



Employee Manual
Silverlake "The Family Place"

Dear Employee:

We're very happy to welcome you to Silverlake "The Family Place". Thank you for joining us! We want you to feel that your association with Silverlake will be a mutually beneficial and pleasant one.

You have joined an organization that has established an outstanding reputation for quality services. Credit for this goes to every one of our employees. We hope you, too, will find satisfaction and take pride in your work here.

This manual provides answers to most of the questions you may have about Silverlake's policies and procedures we abide by; our responsibilities to you and your responsibilities to Silverlake. If anything is unclear, please discuss the matter with your supervisor. You are responsible for reading and understanding this employee manual, and your performance evaluations will reflect your adherence to Silverlake's policies. In addition to clarifying responsibilities, we hope this Employee Manual also gives you an indication of Silverlake's interest in the welfare of all who work here. As a new staff member you are required to attend our Employee Launch program which will give you a good understanding of all of the great programs and services that our offered at Silverlake. Your Director will provide you with the date and time of the next Launch.

From time to time, the information included in our Employee Manual may change. Every effort will be made to keep you informed through suitable lines of communication, including postings on the company bulletin board and/or notices sent directly to you in-house. The Employee Manual is available to view at the Front Desk.

Compensation and personal satisfaction gained from doing a job well are only some of the reasons most people work. Most likely, many other factors count among your reasons for working: pleasant relationships and working conditions, career development and promotion opportunities, and health benefits are just a few. Silverlake is committed to doing its part to assure you of a satisfying work experience.

I extend to you my personal best wishes for your success and happiness at Silverlake, "The Family Place"

Sincerely,

Tim Geraci
Executive Director
Silverlake, "The Family Place"

You're Part of Our Team...

As a member of Silverlake's team, you will be expected to contribute your talents and energies to improve the environment and quality of the company, as well as the company's products/services. In return, you will be given opportunities to grow and advance in your career.

Silverlake is dedicated to two standards:

1. To provide our customers with the best quality services at the best prices with the best service.
2. To provide you with wages and benefits superior to others doing similar work within the industry and within the region.

At Silverlake, we always put safety first. We believe it is our duty to provide you with a safe workplace. For your protection, we have an in-house safety inspection program. We also have a substance abuse policy because you have a right to know you can depend on your coworkers.

The only things we require for employment, compensation, advancement, and benefits are performance and a good team attitude; however, all employment at Silverlake is "at will." No one will be denied opportunities or benefits on the basis of age, sex, color, race, creed, national origin, religious persuasion, marital status, political belief, or disability that does not prohibit performance of essential job functions; no one will receive special treatment for those reasons.

Purpose Statement

The purpose of Silverlake is to assist members in becoming better fit, and providing outstanding customer service.

Mission Statement

In order to achieve our Purpose, Silverlake, "The Family Place" commits to the following:

Silverlake's mission is to put fitness first by providing innovative, practical and top-quality services so people can feel good about life. We believe our first responsibility is to welcome everyone. Our strong financial position will enable us to grow. In carrying out our day-to-day business we strive to:

1. Treat our employees with respect.

2. Follow the philosophy that our members are always right, and hold ourselves responsible to deliver our Service Pledge and Commandments everyday.

3. Be considered as an asset in our community.

Through a long-term commitment to this mission, we will be known as a company that demands respect. Our members, vendors, and employees see Silverlake providing high quality, value for the money, and services that are convenient.

Concept

Our strategy for dominating the competition is to operate a quality health club that a member will be proud to call his/her own.

Silverlake target market is anyone who wants/needs to be healthy.

In addition to our existing services, we plan to introduce many new and exciting features. Silverlake will continue to change as our members and industry dictate.

What Silverlake Expects From You

Your first responsibility is to uphold our Service Pledge. You are required to know our service pledge and uphold the commandments associated with it. Secondly, know your own duties and how to do them promptly, correctly, and pleasantly. Thirdly, you are expected to cooperate with management and your fellow employees and maintain a good team attitude. How you interact with fellow employees and those whom Silverlake serves, and how you accept direction can affect the success of our business. In turn, the performance of one individual can impact the entire service offered by Silverlake. Consequently, whatever your position, you have an important assignment; perform every task to the very best of your ability. The result will be better performance for the company overall, and personal satisfaction for you.

