



# Full -Time Team Member Handbook



## **COMPANY POLICY AND PROCEDURES DISCLAIMER**

This handbook serves as an informational guide outlining the policies and procedures of Big Rivers Waterpark & Adventures. It is not intended to constitute a comprehensive explanation of all employer rights and obligations, nor does it create any contractual agreement between the organization and its Team Members. The policies within this document supersede all previous printed or verbal policies related to similar subject matter.

In cases where plan benefits or legal requirements are addressed, the specific terms outlined in applicable plan documents, summary descriptions, or governmental regulations will take precedence over the content of this handbook. Big Rivers Waterpark & Adventures reserves the right to modify, delete, or introduce new policies at any time, in compliance with applicable laws, without prior notification.

The organization retains the authority to interpret all provisions within this handbook and reserves the right to adjust the terms of fringe benefits in alignment with operational needs. Team Members are required to review this handbook and provide written acknowledgment of receipt as part of the onboarding process. Continued employment is contingent upon this acknowledgment.

## **EQUAL EMPLOYMENT OPPORTUNITY AND EMPLOYMENT-AT-WILL POLICY**

*Big Rivers Waterpark & Adventures is an equal opportunity employer, committed to making employment decisions based on merit and qualifications relevant to the role. The organization strictly prohibits discrimination or harassment based on race, color, national origin, sexual orientation, religion, sex, age, disability, or any other status protected by applicable laws. Reasonable accommodation will be provided to qualified individuals with disabilities, unless such accommodations impose undue hardship on the organization.*

*All employment at Big Rivers Waterpark & Adventures is considered "at-will." This means that either the organization or the Team Member may terminate the employment relationship at any time, with or without cause or advance notice. The at-will employment relationship can only be modified through a written agreement signed by both the General Manager and the Team Member.*

*For any questions or clarification regarding these policies, the Human Resources Department remains available to provide assistance.*

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## **POLICY FRAMEWORK AND COMPLIANCE EXPECTATIONS**

The purpose of this Team Member Handbook is to define the opportunities and responsibilities associated with employment at BRTX, LLC ("BRTX" or the "Company"). These policies apply to all Full-Time Salaried Team Members of BRTX, LLC and its subsidiaries. The policies outlined in this Handbook establish the foundation for professional expectations and responsibilities.

It is the responsibility of each Team Member to carefully review this Handbook and provide written acknowledgment of receipt and understanding. Any questions regarding the content should be directed to a supervisor, manager, or the Human Resources Department.

This Handbook does not constitute a contract of employment, nor does it alter the at-will employment relationship. BRTX reserves the right to supplement, modify, or discontinue any policy, practice, or guideline at its discretion and without prior notice. In situations where plan benefits or legal requirements are addressed, the terms outlined in specific plan documents, summary descriptions, or governmental regulations will take precedence.

Compliance with the policies and procedures detailed in this Handbook is a condition of continued employment.

This policy guide was updated in January 2026. Updates will be made available online and should be reviewed regularly.

## DEFINITIONS

**Hours Worked** – the Fair Labor Standards Act (FLSA) does not require payment for hours not actually worked. Examples of this are vacation, sick and holiday time. As an employer of choice, The Company has voluntarily elected to pay full-time Team Member's for vacation, sick and holiday time in recognition of their hard work and dedication. Because the payment of vacation, sick and holiday time is not mandatory, the FLSA does not recognize this time or the payment of this time as "hours worked". For this reason, vacation, sick and holidays hours are not included in the calculation of overtime as overtime calculations are based solely on actual "hours worked".

**Full-time Employment Status** – when hired, each Team Member is designated as either seasonal (variable hour), part-time hourly, full-time hourly or salaried full-time, depending on the circumstances of the job for which they are hired. Full-time employees are those who are regularly assigned to work at least 40 hours each week.

**Part-time Employment Status** – Part-time employees are those who are regularly assigned to work less than full-time. While part-time employees may occasionally work 40 or more hours in a particular workweek, or in a series of workweeks, that by itself will not change their regular schedule. However, the company reserves the right to change the regular schedules of employees at any time. In such a case, the company will give affected employees as much advance notice as possible of their new regular schedules and will advise employees of the effect of such changes on their eligibility for company benefits.

**Full-time Break in Service (FTBS)** – The period of time commencing on the date that the Team Member no longer qualifies under the Full-time Employee Status as defined above and ending on the date the returning employee once again qualifies under the Full-time Employee Status.

**Full-time Continuous Service (FTCS)** – that period of time in which the Team Member has maintained their Full-time Employment Status, as defined above without:

- One FTBS of 180 consecutive days or more, or
- Five or more FTBS of any duration within 12 consecutive months.

Eligibility for and the level of benefits awarded to Team Members is normally based on their total full-time years of service. Unless otherwise specified in plan documents or required by law, time worked as a non-full-time Team Member will not be considered when determining benefits or calculating benefit levels.

## **INTRODUCTION & COMPANY OVERVIEW**

Big Rivers Waterpark & Adventures is committed to providing safe, engaging, and memorable experiences for our guests while fostering a positive and professional workplace for our Team Members. As a guest-focused, seasonal operation, our success depends on teamwork, accountability, and a shared commitment to high standards in safety, service, and daily operations.

Every role at Big Rivers plays an important part in the overall guest experience. Team Members are expected to act professionally, follow established policies and procedures, and contribute to a clean, safe, and welcoming environment. By working together, we create meaningful experiences for guests and a workplace where Team Members can take pride in their responsibilities and contributions.

### **MISSION STATEMENT**

We believe in serving our community by providing Memorable Experiences through Safe, Fun and Exciting Activities with Unique Educational Encounters.

### **FOUNDATIONAL VALUES**

Our 4 foundational values are what guide our park and influence our decisions. These values, along with our mission statement, set clear expectations and support a positive, safe, and successful park environment.

- I Safety First: Safety is our highest priority. Every decision and action must support a safe environment for guests, Team Members, and the community.
- II Embrace Fun: We believe in fostering a positive and enjoyable atmosphere where creativity and innovation thrive.
- III Cleanliness: We take pride in our park by maintaining clean, organized, and welcoming spaces for our guests and our team.
- IV Efficiency: We work with intention, stay present in our roles, and communicate clearly to support smooth and safe park operations.

### **A SHARED VISION FOR SUCCESS**

Through collective efforts, Big Rivers Waterpark & Adventures strives to create unforgettable experiences for guests while maintaining a culture of excellence and continuous improvement. For further clarification or questions regarding the contents of this handbook, supervisors or the Human Resources Department remain available for assistance.

### **COMMITMENT TO TEAM MEMBERS**

Team Members are recognized as essential contributors to the success of Big Rivers Waterpark & Adventures. The organization is dedicated to fostering a professional, supportive, and inclusive workplace culture where collaboration, respect, and innovation are highly valued.

This handbook serves as a comprehensive guide, outlining expectations, policies, and resources necessary for professional success and alignment with the park's standards.

## **TEAM MEMBER PERKS**

Big Rivers Waterpark & Adventures is proud to offer a variety of perks and benefits to recognize and reward the contributions of Team Members.

### **Eligibility requirements:**

- Begins 15 days after first day of service
- Must be in good standing within the company and specific department
- Must have worked within the month utilizing park discount
- Must present valid Team Member ID
- Must be actively employed to receive ANY Team Member Perks

**Free Admission:** Complimentary Park admission for active Team Members (restrictions may apply).

**Season Passes:** 20% discount on season passes (limit 5 passes per Team Member). Team Member must be present and show Team Member Badge at Ticketing Window.

**General Admission Tickets for Friends & Family:** 50% off general admission tickets for family and friends when accompanied by the Team Member.

**Aerial Attractions:** Complimentary access to aerial attractions when available.

**Birthday Party Packages:** 20% off birthday party packages and events are available to active Team Members (same household).

**Retail Shops:** 20% off non-discounted merchandise.

**Food & Beverage:** 50% off food and non-alcoholic beverages during park visits. During scheduled work shifts, Team Members can purchase exclusive \$6 meals at designated food service locations. A valid Team Member ID must be presented at the time of purchase.

### **Exclusive Team Member Events:**

Throughout the summer season there will be many opportunities to obtain Team Member incentives, including but not limited to various gift-cards, coupons and discounts for businesses around the Houston area. Other benefits include: Leadership trips, after-hours events, end-of-season celebrations, and exclusive Team Member T-shirts.

### **Restrictions Apply:**

- Discounts and perks are for **Team Member use only** and may not be shared, transferred, or abused.
- Some perks may be subject to availability and operational capacity.
- Certain discounts and benefits may have specific blackout dates or seasonal limitations.
- Leadership trips and after-hours events may require eligibility criteria, sign-ups, or manager approval.
- Team Member identification must be presented to redeem any perk.
- Additional restrictions may apply based on departmental or operational guidelines.

For further clarification on any restrictions, please contact **Human Resources**.

## **TEAM MEMBER BENEFITS**

Full-time Team Members are provided with a comprehensive benefits package designed to support professional growth and personal well-being. The following is an overview of the benefits available, aimed at enhancing work experience and promoting a balanced and fulfilling life.

- **Company Contribution:** The company covers 80% of the health insurance premium.
- **Dental and Vision Insurance:** These are 100% employee-paid and deducted from payroll.
- **Dependent Coverage:** Coverage for spouses and children is available and is also employee-paid.

### **401(k) Retirement Plan**

- **Auto-Enrollment:** Full-time staff are automatically enrolled in the 401(k) plan through Human Interest after one year of service, starting at a 1% contribution rate.
- **Company Match:** The company matches up to 3% of contributions to help build retirement savings.
- **Modifications:** Contribution adjustments can be made at any time through the Human-Interest portal at [HUMANINTEREST.COM/LOGIN](https://HUMANINTEREST.COM/LOGIN).

### **Supplemental Insurance Options**

We've partnered with Aflac to offer optional supplemental coverage, which includes:

- Accident Disability
- Short-Term Disability
- Critical Care Protection
- Whole & Term Life Insurance
- Hospital Indemnity Coverage
- Cancer Protection Assurance

### **Important Notes:**

- Premiums for these benefits are employee-paid and deducted post-tax.
- A 6-month employment waiting period applies before eligibility for coverage.

### **Benefits Eligibility**

Benefits become available after meeting specific waiting periods based on employment status:

- **Health, Dental, and Vision Insurance:** Available 60 days after the first day of permanent employment.
- **Aflac Supplemental Insurance:** Available 6 months after the first day of permanent employment.
- **401(k) Retirement Plan:** Eligibility begins after 1 year of permanent employment.

Team Members must maintain active employment status and remain in good standing throughout these waiting periods to qualify for benefits. For additional details or clarification, refer to Human Resources.

## HAPPY TO HELP!

The *'Happy to Help'* initiative is a cornerstone of the Big Rivers Waterpark & Adventures experience, embodying the park's commitment to exceptional guest service and a supportive team environment.

### Core Principles of 'Happy to Help':

- **Positive Attitude:** Every interaction with guests and fellow Team Members should reflect a friendly, approachable, and enthusiastic demeanor.
- **Guest-Focused Mindset:** Prioritize guest needs, actively listen to concerns, and go above and beyond to create memorable experiences.
- **Proactive Assistance:** Take the initiative to offer help before it is requested, ensuring guests feel valued and cared for.
- **Clear Communication:** Provide clear directions, answer questions confidently, and ensure guests are informed about the park's services and amenities.



**How 'Happy to Help' Aligns with Our Values:** The *'Happy to Help'* initiative directly supports the park's foundational values:

- **Safety First:** Ensuring guest safety through vigilant observation and proactive communication.
- **Embrace Fun:** Cultivating a joyful atmosphere where every interaction contributes to the park's vibrant energy.
- **Cleanliness:** Treating every guest and fellow Team Member with respect, kindness, and understanding.
- **Efficiency:** working with intention by responding promptly, following procedures, and communicating effectively to keep operations running smoothly and safely.

The *'Happy to Help'* initiative is not just a phrase, it's a reflection of the culture and service standards at Big Rivers Waterpark & Adventures. Team Members play a vital role in upholding this commitment, ensuring every guest feels welcomed, valued, and appreciated.

For any questions or further training on the *'Happy to Help'* initiative, please contact Human Resources.

Together, let's create extraordinary experiences: One 'Happy to Help' at a time!

**ATTENDANCE & EMPLOYMENT**  
**POLICY 100-1**

**Attendance Policy:** Regular and punctual attendance is a critical component of Team Member performance at Big Rivers Waterpark & Adventures. Consistent attendance ensures smooth operations and fosters a reliable and dependable work environment.

**Expectations for Attendance:**

- Team Members are expected to report to work on time for all scheduled shifts.
- Any absence or tardiness must be reported to the immediate supervisor as soon as possible, prior to the scheduled start time.
- Department Directors are required to report their absences to both the General Manager and the Human Resources Department.
- Excessive absenteeism, chronic tardiness, or failure to notify the supervisor of absences may result in disciplinary action, up to and including termination.

**Reporting Absences:**

- Team Members must follow departmental call-in procedures when reporting an absence.
- Absences extending beyond three (3) consecutive days due to illness may require a doctor's note before returning to work.

**Documentation and Accountability:**

- Attendance records are maintained and monitored by the Human Resources Department.
- Repeated attendance issues, even with proper notifications, may warrant performance reviews and corrective actions.

Clear communication, accountability, and adherence to attendance expectations are essential for maintaining a productive and positive work environment at Big Rivers Waterpark & Adventures.

For any questions or clarifications about attendance policies, please contact **Human Resources** or your immediate supervisor.

**PAID TIME-OFF**  
**POLICY 101-1**

The Company recognizes that time off is necessary to allow regular full-time Team Members a period of rest and relaxation away from the duties and responsibilities of the job.

**1. Accruing Paid Time Off (PTO):**

- PTO accrues from the Team Member's full-time hire date or the date they re-qualify after a Full-time Break in Service (FTBS).
- Team Members accrue 4 hours of PTO per pay period worked, up to a maximum of 40 hours annually.
- After completing 2 years of continuous full-time service, an additional 8 hours of PTO will be accrued each year, up to a maximum of 40 hours annually.
- PTO accrual is pro-rated for Team Members who take approved leave (e.g., FMLA, STD).

Paid Time Off (PTO) may be used for vacation, illness, caring for children, school activities, medical or dental appointments, personal business, or emergencies. Team Members are responsible for managing their PTO balances and planning how time off will be used.

Effective PTO planning includes scheduling time for vacations, appointments, and personal obligations, as well as maintaining a reasonable balance for unexpected needs such as illness or emergencies.

A doctor's note may be required to return to work after three (3) consecutive days of absence for personal illness.

**2. Using Paid Time Off (PTO):**

- PTO may be used for vacation, personal needs, illness, caring for children, school activities, medical/dental appointments, or emergencies.
- A minimum of 8 hours of PTO must be requested at one time.
- PTO requests for June and July are typically unapproved due to peak operational periods.
- A doctor's note may be required after 3 consecutive days of illness-related PTO.

**3. Requesting PTO:**

- PTO must be requested and scheduled through Paycor at least two weeks in advance.
- All PTO requests must be submitted and approved by the General Manager.
- Human Resources is responsible for managing PTO balances and ensuring compliance with policies.
- Conflicting requests are resolved by priority of submission date or length of continuous service.

**4. Unused PTO:**

- 1) Up to 40 hours of unused PTO may roll over into the following calendar year.

**5. PTO Upon Termination:**

- Earned but unused PTO will be paid out with the final paycheck, subject to legal deductions.
- Used but unearned PTO will be deducted from the final paycheck.
- PTO cannot be used to cover the final two weeks of employment.

## **FAMILY AND MEDICAL LEAVE**

### **FEDERAL LEAVE LAWS**

Under federal law, Team Members may be eligible for up to twelve (12) weeks of unpaid, job protected family and medical leave in a 12-month period (measured from the date an employee's first family or medical leave begins). Team Members are eligible if they have been employed for at least 12 months and have worked at least 1,250 hours over the 12-months preceding the leave. Unpaid leave may be granted for any of the following reasons:

- To care for the Team Member's child after birth or for the adoption or foster placement of a child (beginning within twelve months of the birth, adoption or placement);
- To care for the Team Member's spouse, child, parent or parent-in-law, who has a serious health condition; or
- For a Team Member's own serious health condition that makes him or her unable to perform the essential functions of his or her job.
- Team members will be required to apply all accrued and unused paid leave, including but not limited to vacation time, to all leaves covered by this policy.

