

The Great Passion Play

2021 EMPLOYEE HANDBOOK

TABLE OF CONTENTS

<u>Topic</u>	<u>Page</u>
Table of Contents	2
Policy Statement	3
GPP History	3-4
 <u>EMPLOYMENT PRACTICES</u>	
Equal Employment Opportunity	5
Drug/Alcohol Testing Policy-Reasonable Cause	6
Non-Discrimination and Non-Harassment Policy	5
Procedure to Make a Harassment Complaint.....	6
Sexual Harassment Policy	5
 <u>COMPENSATION POLICIES</u>	
Classifications of Employees	9
Direct Payroll Deposit of Payroll Checks (DPD)	10
Final Payroll Check at Termination	11
Lunch/Break Periods	11
Method of Time Reporting	10
Overtime/Unscheduled Work – Non-Exempt Hourly Employees	11
Paydays	9
Rare Emergency Call Backs	10
Salary and Wages	9
 <u>EMPLOYEE BENEFITS</u>	
Employee Discount Programs.....	13
Workers’ Compensation	12
 <u>COMPANY POLICIES AND PROCEDURES</u>	
“ACT” Process (Addressing Concerns Together.....	22
Attendance and Punctuality	16
Company Equipment (Use of)	18
Confidentiality	18
Conflicts of Interest	18
Dress Code	16
Employee Conduct	13
- Discharge for Misconduct	13
- Reporting Unethical Conduct	14
Employee File (Access to Your File)	22
Guests Relations	17
Information Technology Policy	19
Progressive Discipline Policy	15
Safety	17
Smoking Policy	16
Termination of Employment (Voluntary/Involuntary	15
Workplace Violence	17

The Great Passion Play

**(Part-Time/Seasonal Employees)
(Amended 4/2018)**

STATEMENT OF POLICY

This employee handbook is provided for the purpose of giving employees knowledge of the policies, practices and benefits of The Great Passion Play. It is in no way to be considered as a contract between the employee and The Great Passion Play. The Great Passion Play further reserves the right to modify these policies without prior notice to the employee. Only those policy changes made in writing and approved by management will be allowed.

Employment Application forms are available at the Administration Office of The Great Passion Play. They should be properly completed and turned in at the Administration Office, Human Resources Department. The Human Resources Department will review all applications and after interviews will work with the Department Supervisors to fill open positions.

Terms of employment and method of compensation are subject to the guidelines set down by the Board of Directors in accordance with budgeting needs and priorities, all of which are subject to change without prior notice to the employee. The Great Passion Play is an at-will employer. This means that The Great Passion Play or you, as its employee, may terminate the employment relationship at any time for any lawful reason with the understanding that neither has an obligation to base that decision on anything but his or her intent not to continue the employment relationship. No policies, comments, or writings made herein or during the employment process will be construed in any way to waive this provision.

Please take the time to read and review it carefully. If you have any questions, please contact your supervisor or the Human Resources Department.

THE GREAT PASSION PLAY HISTORY

The Great Passion Play, is a 501-C3 non-profit, non-denomination ministry founded in 1967 for the purpose of lifting up the name of our Lord Jesus Christ. The Play is overseen by a board of directors. The Christ of the Ozarks Statue was the first of the sacred projects to be constructed, followed by The Great Passion Play, the Holy Land, the Bible Museum and the Sacred Arts Museum.

The Great Passion Play makes every effort to be historically accurate and true to the Holy Scriptures. The Play is performed on a 550-foot-wide, multilevel stage in an amphitheater that seats 4,000 individuals. Since opening in July 1968, over 7.7 million people have enjoyed the portrayal of the greatest story ever told. Over 170 actors and actresses, along with live animals and state of the art sound and lighting system, combine to create an unforgettable experience.

The Sacred Arts Museum houses an extraordinary collection of art. One of the oldest pieces in this collection dates back to circa 800 AD. Many original oils on canvas are exhibited from early masters to 20th century artists. Two of the gallery favorites are Edward Goodman Lewis's *The*

Baptism of Jesus in the River Jordan and Edward Runci's *My God, My God, Why Hast Thou Forsaken Me?*

The Berlin Wall Section is an original 10 foot by 10 foot section of the Berlin Wall from Germany. On the wall, in the native language, an East Berliner painted the words from the 23rd Psalm: *"Though I walk through the dark valley, I will not fear."* When the Berlin Wall came down, the Play acquired this piece as a tribute to the spirit of freedom and the person who risked his or her life to make this declaration of faith.

The Bible Museum contains Bibles in many languages and dialects, as well as a large collection of parchments and artifacts. The history of the Bible can be traced from the most ancient cuneiform to modern day versions.

The seven-story Christ of the Ozarks Statue continues to be one of the most visited attractions in the Ozarks. Standing 67 feet high, the statue was completed and dedicated in 1967. It was sculpted by the late Emmet Sullivan, who was an apprentice to one of the sculptors of Mount Rushmore. Facts about the statue:

- The foundation of the statue required 340 tons of concrete interlaced with steel virtually welded into the rock of Magnetic Mountain.
- The statue is made of 24 layers of white mortar on a steel frame.
- The face is approximately 15 feet in height.
- The hands from wrist to fingertip measure approximately seven feet.
- The armspread from fingertip to fingertip is 65 feet.
- The total weight of the statue is over two million pounds.

