of service.

Eight (8) hours each pay period for employees with fifteen (15) years or more of service.

Earned Leave time cannot be received from or transferred to any other Tribal employee. Years of service accrue only as a Hon-Dah Resort employee.

January 1, 1998

Earned Leave must be requested at least three (3) weeks in advance for vacation time and **SHOULD** be used in forty (40) hour increments or more. Under no circumstances can leave time be used in less than eight (8) hour increments. Employees must have the amount of hours requested and receive their supervisor's prior approval. When approving earned leave, the supervisor shall consider the needs of the **HON-DAH RESORT** first, then the wishes of the employee.

All eligible employees with accrued Earned Leave hours of forty (40) or more, must take a week of actual time off each year.

Earned Leave may be accrued to a maximum of **160** hours as of December 31st of any calendar year. Any Earned Leave accrued in excess of **160** hours at the end of any calendar year will be lost. Each subsequent year starts a new Earned Leave period.

Twice a calendar year (beginning and end of the year), **HON-DAH RESORT** employees will be authorized to sell back their accrued Earned Leave hours in excess of 80 hours. The sell back of Earned Leave hours must be request three (3) weeks in advance and must be approved by the Executive Committee before the beginning of the new year.

Upon termination of employment, employees who have completed their probationary period and have given a two (2) week **PRIOR** written notice, will receive a lump sum payment for accrued and unused Earned Leave. Employees resigning without giving a two (2) week prior written notice of resignation will automatically forfeit any accrued Earned Leave.

SICK LEAVE

Employees do not receive pay for absence from work due to sickness. It is the policy of **HON-DAH RESORT** that each employee with regular status who suffers serious illness or injury, including pregnancy, will be assured of continued employment in their position or a position of like seniority and pay upon return.

After a work related injury, an employee must submit a doctor's full medical release form before returning to work.

MILITARY LEAVE

Any employee with regular status who is a member of any reserve component of the United States Armed Forces shall be allowed a leave of absence, with pay, for required military training or duty for a period not to exceed fifteen (15) work days in any calendar year.

JURY DUTY

Any employee, whether full-time or part-time, summoned to participate in jury duty during scheduled work hours on or off the reservation shall be granted leave with full pay. **HON-DAH RESORT** will pay the difference between jury pay and regular wages.

BEREAVEMENT LEAVE

Any employee, whether full-time or part-time, shall be granted two (2) days Bereavement Leave, with pay, upon the death of an immediate member of the Family (Wife, Husband, Mother, Father, Sister, Brother, Daughter, and Son). Leave time in excess of two days shall be charged to Earned Leave (If eligible).

LEAVE OF ABSENCE WITHOUT PAY

A leave of absence without pay, not to exceed twelve (12) weeks, may be granted for good cause upon written request to the Executive Committee. Any employee who has been approved for leave of absence without pay and fails to report back to work at the end of the scheduled leave time will be considered to have voluntarily resigned.

PROFESSIONAL LEAVE

Steps for approval:

- Must have travel vouchers prepared before hand.
- Sign Professional leave request.
- Sign Code of Conduct.
- Furnish receipts and any monies upon return.

SECTION V

WHILE AT WORK

GAMBLING

AN EMPLOYEE ON DUTY CAN NOT PLAY ANY CASINO GAMES, **NOT EVEN DURING BREAKS**. When an employee is "off shift" and out of uniform, care must be taken not to give the impression that an employee has "an insider's edge" or that casino games might be "rigged" in the employee's favor. In addition the following restrictions apply:

- Change people and Cashiers will be permitted to play slot machines or poker when they are *OFF SHIFT*.
- Slot Techs and Mechanics may not play slot machines, but may play Poker when they are *OFF SHIFT*.
- Poker Dealers may play slot machines when they are *OFF SHIFT*.
- Management and Floor Managers may not play any Casino games **AT ANY TIME**. All other employees, will be allowed to play all casino games when *OFF SHIFT*.

REST BREAKS

Hourly employees working a shift of eight (8) consecutive hours or more are allowed a paid 30 minute meal break scheduled, insofar as practical, in the middle of the shift. An employee lounge is provided for the employee's use during breaks. Hourly employees are also allowed a ten (10) minute break for each four (4) hours worked. The break should be taken, insofar as practical, in the middle of the four (4) hour period.