### **ADVANCE NOTICE AND MEDICAL CERTIFICATION**

Team members requesting leave under this policy will be required to provide advance notice and/or medical letter (Form WH-380E). Leave may be denied if the Team Member does not comply with these requirements. Team Members must provide 30 days advanced notice of leave if foreseeable. If the need for leave is not foreseeable, Team members must provide as much notice as practical.

Team Members requesting leave to care for a family member or for their own serious health condition must provide the Company with a written letter from their health care provider. All these notices must be submitted to your HR department.

### **JOB BENEFITS AND PROTECTION**

In certain circumstances, if the Team Member does not return to work from leave covered by this policy, the Team Member may be required to reimburse the Company in whole or in part for any health care premiums paid on the Team Member's behalf during the leave.

Upon return from leave, Team Members, except those who would have been affected by a reduction in force or layoff had they not taken leave, will be restored to their same or equivalent positions with no change in rate of pay, benefits or other employment terms.

Although taking leave will not result in the loss of any employment benefit that accrued prior to the start of the leave, Team Members will not accrue benefits, such as PTO, during any leave period.

### **CALCULATION OF LEAVE AVAILABLE**

The Company will measure the 12-month period as a rolling 12-month period measured backward from the date a team member begins using any leave under this policy. Each time a team member takes leave, the Company will compute the amount of leave the team member has taken under this policy during that period and subtract it from the 12 weeks of available leave, and the balance remaining is the amount the team member is entitled to take at that time.

### **MILITARY DUTY**

Full-time team members required to report for mandatory military duty by the United States (or one of its state governments) will be provided unpaid military leave for extended service, short periods, "summer" training camps and/or emergency duty. This leave will not be considered a break in service and the team member will be afforded full reinstatement rights in compliance with all applicable laws.

Requests for military leave should be sent to Human Resources with a copy of the military orders attached.

### **INITIAL EMPLOYMENT PERIOD**

It is important for Team Members and the Company to get the opportunity to evaluate each other early in their relationship. During the probationary period of 90 workdays, the Company will examine the job performance, attendance, attitude, and demonstrated ability of newly hired full-time Team Members. The Company will determine during this period whether or not it wishes to continue the relationship.

The completion of this period should not be taken as changing the Team Member's status as an employee-at-will. All Team Members of the Company are employees-at-will and neither this handbook, the completion of the initial employment period, or continued employment, changes that status. PTO benefits begin at the completion of the 90-day probationary period.

**EMPLOYMENT AT WILL**  
**POLICY 102-1**

Employment with Big Rivers Waterpark & Adventures is on an at-will basis. This means that either the Team Member or the Company may terminate the employment relationship at any time, with or without cause, and with or without notice. No representative of the Company, other than the General Manager, has the authority to enter into any agreement contrary to this employment-at-will relationship. Any such agreement must be in writing and signed by the General Manager.

This policy cannot be changed by any oral statements, implied agreements, or informal practices. The at-will employment relationship remains in effect throughout a Team Member's employment, regardless of any statements made in this handbook, company policies, procedures, or other documents.

Team Members should understand that nothing in this handbook or any other company document constitutes a contract or guarantee of employment.

If there are any questions regarding this policy, Team Members are encouraged to contact Human Resources for clarification.

**AMERICANS WITH DISABILITIES ACT**  
**POLICY 103-1**

BRTX, LLC is committed to full compliance with the Americans with Disabilities Act (ADA) and ensuring equal employment opportunities for qualified individuals with disabilities.

- The company prohibits discrimination against any qualified individual with a disability in all aspects of employment, including recruitment, hiring, training, promotion, compensation, benefits, and termination.
- Reasonable accommodation will be provided to enable qualified individuals with disabilities to perform the essential functions of their jobs, unless doing so would result in undue hardship to the company.
- Team Members who believe they require an accommodation to perform the essential functions of their job must submit a written request to the Human Resources Department, including details of the accommodation needed.
- Each accommodation request will be reviewed on a case-by-case basis in collaboration with the Team Member, their supervisor, and Human Resources to determine appropriate solutions.

All medical information and records related to accommodations will be handled confidentially in accordance with applicable laws and regulations.

For any questions regarding this policy or the accommodation process, Team Members are encouraged to contact Human Resources directly.

**LACTATION/PUMPING BREAKS POLICY**  
**POLICY 103-2**

BRTX, LLC is committed to supporting Team Members who are breastfeeding by providing reasonable accommodations for expressing breast milk during working hours, in compliance with **federal and state laws**.

- a. Break Time:
  - Team Members who are breastfeeding will be provided with reasonable break time to express breast milk for up to one year after the birth of their child. Break time will be provided as needed and coordinated with supervisors to ensure operational coverage.
- b. Frequency and Duration:
  - Break time will be provided as needed by the Team Member.
  - Pumping sessions typically last 20 - 30 minutes per session, but this may vary based on individual needs.
- c. Private Location:
  - A designated private location (other than a bathroom) will be provided for expressing breast milk.
  - This space will be shielded from view and free from intrusion by coworkers and the public.
- d. Access to Equipment and Storage:
  - Team Members will have access to a clean, private space for storing personal breast pumps and breast milk during working hours. Team Members are responsible for bringing and maintaining their own pumping equipment.
- e. Requests and Questions:
  - Team Members who need lactation accommodations should contact the Human Resources Department to coordinate arrangements and address any questions.

**Communication and Accommodation Process:**

Employees are encouraged to communicate their need for breastfeeding accommodation with the Human Resources department prior to returning to work. Supervisors and Human Resources will work collaboratively with employees to ensure that their breastfeeding needs are accommodated in a supportive and respectful manner.

**Protection Against Retaliation:**

The company prohibits retaliation against any employee who requests breastfeeding accommodation or exercises their rights under this policy. Any instances of retaliation will be promptly investigated and addressed. Employees with questions or concerns regarding this policy should contact the Human Resources department for assistance.

For further questions, concerns, or assistance with breastfeeding accommodation, please contact the **Human Resources Department**.

**ELIMINATING COVID HAZARD**  
**POLICY 103-2**

BRTX, LLC is committed to maintaining a safe and healthy workplace by addressing and mitigating COVID-19 hazards. The company will follow guidelines issued by the Centers for Disease Control and Prevention (CDC) and other relevant authorities to ensure Team Member safety.

**1. Symptom-Based Isolation Strategy:**

- Team Members who have COVID-19 symptoms or a confirmed positive test result will be required to isolate immediately and stay home until meeting CDC guidelines for returning to work.
- Team Members may return to work when:
  - At least 5 days have passed since symptoms first appeared.
  - At least 24 hours have passed without fever, without using fever-reducing medications.
  - Other symptoms are improving (loss of taste/smell may persist and will not delay return).
- In some cases, healthcare providers may recommend longer isolation periods based on individual circumstances.

**2. Returning to Work:**

- Under the Americans with Disabilities Act (ADA), employers may request a doctor's note verifying that a Team Member is healthy and fit to return to work.
- BRTX, LLC may exercise flexibility in requiring test results or notes to prevent unnecessary disruptions.

**4. Ongoing Testing Guidance:**

- Team Members who have recovered from COVID-19 symptoms may continue to test positive for up to three months without being contagious.
- Testing after recovery will only be required if new symptoms emerge or if a healthcare provider recommends it.
- Antibody tests are not valid indicators for determining return-to-work eligibility and will not be used for employment decisions.

**5. Workplace Compliance:**

- Team Members must immediately report symptoms or a positive test result to Human Resources.
- Team Members must follow all company protocols for isolation, testing, and returning to work.

**6. Anti-Retaliation:**

- BRTX, LLC strictly prohibits retaliation against any Team Member who reports symptoms, tests positive, or seeks accommodations related to COVID-19.
- Concerns about retaliation should be reported directly to Human Resources.

For further questions or clarification regarding this policy, please contact Human Resources.

**IMMIGRATION AND EMPLOYMENT**  
**POLICY 104-1**

BRTX, LLC is committed to complying with the Immigration Reform and Control Act of 1986 (IRCA) by hiring and employing only individuals who are authorized to work in the United States.

- Every offer of employment is conditioned upon satisfactory proof of identity and legal eligibility to work in the United States.
- BRTX, LLC will not discriminate against any Team Member or applicant based on national origin or citizenship status, in accordance with the Equal Employment Opportunity Act (EEO) and company policy.

**Employment Eligibility Verification (Form I-9)**

- All Team Members hired on or after November 6, 1986, must complete Form I-9 from the U.S. Department of Homeland Security within the first three (3) days of employment.
- Team Members must present original and valid documents to establish identity and work authorization.
- Failure to provide the required documentation or inability to prove eligibility to work in the United States will result in withdrawal of employment offers or termination of employment.

**Ongoing Compliance:**

- BRTX, LLC will maintain accurate and up-to-date I-9 records for all active Team Members.
- Team Members are responsible for notifying Human Resources immediately if their employment authorization status changes.

For any questions regarding this policy or the employment verification process, please contact Human Resources.

## **RELATIVES AND CONFLICTS OF INTEREST POLICY**

### **POLICY 105-1**

BRTX, LLC recognizes that family relationships are a natural and valued part of our organization. As a family-run business, we welcome relatives working together and believe these relationships can contribute positively to our culture and operations.

At the same time, the Company is committed to maintaining fairness, professionalism, and objectivity in employment decisions. This policy is intended to provide guidance for managing potential conflicts of interest in a respectful and practical manner.

#### **1. Eligibility for Employment:**

- Relatives of Team Members are eligible for employment at BRTX, LLC.

#### **2. Definition of "Relative":**

For the purposes of this policy, a "relative" includes, but is not limited to:

- Spouses or domestic partners
- In-laws and step-relatives
- Parents, children, siblings
- Aunts, Uncles, Nieces, Nephews
- Any individual residing in the same household

#### **3. Addressing Conflicts of Interest:**

- If a family relationship creates a real or perceived conflict of interest, Team Members are expected to notify their supervisor or Human Resources.
- The Company will work collaboratively with those involved to determine an appropriate solution, which may include:
  - Adjusted supervisory responsibilities
  - Additional management or HR oversight
  - Reassignment to another role or department, if available

#### **4. Resolution Process:**

- If voluntary measures are not possible or positions are unavailable, the Company reserves the right to make final decisions, which may include reassignment or termination of one or both individuals.
- The General Manager and Human Resources Manager must review and approve any exceptions to this policy.

#### **5. Final Authority:**

- The final decision regarding employment-related conflicts involving relatives remains at the sole discretion of the Company.
- Violations of this policy may result in disciplinary action, up to and including termination.

BRTX, LLC values family connections and aims to handle these situations with respect, fairness, and professionalism. Team Members with questions or concerns regarding this policy should contact Human Resources.



**COMPENSATION AND EMPLOYMENT VERIFICATION**  
**POLICY 106-1**

BRTX, LLC is committed to ensuring timely and accurate compensation for all Team Members while adhering to Federal and State tax regulations regarding payroll processing and withholdings.

1. Payroll and Pay Distribution:

- Paydays are determined by BRTX, LLC and will be communicated to Team Members upon hiring.
- Paychecks will be distributed manually on the designated payday.
- Team Members are responsible for collecting their paychecks promptly and notifying Human Resources of any issues with their paycheck.

2. Compensation Inquiries:

- Questions or concerns regarding compensation, paychecks, or deductions should be directed to the Human Resources Department.
- BRTX, LLC is committed to addressing compensation-related concerns promptly and professionally.

BRTX, LLC takes the confidentiality and privacy of Team Member information seriously and will handle all verification requests in compliance with applicable laws and company privacy policies.

For any questions regarding this policy, please contact Human Resources.

**Employment Verification & Reference Policy**

It is the policy of Big Rivers Waterpark & Adventures to provide only limited information in response to employment verification or reference requests for current or former Team Members.

To ensure consistency, protect the privacy of our Team Members, and reduce the risk of liability, all employment verification and reference requests must be directed to the Human Resources Department. No other manager, supervisor, or Team Member is authorized to provide employment information on behalf of the company.

When responding to employment verification or reference requests, the Human Resources Department will only confirm the following information:

- Position held
- Start date of employment
- End date of employment (if applicable)

No other information, including but not limited to performance, attendance, reason for separation, salary history, or rehire eligibility will be provided unless required by law or authorized in writing by the Team Member.

## **GARNISHMENTS AND LEVIES**

### **POLICY 107-1**

A garnishment is a court order requiring an employer to withhold a specified amount from a Team Member's wages or salary to satisfy a debt. A federal tax levy takes precedence over all other garnishments. Child support orders take precedence over garnishments related to debts, judgments, or other attachment orders, unless otherwise specified by law.

#### **Disposable Earnings:**

- After deductions for federal income taxes, Social Security taxes, state and city tax withholding, and state unemployment insurance taxes, the remaining balance of a Team Member's paycheck is considered "disposable earnings" for the pay period.
- Federal and state laws limit the amount of disposable earnings that can be garnished and protect Team Members from termination based on a single garnishment order.

#### **Handling Garnishments and Levies:**

- All garnishment or levy orders must be forwarded immediately to the Human Resources Department for processing.
- Human Resources will promptly notify the affected Team Member when a garnishment or levy order is received.
- BRTX, LLC will ensure that all garnishment orders are processed in compliance with applicable federal and state laws.

For questions or concerns regarding garnishments or levies, Team Members should contact the Human Resources Department directly.

## **TEAM MEMBER RECORDS**

### **POLICY 108-1**

The Human Resources Department maintains an official personnel file for each Team Member. These records are confidential and contain information relevant to employment, performance, and compliance with company policies and procedures.

#### Access to Personnel Files:

- Team Members may review their personnel file by submitting a reasonable written request to the Human Resources Department.
- Reviews must be conducted in the presence of a Human Resources representative and during regular business hours.

#### Requests for Copies of Documents:

- If a Team Member loses a document previously issued by the company, they may submit a written request to Human Resources for a replacement copy.
- Replacement requests will be handled promptly and securely to maintain the integrity of personnel records.

#### Confidentiality and Privacy:

- The information contained in personnel files is confidential and will only be accessed by individuals with a legitimate business need.
- Unauthorized access, disclosure, or misuse of personnel file information is strictly prohibited.
- Team Members found violating this policy may be subject to disciplinary action, up to and including termination.

For any questions or concerns regarding personnel records, Team Members should contact the Human Resources Department directly.

**CHILD LABOR LAWS**  
**POLICY 109-1**

The United States Department of Labor enforces federal child labor laws applicable to minors under 18 years of age. These laws are designed to ensure the safety, health, and well-being of young workers while allowing opportunities for appropriate employment and training.

- Specific rules apply to Hazardous Occupations Orders (HOs), which outline jobs that minors are prohibited from performing due to safety concerns.
- Certain limited exemptions may apply for student learners and apprentices under carefully controlled conditions.

For detailed information regarding child labor laws, including the 17 Hazardous Occupations Orders, please contact:

- United States Department of Labor: 1-866-487-9243 or 405-231-4158
- Website: [www.youthrules.dol.gov](http://www.youthrules.dol.gov)

BRTX, LLC complies fully with all federal and state child labor laws and expects Team Members and supervisors to ensure adherence to these regulations in all employment activities.

For additional questions regarding child labor compliance, please contact the Human Resources Department.

**ANNUAL PERFORMANCE REVIEW**  
**POLICY 111-1**

The annual performance review is an essential communication tool between a Team Member and their supervisor. It serves as an opportunity to evaluate job performance, celebrate achievements, identify areas for improvement, and establish goals for the upcoming year.

- Purpose of the Review:
  - To provide constructive feedback on performance.
  - To recognize successes and accomplishments from the review period.
  - To identify areas for professional growth and improvement.
  - To set clear goals and expectations for the next performance cycle.
- Review Process:
  - The performance review is a collaborative process requiring honest and open communication between the Team Member and their supervisor.
  - Reviews will cover the previous calendar year and focus on key performance indicators, core responsibilities, and individual goals.
- Review Timeline:
  - Annual performance reviews will be completed and discussed with Team Members by January 31 each year.
  - Team Members will receive a written summary of their performance review for reference and goal tracking.

For any questions or clarification regarding the annual performance review process, Team Members should contact their supervisor or the Human Resources Department.

**IMAGE AND GROOMING**  
**POLICY 112-1**

All Team Members are expected to dress and maintain a professional appearance appropriate to their job responsibilities and workplace environment.