EMPLOYMENT PRACTICES

The Great Passion Play (hereafter, GPP) is an equal opportunity employer. It is the policy of The GPP to recruit, hire, train, promote, and transfer employees in all job classifications without regard to race, sex, religion, color, national origin, age, military status, disability, or any other protected right under federal, state or local law. All employment and promotional decisions will be based on valid job requirements and will be made in accordance with principles of Equal Employment Opportunity. Reasonable accommodation for religious beliefs and for individuals with disabilities will be granted if such accommodation can be effected without undue hardship to The GPP. All other personnel actions, such as compensation, benefits, transfers, terminations, company-sponsored training programs, educational assistance and social and recreational events will be administered without regard to race, color, religion, sex, national origin, military status, disability or age. The GPP will not discriminate in any of its employment practices on the basis of race, color, religion, sex, age, national origin, military status, disability status, or other legally protected status. All employees have the responsibility to adhere to this policy and to use all efforts to further its implementation.

Non-Discrimination and Non-Harassment Policy

The Great Passion Play prohibits any form of harassment on the basis of race, color, religion, sex, national origin, military status, disability or age. Any incident of discrimination or harassment should be immediately reported in accordance with the procedures set forth in the Harassment Complaint paragraph. It is also against The GPP policy to take reprisals against any employee who makes a good faith complaint of harassment. The GPP has developed a procedure for resolving any employee's complaint of harassment. All alleged incidents of harassment will be investigated, as deemed appropriate, by The GPP. Once the investigation is complete, The GPP will take appropriate action, determined by the facts and circumstances of each case. Any employee of The GPP who is found to have participated in inappropriate behavior will be subject to discipline up to and including immediate termination.

Sexual Harassment Policy

The Great Passion Play is committed to providing a work environment that is free of discrimination of any type. Actions, words, jokes or comments based on an individual's race, ethnicity, age, religion or any other legally protected characteristic will not be tolerated. The same is true with regard to sexual harassment, and the following policy is effective immediately:

1. It is illegal and against our policies for any employee including cast member, male or female, to sexually harass another employee by (a) making unwelcome sexual advances or requests for sexual favors, or other verbal or physical conduct of a sexual nature, a condition of an employee's/cast member's continued employment, or (b) making submission to or rejection of such conduct the basis for employment/casting decisions affecting the employee/cast member, or (c) creating an intimidating, hostile or offensive working environment by such conduct.
2. Sexual harassment is defined as: (a) Unwelcome or unwanted sexual advances including fondling, touching, patting, pinching or any other similar physical contact considered unacceptable by another individual; (b) requests or demands for sexual favors, whether subtle or blatant, or whether in the form of a pressure or request for any type of sexual favor accompanied by an implied or stated promise of preferential treatment or negative consequence concerning another's employment/cast member status; (c) verbal abuse or kidding that is sexually-oriented and considered unacceptable by another individual, including comments about bodily appearance where such comments go beyond mere courtesy; "dirty jokes"; or any other tasteless, sexually-oriented comments, innuendos or actions that offend others; (d) engaging in any type of sexually-oriented conduct that would unreasonably interfere with another's work performance to include the use of the internet/e-mail to view pornographic materials and/or attempt to harass other employees with such materials.
3. Normal, courteous, mutually respectful, pleasant, non-coercive interactions between men and women that are acceptable to both parties are not considered to be sexual harassment.
4. Any employee/cast member who believes he or she has been the subject of sexual harassment must report the alleged act immediately, within 48 hours after the alleged

harassment occurs where possible, to the cast member's immediate manager (or the Director if the manager is alleged to have committed the act) or the employee's immediate supervisor (or the next level supervisor if the supervisor is alleged to have committed the act), who shall immediately report the complaint to the appropriate member of management or to the CEO. An investigation of all complaints will be undertaken immediately. Confidentiality will be maintained to the greatest extent possible. However, confidentiality cannot be guaranteed. Retaliation will not be tolerated. Investigation of a complaint will normally include conferring with the parties involved and any named or apparent witness. Any supervisor, agent, cast member, employee or other person who has been found by The Great Passion Play, after appropriate investigation, to have sexually harassed another cast member or employee will be subject to appropriate sanctions designed to stop the harassment immediately and to prevent its reoccurrence, ranging from a warning in his or her file up to and including termination, depending upon the circumstances.

This organization will not tolerate sexual harassment of its cast members or employees by anyone. Sexual harassment is an insidious practice. It demeans individuals, and creates unacceptable stress for the entire organization. Significant costs are involved. Morale is adversely affected. Work and performance effectiveness declines. Persons who are found to have sexually harassed others will be dealt with swiftly and vigorously.

This organization recognizes that the question of whether a particular action or incident is a purely personal, social relationship without a discriminatory employment effect requires a factual determination based on all facts in this matter. Given the nature of this type of discrimination, the organization recognizes also that false accusations of sexual harassment can have serious effects on innocent women and men. We trust that all employees and cast members will continue to act responsibly to establish a pleasant working environment free of discrimination.

Procedure to Make a Harassment Complaint

If you believe you or a co-worker has been the victim of illegal harassment, you would immediately report the incident and name of the person(s), as applicable, to the Human Resources Department. Upon receipt of the complaint, the Human Resources Department will investigate the incident. After the investigation is complete, you will be informed by the Human Resources Department of the results of the investigation. All complaints will be handled in a confidential manner and each employee reporting an incident of harassment should likewise treat the matter as confidential. The GPP expects each employee involved in an investigation of harassment to cooperate and assist the Human Resources Department in its efforts to investigate any complaint of harassment.