Employees working split shifts, or hours other than the "normal" eight hour shift, will be allowed ten minute rest breaks for every four (4) hours worked as stated above.

TIPS AND GRATUITIES

Employees should never solicit customers for tips or "tokens". It is up to the customer's discretion whether or not to tip an employee. **HON-DAH RESORT'S** Management and P.I.C.'s are prohibited from receiving gratuities from customers. Employees who are authorized to accept tips or "tokens" must turn in a Tip Report Journal.

LOST AND FOUND

All lost and found articles are to be immediately turned over to a Security Supervisor. A note should be attached to the item stating the date, where found and by whom. A lost and found log sheet is to be prepared for each item turned in. If the item found is not claimed within 60 days, it will be turned over to the person who found it.

All money found in slot machines or credits on a machine belongs to the Casino and should be turned over to a Floor Manger/Slot Mechanic to allow them to place the money back into the machine. All monies found behind or under machines or in the process of moving/setting up slot machines, belongs to the casino and should be turned over to the Floor Manager/Slot Mechanics to be put back into the machine. Money found on the floor near a machine may be claimed by the person who found the money (excluding Management and Security) by placing the money into an envelope and turning it into the Cashier's Cage. If the money is not claimed within 72 hours, it will be turned over to the person who found it.

PERSONAL PROPERTY

HON-DAH RESORT does not assume responsibility for the loss or theft of employee's personal belongings. Employees are expected to exercise reasonable care to safeguard personal items of value brought to work. Such items should never be left unattended or in plain view. Lockers are available in the employee's lounge. The Resort is not responsible for items left in the lockers. Employees must provide their own lock and remove it at the end of each work shift.

SECURITY

Gaming and sensitive areas such as the Cashier's Cage, Vault and Count rooms are monitored and recorded by an internal video surveillance system. Access to sensitive areas within the casino are authorized by management, in conjunction with the Tribal Gaming office, via the swipe access card assigned to all employees. **ONLY** Count Team members and internal control personnel are allowed in the Count Room while count and wrap of money is being conducted. Maintenance and supervisory personnel are allowed in the count room during count, but only in the event of equipment failure and repair and then only under the observation of the count team supervisor or a Security

Officer with the notification to the closed circuit video system. Tribal Gaming Agents are authorized in all areas of the gaming facility **ONLY** with the presence of an employee assigned to that area.

Any suspicious activity of an employee or customer should be reported to the security guard or any supervisor on duty.

GAMING REGULATIONS

All employees connected with gaming must have a working knowledge of and strictly adhere to Gaming Regulations. [These items include, but are not limited to, White Mountain Apache Tribe & Arizona State Gaming Compact, Hon-Dah Resorts Internal Controls, Title 31 (large cash transaction) Procedures, etc.]. They must also have in possession and wear their name tag and gaming badge.

PARKING

All employees are to park in designated employee parking areas only. Parking in reserved parking requires a parking permit. Because of limited parking, employees are not to park near the Casino. This policy will be strictly enforced and any infraction will result in disciplinary actions.

PERSONAL TELEPHONE CALLS AND PERSONAL MAIL

Personal telephone calls should be limited to emergency calls only and should be as brief as possible. Pay phones are available for use on your break. An excessive number of personal telephone calls may become grounds for disciplinary actions.

Personal mail should be addressed to the employee's post office box number or street address. **HON-DAH RESORT WILL NOT BE RESPONSIBLE FOR PERSONAL MAIL SENT TO THE RESORT'S ADDRESS.** The Administration Office charges a fee to Resort employees for the personal use of Resort copy and fax machines.

ACCIDENTS

Any accident to a guest or an employee must be reported immediately to the department supervisor or Floor Manager on duty. An Industrial Claim Form (for employee accidents) is to be completed by the supervisor on duty. The manager/supervisor notifies security immediately.

SAFETY

HON-DAH RESORT'S policy is to provide a safe and healthy environment for all guests and employees. All employees should:

- * Inspect the work area for fire and safety hazards.
- * Know the location of emergency exits and fire extinguishers and how to operate them.
- * Report any fire and/or safety hazard (i.e. torn carpet, broken glass, defective equipment, etc.) to a supervisor or Floor Manager immediately.