- Professional Standards:
  - Team Members should dress in a clean, neat, and business-appropriate manner that reflects the standards of BRTX, LLC.
  - Specific guidelines may vary based on job roles, responsibilities, and safety requirements.
  
- Accommodation for Religious or Cultural Practices:
  - Team Members who require a dress or grooming accommodation for religious, cultural, or medical reasons should notify Human Resources in advance.
  - Accommodation requests will be reviewed and addressed in accordance with applicable laws and company policies.
  
- Policy Modifications:
  - BRTX, LLC reserves the right to modify this policy at any time based on operational needs or evolving workplace standards.
  - Additional guidelines may apply based on specific job assignments or departmental requirements.

For any questions or clarifications regarding this policy, Team Members should contact their Department Manager or Human Resources.

**DRESS CODE**  
**POLICY 113-1**

All Team Members are expected to maintain high standards of personal appearance, neatness, and cleanliness at all times. A professional appearance contributes to the overall guest experience and reflects the values of BRTX, LLC.

Team Members are responsible for ensuring their appearance aligns with company standards throughout their shift.

Questions about uniform requirements, appearance expectations, or accommodations should be directed to Human Resources or the Department Manager.

**Uniforms**

Uniforms are distinctive garments which identify a person as a BRTX Team Member and project a consistent professional image. Uniforms are to be fit for purpose for the work performed and may also include specific footwear and personal protective equipment (PPE).

POSITION	SHIRTS (TOPS)	BOTTOM	SHOES
Aerial Guides	Company Shirt	Black Bottoms	Fully Enclosed Shoes
Admissions/Retail Team	Company Shirt	Khaki Bottoms	Fully Enclosed Shoes
Food & Beverage Team	Company Shirt	Khaki Bottoms	Non-Slip Fully Enclosed Black Shoes
Cooks	Company Shirt	Black Bottoms	Non-Slip Fully Enclosed Black Shoes
Lifeguards	Lifeguard Shirt	Lifeguard Shorts	Shoes or Sandals with Backstrap*
Operations Team	Company Shirt	Khaki Bottoms	Fully Enclosed Shoes
Management	Company Shirt	Khaki Bottoms	Fully Enclosed Shoes
Marketing	Company Shirt	Khaki Bottoms	Fully Enclosed Shoes

**Uniform Shirts (Tops)**

- All company polos must be tucked in.
- Shirts cannot be altered (tied/knotted, sleeves cut, tie-dyed, written on, torn, etc.).
- Shirts that have developed holes or areas of wear are not allowed.
- Long sleeved under shirts must be an approved uniform color (black or white).

**Uniform Bottoms**

- Pants or shorts must fit properly at the waist.
- Shorts must meet the requirement of at least a 5" inseam and fingertip length.
- No sagging, baggy, or oversized pants. (If the pants fall when the belt is off, the pants are too large).
- No loose or hanging belts or chains.
- No holes, rips or stains on pants or shorts.
- No revealing, body hugging, cut-off or torn pants.
- Visible logo patch, insignia, or brand name must not be larger than one square inch.
- No jeans, sweatpants, yoga pants, or leggings.

**Outerwear**

- Solid black sweaters, jackets, and coats may be worn outdoors during inclement weather.
- Visible logo patch, insignia, or brand name must not be larger than one square inch.

**Appropriate Footwear**

For the protection of Team Members and to minimize injuries, fully enclosed black shoes with flat heels and rubber soles must be worn. Food and Beverage Department Team Members are required to wear black nonslip fully enclosed shoes. Team Members may not be permitted to work if inappropriate footwear is worn. Black socks must be worn with black footwear.

\*Lifeguards may wear water shoes or sandals that have a secure back strap. Flip-flops and toe shoes are not permitted.

**Identification Badges**

Team Members are always required to wear and have clearly visible Company identification badges while on duty.

**Return of Uniforms Upon Termination of Employment**

Uniforms will remain the property of BRTX. On termination of employment, all uniforms and identification badges supplied by BRTX to the Team Member are to be returned. If issued uniforms are not returned, BRTX will deduct the cost of the uniforms from the Team Member's final paycheck.

Lost uniforms items may only be replaced with authorized wardrobe items. Contact the Human Resources or Wardrobe department to purchase replacement uniforms.

BRTX, LLC reserves the right to modify this policy at any time based on operational needs or evolving workplace standards.

For additional questions or clarification, Team Members should contact Human Resources or their Department Manager.

**GROOMING STANDARDS**  
**POLICY 114-1**

BRTX, LLC expects all Team Members to maintain a clean, professional, and well-groomed appearance that aligns with their job responsibilities and reflects the standards of our organization.

**Hair Standards:**

- Hair must be clean, well-groomed, and styled in a manner that does not interfere with job duties or create a distraction.
- Hairstyles must appear neat and professional.
- Long hair must be pinned up or tied back for health and safety reasons.
- Extreme hairstyles, including shaved wording, patterns, spots, excessive coloring, or extreme Mohawks, are not permitted.
- Artificial hair is acceptable if it meets these requirements.
- Hair accessories must match the uniform, not pose a safety risk, and avoid being a distraction.
- Only company-approved hats or visors may be worn, with the bill facing forward.

**Fingernails and Jewelry:**

- Fingernails must be clean, neatly trimmed, and comply with Health Department requirements.
- Appropriate jewelry may be worn if it complements a professional work environment.
- Facial piercings are not allowed, but clear spacers may be used instead.
- No body or dental modifications are permitted, including extended earlobes, decorative dental grills, or tooth fillings.

**Tattoos and Body Art:**

- Tattoos on the face or neck are not allowed.
- Visible tattoos or other body art (e.g., surgically implanted ball bearings, spikes, etc.) are not permitted.
- Exceptions for small, non-offensive tattoos may be made only by the HR Director if they cannot be covered by standard clothing.

**Facial Hair:**

- Facial hair, including beards and mustaches, must be neatly groomed and well-maintained.

**Hygiene and Personal Care:**

- Team Members are expected to maintain proper hygiene, including bathing, washing uniforms, and using deodorant before arriving at work.

- Perfumes or colognes must be used moderately to avoid being distracting to guests or fellow Team Members.
- Team Members should consider their proximity to coworkers and guests regarding hygiene.

Position-Specific Requirements:

- Additional grooming standards may be required for safety or operational reasons in certain positions.
- Questions about grooming standards should be directed to Human Resources.

BRTX, LLC reserves the right to modify this policy as needed to address operational, health, or safety requirements.

For any questions regarding grooming standards, Team Members should contact their Department Manager or Human Resources.

## **GUEST RELATIONS**

### **POLICY 115-1**

#### **1. Guest Treatment & Respect**

All guests must be treated promptly, professionally, and respectfully at all times, without regard to age, gender, sexual orientation, race, ethnicity, disability, language proficiency, or social or economic status.

Team Members who interact directly with guests, including those working at attractions, restaurants, concessions, and guest-facing areas, are expected to greet guests and provide courteous, helpful service.

#### **2. Handling Guest Concerns**

Guest concerns should always be taken seriously and addressed with care, attention, and empathy. Team Members are expected to:

- Listen attentively and allow guests to fully explain their concern
- Ask clarifying questions when needed
- Confirm understanding before taking action

If a concern cannot be resolved immediately or falls outside a Team Member's authority, it must be promptly escalated to a supervisor or manager for timely resolution.

#### **3. Telephone Etiquette**

- When answering a telephone call, Team Members should greet the caller politely and identify themselves by name and department. Calls should be handled professionally, and assistance should be provided whenever possible.

#### **4. Professional Conduct in Guest Areas**

To maintain a professional environment, the following expectations apply in all guest-visible areas:

- Eating, chewing gum or tobacco, or smoking is not permitted
- Smoking is allowed only in designated Team Member smoking areas
- Displays of personal affection are not permitted
- Personal cell phones and electronic devices may not be used while in view of guests.

## **SUGGESTIONS AND COMPLAINTS**

### **POLICY 117 -1**

BRTX, LLC is committed to fostering an open and supportive workplace where Team Members feel comfortable sharing any issue, suggestion, or complaint they may have. Whether the concern is personal, operational, or work-related, Team Members are encouraged to raise their concerns without fear of retaliation. We value open communication and believe that resolving concerns promptly and fairly contributes to a positive work environment.

#### **Open-Door Communication:**

Team Members are encouraged to discuss any issue or concern openly with their immediate supervisor. Most concerns can be addressed informally through open communication. However, if a resolution cannot be reached, the following step-by-step process should be followed:

#### **Step One: Immediate Supervisor**

- Team Members should first discuss their issue, suggestion, or complaint with their immediate supervisor.
- If the issue involves the immediate supervisor directly, or if the Team Member feels uncomfortable addressing it with them, they may speak to the next level of management.

#### **Step Two: Next Level of Management**

- If the concern remains unresolved, the Team Member should escalate the issue to the next level of management.
- The manager will review the concern and respond promptly and thoughtfully.

#### **Step Three: Human Resources Department**

- If the issue is still unresolved, the Team Member may reach out directly to the Human Resources Department.
- Human Resources will review the matter thoroughly, work towards a resolution, and provide a final decision.
- Support from Human Resources: Team Members are encouraged to reach out to Human Resources at any point in the process for assistance, guidance, or clarification.

#### **No Retaliation Policy:**

- BRTX, LLC strictly prohibits retaliation against any Team Member who raises an issue, suggestion, or complaint in good faith.

While this policy provides Team Members with a clear process for raising concerns, it does not guarantee that every resolution will meet the Team Member's preferred outcome. However, every effort will be made to address concerns fairly, respectfully, and promptly.

For any questions or assistance with this policy, Team Members should contact Human Resources.

**EQUAL OPPORTUNITY**  
**POLICY 118-1**

BRTX, LLC is committed to maintaining a workplace free from discrimination and harassment in compliance with federal, state, and local laws.

- Employment decisions, including hiring, promotions, compensation, training, and terminations, are made without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, genetic information, veteran status, or any other status protected by law.
- BRTX, LLC prohibits retaliation against any Team Member who raises concerns, files a complaint, or participates in an investigation related to discrimination or harassment.

**Reporting Concerns:**

- Team Members who believe they have been subject to discrimination, harassment, or retaliation are encouraged to report their concerns immediately to their supervisor or the Human Resources Department.
- All concerns will be handled promptly, thoroughly, and confidentially to the extent possible.

BRTX, LLC is dedicated to fostering a diverse, inclusive, and respectful workplace where all Team Members have an equal opportunity to succeed.

For any questions or concerns regarding this policy, Team Members should contact the Human Resources Department.

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## **CODE OF CONDUCT**

### **POLICY 119-1**

The Code of Conduct outlines the standards of behavior expected from all Team Members at BRTX, LLC. Maintaining a professional and respectful workplace is essential to our success and reflects our commitment to safety, accountability, and mutual respect.

- Professionalism:
  - Team Members are expected to always conduct themselves in a professional manner.
  - Treat guests, coworkers, and management with courtesy, respect, and fairness.
- Integrity:
  - Act honestly and ethically in all interactions and transactions.
  - Avoid conflicts of interest and disclose any potential conflicts to management.
- Compliance with Policies and Procedures:
  - Adhere to all company policies, guidelines, and safety procedures.
  - Follow all federal, state, and local laws and regulations.
- Workplace Behavior:
  - Maintain a safe and respectful workplace free from harassment, discrimination, and workplace violence.
  - Report any inappropriate or unsafe behavior to a supervisor or Human Resources.
- Use of Company Property:
  - Use company equipment, resources, and property responsibly and only for authorized purposes.
- Accountability:
  - Take responsibility for your actions and decisions.
  - Follow through on commitments and assigned duties.

Examples of violations include, but are not limited to, the following:

- **Discrimination:** Against anyone associated with the Company based on race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, ancestry, marital status, veteran status, or genetic information.
- **Falsification:** Misrepresentation in employment applications or Company records.
- **Unauthorized Use:** Misuse, duplication, or distribution of Company documents, IDs, or information.
- **Dishonesty:** Theft, fraud, or failure to report such activities.
- **Improper Use of Assets:** Personal use of Company credit cards, accounts, or assets.
- **Ticket Misuse:** Selling or bartering Company-issued tickets, passes, or vouchers for profit.
- **Criminal Acts:** Engaging in violence, threats, or criminal conduct.
- **Weapons:** Possession of weapons or explosives at work.
- **Negligence:** Carelessness, negligence, or maliciousness in work performance.
- **Unauthorized Activities:** Soliciting or distributing literature for personal or third-party benefit.

- **Substance Abuse:** Using, possessing, selling, or being under the influence of intoxicants, drugs, or the misuse of medication while on duty or during work-related activities (refer to Substance Abuse Policy).
- **Misconduct:** Spreading malicious gossip, threats, intimidation, or coercion of Company personnel.
- **Insubordination:** Refusing to perform duties or follow instructions.
- **Attendance:** Chronic absenteeism, tardiness, or missed deadlines.
- **Improper Conduct:** Engaging in any behavior that is immoral, unethical, fraudulent, improper, or harms the Company's reputation.
- **Gratuities:** Accepting tips unless approved for specific roles (e.g., bartenders, cabana servers).
- **Unauthorized Access:** Entering restricted Company facilities without approval.
- **Safety Violations:** Breaching safety procedures or policies.
- **Property Damage:** Damage, misuse, or unauthorized use of Company property or guest/Team Member belongings.
- **Smoking:** Smoking in non-designated areas.
- **Investigation Refusal:** Failing to cooperate in searches or investigations.
- **Licensing Violations:** Failure to maintain required licenses or certifications.
- **Distracted Operations:** Using devices or engaging in activities that distract from operating vehicles or equipment.
- **Confidentiality Breaches:** Sharing proprietary or confidential Company information, including plans, policies, personnel, or financial details.
- **Harassment:** Engaging in or tolerating any form of harassment, including sexual harassment, bullying, or any behavior that creates a hostile work environment.
- **Social Media Misconduct:** Creating, posting, or sharing inappropriate, damaging, or confidential information about the Company, Team Members, or guests on social media platforms.
- **Conflict of Interest:** Engaging in activities that create a conflict of interest with the Company's operations, including unauthorized business dealings or relationships.
- **Retaliation:** Taking adverse actions against any Team Member for reporting violations or cooperating in an investigation.
- **Unauthorized Equipment Use:** Operating equipment or vehicles without proper training or authorization or using them for unauthorized purposes.
- **Failure to Report Accidents:** Not reporting workplace accidents, injuries, or unsafe conditions immediately.
- **Tampering with Safety Equipment:** Disabling or interfering with safety devices, alarms, or emergency systems.
- **Inappropriate Behavior:** Engaging in rude, disrespectful, or unprofessional behavior toward guests or other Team Members.
- **Misuse of Guest Data:** Unauthorized access to or misuse of guest information or data.
- **Unauthorized Software:** Downloading, installing, or using unauthorized software or applications on Company devices.
- **Cybersecurity Violations:** Sharing passwords, failing to protect sensitive information, or engaging in activities like phishing or unauthorized access on Company networks.

## **CODE OF ETHICS**

### **POLICY 120-1**

BRTX, LLC is committed to conducting business ethically, responsibly, and in compliance with all applicable laws and regulations. Every Team Member is expected to uphold these standards in their professional conduct, relationships, and decision-making.

Ethical Business Practices:

- Team Members must act with honesty, integrity, and transparency in all business dealings.
- Agreements, decisions, and practices must always align with ethical standards and legal requirements.
- Conflicts of interest, whether actual or perceived, must be avoided and disclosed immediately.

Vendor and Contractor Relationships:

- Business decisions, including awarding contracts or vendor partnerships, must be based on merit, pricing, services offered, and overall benefit to the company.
- Personal gain, favoritism, or unauthorized influence in vendor or contractor selection is strictly prohibited.
- Team Members are prohibited from soliciting or accepting money, gifts, services, or discounts in exchange for preferential treatment in business decisions.

Disclosure of Personal Interests:

- Team Members must immediately disclose any personal interest in companies providing goods or services to BRTX, LLC.
- Awarding business to a company in which a Team Member has a vested or equity interest is prohibited without prior written approval from the Company Finance Officer.

Gifts and Vendor-Funded Activities:

- Team Members may occasionally receive gifts from vendors.
- Individual or cumulative gifts exceeding \$100 in value must be reported to the Finance Officer for approval before acceptance.
- Vendor-funded outings or trips must be approved in advance by the Finance Officer before participation.

