

CONN'S Hospitality Group Inc.

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Employee Manual



Welcome Aboard!

We welcome you to the team of Conn's Hospitality Group, Inc (CHG). As a new team member, we know it will take a little time to master your new role, but we are confident you'll do a wonderful job. We don't just anticipate you'll have questions as you grow into your position; we strongly encourage it.

History of Conn's Hospitality Group, Inc

Conn's Hospitality Group has a family of properties, all based in Central Illinois, where there are deep roots. Conn's was founded in 1948 by Leroy P. "Roy" Conn with one restaurant in downtown Springfield. As Roy's business grew into multiple restaurants and a stand called Conn's Corner at the state fairgrounds, the demand for quality catering services also grew. Out of this need, Conn's Catering was born.

In the 1970s and 80s, westward expansion took its toll on the businesses of downtown Springfield. Roy's restaurants eventually closed and Conn's Catering became the flagship business. In 1985, Roy's son Court officially purchased the family business where he grew up working.

In the 1990's Court and his wife Karen purchased the Inn at 835 and painstakingly restored it to a beautiful Bed & Breakfast, the highest rated one in Springfield. The Inn at 835 is a national registered historic landmark, consisting of 13 guest suites, 6 extended-stay suites, and one of the few upper-tier event spaces in the area. The Inn is well known for full-detail, exquisite weddings, and events of 30-300 people.

In February of 2012, after thousands of hours of hard work, planning, and overcoming obstacles, Conn's Hospitality Group opened Obed & Isaac's Microbrewery and Eatery in a restored 1850's mansion on 6th Street downtown. Obed & Isaac's is Springfield's first brewpub, where handcrafted beer and upscale pub fare meet to greet visitors and locals alike.

Wm. Van's Coffee House, located across the alley from Obed's, opened in January 2014 on the site of the original Obed Lewis House (and where the Isaac Lindsey House, formerly known as the Maisenbacher House, currently sits).

In 2015 the Conn family discovered the iconic Cornerstone building in downtown Peoria, Illinois, and invested in the second Obed & Isaac's Microbrewery and Eatery location.

The Old Gillett Farm, in Elkhart, Illinois, was purchased in 2019. The property became the residence of the Conn family with the express ambition of preserving the history and tradition of the grounds. In early 2020, work was done to bring back to the land a family farming operation, and to add an orchard, vineyard, horse board, and livestock.

During the summer of 2020, the goal of opening a BBQ smokehouse finally came to fruition with Li'l Willy's Smokehouse. Within three months of acquiring the property at the busy intersection of MacArthur and South Grand, Li'l Willy's opened its doors in record time.

Sights turned to the languishing Vinegar Hill Mall in 2021. By late Fall, the corporate office had moved to the Dewitt Wyckliffe Smith Mansion at one end of the property, and the revitalization planning for Vinegar Hill Mall and the old Bauer's Steakhouse began. As a part of this planning, Wm. Van's exited the Seventh Street location to make way for 7th Street Cidery, with plans of reemerging and expanding at Vinegar Hill Mall.

The Conn's name has been associated with quality in creative cuisine, innovative design, and professional service since 1948. This family-operated business strives to maintain and enhance its valuable reputation. Employees are expected to comply with- and actively advance- this standard of excellence as it has been set.

Mission Statement

Conn's Hospitality Group, Inc operates on the ethos of "Preserving History Through Hospitality"

To expand further, our full mission statement is:

To provide the most professional, guest-friendly, innovative and creative food, beverage, and service to our clients and customers by using the highest standards in guest service and the best quality in products available. In doing so, we promote growth, prosperity, and a sense of pride in our goal of achieving excellence in our customer's satisfaction.

Conn's Cultural Values

Conn's Hospitality Group invokes a simple moniker to remind each and every member of the team our shared values. It is by sharing and reinforcing these values amongst our peers that we set ourselves apart in the industry. These values are:

C - Choose your attitude – every day and in every situation

O - Own the WOW service you can provide, to both customers and fellow employees

N - Not about me – we succeed (and/or fail) as a team; we share the work and we share the benefits

N - N'courage a positive team and family atmosphere – keeping a positive approach towards our daily efforts

We believe that when we have the STRENGTH to do the job properly and the right SPIRIT to want to succeed in doing it, it creates a SYNERGY that makes us greater than the sum of our parts.