SECTION VI

EMPLOYEE OF THE MONTH

THE "Employee of the Month" award gives recognition to employees who have demonstrated exemplary performance. The "Employee of the Month" award will be awarded to one employee. Those considered for "Employee of the Month" must have a minimum of six (6) months with **HON-DAH RESORT**. Supervisors will not be eligible for "Employee of the Month."

The following criteria has been established:

- A. Supervisors may nominate a person who they consider eligible for "Employee of the Month".
Nominations should be submitted to **HON-DAH RESORT'S** Personnel Office on or before the tenth (10th) day of each month.
- B. The following traits should be considered:
1. Consistent exceptional performance.
 2. An innovative, imaginative and aggressive approach to assigned tasks.
 3. A thorough understanding and acceptance of responsibilities.
 4. Free of disciplinary problems.
 5. Neat personal grooming and adherence to Dress Code.
 6. Reliability and cooperative.
 7. Loyalty to the **HON-DAH RESORT**.
- C. The "Employee of the Month" shall be selected by the Executive Committee who will place emphasis on each individual's actual accomplishments, rather than on general unsubstantiated comments which might tend to reflect the writing ability of the supervisor. The executive Committee shall meet no later than the fifteenth (15th) day of the month.
- D. Awards will be presented to the "Employee of the Month" by **HON-DAH RESORT'S** Senior Level Management Team and will include:
- * An engraved plaque, prominently displayed at **HON-DAH RESORT**.
 - * Story of achievement in the local newspaper.
 - * Reserved parking at **HON-DAH RESORT** for one month.
 - * Certificate for two (2) for dinner.
 - * Two (2) days off *with pay!*
 - * An engraved personal plaque.
 - * A **HON-DAH RESORT** Gift Certificate for Reel High Gift Shop.

EMPLOYEE OF THE YEAR

The "Employee of the Year" must have the same qualification criteria as the "Employee of the Month". The employee must have completed one year of continuous service to the **HON-DAH RESORT** without any derogatory items listed in their personnel file. These derogatory items may include, but are not be limited to, excessive Tardiness, Disciplinary Actions, Demotions, etc.

Awards will be presented to the "Employee of the Year" by **HON-DAH RESORT'S** Senior Level Management Team and will include:

- * An engraved plaque, prominently displayed at **HON-DAH RESORT**.
- * Story of achievements in the local newspaper.
- * Reserved parking at **HON-DAH RESORT** *for one year*.
- * Certificate for two (2) for dinner.
- * A paid vacation for six (6) days and five (5) nights, including all travel expenses and accommodations, paid in full, at selected resort destinations, for two (2) (employee and a guest).
- * An engraved personal plaque.
- * A **HON-DAH RESORT** embroidered jacket.

SECTION VII

DISCIPLINARY ACTION AND GRIEVANCES

CAUSES FOR DISCIPLINARY ACTION

It is the responsibility of all employees to observe the applicable and imposed regulations necessary for the proper operation of their duties. If an employee's performance or conduct does not meet such standards, disciplinary measures shall be imposed. Grounds for implementing disciplinary measures shall include, but are not limited to, the following:

- a. Using, or attempting to use personal or political influence in an effort to secure special consideration.
- b. Excessive absenteeism or tardiness.
- c. Rough or boisterous play or pranks on the job which disrupt work or are minor safety hazards.
- d. Violation of a safety rule, or safety practice, or health regulation.
- e. Failure to report to work without notification to the immediate supervisor, unless it is impossible to give such notice.
- f. Neglect of duty, insubordination, or refusal to comply with a lawful instruction unless such instruction endangers personal or public health or safety.
- g. Using offensive language or profanity in the presence of a customer or toward co-workers on the job.
- h. Theft or intentional destruction of Tribal property.
- i. Carelessness or negligence with Tribal money or property.