You are encouraged to grasp opportunities for personal development that are offered to you. This manual offers insight on how you can positively perform to the best of your ability to meet and exceed Silverlake's expectations.

We strongly believe you should have the right to make your own choices in matters that concern and control your life. We believe in direct access to management. We are dedicated to making Silverlake a company where you can approach your coworkers, superiors, or any member of management, to discuss problems or questions. We expect you to voice your opinions and contribute your suggestions to improve the quality of Silverlake. We're all human, so please communicate with each other and with management.

Remember, you assist in creating the healthy, pleasant and safe working conditions that Silverlake intends for you. Your fellow employees and your dignity towards our customers are important.

Silverlake needs your help in making each working day enjoyable and rewarding.

Service Pledge

Go ahead - Make their Day

It is your responsibility to provide exceptional customer service to everyone that walks into Silverlake. Your commitment to the Service Pledge and the Ten Commandments of Service will help you in achieving this. Adhering to the service pledge and the commandments is a requirement of employment. We are here to make Silverlake the best part of everyone's day.

Ten Commandments of Service

1. EVERYONE gets a Warm Welcome and Fond Farewell
2. Use their name
3. Wear the uniform everyday; be neat and clean
4. Be fit; exercise in the club
5. Be on Time; never be late
6. Be Positive; it's contagious
7. Extend Compliments; be genuine
8. Have FUN and help others to have fun
9. Do it now! Don't wait until later.
10. Cleanliness and neatness are Job One; if everyone makes the effort, there should be no issues.
 - Every area should be dirt-free
 - No clutter in offices or common areas

Policies and Procedures

Whether you are a new hire or a former employee returning to Silverlake, you may feel a little strange in your new surroundings. This is a normal feeling and is expected. Your fellow employees, especially your manager, want to help you get off to a good start. Feel free to ask them for help concerning anything you don't understand.

Anniversary Date

The first day you report to work is your "official" anniversary date. Your anniversary date is used to compute various conditions and benefits described in the manual.

Authorized Business Hours

Our regular authorized operating hours are:

Monday - Thursday 5:00 AM to 10:00 PM

Friday 5:00 AM to 9:00 PM

Saturday 7:30 AM to 6:00 PM

Sunday 9:00 AM to 6:00 PM

Your particular work schedule will be assigned to you by your manager. Employee's working more than 4 hours are entitled to a 10 minute rest break. You are entitled to take a lunch break if your shift is longer than 5 1/2 hours in length at one period. The lunch period is unpaid and you must clock in and out when you take this break.

Please understand, the time when this lunch period is taken, and depends largely on the current activity level at Silverlake. You are required to remain on-site during this lunch period. However, circumstances do arise when it is necessary to conduct lunch outside of Silverlake. In this instance, you must obtain prior approval from your manager.

Introductory Period

Your first ninety (90) days of employment at Silverlake are considered an introductory period. This period is a tryout time for both you, as an employee, and Silverlake, as an employer. During this introductory period, Silverlake will evaluate your suitability for employment and you can evaluate Silverlake as well. At any time during this first (90) days, you may resign without any detriment to your record. If, during this period, your work habits, attitude, attendance or performance do not measure up to our standards, we may release you. If you take approved time off in excess of five workdays during the introductory period, the introductory period may be extended by that length of time.

At the end of the introductory period, your director will discuss your job performance with you. This review will be much the same as the normal job performance review that is held on an annual basis. It is your responsibility to get with your Department Head to schedule all reviews. Please understand that completion of the introductory period does not guarantee continued employment for any specified period of time, nor does it require that an employee be discharged only for cause.

During this introductory period, employees must obtain, or have a CPR and AED certification. Silverlake "The Family Place" will hold two certification training programs for all employees to get re-certified. If you attend the Silverlake recertification, Silverlake pays for the cost of the recertification, but you are not paid to attend the class. If you miss the certification time, you will be required to obtain the certifications at your cost.