About the Handbook

This handbook contains the general standards and procedures of our company. It is designed to provide for our staff guidelines in proper operational procedures. The standards and procedures in this manual represent the best practices, intentions, and desires of the owners and members of the company.

It is very important that the entire staff read and understand this manual. We must adhere to these universal standards even if we do not fully agree with them. Our written standards are by no means final or all-inclusive. They can and will be modified to keep pace with ever-changing best practices, work standards, and applicable regulations. Any recommendations for updates/changes to this manual to better serve the needs and desires of our clients, guests, customers, staff, or owners are always welcome and appreciated.

Employee Recruitment, Onboarding and Orientation

CHG will recruit new staff positions from within the company before placing an ad on the open market, when feasible. Applications may be downloaded from the CHG website (connshg.com) or picked up from any location. Many positions may be filled by the immediate supervisor for the respective role, however upper management reserves the right to postpone any offers of employment until additional interviews and/or proper verification of the applicant's information are performed including, but not limited to, background checks, drug screenings, driving records, and more.

CHG will hire minors, retirees, and people with disabilities for all appropriate open positions. Minors under 16 years of age will not be scheduled to work until a work permit is obtained and on file. All applicable child labor laws, and labor laws in general, will be adhered to. The elderly and people with disabilities are encouraged to join the CHG team, as we appreciate diversity and acknowledge that everyone is a valuable asset. CHG is proud of, and embraces, the diversity of the people in the community, and their employees and our hiring practices reflect that diversity. CHG is proud to be an equal opportunity employer.

Each new employee must complete all required paperwork before beginning their position. This paperwork includes an application, a federal W-4 form, and a federal I-9 form. Additional paperwork may be needed in order to complete an applicant's employment file.

All new employees will be assigned to an experienced staff member for orientation prior to or on their first day of work. It is the responsibility of the employee to familiarize themselves with the business, policies, and job requirements. It is also the new employee's responsibility to ask any questions pertaining to their duties as appropriate. It is the responsibility of the experienced staff member to onboard and assist the new employee by thoroughly explaining all job requirements, additional responsibilities, policies, established best practices, and equipment used in the performance of their duties. Employees can be assigned responsibilities in addition to their written job descriptions; unless the responsibilities are deemed hazardous or unreasonable, the employee is expected to maintain those additional responsibilities.

Each new employee will undergo a 30 training and probationary period. During this time, the management team will assess the skills, aptitude, and embracement of the CHG operating principles to determine the new employees best fit within the organization. A formal 30 day review may or may not be held, however, annual reviews will be performed for all employees during the calendar year regardless of their anniversary date. Employment with Conn's Hospitality Group is purely on a reciprocal, at-will basis and can be terminated at any time, with or without cause, by either party. Employees who resign their positions are requested/expected to provide at least two week's advance notice in writing to their supervisor in order to remain in good standing with CHG.

Hours of Work

All scheduled employees are expected to be on time for their shift. Unexcused absences and tardiness are grounds for dismissal. If an employee finds it unavoidable that they will miss work, it is expected that they notify their supervisor at least 4 hours prior to their scheduled shift. If employees are going to be late, they must notify their supervisor immediately and provide their estimated time of arrival. Any employee who fails to show up to work a shift they have been scheduled for without notice can be disciplined, up to and including termination.

Employee schedules are completed by Wednesday for the coming week that starts on Sunday. It is the employee's responsibility to obtain their work schedules. This includes providing accurate, reliable contact information in the instance of automated or email/text scheduling notification systems where applicable. CHG has a longstanding practice of trying to be as flexible as possible in scheduling employees. If an employee notifies their scheduling manager of conflicting engagements, usually there is an attempt to accommodate, but this service is not guaranteed at any time for any employee. Each business under the CHG umbrella has their own policy for requested time off; please refer to your supervisor regarding your business' policy.

Employees are furnished timekeeping systems at all CHG locations to log actual working periods. Employees must be appropriately dressed and ready to work prior to clocking/logging in. It is CHG standard policy to not allow employees to clock in more than 7 minutes prior to their scheduled shift nor clock out more than 7 minutes later than their scheduled end of shift or dismissal from duty without management approval.