- j. Sleeping on duty.
- k. Inducing or attempting to induce a Tribal employee to commit an unlawful act or to violate Tribal regulations, official policy, or departmental orders.
- l. Leaving work during working hours without authorization.
- m. Gambling, vending, soliciting, or collecting contributions on Tribal time or premises without authorization.
- n. Unauthorized installation or duplication of computer software taken from a place on any Tribal computer; deliberate introduction of a computer virus into any Tribal computer or computer system, or other act of sabotage to any Tribal computer or computer system.
- o. Unpermitted interception of any personal correspondence, voice-mail, electronic mail or other private communication of another employee.
- p. Violating personnel rules, official policies, or departmental orders, including but not limited to:
 - Discourtesy to a customer or fellow employee
 - Soliciting customers or employees for tips
 - Failure to report an accident on the job
 - Smoking in restricted area
 - Failure to maintain a clean and neat appearance
 - Failure to wear appropriate dress and/or uniform
 - Failure to obtain and wear name tag
 - Knowingly cashing bad checks
- q. Incompetence
- r. Absence from work for two consecutive work days without authorization. (This will be considered automatic **RESIGNATION** by the employee).
- s. Leaving the job during a work shift or entry into an unauthorized area.
- t. Accepting or receiving gifts, commissions, money or services in exchange for awarding, promoting or considering contracts or business with the Tribe.
- u. Falsifying personnel records, job applications, leave slips, time reports, or other Tribal records.
- v. Giving false or misleading information as a means of obtaining employment.
- w. Being under the influence of or in the possession of intoxicants or drugs while on duty, except as authorized for the prescribed use of a controlled substance pursuant to a valid prescription.
- x. Fighting on the job.
- y. Any deliberate action which endangers the health or safety of the employee or others.

It shall be within the supervisor's discretion to impose such disciplinary measures as are appropriate, based upon the severity of the conduct or nature of the unsatisfactory performance. Disciplinary measures may include but are not limited to:

- a. Verbal Warning
- b. Written Reprimand
- c. Suspension Without Pay
- d. Demotion and/or Transfer within Department or Enterprise.
- e. Involuntary Termination (Dismissal)

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It is recommended, but not required, that immediate dismissal be imposed only for serious offenses. It is recommended, but not required, that supervisors implement warnings and other corrective steps for less serious offenses. If interim measures, such as warnings and other corrective steps are not successful in correcting less serious offenses, suspension without pay, demotion, transfer or termination of employment would be appropriate. A copy of each written disciplinary measure will be placed in the employee's personnel folder.

All employees who are discharged from employment are prohibited from entering onto the **HON-DAH RESORT** premises for a period of thirty (30) days. Any employee who has been suspended from employment shall be prohibited from entering onto the **HON-DAH RESORT** premises during the term of suspension.

AN EMPLOYEE WHO IS DISCHARGED FOR CAUSE WILL HAVE A SIX (6) MONTH WAITING PERIOD BEFORE THEY WILL BE CONSIDERED FOR REHIRE. HOWEVER, THERE IS NO GUARANTEE THAT THE EMPLOYEE WILL BE REHIRED WHEN THE SIX (6) MONTH PERIOD IS OVER.

GRIEVANCE PROCEDURES

I. PURPOSE AND SCOPE

The Hon-Dah Grievance Procedures are available to all employees of the **Hon-Dah Resort**. They are intended to provide an efficient and fair opportunity to resolve work-related problems and disputes.

These procedures replace the Tribal Grievance Procedures established in the Tribal Personnel Manual and are the **ONLY** means by which an employee may present a Grievance arising from employment at **Hon-Dah Resort**.

Each employee who wishes to present a Grievance must strictly adhere to each applicable provision of the Procedures, including the precise time limits which govern the process. Failure to comply will end in an immediate forfeiture of Grievance Procedures.

II. TERMS AND CONDITIONS

A. "Discrimination" means an act by Management/Supervisor constituting grounds for a Grievance, as defined below, which occurred because of the employee's race, religion, gender or national origin. Preference granted to members of the White Mountain Apache Tribe, spouses of members of the Tribe, and to members of other Indian tribes for purposes of hiring, training, promotion and retention of employment does not constitute Discrimination.

B. "Grievance" means a claim by an employee that an act by Management/Supervisor has improperly deprived the employee of rights, benefits, privileges or interests secured by his or her employment. For probationary employees the sole basis for a Grievance shall be an allegation of Discrimination.

C. "Grievance Hearing" means the hearing conducted by the Hon-Dah Grievance Committee pursuant to Section III, Step Four in these Procedures.