Dress Codes

You are a professional and your dress exemplifies this. Every Silverlake employee will be given 1 logo staff shirt at the start of employment. Additional shirts are the

responsibility of the employee and will be deducted from your paycheck. Dress code policy is as follows I . All employees must dress in accordance with the dress code at all times.

2. If an employee does not have the appropriate dress they will be required to obtain new dress or be sent home.
3. Any employee with wrinkled uniforms will be required to press their uniform immediately once directed by a department head or Manager on Duty.
4. You must be in uniform before your first regular scheduled shift.
5. Clean shaven and groomed.
6. Shirt tucked in at all times.
7. No hats will be worn at any time.
8. Visible body piercings are not permissible during work shift.

Department Dress Codes are to follow the above plus follow your specific departments dress code.

Lifeguard

1. Silverlake Lifeguard T-shirt
2. Flip Flops (no gym shoes are to be worn on the pool deck)
3. Swimsuit with lifeguard on it
4. If shorts are worn over suit they must athletic heather grey cotton shorts
5. You must have a whistle at all times. (you need to provide your own)
6. Name tag
7. Towel must be brought to work each day

Member Services. Kid's Club. Kid's Quest. & Cafe

1. Silverlake staff shirt.
2. Solid black athletic pants, or black Capri pants (no sweat pants, no stripes or buttons on the side).
3. Gym shoes.

Trainers and Fitness Specialist

1. Silverlake logo collared shirt.
2. Khaki or black shorts, tights or pants appropriate for training. (See department head for clarification).
3. Gym shoes.
4. Club-approved black jacket with Silverlake logo.
5. See Personal Trainer Operations Manual for specifics.

Fun Nastics

1. Fun Nastics staff f shirt.
2. A grey or black sport shorts with at least a 3inch inseam.
3. Hair to the shoulders must be pulled back.

Membership Advisors

1. Business Attire (See department head for clarification)

Employees not wearing proper attire, will be sent home with a deduction of shift hours from your next paycheck, or you can purchase proper attire if available. Any deviation from this policy will need consent from your Department 1--lead.

Employee Parking

All Employees must park in the locations farthest from the main entrance, so that spots are available for our members.

Employee Scheduling

All Employee schedules will be made out by the Department Heads. The schedule will be made out for the entire month no later than 5 working days before the end of the prior month. Each employee will need to work individually with the department directors to set appropriate shift times.

Employees are not permitted to use the facility or be on the facility premises when the facility is closed. Any individual, without permission of management who are in the facility will be trespassing. Trespassing is punishable by law when deemed necessary.

Time Off Request Policies

Employees who need to request time off from normal work schedules need to submit a written request to the Department Heads. This request must be submitted two weeks before the first day of the month when the employee needs the time off.

Employees who need time off once the monthly schedule is made must find a person to cover their shift. Once this is complete, the employee must report the change to the Department Heads, so the office schedule reflects the final person on shift. The employee that appears on the Department Head's schedule is the person responsible for covering the shift.

Employees who need off for emergencies, or sick days, must contact the Department Head, to inform him or her that they will not be showing for their shift. Sick time must be reported to the department directors no later than 12 hours before the employees shift. Non-reporting of emergency or sick time off before the schedule shift will be treated as a no show for work. The disciplinary procedures are covered in detail in the Disciplinary section of this manual.

Job Descriptions

We maintain a job description for each position in Silverlake. When your duties and responsibilities are changed, your job description will be updated. Your Job Description will be given to you on your first day at work. If you do not receive your Job Description please ask your Director for one.

Incident or Injury Procedures

To maintain a safe and secure facility for our employees and members, it is every employee's responsibility to keep the facility free of danger. Silverlake has CPR Certification policies reviewed previously in this manual.

If an incident should occur follow these procedures;

1. Immediately assess the situation
2. Call 911 for any severe injury, but only limited to severe injuries
3. Start emergency procedures learned in CPR training
4. Have someone report to the Executive Director that there has been an incident
5. Fill out the Member Incident Investigation Report and turn it into the Executive Director
6. Meet with the Executive Director to assess the situation
7. Follow-up and implement any changes stemming from the investigation

Standards of Conduct

By accepting employment with us, you have a responsibility to Silverlake and to your fellow employees to adhere to certain rules of behavior and conduct. The purpose of the rules are not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that he or she can fully depend upon fellow workers to follow the rules of conduct, then our organization will be a better place to work for everyone.