Accountability and Reporting:

- Any behavior contrary to ethical business practices will result in disciplinary action, up to and including termination.
- Team Members are encouraged to report potential ethical concerns or conflicts of interest to the Finance Office before finalizing any agreements.

BRTX, LLC is dedicated to maintaining a culture of integrity, transparency, and ethical responsibility. If you have questions or need guidance regarding this policy, please contact the Finance Office or Human Resources.

**SOCIALIZING**  
**POLICY 121-1**

BRTX, LLC encourages Team Members to build positive relationships and foster friendships among coworkers. These connections can contribute to a healthy and enjoyable work environment.

The Company discourages intimate, romantic, or dating relationships between Team Members when such relationships:

- Interfere with a Team Member's job performance.
- Create actual or perceived conflicts of interest.
- Create an environment where sexual harassment concerns may arise.

Intimate, romantic, or dating relationships between a Team Member and their direct or indirect supervisor are strictly prohibited. Relationships that create perceived or actual favoritism, bias, or conflict of interest must be disclosed immediately to Human Resources.

Human Resources will review the situation and may implement actions such as transferring one party, reassigning responsibilities, or other appropriate measures.

Failure to disclose such relationships or violations of this policy may result in disciplinary action, up to and including termination.

**SOLICITATION**  
**POLICY 122-1**

BRTX, LLC is committed to maintaining a productive, clean, and distraction-free workplace. This policy governs the solicitation of Team Members and the distribution of literature or materials on company property.

**Team Member Solicitation and Distribution:**

- Team Members are not permitted to solicit or distribute literature in any form or through any medium on company property without prior written approval from the General Manager.
- Solicitation or distribution during working hours or in work areas is strictly prohibited.
- To maintain a clean and orderly workplace, literature or materials may not be left unattended, discarded, or strewn on company property.

**Non-Team Member Solicitation and Distribution:**

- Individuals not employed by BRTX, LLC are prohibited from soliciting Team Members or distributing materials on company property at any time.
- Non-Team Members are not permitted on company premises without prior written authorization from the General Manager.
- Unauthorized individuals found soliciting or distributing materials may be asked to leave the premises immediately.

Any exceptions to this policy must be approved in advance and in writing by the General Manager.

For questions or clarification regarding this policy, Team Members should contact Human Resources.

## **USE OF PARK FACILITIES BY TEAM MEMBERS**

### **POLICY 123-1**

BRTX, LLC holds its Team Members to high standards of behavior and professionalism, even when visiting the park on their days off. Team Members represent the Company both on and off duty, and their actions contribute to the park's reputation and guest experience.

#### General Expectations:

- Team Members visiting the park as guests are expected to behave responsibly, follow all park rules, and set a positive example for other guests.
- Team Members are not exempt from any park rules or regulations and must adhere to the same standards as regular guests.
- Conduct that could cause embarrassment, create the appearance of impropriety, or damage the Company's reputation is strictly prohibited.

#### Uniforms and Identification:

- Team Members must not wear their uniform while visiting the park as a guest.
- Team Member identification badges must not be displayed while visiting as a guest.

#### Access to Park Areas:

- Team Members are prohibited from entering non-public or restricted areas of the park while visiting as a guest.
- Entry and exit must occur through the main guest entrance only.
- Team Members must not interfere with or distract on-duty Team Members.

#### Alcohol Consumption:

- Only Team Members of legal drinking age may purchase or consume alcoholic beverages while visiting the park.
- Alcohol consumption must always be done responsibly and in compliance with applicable liquor laws.
- Misconduct, intoxication, or violations of liquor laws will result in disciplinary action, up to and including termination.

#### Guest Experience:

- Team Members must demonstrate courtesy, respect, and adherence to park rules.
- Any behavior deemed inappropriate or disruptive may result in immediate removal from the park and further disciplinary action.

#### Accountability:

- Access to the park as a guest is considered a privilege, not a right, and must be treated with respect.

For any questions or clarifications regarding this policy, Team Members are encouraged to contact Human Resources.

**DISCRIMINATION AND HARASSMENT**  
**POLICY 124-1**

BRTX, LLC is committed to providing all Team Members with an enjoyable and productive work environment. We expect our Team Members to work together in such a manner that our workplace is free of discrimination or harassment of any kind and from any source, including management, co-workers or guests. The following are the policies and practices the Company has introduced to promote a positive, fair and respectful work environment.

**Discrimination**

BRTX, LLC prohibits discrimination of any nature with regard to race, color, religion, ancestry, national origin, age, disability, sex, marital status or sexual preference, or status as a veteran, except where a bona fide occupational qualification is reasonably necessary.

The Company is committed to maintaining a safe and healthy work environment for all Team Members and guests. Team Members with life-threatening diseases or conditions will be treated with compassion and understanding and be accorded all the rights to which they are entitled by law. If there is any question of an individual being able to work without posing harm to him or herself, coworkers, our guests or clients, it is our policy to require a doctor's certification of that individual's fitness for work before allowing the individual to return or begin to work.

If a Team Member has or is later diagnosed with a life-threatening disease or disability that impacts their job responsibilities or the ability to perform essential job functions, compliance with this policy requires that they immediately disclose that confidential information to Human Resources.

**Harassment**

BRTX, LLC prohibits conduct that has the purpose or effect of unreasonably interfering with a Team Members work performance or creating an intimidating, hostile or offensive environment. In this regard, the Company will not tolerate any derogatory, abusive, threatening or intimidating behavior, and/or references to attributes of race, color, religion, ancestry, national origin, age, disability, sex, marital status or sexual preference, or veteran status, or any other characteristic protected by federal, state or local law.

The Company strictly prohibits sexual harassment when Team Members are under Company jurisdiction. Under the Company's policy, sexual harassment includes, but is not limited to, unwelcome sexual advances, requests for sexual favors, and other visual or physical conduct of a sexual nature where:

- Such conduct is made an explicit or implicit condition of employment;
- Submission or rejection of such conduct by an individual is used as a basis of employment decisions;
- Such conduct has the purpose or effect of substantially interfering with an individual's performance or creating an intimidating, hostile or offensive working environment; or

- A Team Member, under Company jurisdiction, directs such conduct toward a coworker, guest or other third party.

It is the duty of every Team Member of this Company to create a job-environment atmosphere for co-workers and guests alike which is conducive to our discrimination and harassment policies. Actions contrary to this will result in disciplinary action up to and including termination.

It is also the responsibility of each Team Member to report any behavior which he or she may believe is discriminatory in nature. The Company prohibits retaliation against Team Members who report behavior they believe is discriminatory. In the context of this policy, retaliation is any adverse employment action against a Team Member because the Team Member complained of discriminatory behavior or participated in the Company's investigation of a complaint. Such conduct will result in disciplinary action up to and including termination.

**VIOLENCE IN THE WORKPLACE**  
**POLICY 125-1**

BRTX, LLC has adopted a policy prohibiting workplace violence. Consistent with this policy, acts or threats of physical violence, including intimidation, harassment, and/or coercion while under Company Jurisdiction will not be tolerated.

Examples of workplace violence include, but are not limited to:

- Malicious gossip
- Threats or acts of violence
- Hitting or shoving
- Threatening an individual or family, friends, associates or property with team members or the Company
- Threatening to destroy or deface the property of a guests, team members or the Company
- Harassing or threatening communication such as phone calls, emails, texts, etc.
- Unauthorized possession or inappropriate use of firearms or weapons.

The Company's prohibition of threats and acts of violence applies to all persons under Company Jurisdiction and includes guests, Team Members, and contract/temporary workers. Violations of this policy will lead to disciplinary action, up to and including termination, and/or legal action as appropriate.

Team Members are encouraged to report incidents of threats or acts of violence to their supervisors, Human Resources, and Security. Reports will be promptly investigated.

If a non-Company organization is investigating an incident pertaining to this policy, the Company reserves the right to conduct its own investigation.

**SUBSTANCE ABUSE**  
**POLICY 126-1**

BRTX, LLC has a vital interest in the health and welfare of its Team Members and guests. The misuse and abuse of alcohol and drugs by Team Members pose serious threats to the safety and health of the Team Members, the public and to the efficient operation of the organization. Accordingly, the Company seeks to maintain a drug and alcohol-free environment. To achieve this goal, BRTX has adopted the following policies regarding the use, possession or sale of drugs or alcoholic substances by its Team Members.

Team Members should be aware the Company may add to the requirements of this policy and that state laws may affect the execution of this policy.

**DEFINITIONS**

***Controlled Substance*** – a drug or controlled substance listed as such in the Federal Controlled Substance Act and includes, but is not limited to, amphetamines, marijuana, cocaine, opiates, barbiturates, hallucinogens, depressants and stimulants. Controlled substances also include prescription drugs used in any manner inconsistent with their intended or stated use.

***Company Jurisdiction*** - whenever the Team Member is:

- a) on Company property, including parking lots and guest and Team Member facilities;
- b) on Company time, even if off Company premises (including paid lunch and rest periods);
- c) on the property and/or at the facilities of customers, clients and/or vendors of the Company for Company related reasons or purposes;
- d) driving or riding as a passenger in a Company vehicle or a private vehicle for which the Company is reimbursing expenses; or
- e) at a job site.

***Possession*** - means actual custody or control of and access to, including, without limitation, items, including drug paraphernalia, held by a person or stored in a Team Members work station, office, locker, lunch box, purse, briefcase, bag, automobile or other areas under Company Jurisdiction.

***Reasonable Suspicion*** – a belief that a Team Member is using or has used controlled substances, prescription/over-the-counter drugs or alcohol in violation of this policy or has otherwise violated this policy. Such belief shall be drawn from objective facts and reasonable inferences drawn from those facts. This can include the observation of ingestion or possession by any credible witness, or observation of any known symptomatology for "under the influence" behavior as documented through the use of the Reasonable Suspicion Checklist.

***Under the Influence*** – having any of the body's sensory, cognitive or motor functions in any way affected, altered or impaired; being unable to perform work in a safe and productive manner; being in a physical or mental state which creates a risk to the safety and well-being of the

affected Team Member, other Team Members, the public or Company property; and/or having any detectable level of alcohol, drugs or controlled substances in the body.

**Prescription** – drugs or medications lawfully prescribed by a physician and taken in accordance with such prescription.

**Over-the-Counter Drugs** – a drug or medication authorized pursuant to federal or state law for general distribution and use without a prescription.

### PROHIBITIONS

Team members are prohibited from reporting for work or being on the job or under Company Jurisdiction while under the influence of any controlled substance or alcohol. In addition, team members are prohibited from the following while on the job or under Company jurisdiction:

Controlled Substances: possessing, using, selling, offering to provide, buying or distributing any controlled substance(s) and/or items deemed by the company to be drug related paraphernalia or attempting to do any of the above.

Alcohol: possessing, consuming, selling (except as a part of any Team Members' job), buying or distributing alcohol or having a blood/alcohol (or urine equivalent) level of .02 or higher.

Prescription and Over-the-Counter Drugs: using prescription or over-the-counter drugs that may adversely affect such Team Members' ability to safely perform the essential functions of his/her job and/or when such use is not in strict adherence to a physician's directions or labeling instructions.

Possessing, using, selling, offering to provide, buying or distributing alcohol or controlled substances if such activity constitutes a threat to or may adversely affect BRTX, LLC, its reputation, properties, Team Members or guests.

Chemicals or Substances: misusing chemicals or substances in any manner or means to affect the body's sensory, cognitive or motor functions as defined in Under the Influence above.

### **Use of Prescription and Over-The-Counter Drugs**

Possession and use of prescription and over-the-counter drugs are permitted, provided that such drugs are taken in strict accordance with the Team Members physician's directions and/or labeling instructions and the use of such drugs does not adversely affect a Team Members ability to safely perform assigned duties. If a Team Member is taking a prescription and/or over-the-counter drug(s), which may adversely affect his or her ability to safely perform assigned duties, the Team Member is obligated to immediately notify his or her department supervisor or the Human Resources Department. The Team Member need not reveal why he or she is taking the medication.

The Company reserves the right to require medical verification that the medication(s) will not adversely affect a Team Members ability to safely perform his or her job. A Team Member may be reassigned or not scheduled pending Company receipt and review of the requested medical

verification. The only information sought by the Company is whether the medication may adversely affect the Team Members ability to safely perform his or her job.

### **Testing**

To ensure compliance with this policy, the Company will require certain applicants and Team Members to submit to drug and alcohol testing as follows, subject to any requirements under applicable state law:

Pre-Employment - the Company reserves the right to require applicants for employment to submit to drug and alcohol testing after an offer of employment, but before the applicant commences work. Pre-employment testing may be required for, but is not limited to, applicants for safety and/or cash-sensitive positions.

Reasonable Suspicion - to the extent permitted by law, the Company will require all Team Members to submit to drug and alcohol testing when a reasonable suspicion exists that the Team Member is under the influence of any controlled substance, drug or alcohol while on the job or within Company Jurisdiction or has otherwise violated this policy.

Random - to the extent permitted by law, the Company will conduct random drug and alcohol testing of Team Members.

Post-Incident - in the event of any incident involving death, an injury requiring medical treatment by non-BRTX First Aid personnel, serious injury or serious damage to property, or deemed by the Company to have potential for having caused death or serious injury of any kind, or serious damage to property, a Team Member will be required to submit to a drug and/or alcohol test within 24 hours of when injury occurred.

The Human Resources Department must authorize post-incident testing in cases other than injuries requiring medical treatment by non-BRTX First Aid personnel. Failure or refusal to submit to the testing will result in the presumption that the Team Member was possessing, using or under the influence of alcohol or drugs at the time of the incident and will result in the Team Members immediate discharge.

Team Member Requested Testing - in the event the Company has reasonable suspicion that a Team Member is using or under the influence of drugs or alcohol while at work or within Company Jurisdiction, an investigation will be conducted. As part of this investigation, the Team Member may offer to submit to a drug and/or alcohol test at Company expense.

Compliance with the Law - the Company will also require applicants and Team Members to submit to drug and alcohol testing when such testing is deemed necessary by the Company under applicable legal requirements.

Attempting to or engaging in behavior which causes suspicions of adulterating or tampering with the sample or with the collection or testing process or failing to cooperate in the testing process will result in the rejection of the employment application and/or discipline, up to and including immediate termination.

## **Testing Procedures**

In all instances where it is determined that a Team Member must submit to alcohol and/or drug testing, a Team Member's submission to such test is mandatory and a requirement of continued employment. All applicants and Team Members directed to submit to such testing will be required, prior to testing, to execute a consent and release form. An applicant or Team Member who refuses to execute the consent and release form will be subject to discipline, which may include immediate termination. All confirmation tests will be conducted by a laboratory certified by the National Institute on Drug Abuse. Testing procedures will be in compliance with applicable state law.

All Team Members will be given an opportunity prior to and after testing to provide, in writing, any information they consider relevant to the test, including the names of any prescribed drugs they may have taken or other relevant medical information.

The Company will determine which testing procedures will be used and may include, for example, urine, blood, breath, saliva and/or hair samples, provided that such testing procedures are in compliance with applicable state law.

## **Positive Test Results and Follow-Up**

In order to protect the privacy of Team Members who are tested and to assure the independence of test verification, the Human Resources Director (or authorized manager) will receive all positive Team Member results directly from the laboratory. The Human Resources Director (or authorized manager) will review and interpret confirmed tests and will consider and investigate alternative medical explanations for such positive tests. If, after appropriate review, the Manager determines that there is a legitimate medical explanation for a confirmed positive test result, the Manager will report the test result to the General Manager as "negative". If the Manager determines that there is no legitimate medical explanation, the Manager will report the test result to the General Manager as "positive".

If applicable state law requires a second, confirmation test for any positive test result, the Manager will arrange for any further testing as required under applicable state law.

Positive Results in Pre-Employment Drug Tests - if the results of any pre-employment screenings are positive, the individual will not be considered qualified for employment with the company and will be notified of the same. Applicants denied employment because they fail the pre-employment screening tests may reapply for employment after 12 months, provided they submit a current medical certification from a health care provider that there is no medical evidence the applicant is currently abusing drugs or alcohol.

If the applicant passes the second pre-employment screening, any offer of employment must be contingent on the applicant's agreement to submit to unannounced follow-up testing for a period of 24 months. Any positive tests during this period will be grounds for immediate termination. The Company reserves the right to deny individuals who have failed pre-employment alcohol or drug tests the opportunity to apply and work in certain safety sensitive positions.