Drug/Alcohol Testing Policy – Reasonable Cause

The Great Passion Play is committed to providing a safe workplace for all employees and cast members. In order to ensure a work or production environment free from the unsafe and inefficient effects of alcohol and drugs, this organization has established a DRUG/ALCOHOL TESTING POLICY which shall become part of the terms and conditions for all employees and cast members.

Our employees and/or cast members are this organization's most valuable resource and, for that reason, your health and safety is our main concern. This organization's goal is to maintain a work and production environment that is free from the effects of alcohol and drug abuse. We recognize that an individual's off-the-job, as well as on-the-job, involvement with alcohol and drugs can have an impact on the workplace and/or production of The GPP. Accordingly, disciplinary action, normally immediate termination where deemed appropriate, will result for: (a) the use, possession, manufacture, sale or distribution of illegal drugs or "look-a-like" drugs on or off The Great Passion Play property while on duty or off duty; (b) reporting to work under the influence of alcohol (.04% blood alcohol or greater); (c) conviction under a drug related statute or for DWI while operating a Passion Play vehicle; or (d) the consumption, sale or possession of alcohol while on duty. An "illegal drug" is any drug, or the synthetic or generic equivalent of a drug, which is a controlled substance not prescribed for current personal medical treatment by an accredited physician. A "controlled substance" has the meaning assigned by 21 U.S.C. § 802 and includes all substances listed on Schedules I through V as they may be revised (21 CFR 1308). An employee undergoing medical treatment with a drug or controlled substance that may alter his/her physical or mental ability (whether prescribed or non-prescribed) must immediately notify his/her supervisor as it may be necessary to change or monitor the employee's job assignments while undergoing treatment.

The Great Passion Play shall also institute DRUG/ALCOHOL TESTING effective January 1, 1998 for reasonable cause. From that date, all employees will be subject to testing for the presence of illegal drugs and alcohol for reasonable cause (where documented or observed impairment of job performance can reasonably be attributed to use of drugs or alcohol), including any work-related accident or injury. This includes management, as well as all other employees. From the time the decision is made to conduct reasonable cause testing until laboratory results are received, tested employees may at management's discretion be suspended, reassigned or allowed to continue current job duties under observation. If suspended and the laboratory results are determined to be negative, affected employees shall be compensated for time lost. If the results are positive, however, time off shall be without pay.

Should an employee test positive for drug use, he/she will be subject to immediate disciplinary action, normally immediate termination where deemed appropriate. An employee may appeal the discipline and/or discharge by submitting an appeal in writing to the Human Resources Department. The employee may also have the original sample tested again at his or her own expense. If the results of the second test are negative, The Great Passion Play will reimburse the employee for the costs of the second test.

Each prospective employee will be told that he or she is subject to drug testing for reasonable cause in order to be considered for employment with this organization. After having the opportunity to read the policy, the applicant will be asked to sign an "Acknowledgment of Drug/Alcohol Test Policy" form. Failure to sign said form will result in denial of employment or termination. All employees will also be given the policy to read and the form to sign. Again, failure to sign said form may be grounds for termination.

If management determines that reasonable cause exists to ask an employee to submit to a drug test, he or she will be given a "Consent to Perform" form to sign. The employee will be taken to the Eureka Springs Hospital laboratory for analysis. The laboratory will process the sample and inform the designated person at The Great Passion Play of the test results. The employee will

then be notified of the test results. Refusal to be tested under any of the above situations will result in termination.

All test results received by The Great Passion Play will be kept in strict confidence, with only those personnel with a direct need to know being informed of results.

COMPENSATION POLICIES

Classifications of Employees

1. **FULL-TIME EXEMPT EMPLOYEE - (Year Round Employment)** An employee who works an average of 30 hours or more per week and maintains continuous employment status. A full-time exempt employee is paid at the end of each pay period based on a *flat bi-weekly* rate.
2. **FULL-TIME EMPLOYEE - (Year Round Employment)** An employee who works an average of 30 hours or more per week and maintains continuous employment status. A full-time non-exempt employee is paid at the end of each pay period based on an *hourly* rate.
3. **PART-TIME/SEASONAL EMPLOYEE -** An employee who works for a limited period of time, or an employee who works less than 30 hours per week, whose compensation is based on an *hourly* rate according to time records.
4. **CAST PERSONNEL** of The Great Passion Play are selected upon application at a designated registration meeting and/or through The GPP's Production Manager's Office. The GPP Production staff will audition those seeking a dramatic role and will select those who qualify for vacancies. The cast is paid on a point system. The cast personnel are seasonal positions as well. The Chief Executive Officer (CEO) of The Great Passion Play has the option of reviewing any individual within the cast membership with the Production Manager and/or Director to determine his/her acceptability.

Salary and Wages

The Great Passion Play strives to pay wages comparable with those in our community and industry. Our wage and salary plan classifies each position based on knowledge and ability requirements, variety and scope of responsibility and physical demands. We consider wages a very confidential matter; therefore, employees are required to adhere to the same standard of confidentiality.

Because of this confidentiality, information regarding wages or employment related issues will only be discussed with the individual employee by your supervisor, the Human Resources Department or the Controller/Payroll Manager.

Paydays

Employees are paid every other Friday following the end of a two week pay period. The pay week starts at 12:01 a.m. Sunday and ends at 12:00 midnight Saturday. Payroll checks will be prepared and calculated based on the number of hours worked and recorded on Time Trak for all hourly employees during the bi-weekly payroll period. Bi-weekly payroll checks will be issued every other Friday and may be picked up from your department supervisor after 12:00 noon. If a payday falls on a holiday, then pay checks will be distributed on the last workday before the holiday.