D. "Hon-Dah Grievance Committee" or "Committee" means the committee formed to conduct Grievance hearings. The Committee shall be composed of five regular members and one alternate. A minimum of three Committee members, including an alternate, will constitute a quorum, provided that at least one member from each category below is in attendance. No Committee member may participate in a Grievance Hearing concerning a Grievance which involves that member.

The Committee members and alternate shall be selected from the following categories:

NON-MANAGERIAL PERSONNEL: Two regular members and one alternate selected to serve a one-year term by a majority vote of the non-managerial personnel at the Resort. The alternate shall serve at a Grievance Hearing only upon the absence of a regular member from this category, or in cases where a regular member may be involved in the grievance.

MANAGERIAL PERSONNEL: Two regular members selected by the Primary Management Official.

GAMING OFFICE: One regular member selected from the Tribal Gaming Office by the Executive Director.

E. "Management" or "Managerial Personnel" means the salaried supervisory personnel of the Hon-Dah Resort.

F. "Statement of Grievance" means a detailed description of a Grievance, which must include the following information:

- i) The specific act by Management which the employee believes is the basis of his or her Grievance.
- ii) A description of how such act or omission has improperly deprived the employee of rights, benefits, privileges or interests secured by his or her employment.
- iii) The relief sought by the complainant.

III. GRIEVANCE STEPS

Any employee filing a Grievance, if he or she desires, will be permitted to engage legal assistance by an attorney licensed to practice law within the Fort Apache Indian Reservation, and no other person. Documents filed pursuant to the following steps shall be held in the custody of the Resort Personnel Office and made available for inspection by the parties to the dispute.

Each step which follows is intended to resolve the dispute or problem. It is only if a party to a dispute is dissatisfied with outcome of the step that the party may institute an appeal pursuant to the terms of the subsequent step. The appeal to any subsequent step does not permit the complainant to supplement the Statement of Grievance with additional Grievances. The appeal will be strictly limited to the specific factual grounds which were the basis of the Grievance in Step One.

STEP ONE--APPEAL TO IMMEDIATE SUPERVISOR OR DEPARTMENT MANAGER

An employee having a Grievance shall present a written Statement of Grievance to his or her immediate supervisor or the department manager within 48 hours of the occurrence or discovery of the incident which is the basis for the Grievance. Within 48 hours of the receipt of the Statement of Grievance, the immediate supervisor or department manager shall issue a written decision.

STEP TWO--APPEAL TO A RESORT MANAGER

Within 48 hours of the receipt of the decision in Step One, or after the decision is due, the employee may present the written Statement of Grievance to a Resort Manager. Within 48 hours of the receipt of the Statement of Grievance, the Resort Manager shall issue a written decision.

**STEP THREE--APPEAL TO PRIMARY MANGEMENT OFFICIAL/
GENERAL MANAGER**

Within 48 hours of the receipt of the decision in Step Two, or after the decision is due, the employee may present the written Statement of Grievance to the Primary Management Official/General Manager. Within 48 hours of the receipt of the Statement of Grievance, the Primary Management Official/General Manager shall issue a written decision.

STEP FOUR--APPEAL TO HON-DAH GRIEVANCE COMMITTEE

Within 48 hours of the receipt of the decision in Step Three, or after the decision is due, the employee may present the written Statement of Grievance to the Hon-Dah Grievance Committee. Within five (5) days of the receipt of the Statement of Grievance, the Committee shall hold a hearing. The Committee may conduct the hearing as it deems fair and appropriate. Formal rules governing the proceedings or presentation of evidence will not be required. The Committee may request information, documentation and hear testimony. The hearing shall be open to both parties, except that after the presentation of all testimony and other evidence, the Committee may meet privately to discuss its conclusions. The Committee shall reach its conclusions by a majority vote.

Within 72 hours of the Grievance Hearing, the Committee shall deliver to the Director of the Hon-Dah Personnel Department a written report explaining its recommendation. Within three (3) working days of the receipt of the report the Director shall affirm the recommendation if the proceedings were conducted in compliance with these Procedures. If the Personnel Director determines these Procedures have not been adequately followed, he or she shall send the issue back to the Hon-Dah Grievance Committee with instructions to correct any procedural deficiencies.