In accordance with Illinois state law, anyone scheduled to work 7 ½ or more hours per shift must take a meal break, of no less than 20 minutes, by the end of the 5th hour of work. For example, if an employee starts work at 12:00 pm, they must take an (unpaid) break before 5:00 pm. Employees must clock out for breaks and meal periods.

Overtime is not recommended as it is not considered to be in the best interests of the employee's well-being nor CHG's business. Overtime is defined as working on the clock more than forty (40) hours in a calendar week (Sunday through Saturday) in any position or combination of positions for CHG. A manager's approval is required for employees to work into overtime. Approved overtime will be paid at a rate of 1.5 times the regular hourly rate for the job duties being performed. Salaried employees are not eligible for overtime pay unless expressly authorized by senior management.

Violation or abuse of the time clock, break period, or overtime policies are grounds for disciplinary action, up to and possibly including termination.

Pay Periods and Checks

Paychecks are issued twice monthly, usually on the 5th and 20th of each month except when those days land on weekends or holidays. In those instances, paychecks will be issued on the closest possible weekday, but always by the Monday immediately following the 5th or 20th as long as that Monday is not also a holiday. Pay periods are usually from the 1st of each month through the 15th of the month for the paychecks issued on the 20th, and the 16th through the end of the month for paychecks issued on the 5th (of the following month).

Paychecks can be picked up from a supervisor or at the main office of their employment location after 2pm on paydays. Unless written authorization is provided in advance, paychecks can only be given to the employee named on the check. Employees may also request their check mailed to them; it is the employee's responsibility to provide/maintain an accurate mailing address on file for payroll purposes.

Direct Deposit is available for any regular employees of CHG. A Direct Deposit form can be completed and submitted at any time, including during the onboarding process. Until Direct Deposit has been successfully entered in payroll, employees will receive live paychecks. Usually, an employee's last paycheck is in the form of a live check and is issued on the above-established pay days, regardless if they ended employment in the middle of a pay period. Employees must return any company-issued equipment, keys, materials, etc. before a final paycheck can be issued.

Payroll Deductions

All employees will have the following deductions taken from their paychecks: federal insurance contribution act (FICA), federal and state income tax withholding, and any legally binding garnishments. Any special deductions or exemptions requested by the employee must be put in writing, specifying the details. Upper management must also approve any special deductions requests before they can begin.

Full-Time and Part-Time Employment

Conn's Hospitality Group defines full-time employment as at least 2,000 work hours in a 12-month calendar period. Anything less than 2,000 hours is considered part time employment.

Employee Benefits

PAID TIME OFF – Effective January 1, 2024, Conn's Hospitality Group is committed to providing its employees with paid time off in accordance with the requirements of the Paid Leave for All Workers Act (PLAWA) and the laws of the state of Illinois. This policy outlines the guidelines and procedures for accrual and use of paid time off.

All regular full-time and part-time employees are eligible for paid time off in accordance with the provisions of the PLAWA, provided they have completed at least 90 days of continuous employment with CHG. Employees will accrue paid time off at a rate of one (1) hour of paid time off for every 40 hours worked. Accrual will begin on the employee's first day of employment. Accrued paid time off will be prorated for part-time employees based on their regular work schedule. Employees may accrue a maximum of 40 hours of paid time off in a 12-month period. Once the maximum accrual is reached, no further paid time off will be accrued until the employee uses some of their accrued balance. Employees may carry over a maximum of 40 hours of unused paid time off from one 12-month period to the next.

Employees may use accrued paid time off for any reason allowed by the PLAWA, including but not limited to personal illness, medical appointments, caring for a family member, and bereavement. The minimum amount of accrued paid time off that can be used is two (2) hours. Maximum amount of accrued paid time off that can be used is not to exceed the scheduled shift(s) from which the employee was or will be absent. All paid time off requests must be in writing. Paid time off must be requested in 14 days advance, whenever possible, by submitting a written request to the employee's supervisor or the HR department. In cases of unforeseen circumstances, employees should notify their supervisor as soon as possible. Paid time off will be compensated at the employee's regular rate of pay at the time of the absence or at minimum wage, whichever is higher. Upon termination or resignation, employees will not be paid for any unused accrued paid time off unless required by applicable law.