Applicants failing subsequent pre-employment alcohol or drug tests, will not be eligible for future employment with the Company.

Positive Test Results - Current Team Members - Random Testing - the results of a random alcohol or drug test that is positive will be reported by the Human Resources Director to the Team Member and the General Manager. After the results are reported by the Human Resources Director to the General Manager, the following will apply: Team Members will be immediately terminated.

Positive Test Results Post-Incident, Suspicion & Team Member Requested Cases - if the results of post-incident, suspicion or Team Member requested drug or alcohol test(s) are positive, the Team Member will be immediately terminated.

### **Confidentiality**

All records and information obtained by the Company regarding alcohol and drug testing and the actual test results will be confidentially maintained. Access to such information will be restricted to those individuals deemed by the Company to have a legitimate business-related, need-to-know.

### **Searches**

The Company reserves the right, at all times, and without prior notice, to inspect any and all Company property for the purpose of determining if this policy or any other Company policy has been violated, subject to and in accordance with any applicable state laws. Such inspections may be conducted during or after business hours and in the presence or the absence of the Team Member. Company property includes, but is not limited to, desks, storage areas, work areas, lockers, file cabinets and Company vehicles. In addition, all vehicles and other personal property of a Team Member, including, but not limited to, bags, boxes, purses, briefcases and lunch containers, brought onto Company premises or within Company Jurisdiction are subject to inspection at any time a Company representative has a reasonable suspicion that this policy has been violated and such an inspection is reasonably necessary in the investigation of such violation(s). Refusal to consent to a search or an inspection when requested, constitutes insubordination and the Company may take disciplinary action, up to and including immediate termination.

### **Team Member Rights**

If an applicant or Team Member tests positive under the Company's Substance Abuse Policy, he or she may:

- Request and be provided with a copy of the laboratory test indicating the test results;
- Request and be provided with a copy of the BRTX Substance Abuse Policy;
- Apply any other rights guaranteed under applicable state law.
- General Management and Human Resources reserve the right to override and make exceptions to these procedures.
- Nothing in the Substance Abuse Policy shall be constructed to alter or amend the at-will employment between the company and its Team Members.

## **ARREST AND CONVICTION POLICY**

### **POLICY 126-2**

Big Rivers Waterpark & Adventures is committed to maintaining a safe, reliable, and trustworthy work environment for all guests, employees, and the community.

#### **Reporting Requirement**

All employees are required to promptly notify the Human Resources Department if they are arrested, charged, or convicted of any misdemeanor or felony offense. Notification must occur within **24 - 48 hours** of the arrest, charge, or conviction, or as soon as reasonably possible.

#### **Review Process**

- **Arrest Alone:**

An arrest is not considered proof of criminal conduct. However, an arrest may lead to further internal review to determine if continued employment is appropriate based on the nature of the charge, the employee's role, and any potential impact on job performance or park safety.

- **Felony Charges/Convictions:**

Felony charges or convictions will be reviewed to assess whether the offense:

- Is related to the employee's job duties or responsibilities.
- Impacts guest safety, employee safety, or park operations.
- Violates legal, regulatory, or industry standards applicable to the position.

Big Rivers Waterpark & Adventures reserves the right to place the employee on unpaid leave or terminate employment if:

- The charge or conviction creates a safety risk.
- The employee is unable to fulfill essential job functions.
- The offense is incompatible with the park's operations, safety standards, or core values.

#### **Considerations**

The following factors will be reviewed:

- The nature and seriousness of the offense.
- The time elapsed since the offense.
- The relevance of the offense to the employee's role.
- The employee's work history and prior conduct at Big Rivers.

#### **Confidentiality**

All arrest and conviction information will be treated confidentially and shared only with those involved in the decision-making process.

#### **Zero Tolerance**

Big Rivers Waterpark & Adventures has a zero-tolerance policy for violence, harassment, or illegal activity that jeopardizes the safety of our team members or guests.

**PAYROLL, TIME KEEPING, AND BREAKS**  
**POLICY 127-1**

**Pay Cycle & Paycheck Distribution**

Payday typically falls on every other Friday and covers work performed during the two-week period ending on the previous Sunday at midnight. The bi-weekly pay schedule consists of twenty-six (26) pay periods per year. Paychecks will be distributed by the Human Resources Department.

**Paycheck Distribution Schedule**

- No Team Member will be permitted to pick up another Team Member's paycheck unless previously authorized in writing.
- The parent or spouse of a Team Member may pick up a paycheck. HR must receive written approval from Team Member.

**Unclaimed Paychecks**

Paychecks are available for pickup on scheduled payday Fridays at the designated location. Team Members who do not pick up their paycheck within seven (7) calendar days, by the following Friday, will have their paycheck mailed to the address on file on Friday morning.

To ensure timely delivery, Team Members are responsible for keeping their mailing address current with the Human Resources Department. Once mailed, the company's obligation to deliver pay is considered fulfilled. Replacement checks for lost or misdelivered mail may take additional processing time and fees

**Pay Corrections**

If you believe there is an error on your paycheck, please complete a PAYROLL CORRECTION FORM to initiate the correction process. Forms are available from Human Resources or your Department. Report any issues as soon as possible to ensure timely resolution. The Company will make every effort to correct the error by your next paycheck.

**Schedules & Time-Off Request**

Time off request must be communicated to your manager in a timely manner.

Unless other arrangements have been made with your manager prior to being hired, all Team Members are expected to be available to work every day that the Company is open.

If you discover you need time off after the schedule has been posted, you must find a qualified replacement to cover your position.

**Break Periods**

- Break periods may be between 5 and 10 minutes in length and can be taken in the break area.
- Lunch breaks may be between 30-60 minutes in length and can be taken in break area or out of view of guests.
- Food can be purchased at a discount at Big Red's Barbecue.
- A refrigerator and microwaves are available at break areas.
- The time when break periods are scheduled varies among departments, depending on the needs.

## **TEAM MEMBER ENVIRONMENT**

### **POLICY 128-1**

#### **Communication**

The Park will feature several forms of communication to our Team Members, including: Bulletin Boards, Newsletters, Email Blast, Check Attachments, Social Media, Team Member Self Service Portal, and many more.

#### **Mobile Electronic Devices**

BRTX, LLC has adopted this policy to govern the use of cellular phones in the workplace. This policy is intended to cover cellular telephones, smart watches, headphones and all other forms of portable communication devices. For the purposes of this policy, all communication devices shall be referred to as “cell phones”.

- Team Members are prohibited from using personal cell phones while on the clock. Personal devices cannot be housed at a position station.
- Devices should be left in company provided lockers.
- Team Members cannot display personal devices in view of Guests.
- Team Members are prohibited from using any personal electronic device in work areas that would be a distraction to the user and/or could create an unsafe work environment.
- Team Members cannot make/receive personal calls during work time and should use personal cell phones only during scheduled breaks/lunch periods in non-working areas.
- BRTX, LLC is not liable for the loss of personal cell phones brought into the workplace.

#### **Use of Personal Electronic Devices While Operating a Vehicle/Machinery**

BRTX, LLC strictly prohibits the use of personal electronic devices while operating BRTX, LLC-owned and operated vehicles or machinery. This policy is designed to ensure the safety of Team Members, guests, and the general public.

##### **1. Device Use Prohibition:**

- The use of personal electronic devices is not permitted while operating vehicles or machinery.
- Hands-free mobile phone use is discouraged and should be kept to a minimum.

##### **2. Safe Call Handling:**

If you need to make or receive a call, follow these steps to ensure safety:

- Pull over and come to a complete stop in a safe location.
- Allow a passenger to operate the phone if applicable.
- Use voicemail and respond to the call at a safer time.
- Assign driving responsibilities to someone else, freeing you to make or receive calls safely.

##### **3. Responsibility for Fines:**

Team Members are solely responsible for any fines, penalties, or charges issued by authorities for the illegal use of a phone or PDA while operating a vehicle during their employment.

#### 4. **Disciplinary Actions:**

- Violations of this policy will result in disciplinary measures, up to or including termination.
- Team Members involved in an accident during the course and scope of their duties, where evidence shows they were using a personal device while operating a vehicle, may also face legal consequences.
- The Company reserves the right to take further action if such violations result in reputational or legal risks to BRTX, LLC.

#### **Team Member Parking**

##### 1. **Designated Parking Areas:**

- Team Members are required to park in the designated Team Member parking spots located in the main parking lot.

##### 2. **Unauthorized Parking:**

- Vehicles parked in *NO PARKING* zones, blocking other vehicles, or in unauthorized areas will result in a warning.
- Continued violations may result in the vehicle being towed at the owner's expense.
- BRTX, LLC is not responsible for any damages to vehicles, stolen property, or towing fees incurred due to improper parking.

##### 3. **Department Director Parking:**

- Department Directors may park near the Administrative Building to ensure quick access to their vehicles as needed for work-related purposes.

#### **Parking Lot Etiquette:**

- Always conduct yourself in a professional and courteous manner, as Guests may see or hear you.
- Refrain from using inappropriate language or engaging in actions that could reflect poorly on the Company.
- Drive safely and at appropriate speeds while navigating the parking lot.
- Do not throw trash on the ground; instead, dispose of it properly in designated trash bins.
- Keep car radios at courteous volume levels to avoid disturbing others.
- Do not loiter, hang out, or congregate in the parking lot during work hours.

#### **Team Member Drop-Off/Pick-Up**

Team Members who do not drive may be dropped off and picked up at the designated area near the entrance of the team member pathway. Drop-offs and pick-ups at the front gate are not permitted.

#### **Nametag**

All Team Members will receive an ID-Card. This card serves several purposes:

- A name tag is a required uniform item.
- It is mandatory for entrance during an off-duty visit as a Guest.
- It is required to pick up a paycheck.
- It must be presented to receive in-park Team Member discounts.

- It is necessary for picking up a cash till, if applicable to your position.
- Replacement name tags, if lost, stolen, or damaged, may be purchased for \$5.00.

### **Smoking/Smokeless Tobacco/Vaping**

The Company considers the use of cigarettes, cigars, pipes, smokeless tobacco, vaping devices, and other tobacco-related products as smoking.

Designated smoking areas for Team Members are located behind the Administration Office and behind Big Red's Smokehouse. Smoking is strictly prohibited in all other areas of the premises.

Team Members must wash their hands thoroughly after smoking before returning to work.

Violations of this policy will result in appropriate disciplinary action.

### **Team Member Personal Property**

BRTX does not assume responsibility for the loss, theft or damage of personal belongings brought onto the premises by Team Members. BRTX, LLC provides the basic equipment and supplies needed to conduct daily operations and perform essential job duties. Team Members who bring personal equipment and supplies on premises accept the liability for their own items. Team Members are advised not to carry unnecessary amounts of cash or other valuables with them when they come to work. BRTX, LLC accepts no responsibility for loss of or damage to cars, motorcycles, scooters or bicycles (or their contents) brought onto the premises, whether they are left in car parks, bike racks or otherwise.

### **Law Enforcement Authorities and Professional Process Servers on Premises**

The HR Director and/or General Manager will be contacted when a process server or law enforcement Authority is on-site seeking a Team Member. Depending on the severity of the situation, the visitor will be asked to wait while a member of management retrieves the team member and brings them to the Administrative Building, or the visitor will be provided information to communicate with Team Member outside of work hours.

## **TOTAL SAFETY**

### **POLICY 130-1**

At BRTX, LLC, safety is not just a priority—it is a core value that defines how we operate. We are committed to ensuring the safety and health of our Team Members and Guests through continuous vigilance, training, and adherence to best practices. A safe environment is a shared responsibility, and together, we strive to make Big Rivers Waterpark and Adventures one of the safest parks to visit.

#### **Guest Safety**

Guests visit the park to enjoy themselves, and their safety is entrusted to the Team. Maintaining a safe environment requires vigilance and proactive measures to identify and address potential risks.

Guidelines to ensure Guest safety:

- **Practice Good Housekeeping:** Always ensure trash is picked up, spills are cleaned promptly, and appropriate warning signs are posted to prevent hazards.
- **Report Unsafe Conditions Immediately:** Notify management of any hazards without delay and remain at the location until a manager arrives.
- **Promote Safe Guest Behavior:** Address any unsafe actions or violations of safety rules by Guests in a polite and professional manner. If necessary, contact management for further assistance.
- **Stay at Assigned Positions:** Remaining at assigned positions is critical to maintaining safety. For personal needs, such as feeling unwell, restroom breaks, or family emergencies, a manager must be contacted before leaving the area.

#### **Injury or Illness**

In the event of a Guest injury or illness, prompt action and adherence to procedures are essential:

- **Minor Injuries:** Direct or escort Guests to the First Aid stations located at the Entry Building or near Gator Bayou by Big Red's Barbecue.
- **Serious Injuries:** For Guests unable to walk or requiring immediate medical attention (e.g., bleeding or incapacitated), contact an EMT immediately using a radio or by locating a nearby Team Member with a radio.
- **First Aid Training:** First aid should only be administered by trained individuals. Avoid direct contact with blood or bodily fluids unless proper training and personal protective equipment are in place.

While awaiting medical personnel:

- Secure the area to keep crowds at a safe distance.
- Reassure the injured party that help is on the way.
- Avoid physical contact unless absolutely necessary.
- Document key details to assist First Aid staff or management in understanding the situation.

**DO NOT RENDER FIRST AID UNLESS YOU ARE TRAINED TO DO SO.**

## Rule Enforcement

Enforcing safety rules is essential to maintain a secure environment for all. Rules should be communicated professionally and respectfully:

- Approach situations with a polite and informative tone:  
*Example:* “Excuse me, for everyone’s safety, [specific behavior] is not permitted.”
- Use positive phrasing when redirecting behavior, such as “Walk, please,” instead of “Don’t run.”
- If a Guest becomes argumentative or refuses to comply, escalate the issue to a Supervisor or Manager. Politely inform the Guest that a leadership team member will be happy to assist further:  
*Example:* “If you wait here for a moment, I will contact my Supervisor to address this with you.”

## Equipment (Machines, Vehicles, Ladders, Etc.)

- **Safety Devices:** Safety devices must never be removed or neutralized.
- **Machine Guards:** Machine guards must remain in place at all times, except during maintenance. Guards must be replaced immediately after servicing or repairs.
- **Authorized Repairs:** Repairs to equipment, rides, or attractions may only be performed by properly trained and authorized personnel. Team Members who are not qualified and authorized must not attempt to repair or adjust equipment.
- **Fueling:** Fueling of vehicles must be conducted outdoors only.
- **Ladders:** Defective ladders must not be used. Report any issues immediately to a Supervisor.
- **Vehicle Safety:** Team Members are prohibited from riding on vehicles, wagons, or trailers unless a proper seat is provided.

## Dress Code and Personal Protection Equipment

- The dress code is administered by each department to its own standards. There are a few basic safety regulations which apply to all departments.
- No jewelry is to be worn around moving or rotating machinery and/or electrical components.
- No loose clothing is to be worn around moving or rotating machinery.
- Wear appropriate footwear for personal safety.
- Wear appropriate eye protection for personal safety.
- Wear appropriate hearing protection for personal safety.

## Housekeeping and Cleaning

- **Spills:** Spills must be cleaned up immediately, following all state and federal safety regulations.
- **Clear Pathways:** Aisles, traffic ways, and exits must remain properly marked, clean, and free of obstructions at all times.
- **Work Area Maintenance:** Work areas must be kept clean, organized, and free of fire hazards. Any fire hazards must be addressed immediately.

## **Personal Conduct**

- Horseplay is strictly prohibited.
- Team Members must not interfere with others performing their duties.
- Unsafe work practices are not allowed and must be avoided at all times.

## **Mandatory Reporting**

- **Injuries and Illness:** All injuries or illnesses must be reported immediately to a Supervisor and/or First Aid.
- **Unsafe Practices:** Unsafe practices or conditions must be reported to a Supervisor or Manager without delay.

## **Accepted Standards**

All workplace activities and practices will comply with applicable rules, regulations, and standards set forth by industry, regional, or national agencies such as ASTM, NFPA, OSHA, and others.

## **Team Member Safety**

### Workplace Ergonomics

- Ensure workstations are set up to minimize physical strain, particularly for roles requiring repetitive motions or prolonged standing.
- Use ergonomic tools and proper posture to reduce the risk of musculoskeletal injuries.