There will be no early payroll advances to any employee of The Great Passion Play.

Method of Time Reporting

All hourly employees are required to clock in and clock out on time clocks provided by The Great Passion Play. Time-keeping provides the Payroll Manager with a measure of time worked, provides accurate recording for your protection and stresses the importance of punctuality. It is also one of the ways that management can determine dependability for employee evaluation purposes. The responsibility of clocking in and clocking out rests solely with each employee. No employee shall clock in or out the time of another employee, and no employee shall make that request of another employee.

Clocking in early or out late without proper authorization will result in disciplinary action. (See Progressive Discipline Policy)

In the event an employee is not able to clock in/out on Time Trak with a valid reason, employees will be required to fill out a blue slip with supervisory approval and forward it immediately to the Payroll Manager. If excessive blue slips are received, the Payroll Manager will notify the immediate supervisor to begin disciplinary action. (See Progressive Discipline Policy)

Rare Emergency Call Backs

If a non-exempt hourly employee is called at home and must report to work for an emergency after completing a scheduled day's work or on a day off, the employee must complete a blue slip and have it signed by his/her immediate supervisor. A minimum of one (1) hour will be paid for the emergency. It is necessary to fill out the blue slip reporting the time you left home and

returned home, actual hours worked during the emergency, who called you back to work and the location and nature of the job/work performed. An employee will be paid his/her hourly wage for all emergency hours worked to include travel time.

Overtime/Unscheduled Work – Non-Exempt Hourly Employees

Although employees are not normally required to work more than 40 hours per week, from time-to-time supervisors may ask employees to work beyond the normally scheduled work hours. When this occurs, management will attempt to give as much advanced notice as possible. Overtime will be paid as follows:

- when authorized in advance by your supervisor
- at the rate of one and one-half times your regular hourly rate
- when actual hours worked exceed 80 hours in a 2-week pay period (Sunday, 12:01 a.m. through Saturday midnight) x 2

Lunch/Break Periods

All non-exempt hourly employees working an average of 30 hours or greater per week will be given two (2) paid ten (10) minute break periods and unpaid meal periods (ranging from thirty (30) minutes to 60 minutes) according to your work schedule. All employees must clock out and back in for their allotted meal break. The only exemption for this rule will be made through your immediate supervisor. If you are not sure about whether you are scheduled for a meal period, please check with your immediate supervisor.

Persistent abuse or continual extension of break periods and/or meal periods will result in disciplinary action, including termination of employment. (See Progressive Discipline Policy)

Final Payroll Check at Termination

When an employee terminates employment with The Great Passion Play, a **final check** will be issued by the next regularly scheduled payday for the bi-weekly pay period in which the work was performed unless designated by senior management. The final check may be picked up from the Human Resources Department at which time all company property will be turned in (e.g., keys, credit cards, pagers, radios, etc.) for final processing. It is the employee's responsibility to inform the company of his/her current mailing address for W-2 purposes for year-end tax filing. (See Company Policy Section for further explanations regarding Termination of Employment)

EMPLOYEE BENEFITS

The following descriptions are a brief overview of the various benefits available to part-time and seasonal non-exempt employees of The Great Passion Play. The descriptions in this Employee Handbook are merely an outline of your benefits. Please contact the Human Resources Department regarding questions about your benefits.

Workers' Compensation

As an employee, you are covered under Workers' Compensation insurance provided by The Great Passion Play. The procedure to follow if you have a work-related injury that occurs at The Great Passion Play is to first report the injury to your immediate supervisor as soon as it happens. Your supervisor will in turn have you report to the Human Resources office to fill out an "Employee Accident Report". This form **must** be filled out in order for future claims to be covered. If you feel medical attention is needed, you must get a signed authorization for medical treatment from the Human Resources Department. Neither hospital nor any doctor will treat you without personal cost unless you have the signed authorization. **Always** report any injury to your supervisor even though you might think you will not need to see a doctor. Failure to do so will result in disciplinary action, including possible termination. (See Progressive Discipline Policy in Company Policies and Procedures Section)

The employee who loses time from work due to a work related injury must file a work comp claim in order for our insurer to properly process the claim. **It is The Great Passion Play's policy to pay for the lost wages for the first day of the injury only.**

It is the policy of The Great Passion Play to provide a **return-to-work program** as the means to return employees to meaningful, productive employment following a work-related injury or illness. In order to provide the highest level of quality service to the employees, it is necessary for every employee of The Great Passion Play to be available for work, ready and capable of performing the duties and responsibilities for which the employee was hired.

The return-to-work program provides opportunities for any employee of The Great Passion Play who sustains an injury during the course and scope of employment to return to work at full duty. If the employee is not physically capable of returning to full duty, the return-to-work program provides opportunities, when available, for the employee to perform a temporary modified or alternate duty assignment in which the employee's regular position is modified to accommodate the employee's physical capacities, or to perform an alternate duty position.

After an employee has been on a Worker's Compensation Leave, a physician's statement authorizing a return to work must be submitted to the employee's supervisor and the Human Resources Department prior to reinstatement to work status.

If the employee's physician recommends a limited or part-time return to work prior to full recovery, the employee should immediately provide a copy of the recommendation to their supervisor and the Human Resources Department.

Return to work may involve a temporary reassignment in a different position commensurate with the employee's skills and abilities or the former position with limited duties, or the former position on a part-time basis. If the employee's physician recommends return to work on a part-time basis, the Workers' Compensation Insurance Company will determine what will be paid for the time not worked.