If you have any questions regarding this policy or your eligibility for paid time off, please contact the Human Resources department.

HEALTH INSURANCE - Employee health insurance is available for all full time employees. The program is strictly voluntary and is reviewed on an annual basis. Employees are offered a standardized group plan, and CHG will pay 50% of the premium for the employee's plan. Any spouses or additional dependents can be included in the employee's plan, but those premiums are paid 100% by the employee. The employee's portion of the health insurance premiums are deducted from each of the employee's two monthly paychecks. The health insurance benefit is not available during the 90 day probationary period.

INCENTIVES - Any employee with the established, explicit potential to receive incentive compensation, bonuses, or other performance-based awards must be actively employed on the stated date of issuance in order to receive the compensation, bonus, or award.

RETIREMENT ACCOUNTS - All employees are able to participate in the 401(k) Retirement Account Program. Eligibility requirements to enroll are that the employee must be 18 years old, been employed one year, and worked a minimum of 2,000 hours. Enrollment is opened twice a year on January 1st and again on July 1st.

Employee Expectations

All CHG team members are considered service personnel and are expected to have a "guest first" philosophy. Concern for our customers, their wants, needs, expectations, safety, and complaints, is expected to be everyone's top priority. Any concerns involving a guest complaint, or even the potential of us performing at less than 100% as a team, need to be communicated with a supervisor. Awareness of issues or potential issues is critical to being able to resolve them as a unified team and are equally vital to the health, safety, and/or satisfaction of ourselves, staff, and guests.

Each location within Conn's Hospitality Group has its own set of specific regulations that must be adhered to. Deviation from the workplace rules can be grounds for disciplinary action, up to and including suspension or termination. These deviations include, but are not limited to, pilferage, negligence, alcohol/drug use, gambling, abusive/obscene language, or violations of company policies.

Smoking is a general concern for both health and safety reasons. In general, it is preferred that employees do not smoke. Those who wish to smoke must do so in designated smoking areas and only during designated break periods. CHG abides by the Smoke Free Illinois Act which prohibits smoking within any indoor workplace. Designated smoking areas for CHG locations are usually completely out of sight of our guests/customers, and it is strongly recommended that employees follow that best practice. A suggested best practice for employees who choose to smoke is to take measures to conceal the lingering scent of smoking- washing hands afterwards and using mints or other breath fresheners.

Phone usage is to be kept to an absolute minimum. Conn's Hospitality Group reserves the right to prohibit the possession of cell phones while at work for any or all of their staff. Except for emergency situations, phone usage, especially usage that takes away from the ability to perform stellar service, can be grounds for disciplinary action, up to and including termination. Tablets and other means of digital communication are also subject to the above-mentioned policy.

Internet usage on the CHG network is only permitted for designated employees. As with any company resource, they are only to be used appropriately for work-related activities. Abuse of this policy could be grounds for disciplinary action. Anyone utilizing the internet on a regular basis will need to sign the CHG Internet Usage Agreement.

Cashing checks for clients or employees is prohibited without the explicit written authorization from upper management.

Other employment outside of CHG is allowed as long as it does not interfere with the responsibilities of the employee's position in the company. This could include, but is not limited to, performance of duties and pre-established hours of availability (or hours of availability normally required for any specific position).

Confidentiality of Conn's Hospitality Group's policies, procedures, recipes, customers, and business practices is required of all employees. Most of these items are considered proprietary, trade-secret information and possessing or sharing of any of these items constitutes theft. CHG will pursue incidents to the fullest extent of the law, up to and including potential monetary loss/damages incurred. Some CHG positions will require a signed Confidentiality Agreement due to the nature of information handled in those roles.

CHG follows all applicable laws regarding safe handling and serving of alcoholic drinks. In accordance with state and local law, employees must be 21 years of age to pour or mix alcoholic beverages. Any employees performing duties that involve the handling or serving of alcohol must sign and abide by the CHG Alcohol Policy.