### Personal Protective Equipment (PPE)

- Wear required PPE at all times, including gloves, helmets, safety glasses, or hearing protection, depending on the task.
- Inspect PPE regularly for damage and report any issues immediately for replacement.

### Hydration and Heat Safety

- For outdoor roles, maintain proper hydration to prevent heat-related illnesses.
- Take scheduled breaks in shaded or cool areas, especially during extreme heat.
- Be aware of symptoms of heat exhaustion, such as dizziness, excessive sweating, or nausea, and report them immediately.

### Safe Equipment Operation

- Operate all equipment only after proper training and authorization.
- Inspect machinery or tools before use and report any malfunctions immediately.
- Avoid distractions, such as personal electronic devices, while operating machinery or vehicles.

### Slip, Trip, and Fall Prevention

- Wear footwear appropriate for the work environment to reduce slipping hazards.
- Report and address spills, uneven flooring, or other tripping hazards promptly.
- Use ladders, stairs, and platforms properly, maintaining three points of contact where applicable.

### Incident Reporting and Documentation

- Report any unsafe conditions, near-misses, or accidents immediately to a Manager.
- Participate in incident investigations by providing accurate and detailed information.
- Understand that reporting hazards or incidents helps prevent future injuries and is not punitive.

### Mental Health and Stress Management

- Take regular breaks to manage stress and prevent burnout.
- Speak with a Supervisor or Manager if feeling overwhelmed or unsafe in a work situation.

#### Emergency Situations

- Know and follow all emergency procedures, including evacuation and shelter-in-place protocols.
- Be familiar with the location of emergency exits, fire extinguishers, and First Aid kits.
- Participate in regular safety drills to ensure readiness for emergencies.

#### Team Awareness and Communication

- Always be aware of the surroundings and potential hazards.
- Use clear and concise communication when addressing safety concerns with Team Members or management.
- Foster a culture of looking out for one another to enhance overall workplace safety.

Team Members must adhere to all safety protocols to prevent injuries and ensure a secure work environment. This includes the proper use of equipment, PPE, and adherence to training standards. Immediate reporting of unsafe conditions, injuries, or potential hazards is essential for maintaining a safe environment for everyone. Consistent communication, personal awareness, and following established procedures are key to reducing risks and enhancing workplace safety.

#### **Emergency Preparedness**

Preparedness is essential to respond effectively to emergencies:

Familiarize all Team Members with park emergency procedures, evacuation routes, and assembly points.

Participate in regular safety drills and training sessions.

Ensure awareness of the locations of First Aid kits, AED devices, and fire extinguishers.

#### **Accountability and Continuous Improvement**

Safety is a shared responsibility, and adherence to safety policies is mandatory. Violations of safety protocols or procedures may result in disciplinary action, up to and including termination. Feedback from Team Members regarding safety concerns or suggestions for improvement is actively encouraged to maintain and enhance a culture of safety.

Through vigilance, training, and teamwork, a safe and enjoyable environment for Guests and Team Members alike will be maintained.

**RESTRICTED AREAS**  
**POLICY 132-1**

To ensure safety and security, certain areas of the park are designated as restricted and are accessible only to authorized personnel. These areas will be clearly marked with appropriate signage.

Team Members who are not authorized to access restricted areas must not enter under any circumstances. If there is any uncertainty about authorization, verify with a Supervisor or Manager before proceeding.

Unauthorized entry into restricted areas is a serious violation of Company policy. Team Members found in these areas without proper authorization will be subject to disciplinary action, up to and including termination.

## **WORKING OUTDOORS**

### **POLICY 133-1**

Working outdoors can have potential hazards. Know the forecast for each day and plan accordingly.

#### **Heat Exposure/Risk/Tips**

Understanding the risks associated with heat-related illnesses is essential. BRTX, LLC is committed to ensuring Team Members are informed about recognizing and addressing these conditions. The body maintains internal temperatures within safe limits by increasing blood circulation and releasing fluids onto the skin through sweat glands. The evaporation of sweat cools the skin, effectively eliminating large amounts of heat from the body. The following are key health-related problems associated with heat exposure to be aware of:

Sunburn - Can range from mild irritation to severe discomfort and debilitation. Limiting sun exposure to short periods and consistently applying appropriate sunscreen are essential preventive measures. It is also important to wear a hat or apply sunscreen even on warm or overcast days, as harmful UV rays can still cause burns under these conditions.

Heat stroke - the most severe heat-related health condition, occurring when the body's temperature regulation system fails, and sweating becomes insufficient. Symptoms of heat stroke include hot, often dry, red, or mottled skin, a body temperature of 105°F or higher, and mental confusion, delirium, convulsions, or unconsciousness. Without prompt and appropriate treatment, heat stroke can be life-threatening, with the potential to result in death. Individuals exhibiting signs or symptoms of heat stroke require immediate medical attention and may need hospitalization.

Heat exhaustion - results from the loss of significant amounts of body fluid through sweating, often accompanied by excessive salt depletion. Individuals affected by heat exhaustion may still sweat but often experience extreme weakness, fatigue, dizziness, nausea, or headaches. In more severe cases, symptoms can include vomiting or loss of consciousness. The skin is typically clammy and moist, the complexion may appear pale or flushed, and body temperature is generally normal or only slightly elevated.

Heat cramps - painful muscle spasms that can occur in individuals who sweat excessively in hot conditions, consume large amounts of water, but do not adequately replace lost salts. Excessive water intake can dilute the body's fluids, exacerbating the imbalance caused by salt loss. To prevent heat cramps, it is important to maintain a balanced diet and eat regular, light, and healthy meals during hot weather.

Fainting - can occur in individuals unaccustomed to hot environments who remain standing erect and immobile in high temperatures. The body's effort to regulate internal temperature causes blood vessels in the skin and lower body to enlarge, potentially leading to blood pooling rather than returning to the heart and brain. To prevent fainting, maintaining movement helps ensure proper blood circulation and reduces the risk of pooling.

If you experience any of the above symptoms, due to heat at any time, contact your supervisor immediately. If your symptoms are severe, contact your Supervisor who can dispatch First Aid to your location.

Acclimatization refers to the body's temporary adaptation to working in hot conditions, which occurs gradually with consistent exposure. Most individuals achieve peak acclimatization within four to 14 days of regular work, spending at least two hours per day in the heat. This process allows the body to adjust and become more efficient at managing heat stress, typically within two weeks or less.

Shaded Areas are available to all Team Members during meal and rest periods. A shaded area is an area with blockage of direct sunlight, which allows the body to cool. Shade alone may not always provide sufficient cooling, especially if the shaded area retains heat or lacks proper ventilation, such as inside a parked car. During breaks and meal periods, always choose a shaded area that feels noticeably cooler and well-ventilated to effectively lower your body temperature and prevent heat-related issues.

### **Preventive Recovery Period**

Team Members suffering from heat illness or who believe a preventative recovery period is needed, shall be provided access to an area with shade that is either open to the air or provided with ventilation or cooling for a period of no less than 5 minutes. If you feel you require a preventative recovery period, please contact your supervisor immediately.

### **Safety Rules**

- Don't wear dark, tight-fitting clothes.
- Don't eat heavy meals before working in the heat.
- Cover as much of your body as possible.
- Keep drinking water close by during the entire workday.
- Avoid drinks with caffeine, including power drinks, and drink water instead.
- Know and react to symptoms of heat-related health problems.

### **Drinking Water**

- Working in hot conditions can lead to significant fluid loss through sweating, with the body producing 2 to 3 gallons of sweat per day.
- To stay hydrated, drink 5 to 7 ounces of water every 15 to 20 minutes during shifts.
- Avoid relying on thirst as a hydration indicator and avoid carbonated beverages, as they do not effectively replenish fluids.

### **Sunscreen**

- Use appropriate sunscreen when working outdoors to protect against harmful UV exposure.
- Hats and sunglasses that meet BRTX, LLC's dress code are recommended for additional sun protection.

## **COMPANY VEHICLES**

### **POLICY 134-1**

Team Members authorized to operate a BRTX, LLC vehicle or their own vehicle for company purposes must adhere to the following guidelines to ensure safety, compliance, and proper vehicle maintenance:

- **Age Requirement:** Team Members must be at least 18 years old to operate any vehicle for company purposes.
- **Driver's License:** A valid and appropriate driver's license without restrictions is required.
- **Compliance with Laws:** All traffic laws, regulations, and safety guidelines must be followed when operating a vehicle.
- **Personal Vehicle Maintenance:** Team Members using their personal vehicles for company purposes must ensure the vehicle is properly maintained, including adhering to manufacturer maintenance schedules and oil change recommendations.
- **Company Vehicle Maintenance:** Company vehicles must be kept clean and well-maintained, both inside and out, including regular washing and vacuuming as needed. Any damage to a company vehicle, regardless of severity, must be reported immediately to a supervisor.
- **Insurance Coverage:** BRTX, LLC provides insurance for company-owned vehicles. However, Team Members are fully responsible for any accidents, fines, moving violations, or parking infractions incurred while operating any vehicle.
- **Smoking Prohibition:** Smoking is strictly prohibited inside company vehicles.
- **Unauthorized Operators:** Only authorized individuals are permitted to operate company vehicles. Unauthorized individuals, including those not employed by BRTX, LLC, are not allowed to drive company vehicles under any circumstances.
- **Accident Procedures:** Before operating a company vehicle, Team Members will receive training from their supervisor on appropriate steps to take in the event of an accident, including reporting protocols and required documentation.
- **Seat Belt Use:** Seat belts or other appropriate safety restraints must be worn by the driver and all passengers whenever the vehicle is in motion.
- **Electronic Device Use:** The use of cell phones, handheld devices, or other electronic equipment while operating a vehicle is strictly prohibited, unless the vehicle is safely parked.

#### **Damage to Vehicles**

Team Members must report any damage to a company vehicle, regardless of whether the damage occurs during work-related activities or while the vehicle is parked. Damage reports should be submitted to a supervisor immediately, along with all relevant details about the incident. Negligence or failure to report vehicle damage may result in disciplinary action.

#### **Policy Enforcement**

Failure to comply with these guidelines may result in disciplinary action, up to and including termination. For questions or clarifications regarding vehicle operation, Team Members should contact their supervisor or Human Resources.

## **HAZARD COMMUNICATION**

### **POLICY 135-1**

This section of the Team Member handbook has been developed to provide each Team Member with important information about the use of chemicals in the workplace. Please read carefully. The safety of all Team Members and the safety of our guests are of utmost importance. For Team Members working directly with chemicals, special training and education will be provided by a supervisor.

What is the Hazard Communication Standard?

The Occupational Health and Safety Administration's (OSHA) Hazard Communication Standard was established by the Federal government on November 15, 1983. The purpose of this standard is to ensure that all chemicals are evaluated by the manufacturer for real and potential hazards and that the information concerning the hazards is communicated to all Team Members who might be exposed to any hazardous material in their workplace.

The standard requires that:

The employer maintains a comprehensive inventory of all hazardous materials in the workplace.

Safety Data Sheets (SDS) for all chemicals in the workplace are to be accessible to any Team Member who may come in contact with a particular chemical.

All containers must be labeled, or marked, with the identity of its chemical contents and appropriate information about the potential hazards of the product.

Team Members must be advised of the hazards of the chemicals used in their work location and be trained in the use of protective measures and equipment for handling chemicals.

## **SAFETY DATA SHEETS**

### **POLICY 136 -1**

Safety Data Sheets (SDS) provide essential information about the health hazards, safety precautions, and protective measures related to chemicals used throughout the park. These sheets are designed to ensure Team Members are informed and equipped to handle chemicals safely.

- SDS Information Centers are located in every work area and department.
- SDS documents are stored in clearly marked three-ring binders for easy reference.
- Team Members are encouraged to review SDS sheets regularly and become familiar with the chemicals used in their work area.
- If you have any questions about SDS information, contact your supervisor or manager immediately.

Each SDS contains sixteen categories of information on the chemical. Although each SDS may look different, each will contain the same information, including but not limited to:

- Chemical Identification
- Hazardous Ingredients
- Physical and Chemical Properties
- Fire and Explosion Data
- Health Hazard Information
- Reactivity Data
- Accidental Release Measures
- Exposure Controls and Personal Protection
- Handling and Storage Precautions

Team Members must follow all safety instructions provided in the SDS and use appropriate personal protective equipment (PPE) when handling chemicals. For additional information or clarification, please contact your supervisor or Human Resources.

**CHEMICALS**  
**POLICY 136-2**

**Chemicals in The Workplace**

There are over 500,000 chemicals used in the workplace, and many more are introduced each year. Chemicals enhance our lives and are an essential part of our lifestyles. However, if used inappropriately and without proper precautions, they can be hazardous to our health.

Consider, for example, the chemical compound NaCl or sodium chloride - better known to most of us as ordinary table salt - when used properly this chemical compound enhances the flavor of food and has been used as a food preservative for many years. On the other hand, if used improperly, NaCl can be hazardous to our health - increasing problems with high blood pressure and heart failure

Most chemicals do not present any danger if used properly. In other words, it is frequently not the chemical a Team Member is using, but how they use it that determines the hazard. If the Team Member understands how a chemical substance can affect their health and use it correctly and take appropriate precautions, they will be able to protect their health while using chemicals in the workplace.

**Chemicals, How Do They Affect the Human Body?**

There are three ways that chemicals can enter the human body:

1. Inhalation - the most common way that a chemical substance can enter the body is by inhaling or breathing a chemical that is mixed with the air. The lungs easily absorb these chemicals and from the lungs the chemical passes into the blood stream just as the air that we breathe does. To avoid inhaling hazardous substances, all Team Members should observe cautions to keep the work area well ventilated and use respiratory protection equipment if required.
2. Ingestion - another way that chemicals enter the body is through the mouth and digestive tract. Ingestion of a chemical substance is usually accidental. To prevent accidental ingestion, Team Members should be sure to wash their hands thoroughly after using chemicals, and especially before eating or smoking.
3. Absorption - the third way that chemicals enter the body is through the skin. The skin usually protects us from foreign substances, but some chemicals easily pass through the skin's protective barrier, or cause damage to the skin itself. To protect from accidental absorption of a chemical, use gloves and other protective clothing.

**Types of Chemical Substances**

Chemical substances come in several different forms and can have different effects on people. Some chemicals cause "acute" problems - problems that are felt immediately, such as breathing problems and rashes. Other chemicals cause "chronic" problems where the effects of exposure

may not be evident for months or even years. An example of chronic effects is respiratory problems due to smoking.

Some forms of chemicals that a Team Member is likely to come in contact with are:

- Fumes, mists and dusts - all of these are carried in the air and are inhaled. These will therefore cause breathing problems and may also cause burning and stinging of the nose, throat and eyes. Adequate ventilation and proper protective equipment will limit the exposure to these.
- Solvents - these products are used in several work locations and are used to dissolve other substances. Common examples are degreasers and paint thinners. These products commonly affect the skin, causing drying and cracking. The fumes or vapors from these products may also cause breathing problems. Wear gloves and work in well-ventilated areas when using solvents.
- Acids and caustic substances - these products damage organic tissue and cause chemical burns to the skin. They will also burn the eyes if accidentally splashed into the face or if the Team Member touches their eyes while using them. Examples are drain cleaners and oven cleaners. For protection, Team Members should wear gloves and other protective clothing and goggles.

If a Team Member is required to use any of these substances, they will be instructed by a supervisor in proper handling techniques and use of protective equipment.

#### **Tips for The Safe Use of Chemicals in The Workplace**

- Team Members must wash their hands thoroughly after using chemicals.
- Keep all containers labeled. Never use unknown products. If it is not labeled, check with a supervisor concerning the proper procedure for disposal.
- When using chemicals, never mix them without specific instructions - improper mixing can cause the products to react and form new, more hazardous substances.
- Always use products as they are meant to be used. Follow instructions to each chemical carefully. Always read the label for instructions and consult the SDS for further information.
- If a spill occurs or a Team Member is improperly exposed to a chemical substance, contact a supervisor immediately and report exposure and/or health problems to First Aid.
- When storing chemicals, make sure lids are secure while keeping storage area neat and organized. Do not pile containers together haphazardly.

The purpose of the information in this section of the handbook is to advise Team Members of the "Hazard Communication Standard" and the use of chemicals in the workplace. The use of chemicals and protective equipment, if any, in a specific work location will be covered by a supervisor. A supervisor will also know the location of the Safety Data Sheets for chemicals used. If the Team Member needs further clarification of this information, please contact a department manager.

