Buncombe Creek Marina Employee Handbook

2025 Edition, Version 2 (released November 1, 2025)

Creating a culture of excellence, safety, and community by the water

Also available on the staff dashboard at dashboard.buncombecreekmarina.com/welcome/handbook.

Table of Contents

1. Welcome to Buncombe Creek Marina
2. Mission Statement
3. Code of Conduct
4. Guest Interaction and Customer Service Policy
5. Equal Employment Opportunity
6. Harassment and Discrimination Policy
7. Anti-Retaliation and Whistleblower Policy
8. At-Will Employment Disclaimer
9. Policy Updates and Modifications
10. Employee Classification
11. Probationary Period
12. Employee Evaluation
13. Attendance and Punctuality
14. Substance Abuse Policy
15. Uniform and Appearance Policy
16. Use of Company Property
17. Time Tracking Software Policy
18. Workplace Safety
19. Emergency and Severe Weather Procedures
20. Conflict Resolution
21. Wage and Hour Compliance
22. Paid Time Off (PTO) Policy
23. Holiday Pay
24. Health Insurance
25. Purchases and Expense Reimbursement Policy
26. Social Media Policy
27. Termination Policy
28. Acknowledgment

Welcome to Buncombe Creek Marina

Welcome to the Buncombe Creek Marina team. Your contributions are integral to our success and to the experience of our guests. We expect every employee to maintain a positive attitude, arrive on time and ready for work, and represent the Marina with professionalism and pride.

Mission Statement

At Buncombe Creek Marina, our mission is to create an exceptional marina experience centered around family, community, safety, and respect for our natural surroundings. We cultivate an environment where families and friends can connect, share, and create memories while prioritizing safety for our guests, team, and environment.

Code of Conduct

Employees must act lawfully, respectfully, and professionally at all times when representing the Marina, on or off duty. Unprofessional behavior, unsafe acts, harassment, discrimination, or misuse of company property may result in disciplinary action, up to and including termination.

Guest Interaction and Customer Service Policy

Every team member represents the image of Buncombe Creek Marina. We create hospitality through friendly greetings, helpful service, and a clean, safe environment. When in doubt, escalate concerns to the Operations Manager.

- Greet each guest promptly and courteously
- Offer assistance proactively and ensure questions are answered or referred to the right person
- Handle complaints calmly and respectfully and notify the Operations Manager when needed
- Maintain clean, organized, and safe guest areas at all times
- Never argue with guests; seek help from the Operations Manager if a situation escalates

Equal Employment Opportunity

Buncombe Creek Marina is an equal opportunity employer committed to an inclusive workplace free from discrimination based on race, color, religion, sex, national origin, disability, or any other protected status.

Harassment and Discrimination Policy

The Marina maintains a zero-tolerance policy toward harassment or discrimination of any kind, including sexual harassment. Report any such behavior immediately to management, the Operations Manager, or the Owners.

Anti-Retaliation and Whistleblower Policy

The Marina prohibits retaliation against any employee who, in good faith, reports misconduct, discrimination, harassment, safety concerns, wage issues, or other violations of law or policy. Concerns may be reported confidentially to the Operations Manager or the Owners without fear of reprisal.

At-Will Employment Disclaimer

Employment at the Marina is at-will. Either the employee or the Marina may terminate employment at any time with or without cause or notice, unless otherwise required by law. Nothing in this Handbook creates a contract of employment for any specific duration.

Policy Updates and Modifications

The Marina may modify, revise, suspend, revoke, or cancel any policy, benefit, or procedure in this Handbook at any time, with or without prior notice. Employees will be notified of material changes when feasible.

Employee Classification

Classifications determine scheduling and eligibility for benefits.

- Full-Time: averages 36 or more hours per week and eligible for benefits
- Part-Time: averages fewer than 36 hours per week
- Seasonal: hired for a limited duration to support seasonal operations

Probationary Period

All new employees serve a 90 day probationary period. During this time, performance will be evaluated and either party may end employment without cause or notice

Employee Evaluation

Regular performance evaluations provide feedback, recognize contributions, and inform decisions on raises or promotions.

Attendance and Punctuality

Reliable attendance is essential to operations. Notify your supervisor at least one hour before your shift if you will be late or absent

- Arriving more than 5 minutes late may result in a warning
- Frequent unplanned absences or tardiness may result in termination
- No call no show is grounds for immediate dismissal
- Employees must clock in and out accurately using time tracking software

Substance Abuse Policy

The Marina is a drug free workplace. Being under the influence of alcohol, marijuana, or illegal substances during work hours or on breaks is strictly prohibited and may result in immediate termination.