If the treating physician determines that the injured employee will not be able to return to his or her position, the Workers' Compensation Insurance Company will determine what will be paid for the time not worked. Human Resources will notify the department supervisor that they will be allowed to recruit for the position on a time-limited basis. The incoming employee must be

informed that this is a time-limited appointment until the former employee is removed from leave status.

If you have any questions regarding the Return to Work Program under the Workers' Compensation Leave, please contact the Human Resources Department.

Employee Discount Programs

All employees of The Great Passion Play are eligible for discounted food (half off in gift shop & snack shop and \$6 at the buffet) and gift shop (20% for general store items and 50% for shirts that you will wear to your job) items at The Great Passion Play.

We also participate in the Pass Exchange Program with many local attractions and this gives you free or greatly reduced admission prices to those attractions involved in the program with us. Each year a list will be given to employees showing who our local participants are. Your ID badge should be shown as your identification. Sometimes, local participants will ask for another ID such as your most recent pay stub.

COMPANY POLICIES AND PROCEDURES
--

Employee Conduct

In order to promote an orderly and efficient operation and to ensure the safety and welfare of the employees and company property, it is the policy of The Great Passion Play to expect all employees to observe certain standards of behavior while performing their assigned duties. If any employee engages in any one or more of the actions below, it will result in disciplinary action, up to and including immediate termination. Situations involving misconduct or a violation will be investigated by the Human Resources Department.

Discharge for Misconduct

The following described actions are merely illustrative and are not intended to be a complete list of conduct that can result in disciplinary action up to and including immediate discharge:

- Submitting an employment application containing false information
- Falsification of company records, reports or contracts
- Falsifying, altering or destroying any time card or record; punching someone else's time card or permitting someone else to punch your time card or the computer system
- Insubordination, failure or refusal to perform assigned duties
- Illegal possession or use of drugs or narcotics while on company premises or performing company duties
- Conviction under a criminal drug statute
- Using or being under the influence of controlled substances or alcohol while on company premises or performing company duties
- Theft or misappropriation of property, materials, services or equipment belonging to, or entrusted to The Great Passion Play. Stealing is absolutely prohibited and

will result in immediate termination. Unauthorized possession or removal of the company's property from the workplace is considered theft

- Engaging in actions that endanger employees or guests including reckless driving on the grounds
- Damaging company property
- Fighting
- Sleeping while on duty
- Possession of firearms, other weapons or explosives while on company premises or while performing company duties
- Threatening, intimidating, harassing, coercing or endangering employees or guests of the company to include abusive language/cursing.
- Immoral conduct or indecency
- Excessive absences, tardiness or departure from the workplace without proper notification, authorization or reasonable cause
- Neglect of duties or poor work performance
- Creating or contributing to unsanitary or unsafe workplace conditions
- Unauthorized use of GPP company vehicles
- Failure to immediately report any work related accident involving a company vehicle
- Failure to immediately report any work related accident involving one or more employees

Reporting Unethical Conduct

There may be instances when a co-worker or supervisor knowingly, or unknowingly, violates company policy. You are encouraged to report the alleged violations, anonymously or otherwise, without fear of reprisal, to the Human Resources Department. Each issue that is reported will be investigated and appropriate action taken as a direct result of the findings.

Progressive Discipline Policy

If an employee is having a performance problem of a nature that does not warrant immediate discharge, but is displaying aspects of an unacceptable behavioral pattern, the following disciplinary procedures are required to be followed:

1. First Occurrence - **An oral reprimand:** A memorandum of an oral reprimand will be discussed with the employee and placed in the employee's employment file noting the reason for the action and the course to be followed.
2. Second Occurrence - **Written Warning:** A written warning will be issued and discussed, advising the employee of corrective action that must be followed. The original written reprimand will be signed by the supervisor and the employee and will be placed in the employee's employment file. (Note: Suspension may be recommended prior to a final termination action)
3. Third Occurrence - **Final Written Warning:** A final written warning will be issued and discussed, advising that the employee's job is in jeopardy. The final written reprimand will be

documented with corrective action required. The warning will be dated and signed by the employee and the employee's supervisor and will be placed in the employee's employment file.

4. **Termination:** Termination is the result of no change in the employee's performance or circumstances.

The Great Passion Play reserves the right to evaluate each instance of misconduct to determine the severity of corrective action and what the company will impose, up to and including termination. No employee will be terminated without the approval of the Human Resources Department.

Termination of Employment (Voluntary/Involuntary)

Because the State of Arkansas is an "Employment at Will" State, you may terminate your employment, with or without notice, at any time and for any reason. Conversely, The Great Passion Play may terminate your employment with or without notice at any time; however, The Company will not discriminate in any of its employment practices as declared in The Great Passion Play's Equal Employment Opportunity Statement.

The Great Passion Play will have considered you to have voluntarily terminated your employment if you do any one of the following:

- Resign from the Company
- Failure to report to work and not call in for two (2) or more consecutive scheduled work days
- Retirement from the Company

Upon termination of employment, all company property such as uniforms, office equipment, keys, credit cards, company documents and materials must be returned to The Great Passion Play prior to receiving your final paycheck.

It is important that your current forwarding address be on record in the Human Resources and Payroll Departments. In the event that you move from the address that was reported at the time of your termination, please notify Human Resources or Payroll of your new forwarding address/telephone number as soon as possible.