## **PERSONAL PROTECTIVE EQUIPMENT**

### **POLICY 137-1**

If the label and/or SDS recommend the use of Personal Protective Equipment (PPE) for safe handling, contact a manager to obtain the proper equipment. Below are a few examples of PPE:

- Gloves
- Goggles
- Hearing Protection
- Back Belts
- Aprons
- Respirators

#### **REMEMBER:**

- Always use Personal Protective Equipment and always wash after using chemicals or cleaners.
- Read and understand the label before using any chemicals or cleaners.
- Never eat, drink, or chew gum while using any chemicals.
- Know your physical limitations and never try to do more than you are capable of.

#### **Blood Borne Pathogens**

Blood borne pathogens are microorganisms present in blood that can cause blood borne diseases. The two most prevalent blood borne diseases in the United States are Hepatitis B Virus (HBV) and Acquired Immunodeficiency Syndrome (AIDS) / Human Immunodeficiency Virus (HIV). Both diseases can be deadly.

Team Members will occasionally experience “cuts and scrapes” that seem to accompany daily tasks. These situations have the potential to cause exposure to blood and other human bodily fluids that may be infected. The best way to prevent accidental exposure is to practice UNIVERSAL PRECAUTIONS. This means that Team Members should approach all human blood and other bodily fluids as though they are contaminated with blood borne pathogens.

#### **Ways to Prevent Potential Infection:**

- Use PPE when handling potential exposures (gloves / safety glasses).
- Use a dustpan or extended grabber to pick-up certain items – do not use your hands.
- Wash your hands thoroughly with soap / hot water immediately after handling the situation.
- Report any exposures immediately to First Aid so that treatment can be administered.
- Ensure proper disposal of all sharps and syringes.

## **FIRE EXTINGUISHERS**

### **POLICY 138-1**

All Team Members are required to know where the fire extinguishers are located in their work area. If you do not know, ask your Manager.

Any significant fire should be left for the professionals. If you ever encounter a fire that is out of control, call for help immediately. Do not endanger yourself.

When using a fire extinguisher, remember the word PASS.

**PULL** the pin (ring) from the fire extinguisher.

**AIM** the nozzle at the base of the fire.

**SQUEEZE** the handle.

**SWEEP** the nozzle from side to side.

## **EMERGENCY PREPAREDNESS & EVACUATIONS**

### **POLICY 139-1**

Emergency situations such as an earthquake, tornado, flood, power failure, chemical spill or fire can occur at any time. It is important that each Team Member understands their role in an emergency situation and is ready to respond quickly and efficiently.

To ensure both our Guests and Team Member's safety during an emergency, BRTX, LLC has established an Emergency Action Plan (EAP). The EAP is a detailed plan that focuses on emergency preparedness. A copy of the plan is available for your review in your Manager's office.

The EAP covers a variety of situations including but not limited to:  
Fire, Chemical Spills, Floods, Extreme Weather, and Terrorist Attacks.

### **Emergency Procedures**

In the event of an accident, fire or other type of emergency, help is only a phone call away. The most important thing to remember in an emergency situation is to REMAIN CALM and use COMMON SENSE.

#### **In Case of Power Failure**

- Team Members should stay at their workstation. A supervisor will give the Team Member instructions.
- Wait for assistance and instruction before attempting to rescue people.
- Never attempt anything that will endanger a guest, or a fellow co-worker.

#### **In Case of Fire**

- Contact a supervisor as outlined in the park guidelines. Give the Team Members name, location and nature of the fire.
- Quickly clear the work area of people in a calm and orderly manner.
- Do not attempt to put out the fire if it cannot be done 100% safely.
- If a Team Member uses a fire extinguisher, please notify a supervisor so that the fire extinguisher can be filled and returned to its proper location.

#### **In Case of Serious Illness or Injury**

- Contact a supervisor as outlined in the park's guidelines. Give the Team Members name, location and nature of injury/illness.
- If the injury/illness was caused by powered equipment, TURN OFF THE EQUIPMENT IMMEDIATELY.
- Remain calm. Do not attempt to move an injured person unless he/she is in danger of sustaining further injuries.
- Help keep onlookers away from the area.
- When help arrives, take instructions from the person in charge.
- Assist the injured guest in any way possible. Ask if they would like to go to the First Aid Station. Refrain from using leading questions such as "Are you hurt?" Instead ask, "How may I help you?" Do not make promises or leading statements to the guest.

- Do not under any circumstances discuss the incident with anyone except with a supervisor/manager or other designated company official.
- Never make comments, even in jest, regarding the incident.

#### In Case of Minor Illness/Injury

- Determine that the guest has not sustained a serious injury.
- Escort guest to FIRST AID. If the Team Member is unable to leave their workstation, find a fellow team member who can assist.
- If a guest refuses First Aid treatment, contact a supervisor and write down the guest's name, address, telephone number, and information about the injury or illness.
- Pass along this information to a supervisor/manager immediately.

#### Work-Related Injury or Illness

- Notify a supervisor/manager immediately.
- Proceed to First Aid.
- A Team Members illness/injury, as diagnosed by the EMT, may require further treatment. If this is the case, please follow the park's specific guidelines.
- A drug and/or alcohol test will be required to be submitted within 24 hours of injury, for all work-related injuries.
- If a Team Member receives off-site medical treatment and is released, return to the park and fill out the first report of injury with the person designated by the park guidelines.
- It is the TEAM MEMBERS RESPONSIBILITY to contact the appropriate person to complete the first report of injury within the time frame designated by the park guidelines.
- Refer to individual park guidelines for additional information.

#### Return to Work

If a Team Members injury or illness is such that they are unable to report for work, please contact department manager. A doctor's release may be required prior to a Team Member returning to work. Every effort will be made to return the Team Member back to work as quickly as possible.

#### Safety is Everyone's Responsibility

It is impossible to predict when an emergency situation may occur, but if a Team Member uses their common sense and acts according to the preceding guidelines, we are confident their performance will be exceptional.

**REMEMBER, SAFETY IS EVERYONE'S RESPONSIBILITY.**

Violations of safety rules will result in disciplinary action and possibly termination.

## **Tips for Personal Safety**

There are a few personal safety tips a Team Member should keep in mind:

- Be familiar with their surroundings. Get to know the park and the best routes to and from the workplace. Do not take shortcuts through areas that are closed or not intended for foot traffic.
- Only go into areas that are authorized to enter for Team Members. This is especially true if an area is closed and not staffed. If a Team Member sees a guest in an area that is closed or off limits to park guests, they should politely ask them to leave the area. This also applies to park Team Members if they are not authorized to be in a certain work area. If a guest or Team Member will not comply with the request, promptly contact Security.
- Do not give out a Team Members full name or phone number to park guests. If a guest indicates that he or she needs this information to contact their supervisor, offer to contact a supervisor at that time for the guest.
- Security is only a phone call away when assistance or an escort is needed. If a Team Member has requested an escort, please do not leave the area before the escort arrives.

If a Team Member is planning to run errands after work, it is a good idea to inform someone at home. This way someone will know when the Team Member is to be expected home. This will help limit the amount of calls from worried parents/spouses/children wondering where a Team Member is, and they will not need to contact management.

While we operate the safest rides in the industry, they can be unforgiving if Team Members are not trained in their operation or if Team Members are in an unauthorized area while the rides are operating. Safety is our number one priority. Do not be in an area that is not authorized to be in.

## **Rules, Policies & Procedures**

The Company has developed rules, policies and procedures for the safety, operations and maintenance of our park. All Team Members will be trained and must follow all policies and procedures for the safety of themselves, our guests and fellow Team Members. For further information, please contact your department head.

**WORKERS' COMPENSATION**  
**POLICY 140-1**

All Team Members are entitled to Workers' Compensation benefits. This coverage is automatic, immediate and protects you from an on-the-job injury. An on-the-job injury is defined as an accidental injury suffered in the course of your work or an illness which is directly related to performing your assigned job duties. This job-injury insurance is paid for by BRTX, LLC. If you cannot work due to a job-related injury or illness, Workers' Compensation insurance pays your medical bills and provides a portion of your income until you can return to work.

All injuries or illness arising out of the scope of your employment must be reported to your supervisor immediately, no later than 24 hours. Prompt reporting is the key to receiving Workers' Compensation benefits. Ensure your right to Workers' Compensation benefits by reporting any injury in a timely manner. Team Members who incur an on-the-job injury will be required to submit to a drug screen as provided by the states Drug Free Workplace Program.

Before a team member returns to their workstation, after being absent due to a work-related injury, they must first bring their return to work authorization paperwork and be cleared through the Human Resources Department.

**SECURITY**  
**POLICY 141-1**

The safety and security of Team Members and Guests are top priorities at BRTX, LLC. The Security team is responsible for maintaining a secure environment and is highly trained to address any security-related incidents or situations.

At BRTX, security is more than a program—it is a shared commitment. Every Team Member plays an essential role in ensuring a safe and secure environment. Security awareness is a collective responsibility, and all Team Members are encouraged to remain vigilant and proactive.

Any suspicious or unusual activity in or around the park should be reported immediately to a supervisor or the Security department. This collaborative approach ensures a safe and welcoming environment for everyone.

**Security and Non-Discrimination**

BRTX, LLC is committed to maintaining a policy of non-discrimination, which is fully supported by its security policy and the security functions at all Company properties. No aspect of the security policy shall be implemented, and no security functions shall be performed, in a manner that discriminates based on race, color, religion, ancestry, national origin, age, disability, sex, marital status, sexual orientation, veteran status, or any other characteristic protected by law.

Decisions regarding access, security screening, entry, denial of entry, or expulsion shall never be influenced by the race or ethnicity of a guest or prospective guest.

Violations of this policy are taken seriously and will result in disciplinary action, up to and including termination of employment.

## **LOSS PREVENTION**

### **POLICY 142-1**

To safeguard the assets of BRTX, LLC, Loss Prevention enforces internal control policies and procedures designed to minimize the risk of asset loss. These measures aim to prevent losses wherever possible and to detect, investigate, and recover losses should they occur.

#### **Loss Prevention Is a Team Effort**

Every Team Member plays a vital role in the success of BRTX, LLC's Loss Prevention efforts. Team Members serve as the eyes and ears of management, acting as an essential extension of the Loss Prevention program. Leading by example and demonstrating positive behavior are key contributions to the mission of safeguarding the Company's assets.

BRTX maintains a strict Zero Tolerance policy regarding both internal and external theft. It is essential for all Team Members to understand and adhere to the Company's policies and procedures designed to prevent loss. The Loss Prevention department encourages open and confidential communication with all Team Members and welcomes reports of suspicious behavior or apparent policy violations.

#### **Prohibited Conduct**

To maintain the integrity of the workplace and protect Company assets, the following actions are strictly prohibited:

- Stealing, abusing, loaning, or misappropriating Company property, including but not limited to tools, food, merchandise, supplies, time, money, tickets, or any other asset, regardless of value.
- Giving or receiving unauthorized discounts from established pricing.
- Accepting unapproved vendor purchase incentives, except for product discounts that directly benefit the Company.

#### **Programs**

Loss Prevention works with other departments to prevent losses in the following ways:

- Conduct revenue and procedural audits for management, review current systems, controls, and procedures used at the park resulting in recommendations to improve current systems.
- Provide training to park management and staff in the areas of theft prevention and detection, substance abuse, counterfeiting and shoplifting.
- Conduct pre-employment interviews, review background histories and verify information through contacts and public record searches. As a condition of employment, applicants may be required to participate and successfully pass a background check.
- Conduct investigations in cooperation with and at the request of the Human Resource department into matters of sexual harassment, workplace violence, and/or major policy violations.

- Investigate information provided through security reports that involve theft or drugs and lists workable leads and/or suspect information.
- Coordinate regularly scheduled Loss Prevention Committee meetings to address current park concerns
- Work jointly with the accounting department in reviewing the daily operating and over/short reports, sharing audit results and similar information to prevent loss and to identify irregularities that may lead to theft.
- Loss Prevention has many methods of investigation at its disposal. These methods include:
  - Fixed and mobile surveillance
  - Undercover operatives (investigators acting as regular Team Members)
  - Financial audits
  - Visible and hidden video cameras
  - Procedural audits (investigators acting as park guests)
  - Interviews with Team Members and witnesses

### **Disposition**

Loss Prevention investigates all situations where loss of Company assets may have occurred. After a comprehensive investigation is completed and all facts and details are gathered, Loss Prevention works to recover lost assets through recovery and voluntary restitution. In cases where the Company believes that federal, state, or local laws have been violated, Loss Prevention may refer the matter to law enforcement.

Team Members who steal, aid, or abet others to steal, or who fail to report dishonesty, provide false information during an investigation, or refuse to cooperate with an investigation will be subject to disciplinary action up to termination and possible prosecution.

### **Company Investigations and Rights**

The Company reserves the right to conduct its own investigation and to take disciplinary action when it determines Company policy has been violated. Loss Prevention, with the assistance of Human Resources, will coordinate Company resources when investigations are deemed appropriate. BRTX reserves the right to change or modify practices with or without notice to Team Members.

### **Involvement of Law Enforcement Agencies**

When the Company has reason to believe that federal, state or local law is being or has been violated, the Company may refer such activities to law enforcement agencies.

### **Specific Governed Classes of Team Members**

BRTX's policy is not construed to limit or exempt Team Members from federal, state, local and administrative laws or regulations.

**SEARCHES**  
**POLICY 143-1**

The Company reserves the right, at all times, and without prior notice, to inspect any and all Company property including intellectual property for the purpose of determining if any Company policy has been violated, subject to and in accordance with any applicable state law. Such inspections may be conducted during or after business hours and in the presence or the absence of the Team Member. Company property includes, but is not limited to, desks, storage areas, work areas, lockers, file cabinets, computers, company email, company phones and Company vehicles. In addition, all vehicles and other personal property of an Team Member, including, but not limited to, bags, boxes, purses, briefcases and lunch containers, brought onto Company premises or within Company Jurisdiction are subject to inspection at any time a Company representative has a reasonable suspicion that a Company policy has been violated and such an inspection is reasonably necessary in the investigation of such violation(s). Refusal to consent to a search or an inspection when requested constitutes insubordination, and the Company may take disciplinary action, up to and including immediate termination and has the right to involve law enforcement agencies.

**COMMUNICATION**  
**POLICY 144-2**

**OPEN COMMUNICATIONS**

We encourage you to discuss any issue you may have with a team member directly with that person. If a resolution is not reached, please arrange an “Open Communication” meeting with your supervisor to discuss any concern, problem, or issue that arises during the course of your employment. An Open Communication meeting allows you and your supervisor or manager to discuss any topic in an open, non-threatening environment. Please remember it is counterproductive to a harmonious workplace for you to create or repeat rumors or office gossip. It is more constructive for you to consult your supervisor with any questions.

You should initiate the Open Communication process by discussing the issue about which you have a concern with your supervisor. Your supervisor should make a reasonable effort to resolve the issue. If you do not wish to discuss the matter with your supervisor, or when the resolution provided by your supervisor is unsatisfactory, you may submit your complaint to the Human Resources Office.

It is BRTX, LLC policy to communicate directly with the Team Member. BRTX, LLC will not discuss Team Members status, performance, or other business topic with anyone other than the Team Member.

**CONFIDENTIALITY**  
**POLICY 144-3**

Team Members at BRTX, LLC may have access to sensitive and confidential information that must always be protected. Confidential information includes, but is not limited to, the following:

- Pending projects, proposals, and developments
- Proprietary processes or documents prepared by Team Members or agents
- Customer information and trade secrets
- Marketing strategies and promotional plans prior to release
- Compensation data, financial information, and labor relations strategies
- Computer programs, code, and proprietary systems
- Attendance, revenue, and expense data

**Confidential Information Definition**

Confidential information includes technical and business information that is proprietary, such as:

- Business practices, security protocols, passwords, and access codes
- Attractions and services not publicly announced
- Proprietary cost, profit, margin, and budget information
- Financial data and projections
- Team Member personal and payroll information
- Customer, purchasing, and vendor information
- Marketing research and plans
- Current or future business plans and models

This list is not exhaustive, and all proprietary information, regardless of designation as "Confidential," is subject to this policy.

**Policy Guidelines**

**1. Disclosure Limitations:**

Confidential information shall only be disclosed to individuals with a legitimate business need, as determined by the General Manager.