Employee Benefits

As a valued employee of the company you will receive the following outline of benefits.

1. Full-time employees after their three month probationary period will be eligible for health, dental, and vision Insurance. The employee will have an out-of-pocket cost per month for Health Insurance and Dental Insurance. (subject to change)
2. After the three-month probationary period is complete, you will go through a review period.
3. All employees will receive free membership to the health clubs in our corporate network.
4. All employees will receive a 25% discount on all items sold or programs offered at the club.
5. After the three-month probationary period is complete, you will receive one free membership you may give to anyone, or you may choose a family membership for \$70 per month. If there is immediate family or friends whom wish to join, talk to the Sales Director for pricing.

Disciplinary Actions

We expect each person to act in a mature and responsible way at all times. However, to avoid any possible confusion, some of the more obvious unacceptable activities are noted below. Your avoidance of these activities will be to your benefit as well as the benefit of Silverlake. If you have any questions concerning any work or safety rule, or any of the unacceptable activities listed, please see management for an explanation.

Occurrences of any of the following violations, because of their seriousness, may result in immediate dismissal without warning:

- v Willful violation of any company rule; any deliberate action that is extreme in nature and is obviously detrimental to Silverlake's efforts to operate profitably.
- v Willful violation of security or safety rules or failure to observe safety rules or Silverlake safety practices; failure to wear required safety equipment; tampering with Silverlake equipment or safety equipment.
- v Negligence or any careless action which endangers the life or safety of another person. v Being intoxicated or under the influence of controlled substance drugs while at work; use or possession or sale of controlled substance drugs in any quantity while on company premises except medications prescribed by a physician which do not impair work performance.
- v Unauthorized possession of dangerous or illegal firearms, weapons or explosives on company property while on duty.
- v Engaging in criminal conduct or acts of violence, or making threats of violence toward anyone on company premises when representing Silverlake; fighting, horseplay, provoking a fight on company property, or negligent damage of property.
- v Insubordination or refusing to obey instructions properly issued by your director pertaining to your work; refusal to help out on a special assignment.
- v Threatening, intimidating or coercing fellow employees on or off the premises-- at any time, for any purpose.
- v Engaging in an act of sabotage; willfully or with gross negligence causing the destruction or damage of company property, or the property of fellow employees, customers, suppliers, or visitors in any manner.
- v Theft of company property or the property of fellow employees; unauthorized possession or removal of any company property, including documents, from the premises without prior permission from management; unauthorized use of company equipment or property for personal reasons; using company equipment for profit.
- v Dishonesty; willful falsification or misrepresentation on your application for employment or other work records; lying about sick or personal leave; falsifying reason for a leave of absence or other data requested by Silverlake; alteration of company records or other company documents. v Giving confidential or proprietary Silverlake information to competitors or other organizations or to unauthorized Silverlake employees; working for a competing business while a Silverlake employee; breach of confidentiality of personnel information.

v Malicious gossip and/or spreading rumors; engaging in behavior designed to create discord and lack of harmony; interfering with another employee on the job; willfully restricting work output or encouraging others to do the same.

v Immoral conduct or indecency on company property. v Conducting a lottery or gambling on company premises.

Occurrences of any of the following activities, as well as violations of any Silverlake rules or policies, may be subject to disciplinary action, including possible immediate dismissal. This list is not all-inclusive, and notwithstanding. All employees remain employed "at will."