Dress Code

The Great Passion Play is an organization that purposes to exalt and uplift our Lord Jesus Christ. For this reason, all employees should set the standard that exemplifies proper dress and good grooming. Examples of **inappropriate** dress, although this is not an exhaustive list, are:

- Halter Tops or Spaghetti strap tops
- Short Skirts
- Bathing Suits
- Clothing with inappropriate pictures or wording
- Slip-on sandals
- Flip-flops

Smoking Policy

Effective July 21, 2006, the Arkansas legislature passed the Arkansas Clean Indoor Air Act of 2006 (Act 8). The Act prohibits smoking in all public enclosed places and enclosed areas of employment. Although we have maintained a non-smoking policy for many years, the State of Arkansas is now enforcing a mandatory “smoke-free” public and work place environment for enclosed areas.

The Great Passion Play prefers that employees refrain from smoking on company property. However, a designated smoking area has been established behind the Administration Building outside the shipping/receiving cargo door or another appropriately approved outside area designated by your supervisor. Smoking time away from your work responsibilities should only be taken during your scheduled breaks. In all instances, we ask employees to exercise extreme safety precautions while smoking in order to prevent a building or forest fire. Smoking is not allowed inside any Great Passion Play building including restrooms.

Attendance and Punctuality

Your consistent and regular attendance is essential to The Great Passion Play. To establish guidelines for attendance and punctuality, the company has adopted the following attendance policy. Absences and tardiness, while sometimes unavoidable, results in disruption of the normal routine of the Company’s operations and increases the burden on your co-employees who must share an increased workload when you are absent from work. The Great Passion Play expects all employees to assume diligent responsibility for their attendance and promptness.

If you plan to be absent or tardy, you must seek approval from your supervisor in advance as soon as possible. You must personally call in each day you will be absent or late unless prior arrangements have been made with your supervisor or a leave of absence has previously been granted. If you are absent for two consecutive scheduled work days without reporting in, you will be deemed to have voluntarily resigned from your employment. (See Termination Policy) Tardiness and/or absenteeism that is unexcused or excessive is grounds for disciplinary action, up to and including termination. (See Progressive Discipline Policy)

Guests Relations

The Great Passion Play has established an excellent reputation for its outstanding service to its guests. All employees should realize that the image presented by you will be the image the guest remembers while on the grounds of The Great Passion Play. Therefore, it is most important that you deal with every guest in a pleasant, courteous and professional manner. The following basic practices will help ensure excellent guest relations:

- Greet each individual pleasantly; remember a friendly smile says a thousand words
- Always be helpful, friendly, courteous and considerate
- Be interested in the needs of each guest
- Personal phone calls to include cell phones are not to be used when customers are present. In the event of an emergency that requires you to be on a regular/cell phone, excuse yourself from the customer and tell him/her you will be right with him/her or have one of your co-workers assist

- Make every effort to provide excellent service
- Always remember to say, “Thank You”

Safety

The Great Passion Play is committed to maintaining the highest standards of safety in the workplace and compliance with all applicable federal, state, and local health and safety regulations in order to provide a work environment free from recognized hazards.

As an employee, you are able to contribute to workplace safety by being alert to and recognizing potential hazards in and around your work area. Should you see a need for maintenance or repairs, please notify your supervisor and the Human Resources Department as quickly as possible.

Workplace Violence

The Great Passion Play prohibits violence and/or threats of violence or threatening conduct of either a verbal or physical nature, by or between any employee or persons on Company premises during the course of Company business. The Company strictly prohibits employees from bringing, storing, concealing or possessing any weapon, including, but not limited to, firearms, handguns, bows and crossbows.

Violation of this policy (including refusing to consent to a search, or failing to cooperate in any investigation) is grounds for immediate corrective action, including, but not limited to:

- Immediate removal from the Company premises or work site by authorized security personnel
- And/or termination of employment. Additionally, law enforcement authorities may be notified and violators may be prosecuted

Any employee who believes he or she has been subjected to violent and threatening conduct in the workplace or witnesses violent and threatening conduct to any employee or guest, should report such alleged conduct to Security and the Human Resources Department immediately.

Conflicts of Interest

A conflict of interest is defined as a business activity or relationship with another company or individual that may result in questionable business ethics or a compromise of your employment to The Great Passion Play. An employee should not place himself or herself in a position where the employee’s personal interests might conflict with the mission of The Great Passion Play.

Confidentiality

In your job, you may have access to or be exposed to information of The Great Passion Play which is confidential. Each employee is prohibited from disclosing, directly or indirectly, to any unauthorized person, business or other entity, or using for their own purposes, any confidential information. Confidential information includes proprietary and financial information, product and customer information, methods of doing business and other private Company matters.

Violation of this policy will be grounds for immediate disciplinary action, up to and including termination. (See Progressive Discipline Policy)

Use of Company Equipment

Equipment of The Great Passion Play is to be used for business purposes in serving the interest of our guests and in the course of normal company operations. Company equipment includes, but is not limited to, vehicles, trams, backhoes, telephones, two-way radios, fax machines, computers etc. Employees using the Company fax machine for personal use will be charged \$0.50 per page; likewise, employees using the Company copy machine will be charged 10 cents per copy. If using a company phone, employees are requested to keep all personal calls to a minimum. Employees making long distance phone calls will use their own personal calling credit card or prepaid card.