STEP FIVE--APPEAL TO TRIBAL GRIEVANCE COMMITTEE

Within two working days of the receipt of the decision in Step Four, or after the decision is due, either party to the dispute may present the written Statement of Grievance to the Tribal Grievance Committee. Review by the Tribal Grievance Committee shall be limited to the record as developed in Steps One through Four, to determine whether both sides were given full and impartial consideration. The Tribal Grievance Committee may not undertake further examination of witnesses or request or receive additional documentation. Within five (5) working days of the receipt of the Statement of Grievance, the Tribal Grievance Committee shall, by a majority vote, make a recommendation to the Tribal Chairman who shall issue a written decision within ten (10) working days of receipt of the Tribal Grievance Committee's recommendation. Except as provided in Step Six, the decision of the Tribal Chairman shall be final.

STEP SIX--APPEAL TO TRIBAL COUNCIL

In cases of alleged Discrimination only, within ten (10) working days of receipt of the written decision of the Tribal Chairman, the complainant may deliver the written Statement of Grievance to the Tribal Council.

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The appeal shall be placed on the agenda for the next Tribal Council meeting and the Council may choose to decide the appeal at that meeting, schedule it for decision at the next meeting (with or without an appearance by the employee) or schedule a special meeting within thirty (30) days.

The decision of the Tribal Council shall be final.

SEXUAL HARASSMENT POLICY

PURPOSE

HON-DAH RESORT prohibits harassment on the basis of sex. **HON-DAH RESORT** will provide to all employees a work environment free from unlawful sexual harassment, and will not tolerate such conduct on the part of any employee or other individual.

DEFINITIONS

Sexual Harassment consists of unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature.

- a. Submission to such conduct is made a term or condition of an individual's employment.
- b. Submission to or rejection of such conduct is used as the basis for employment decisions affecting such individual's employment, and/or
- c. Such conduct had the purpose of effecting or unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

Forms of Sexual Harassment include the following:

- a. Verbal harassment, such as derogatory comments, jokes or slurs.
- b. Physical harassment, such as unnecessary or offensive touching, or impeding or blocking movement; and
- c. Visual harassment, such as derogatory or offensive posters, cards, calendars, cartoons, graffiti, drawings or gestures.

COMPLAINT PROCEDURES

If any employee believes that comments, gestures or conduct from any co-employee, supervisor or person doing business with or for **HON-DAH RESORT** are offensive, the employee should notify his/her immediate supervisor or **HON-DAH RESORT'S** Personnel Director. The immediate supervisor must report any complaint to the Resort's Personnel Director.

HON-DAH RESORT will promptly and thoroughly investigate any complaints of sexual harassment, and will take immediate action to resolve such complaints. No individual will suffer any reprisals for reporting any incident of sexual harassment or for making any complaints, if made in good faith.

DISCIPLINARY ACTION

Any employee who is found to be responsible for sexual harassment will be subject to appropriate disciplinary action, up to and including termination. The severity of the disciplinary action will be based upon the circumstances of the infraction.

HON-DAH RESORT PURPOSE AND POLICY STATEMENT FOR DRUG AND ALCOHOL FREE WORKPLACE

The White Mountain Apache Tribe, in 1991, established a Drug and Alcohol Free Workplace Policy to ensure a healthy and safe work environment for Tribal Employees. On September 4, 1996, the Tribal Council in Resolution 09--96--207, authorized a drug and alcohol testing program to enforce the Drug and Alcohol Free Workplace at the Hon-Dah Resort. This action was taken in response to growing concerns about substance abuse and to send a clear message to employees that the following conduct is prohibited:

1. Consumption of alcohol while on duty.
2. Use of illegal drugs, whether on or off the job.
3. Reporting to work under the influence of drugs or alcohol.
4. Use of prescription drugs in any manner contrary to a valid prescription.

The testing program set forth in these Policies enforces employment standards at the Hon-Dah Resort. Test results are used for employment purposes only and shall not be released to any law enforcement agency. Violation of these policies shall subject employees to mandatory disciplinary measures, in addition, the Tribe or Resort management may take other lawful actions and disciplinary measures to respond to drug-related behavior or activities by employees.

The White Mountain Apache Tribe Drug and Alcohol Free Workplace Policy and Tribal Council Resolution 09--96--207 and the Hon-Dah Resort Drug and Alcohol Testing Policies are covered in a separate publication.