- Unsatisfactory or careless work; failure to meet production or quality standards as explained to you by your manager; mistakes due to carelessness or failure to get necessary instructions. v Any act of harassment, sexual, racial or other; telling sexist or racial type jokes; making racial or ethnic slurs.
- Leaving work before the end of a workday or not being ready to work at the start of a workday without approval of your manager; stopping work before time specified for such purposes. v Sleeping on the job; loitering or loafing during working hours. v Excessive use of company telephone for personal calls.
- Leaving your work station during your work hours without the permission of your manager, except to use the rest room.
- Smoking in or on the grounds of Silverlake "The Family Place".
- Creating or contributing to unsanitary condition.
- Posting, removing or altering notices on any bulletin board on company property without permission of an officer of Silverlake.
- Failure to report an absence or late arrival; excessive absence or tardiness.
- Buying Company merchandise for resale, or using an employee discount for a non-employee without consent of management.
- Obscene or abusive language toward any manager, employee or customer; indifference or rudeness towards a customer or fellow employee; any disorderly/antagonistic conduct on company premises.
- Failure to immediately report damage to, or an accident involving company equipment.
- Soliciting during working hours and/or in working areas; selling merchandise or collecting funds of any kind for charities or others without authorization during business hours, or at a time or place that interferes with the work of another employee on company premises.
- Failure to maintain a neat and clean appearance in terms of the standards established by management; any departure from accepted conventional modes of dress or personal grooming; wearing improper or unsafe clothing.
- Eating food in undesignated areas and at undesignated times.

- Failure to use your timecard; alteration of your own timecard or records or attendance documents; altering another employee's timecard or record, or causing someone to alter your timecard or records.

When a problem in these areas does arise, management will coach and counsel you in mutually developing an effective solution. If, however, you fail to respond to coaching or counseling, or an incident requiring formal discipline occurs, the following procedures occur.

Step one: Verbal Warning

Management will meet with you to discuss the problem, making sure that you understand the nature of the violation and the expected remedy. The purpose of this conversation is to remind you of exactly what the rule or performance expectation is and also reminds you that it is your responsibility to meet that expectation.

You will be informed that the Verbal Warning is the first step of the discipline procedure. Management will fully document the Verbal Warning. Documentation of the incident will remain in the department file and will not be placed in your permanent record, unless another disciplinary transaction occurs.

Step Two: Written Reminder

If your performance does not improve within the one month period, or if you are again in violation of Silverlake practices, rules or standards of conduct, management after reviewing the situation with the Verbal Warning, will discuss the problem with you emphasizing the seriousness of the problem and the need for you to immediately remedy the problem.

Following the conversation, management will write a memo to you summarizing the discussion. The original memo will go to you and a copy will be routed to the Executive Director. This copy will be placed in your file.

The Written Reminder will remain in effect for six months.

Step Three: Decision Making Leave

If your performance does not improve within the 6 month period following a Written Reminder, or if you are again in violation of Silverlake practices, rules or standards of conduct, you will be terminated from employment. The termination is the final step of Silverlake's disciplinary system.

Crisis Suspension:

If you commit any of the actions listed below, or any other action not specified but similarly serious, you will be suspended without pay pending the investigation of the situation. Following the investigation you may be terminated without any previous disciplinary action having been taken.

1. Theft
2. Falsification of company records
3. Failure to follow safety practices
4. Conflict of interest
5. Threat of, or the act of doing bodily harm
6. Willful or negligent destruction or property
7. Use, possession and/or distribution of intoxicates, drugs or narcotics
8. Neglect of duty
9. Refusal to perform assigned work or to follow a direct order
- 10.No show for a work shift for 2 days within a 2 week period

Employment and compensation with Silverlake is "at will" in that they can be terminated with or without cause, and with or without notice, at any time, at the option of either Silverlake or yourself, except as otherwise provided by law. Personal Phone Calls

Personal phone calls are not permitted. Everyone may need to make or receive a personal phone call from time to time. At those times, employees must make or take personal phone call from the employee area. No one is permitted to make personal phone calls at the front counter without permission from the Executive Director. If the employee needs to make or receive a phone call, a fellow employee must be watching the front counter while the call is transferred to the employee area. If a fellow employee is not available then the phone call must wait until a later time. Noncompliance with this policy will result in disciplinary action as stated.

Cell Phones

Personal Cell Phones are not permitted to be turned on while on shift. You must turn off all cell phones when you are on shift. If you need to receive an emergency phone call, have them call the club directly and the message or call will be given to you. Due to the nature of their positions only management staff may use cell phones.