When utilizing Company vehicles, the following rules apply:

- The use of a Company vehicle must be authorized in advance by your supervisor
- You must have a valid driver's license and acceptable driving record to operate a Company vehicle. Employees will be required to sign a release in order to obtain appropriate insurance approvals. Coordinate all company vehicle requests through the Human Resources Department
- You must immediately notify your supervisor if your driver's license is suspended or revoked
- All running vehicles within an enclosed area, such as a garage, must have proper exhaust pipe extensions to outside air for ventilation
- Seat belts must be worn at all times when driving Company vehicles
- When driving vehicles on the grounds, keep doors closed
- Never leave vehicles unattended while the motor is running or without setting the appropriate transmission gear and emergency brake
- Do not drive vehicles at speeds greater than 5-10 m.p.h. on Company grounds
- Never leave keys in an unattended vehicle

Employees who fail to comply with this policy will be subject to discipline. (See Progressive Discipline Policy)

Information Technology Policy

PURPOSE

This policy is intended to establish guidelines for the acceptable use of The Great Passion Play's business-communication systems and tools, including computers, internal and external e-mail, the Internet, telephones, cell phones and fax machines. An employee's use of The Great Passion Play's business-communication systems and tools constitutes agreement to abide by this policy. The Great Passion Play intends to honor this policy but must reserve the right to change it at any time with such prior notice as may be reasonable under the circumstances.

POLICY

COMPANY PROPERTY

There will be no surfing the internet, downloading games or playing games on-line. This includes Facebook, Twitter, or social networking on Myspace.

All business-communication systems at The Great Passion Play, as well as all communication and information that are transmitted, received or contained in The Great Passion Play's business-communication systems, are the property of the company. These systems are provided to assist in conducting company business. As a result, employees are expected to use these systems responsibly and professionally.

The Great Passion Play recognizes that employees, from time to time, will use these business-communication systems for personal, non-job-related purposes. While minimal private use is acceptable, an employee's first responsibility at work is the performance of his or her job. Therefore, excessive private use of The Great Passion Play's business-communication tools is inappropriate. Please use your good judgment.

PRIVACY

Because The Great Passion Play's business-communication systems are the property of the company, employees should be aware their communications (content of e-mails, voice mail messages, etc.) are not private. In fact, incoming and outgoing e-mails, Internet web sites visited, faxes, etc., may be monitored by authorized Network Department associates and other company personnel, as well as by automated monitoring equipment.

It is important to recognize the difference between **authorized company monitoring** and "**electronic snooping.**" Anyone, including Network Department personnel, who reads or listens to another's e-mail, voice mail, etc., without authorization for any reason other than legitimate business is engaging in "electronic snooping." Electronic snooping is not allowed.

Employees should understand these communications could be retained and reviewed long after the actual correspondence has occurred. Further, the company reserves the right to disclose to third parties, including law enforcement officials, any communications sent to or received by employees.

PASSWORDS

Employees should carefully protect passwords and keep them private. When an employee logs on to The Great Passion Play network, that employee is responsible for all communications that occur under his or her password. In addition, if unauthorized individuals acquire access to private passwords, they can do great damage to vital company data. If you accidentally disclose your password, you must change it immediately or notify our Network Department for assistance.

CONTENT

All company business-communication systems must be used responsibly and professionally. What is spoken in a telephone call, written in a fax, shared in an e-mail message, or viewed on an Internet web site reflects on the company and should be consistent with The Great Passion Play values of respect and responsibility.

Any content that is inconsistent with The Great Passion Play policy on harassment, or that would tend to create a hostile work environment, is unacceptable. Offensive subject matter (pornographic, obscene, discriminatory, threatening or otherwise offensive) will not be tolerated.

Employees also should be aware the content of their communication may be subject to discovery in future litigation involving the company. Therefore, all messages conveyed through The Great Passion Play communication systems should be treated with the same level of importance as other written communication, such as memos and correspondence on company letterhead.

Employees should further understand that the laws and restrictions governing confidentiality, copyright and intellectual property apply to information exchanged electronically through The Great Passion Play business-communication systems. As a result, employees may not reproduce or otherwise use any information they receive through e-mail or Internet access that may infringe on another's lawful intellectual property or other rights.

AUTHORIZED SOFTWARE

To protect the integrity of The Great Passion Play computer network, and to maintain compliance with software licensing agreements, only designated employees in The Great Passion Play Network Department are authorized to **install** software on The Great Passion Play computers. There are basically 4 classes of software: ***Core Software*** - Software that is routinely installed on all computer Equipment for all employees in all Divisions and offices.

Group Specific Software - Software, which is used only by specific Groups or offices. ***Approved Software*** – Software **approved by IT** to be installed on company Equipment. ***Unapproved Software*** – All other software not meeting the above definitions will be removed from the company computers without notice. Further, employees may not copy, reproduce or install any company-owned or company-licensed software on computers outside the company (home computers, for example) without Network Department approval. The Network Department will perform periodic Software and Hardware inventory verifications on company computers, using manual and/or automatic methods, in order to confirm no unauthorized Software is installed on any Equipment.

CONSEQUENCES OF VIOLATION

Anyone who violates The Great Passion Play policy regarding the use of the company's business-communication systems is subject to disciplinary action up to and including termination of employment. If you have any questions about the appropriate use of these systems, consult your supervisor or HR representative.

Access to Your Employee File

A personnel file is maintained for each employee in the Human Resources Department. To keep vital information current, it is every employee's responsibility to notify the HR Department of any changes in name, address, telephone number, marital status, beneficiary designation, dependents and emergency contacts. You may view (but not remove) documents in your personnel file. To arrange an appointment to review your personnel file, contact the Human Resources Department.