Uniform and Appearance Policy

Uniforms support safety and professional presentation

- Company shirt must be worn while on duty
- Blue shirts for store employees

- Red shirts for dock staff
- Dress shirts on designated holidays
- No open toed shoes or sweatpants
- Shorts must extend below fingertips when arms are at the side
- Hair must be neat and secured as appropriate for the task
- Uniforms must be returned upon termination; a $100 deduction may apply if not returned in accordance with applicable law

Use of Company Property

Marina equipment, tools, fuel, keys, radios, and facilities must be used responsibly and only for work purposes. Intentional misuse, neglect, or unauthorized removal may result in discipline and repayment of damages in accordance with Oklahoma law.

Time Tracking Software Policy

Employees must clock in and out using the approved GPS enabled system from designated work locations. Clocking from unauthorized locations or failing to record hours may result in adjustments or discipline. Report any issues immediately to the Operations Manager or Payroll Administrator.

Workplace Safety

Safety is a core value at Buncombe Creek Marina.

- All employees have the right to a safe and healthy work environment
- Any employee may stop work if they believe a situation is unsafe without fear of retaliation
- Employees must follow safety procedures and use proper equipment
- All workplace injuries or near misses must be reported immediately
- Regular safety training is provided for all staff

Emergency and Severe Weather Procedures

Because we operate near open water and fuel facilities, all employees must understand emergency procedures.

- Tornado or severe weather: move customers and staff to designated interior safe areas away from windows and docks
- Fire or fuel spill: immediately activate emergency shut offs and call 911; evacuate the dock and follow directions from emergency responders
- Electrical storms: cease fueling, avoid open docks, and seek shelter until the storm passes
- Medical emergencies: contact the Operations Manager or call 911 and provide basic first aid only if trained
- Reporting: all incidents must be reported to the Operations Manager and logged after the emergency concludes

Conflict Resolution

Report concerns to your supervisor or the Operations Manager. If the issue involves either, you may contact the Owners directly.

Wage and Hour Compliance

Employees are entitled to meal and rest breaks in accordance with Oklahoma law. Overtime must be pre approved by management and is paid at 1.5 times the regular hourly rate for hours worked over 40 in a workweek.

Paid Time Off (PTO) Policy

PTO supports rest and work life balance for eligible employees

- Full time employees accrue 2 hours of PTO every two weeks
- PTO does not apply to part time or seasonal employees
- Up to 40 hours may be rolled over each year
- PTO should be requested at least 2 weeks in advance and is subject to Operations Manager approval
- PTO payout is provided to employees leaving in good standing who give at least two weeks notice, return all company property, and maintain satisfactory performance through the final day

Holiday Pay

Eligible full-time employees receive holiday pay for Thanksgiving, Christmas, and New Year's Day when the Marina is closed. Employees who work Memorial Day, July 4th, or Labor Day receive holiday pay in addition to regular pay. You must work the scheduled day before and after a holiday to qualify unless excused by management.

Health Insurance

The Marina contributes toward health insurance premiums for full-time employees averaging 36 or more hours per week.

Purchases and Expense Reimbursement Policy

Work-related purchases require prior approval. Employees may not take store items without payment; doing so is considered theft and may result in termination.

- Any purchase or expense over $50 must be approved in advance by the Operations Manager
- Receipts must be submitted within 30 days of purchase and include the date, amount, vendor, and business purpose
- Unauthorized purchases may not be reimbursed

Social Media Policy

Use good judgment online. Do not post confidential, disparaging, or inappropriate content related to the Marina, its employees, or guests. If unsure, consult the Operations Manager before posting

Termination Policy

Employment may end voluntarily or involuntarily

- Voluntary termination: employees are encouraged to give at least two weeks written notice
- Involuntary termination: may occur due to poor performance, misconduct, policy violations, or operational needs
- Final pay: final paychecks include all earned wages and, when applicable, unused PTO for employees leaving in good standing

Acknowledgment

I acknowledge that I have received, read, and understood the Buncombe Creek Marina Employee Handbook. I agree to comply with its policies and understand that employment with Buncombe Creek Marina is at will

Employee Name (Print): _____

Signature: _____

Date: _____

Staff who sign in to the dashboard also accept this handbook electronically on the sign-in page; the acceptance is recorded with the date and handbook version.