**2. Legal Exceptions:**

Confidential information may only be disclosed if required by law or authorized by BRTX, LLC.

**3. Exemptions:**

This policy does not apply to information:

- That becomes public knowledge through no fault of the Team Member.
- That is disclosed with prior authorization from BRTX, LLC.

**4. Confidentiality Obligations:**

- Team Members must not disclose, misuse, or share confidential information obtained through their employment.
- If uncertain whether information is confidential, Team Members must consult their immediate Manager or the Human Resources Director before taking any action.

**Policy Adherence and Consequences**

Compliance with this policy is a condition of employment at BRTX, LLC. Unauthorized disclosure or misuse of confidential information will result in disciplinary action, up to and including termination.

Should any provision of this policy be deemed unenforceable, the remaining provisions shall remain fully enforceable, with any modifications required to preserve the policy's intent.

**Purpose of the Policy**

Protecting confidential business information and trade secrets is critical to the success of BRTX, LLC. Team Members play an essential role in safeguarding this information to ensure smooth operations and maintain the Company's competitive edge.

**CASH HANDLING**  
**POLICY 145-1**

**Cash Handling/Cashier Position Agreement & Policy**

BRTX, LLC has established the following policies and procedures for cash handling. As a BRTX, LLC Team Member, I understand and agree to abide by the following:

- I am responsible for the till fund I am assigned from BRTX, LLC.
- I am responsible for sales dollars made while I am selling items for BRTX, LLC.
- I am willing to submit to pocket checks, sock and shoe checks, clothing checks and any other reasonable personal searches as part of a loss prevention investigation.
- I will be held criminally and personally responsible for any type of fraud or theft of money or property belonging to BRTX, LLC.
- I will immediately drop into my secured cash drawer all denominations larger than twenty dollars.
- I will drop any excessive amounts of bills from the top of the cash drawer and place them under the black cash till.
- I will never allow anyone to operate on my till fund except Authorized Department Personnel.
- I will never accept personal checks.
- I will log off the POS every time I leave my station.
- I will store personal belongings in my locker, never in my work area.
- I am aware that coupons are only accepted in accordance with the instructions printed on the coupon.
- I will follow instructions given to me regarding cash handling and sales procedures.
- I will report any known theft or fraud to my manager, or I will be held equally accountable.
- I understand BRTX, LLC utilizes the following methods of investigation:
  - Covert and overt cameras
  - Shoppers
  - Undercover Team Members
  - Standard surveillance techniques
  - Information from Team Members
  - Marked money
  - Pocket searches
  - Auditors
  - Other investigative searches

**Revenue Theft Policy**

I understand that theft includes but is not limited to the taking of products or money, giving away products or money, unauthorized discounting, receiving products or money, unauthorized use of company property, credit card fraud, grazing, not reporting known or suspected theft by others, or trading products for a good or service.

I understand as a Team Member working for BRTX, LLC that I am responsible for all of the above information. I agree to comply with all points and understand that violation of the policies and procedures will be documented and may result in one or more of the following:

- Verbal or Written Warning
- Suspension without pay
- Immediate termination
- Investigation by BRTX, LLC Loss Prevention Department
- Civil Charges and/or Criminal Prosecution

### **Cashier Over/Short Policy**

If a cashier has an occurrence that results in an over/short of \$75.00 or more, and there is no immediate resolution, the cashier may be placed on a three-day unpaid suspension, so that a full investigation can be conducted. After the investigation has concluded, an employment decision will be communicated to the cashier, which may include immediate termination.

All Cashiers over/short of \$5 or more will result in disciplinary action being taken.

**1<sup>st</sup> & 2<sup>nd</sup>** offense the cashier is to be given a written warning and:

- questioned if they knew of the reason for the overage/shortage, if they do and the explanation is valid the warning is removed and sales are corrected in Money Bags and,
- asked if they have any questions about the register or would like additional training

**3<sup>rd</sup>** offense the Team Member is given a written warning and will be retrained on register and cash handling procedures.

**4<sup>th</sup>** and (FINAL) warning the Team Member is given a written warning and offered:

- Option 1 – cashier may continue to handle cash but if there is another write up issued the cashier will be terminated.
- Option 2 – cashier may opt to be removed as a cashier and become a greeter or move to another noncash department.

**5<sup>th</sup>** offense the cashier is to be terminated without the option to be moved to another position.

### **Training and Certification**

Each cash handling Team Member is required to go through cashier training prior to checking out their first till bag. During training a cashier must learn the following:

- How to enter a sale and void an item
- How to void an entire order
- What to do in the case of a refund
- How to use credit card reader
- Make sure all credit card slips are signed and filed
- Verify credit card signature and/or ask for ID
- How to detect a counterfeit
- How to check out a till bag, what to do with the till/bag during break
- How to order change/request a pickup
- What to bring back to cash control with their till and or bag

If a cashier does not feel they have received adequate training with regards to cash handling or point of sale (cash register) procedures, they should immediately contact their department manager to discuss the situation.

## **ELECTRONIC INFORMATION**

### **POLICY 146-1**

#### **Social Media & Social Networking**

For the purposes of this policy, "social networking" includes posting information on personal, company, or public sites, including but not limited to platforms such as YouTube, Twitter, Facebook, Instagram, Snapchat, Tumblr, LinkedIn, personal websites, blogs, or public chat rooms. Team Members should be aware that their social networking activities, even when conducted off premises and off duty, could impact BRTX, LLC's interests.

#### **Social Networking Guidelines**

To protect the Company's reputation and interests, the following guidelines must be observed:

- Social networking using the Park's electronic resources is prohibited.
- All social networking activities are subject to the policies outlined in this handbook, including those on Harassment, Unlawful Behaviors, Confidentiality, and Employer Property.
- Refrain from social networking about Guests, whether or not they are mentioned by name.
- If employment at BRTX, LLC is disclosed on a personal social media account, Team Members must clearly state that any opinions expressed are their own and do not reflect the views of BRTX, LLC.
- The Park's logo, proprietary graphics, or photographs of its premises or products may not be used in any degrading or unauthorized manner.
- Avoid posting content that could be detrimental to the Park's profitability, reputation, or relationships within the communities it serves.

#### **Policy Evolution**

As new technologies and social networking platforms emerge, these guidelines will evolve to address relevant concerns. Team Members are encouraged to review this policy regularly to remain compliant.

#### **Non-Compliance**

Failure to adhere to this policy may result in disciplinary action, up to and including termination of employment.

## **COMPUTERS**

### **POLICY 147-1**

This Policy defines the guidelines under which all Users of the Company computer hardware, software, electronic information, and communication networks (collectively referred to as Information Systems) must work. The primary purpose of this policy is to ensure that our Information Systems are secure, reliable, and available for their intended business purpose.

#### **Computer Use**

Computers can greatly assist Team Members in the performance of their duties and are expected to be used in a professional manner for Company related purposes. Creating, storing or printing offensive material on a computer is prohibited and may result in immediate dismissal or other disciplinary measures. As used in this policy, the term offensive material has its ordinary meaning and includes, but is not limited to, pornography or other material of a sexual nature, racist or hate literature or materials, racial, sexual or other offensive jokes, cartoons, or comments, inappropriate discussion groups or chat rooms, or any other information or material which the Company deems to have violated Company policy.

#### **Email and Internet**

While email and the Internet have become increasingly important tools for conducting business, their improper use can result in liability to both Team Members and the Company. This policy establishes guidelines for the proper use of email and Internet use, regardless of the access method, including:

- Access on or from the Company's premises;
- Access using either personal or Company provided computer equipment (such as notebook computers, personal digital assistants (PDAs) and internet capable cell phone);
- Accessed using Company-paid access methods;
- Incoming communications directed to the Company's system;
- And/or access in a manner that identifies the Team Member with the Company, whether during normal working hours and whether on or off-site.
- The Company email and Internet systems are intended for the conduct of Company business.

#### **Inappropriate Content**

Some Internet sites and emails contain visual, written, and/or audio material, which is inappropriate for a business setting and/or constitutes offensive material. Team Members may not use Company computer equipment, internet connections or email accounts to receive, access, create or distribute such material, or any material that the Company deems inappropriate and/or contrary to its policies and procedures. This prohibition also applies to personal computer equipment under Company Jurisdiction or connected to Company networks/computer equipment and exchanging or transmitting data by any means, and to any computer used in the circumstances described earlier in this policy under the heading "Email and the Internet".

**Copyright Infringement**

Copying, downloading, or the distribution of any copyrighted material is explicitly prohibited. Team Members who knowingly violate copyright laws are in violation of this policy, and as such may be subject to immediate dismissal or other disciplinary measures.

**Definition**

For all purposes of this policy, “computer” refers to any device (i.e., computer, PDA (personal digital assistant), internet capable cell phone, etc.) that is capable of interfacing in any manner or by any means with the Company’s Information Systems.

**Radios**

At times during the summer you may be positioned where it is necessary for you to use a radio. The radio is your direct line to your Supervisor, Manager, or emergency contact. The careful use and care of this expensive piece of safety equipment is critical. If they are dropped or become wet, they will not work and are expensive to repair. The choice of words you use is critical as Guests are within an earshot of radio communications. Use the radio professionally and without profanity.

**Telephones & Other Forms of Communication**

Some of the locations in the park are equipped with telephones. All Park phones are to be used for business purposes only. For this reason, personal calls are not allowed to be made from or received in your work area. Please utilize your break period for making personal calls. If you do not own a cell phone, and need to make a call from the park, please get permission from your Manager before using a park phone.

## **MEDIA RELATIONS**

### **POLICY 148-1**

Team Members may not provide any information to the media or engage in media interviews without the express consent of the park General Manager or Director of Marketing.

Media includes all external communication vendors: newspaper, radio, TV, online news sources, etc. If a member of the media approaches you, and they are not accompanied by a member of the Marketing Department or their designate, please respond in the following manner:

***“I am not a Park spokesperson. However, I will be glad to direct you to someone who can help you further.”***

Please contact your supervisor or manager immediately or assist in locating the Duty Manager. Do not give your opinions, or offer information, or otherwise engage in an interview. Team Members are expected to be courteous and polite to the media personnel, but you must not respond to questions, other than those clearly answered in the park guide.

Team Members who speak with the media and are unauthorized to do so, or who share information or rumors, may experience disciplinary action, up to and including termination.

As a Team Member of the Company, you grant permission to film/videotape/photograph yourself on Park property for any purpose without payment or consideration thereof.

#### **Media Release Policy**

As a Team Member of BRTX, LLC, consent is granted to the Company to film, videotape, or photograph you while on Park property. This media may be used for any lawful purpose without the expectation of payment or other consideration.

## **DISCIPLINARY ACTION**

### **POLICY 149-1**

BRTX, LLC is committed to ensuring that all Team Members are treated fairly and that disciplinary actions are handled promptly, consistently, and impartially. The primary purpose of disciplinary action is to address and correct problems, prevent recurrence, and support the Team Member in achieving satisfactory performance in the future.

Employment with BRTX, LLC is based on mutual consent, meaning both the Company and the Team Member have the right to terminate employment at will, with or without cause or advance notice.

#### **Disciplinary Action Process**

BRTX, LLC may use a range of disciplinary actions at its discretion, including the following steps:

1. **Verbal Warning**
2. **Written Warning**
3. **Final Written Warning**
4. **Suspension without Pay**
5. **Termination of Employment**

The specific step taken will depend on the severity and frequency of the issue. In some circumstances, one or more steps may be bypassed. Certain disciplinary issues may warrant suspension or immediate termination of employment.

This policy is intended to promote fairness and transparency while addressing concerns effectively and maintaining the standards and expectations of BRTX, LLC.

## **POINT SYSTEM**

### **POLICY 149-2**

Abiding by company policies, ensuring park safety, and securing company assets are important to maintaining high levels of productivity while achieving company and departmental goals. The primary function of this point-based disciplinary system is to provide consistent and fair consequences across all departments throughout the park for all hourly team members. A commission of any of the following acts will result in discipline points. The accumulation of 10 points during employment will be cause for immediate termination.

<b>1 POINT INFRACTIONS</b>	<b>5 POINT INFRACTIONS</b>
Tardiness (More than 5 minutes)	No Call/No Show
Excessive Missed Punches on Timesheet	Cell Phone Usage (on the clock/view of guests)
Uniform Violation	<b>COLLECTING A COUNTERFEIT</b>
Misuse of POS (Cashiers)	Collected Less Than \$20 <b>2</b>
<b>2 POINT INFRACTIONS</b>	Collected Between \$20 -\$50 <b>3</b>
Minor Company Policy Violation	Collected Above \$50 <b>4</b>
Conflict w/Coworker Creating Disturbance	<b>CASH DRAWER DISCREPANCY</b>
<b>3 POINT INFRACTIONS</b>	Less than \$5 <b>1</b>
Absent (Communicated with Dept. Director)	Between \$5 - \$20 <b>3</b>
Inappropriate Behavior (Non-Safety Related)	Above \$20 <b>4</b>

*After a Team Member has accumulated **5 points**, a conference with Department Director and HR will be held. The Team Member will be reminded of the termination risk at 10 points and work on a solution to prevent additional points.*

*After a Team Member has accumulated **7 points**, a conference with Department Director and HR will be held. The Team Member will be reminded of the termination risk at 10 points and certain perks/benefits will be detracted.*

Team Members will receive opportunities to deduct points from their total amount by participating in the options below. Team Members with zero (0) points at the end of the season will receive additional opportunities to earn prizes. Team Members are unable to obtain a negative point status (management will not deduct more points than what's been accumulated).

<b>-2 POINT REDUCTIONS</b>
Working a Non-Scheduled Shift When Requested by Management
Coming into Work When Called In By Management

## **SEPARATION OF EMPLOYMENT**

### **POLICY 150-1**

If a Team Member must end their employment prior to the end of the season, BRTX, LLC requests that all Team Members follow these guidelines:

#### **Two (2) Weeks Notice**

BRTX, LLC requires Team Members to provide at least two (2) weeks' notice if they intend to resign from their position. Team Members are expected to complete a Resignation Notice form to formally document their intent to leave.

Failure to provide a two (2) weeks' notice will result in the Team Member being assigned a No-Rehire status.

#### **BRTX, LLC Property**

All park property issued during employment, including but not limited to ID cards, nametags, computer equipment, keys, company-provided uniforms, tools, and parking tags, must be returned to the park upon separation from the Company.

Team Members are responsible for any lost or damaged items. As permitted by state law, the value of any unreturned property may be deducted from the final paycheck. Team Members may be required to sign a wage deduction authorization form to facilitate this process.

## **DISCLAIMER**

BRTX, LLC reserves the right to modify, amend, or change policies contained in this handbook at its discretion, with or without prior notice to Team Members. This handbook supersedes all previous versions and serves as the governing document for policies, practices, and procedures. Compliance with the policies outlined in this handbook is a condition of continued employment.

In the event of a conflict between the policies in this handbook and applicable federal, state, or local laws, the relevant laws will take precedence.

If contractual agreements alter or modify the application of this handbook for specific Team Members, those affected will be notified accordingly.

## **RECEIPT OF TEAM MEMBER HANDBOOK & EMPLOYMENT-AT-WILL STATEMENT**

I acknowledge that I have received a copy of the BRTX, LLC Team Member Handbook, which outlines the Company's policies, procedures, and expectations. I understand that I am responsible for reviewing and understanding the information it contains, and I agree to abide by these policies and procedures during my employment. Compliance with the policies outlined in this handbook is a condition of my employment.

I understand that my employment with BRTX, LLC is voluntary and at will, meaning there is no specific duration to my employment. I acknowledge that as an at-will employee:

I may terminate my employment at any time, with or without cause or advance notice. BRTX, LLC may terminate my employment at any time, with or without cause or advance notice, provided it does not violate applicable federal or state laws.

I understand that the policies and procedures outlined in this handbook do not create a contract of employment or any other type of contract. BRTX, LLC retains the right, at its sole discretion, to modify, replace, or cancel any policies, procedures, or benefits in the handbook, except for its at-will employment policy, which will not be altered or canceled. I further understand that the Company may introduce new policies and procedures as necessary.

I acknowledge that I am required to read both this Team Member Handbook and this Acknowledgment Form as a condition of my employment. By signing below, I certify that I have read and understood the Team Member Handbook and agree to all terms, conditions, policies, procedures, rules, and regulations outlined within.