The "ACT" Process (Addressing Concerns Together)

To promote open and direct communications, The Great Passion Play has established a process called "ACT". ACT provides an opportunity to resolve employment-related concerns. The Company encourages you to use this step-by-step review process if you feel you have been treated unfairly because of a policy interpretation or disciplinary action. The steps of the "ACT" process are outlined below.

Step 1: Immediate Supervisor (Verbally) – Communicate your concern to your immediate supervisor and attempt to resolve the issue informally.

Step 2: If the informal discussion is not successful from your point of view, you may submit your concerns in writing to your supervisor's manager and Human Resources. The claim will be investigated by the Human Resources Department.

Step 3: If you are again not satisfied with the response from Step 1 and Step 2, you may submit a written appeal to The Great Passion Play Executive Management Team. After a complete review of the situation, a final response will be provided to you by a designated member of the Executive Management Team and the Human Resources Department in a timely manner.

The Great Passion Play strongly encourages timely use of the ACT process in order that issues may be resolved as soon as possible. No employee will be retaliated against for utilizing the ACT process.

The Great Passion Play Personal Website, Blog, and Social Media Policy

This policy is built on much of the great work done by other organizations, including Groove, Feedster, Thomas Nelson Publishers, Forrester and especially Fellowship Organization. Our thanks to each of these companies for discussing and sharing their policies in public for all of us to learn from.

The Great Passion Play is an at-will employer. This means that The Great Passion Play or you, as its employee, may terminate the employment relationship at any time for any lawful reason with the understanding that neither has an obligation to base that decision on anything but his or

her intent not to continue the employment relationship. No policies, comments, or writings made herein or during the employment process will be construed in any way to waive this provision.

Personal Website, Blog, and Social Media Policies

In general, The Great Passion Play views personal websites and blogs positively, and respect the right of our employees to use them as an avenue of self-expression and outreach.

As an employee of The Great Passion Play, you are seen by our members and outside parties as a representative of this organization. Therefore, as in all areas of daily life, an employee's personal website or blog is a reflection on the organization, whether or not the organization is specifically discussed or referenced. If you choose to identify yourself as a Great Passion Play employee or to discuss matters related to the organization on your website or blog, please bear in mind that, although you may view your site as a personal project, many readers will assume you are speaking on behalf of the organization.

In light of this possibility, The Great Passion Play expects our staff to observe the following important guidelines:

Notify Your Supervisor. If you currently have a personal website or blog, or are considering starting one, be sure to discuss this with your immediate supervisor.

Include a Disclaimer. On your site, please make it clear to your readers that the views you express are yours alone and that they do not necessarily reflect the views of The Great Passion Play. To help reduce the potential for confusion, we recommend you prominently display the following notice, or something similar, on the homepage of your site:

I work at The Great Passion Play. Everything here, however, is my personal opinion and is not read or approved before it is posted. Opinions, conclusions and other information expressed here do not necessarily reflect the views of The Great Passion Play.

We recommend a disclaimer if your site is published under your name, even if it is entirely personal and does not mention The Great Passion Play or your employment, *as readers will inevitably connect your personal life to your professional life.*

Respect Confidentiality. You must take proper care not to purposefully or inadvertently disclose any information that is confidential or proprietary to The Great Passion Play. Consult Human Resources and the organization's confidentiality policies for guidance about what constitutes "confidential" or "proprietary" information. Be sure that what you are announcing has been in notices, on the website, or announced publicly before posting it. Otherwise, check with your supervisor. Any employee who violates our policies regarding confidentiality will be subject to serious discipline, up to and including immediate termination of employment.

Respect the Organization and its Staff. Since your site is a public space, we expect you to be respectful to the organization and our leaders, employees, and volunteers. Any employee who uses a personal website to disparage the name or reputation of the organization, its practices, or

its officers, employees, or volunteers will be subject to discipline, up to and including immediate termination of employment.

Respect Copyright. Do not use The Great Passion Play's logos on your site or reproduce organization material without first obtaining written permission.

Respect Your Time. All time and effort spent on your personal site, social media (including Facebook), or blog should be done on your personal time and should not interfere with your job duties or work commitments.

Respect Our Beliefs. If your personal website displays inappropriate images or reflects personal opinions or choices that are contrary to The Great Passion Play's fundamental beliefs, vision, and practices, you may be subject to discipline, up to and including immediate termination of employment. For this reason, we encourage you to first seek guidance from your supervisor or Human Resources if you have any questions.

Follow the Employee Handbook. Be sure to conform to the rules of the Employee Handbook, especially as it relates to harassment and illegal activities (including, in this case, spam and piracy). As with other forms of communication, do not engage in personal, racial or sexual harassment, unfounded accusations, or remarks that would contribute to a hostile workplace. For more information about The Great Passion Play's Policy Against Harassment, see Human Resources.

Use Common Sense. Use common sense in all communications, particularly on a website accessible to anyone. What you say on your site could potentially be grounds for dismissal. If you would not be comfortable with your manager, co-workers, or the executive team reading your words, do not write them.

GREAT PASSION PLAY HIRING MEMO

2021

Unless you have received a signature on your approval for hire form from the Director of Operations (Kent Butler), Chief Administrator (Keith Butler), or Executive Director (Randall Christy), then you have not been officially hired.

Day to day management of your division is supervised by Department Heads. The Department Heads are the following:

Barbara Tarter	Ticketing and Reservations
Janell Stewart	Gift Shop & Museums
Dianne Higdon	Holy Land Tour
Joe Smith	Passion Play
Keith Butler	Volunteers & Chief Administrator & Buffet

If you have questions regarding this policy, you will need to contact the Chief Administrator's office at 479-253-8559.