Safety and Security

The safety and security of every guest and employee is the responsibility of every Conn's Hospitality Group team member. This includes, but is not limited to, the areas of:

- Food safety (safe handling, preparation, and serving)
- Workplace safety (no sharps, chemical hazards, slipping or tripping hazards, etc)
- Safety from dangers (weather, natural disasters, assault, or harassment)
- Safety and Security of all CHG property and buildings (theft, vandalism, hazards)
- Information Security (records, data, access and login codes, passwords, and communications)

It is every employee's responsibility to actively prevent and correct any potentially hazardous situations except when their own personal safety may be at risk. A supervisor or manager should be made aware in any situation with the potential for safety risk, whether or not it has already been corrected.

The protection of CHG property, including buildings, equipment, systems, and consumable goods is also the shared responsibility of all employees. Each location will have specific policies regarding protecting CHG and the employees; it is mandatory to abide by these best practices, as they are put in place with the best interests of everyone involved. Private entrances to CHG buildings need to remain secured at all times, and public access entrances must be locked after business hours.

Parking for on-duty CHG employees is free on company property whenever permissible and available. Each employee is responsible for their own personal property, including vehicles and all contents within. It is strongly recommended to leave vehicles locked at all times. CHG is not responsible for any loss or damage to the personal property of employees.

Keys will be issued to employees on an as-needed basis. Access codes for entry or security systems are also considered keys under CHG definition. Some employees will be issued keys for the duration of their employment, however, most will need to sign out and return keys as quickly as possible. Any lost keys must be reported to a supervisor immediately. Loss or property damage due to failure to report lost keys is grounds for immediate dismissal and possible prosecution. Unauthorized duplication of any company keys is strictly prohibited.

Any equipment taken off-premise must be inventoried in a checklist and signed off by a supervisor. The checklist will be used when preparing equipment for return, and used again after unloading to ensure all items have been successfully returned to their original and proper location.

Lost and Found

Any item found must be turned in to the management team of the respective location. The item should be identified with the date and location of its finding. Items will be kept in Lost and Found for at least 30 days.

If any guest or customer reports a lost item, CHG employees are to obtain the claimant's name, phone number, and a detailed description of the item reported missing. That information should be passed along to their supervisor as soon as possible.

Emergency Procedures

All emergency procedures require the first and foremost regard for the safety of humans and pets. Each location has established emergency plans in place for a wide variety of possible situations, including fire, natural disaster, and more. It is each employee's responsibility to read and understand all applicable safety procedures for their respective workplace. All CHG properties have code-compliant emergency preparedness equipment such as fire extinguishers and fire suppression systems. Whenever necessary, call 911 first to report an incident. Safety should be practiced at all times. After reporting the incident and taking any immediately necessary measures for the safety of people and pets, contact a manager, the corporate office, or a member of the executive team.

All accidents and injuries, even those that do not require immediate medical attention, need to be reported to a supervisor as soon as possible. Incident reports must be filled out for any situations that involve injury to a living creature or damage to property. Incident reports must be completed within 24 hours for any situations that involve injury to a person, be they employee or otherwise. Basic information must be recorded, including name, address, telephone number, time/date of incident, nature of injury, witness statements, action taken, medical treatment received, and any other pertinent information. It is better to record every detail possible than to potentially miss information that might be important later.

Employees who are injured on the job or suffer job-related illnesses may be eligible for Worker's Compensation benefits. An incident/injury report must be filed within 24 hours of injury. CHG employees who are injured are recommended to utilize the organization's preferred providers: Springfield Clinic, St. John's Hospital, and OSF Medical Center and Clinics. At the time of the injury-related medical examination, an alcohol and drug screening will be required for any situations that apply to a Worker's Compensation claim, regardless of provider used.

Vehicle Usage

Company vehicles are for business use only. Personal use of company vehicles is prohibited. Misuse of company vehicles is grounds for immediate dismissal.

All CHG employees are expected to abide by the rules of the road set forth by state and local governments while performing their job duties. Any violations and/or resulting punishments for vehicle usage are the responsibility of the offending driver. Conn's Hospitality Group is not responsible for any parking or moving violations incurred while driving a company vehicle, or their own vehicle while on company business.

Any employee operating a CHG vehicle must have a valid driver's license on file and complete the CHG Fleet Vehicle Usage Agreement along with a Driver's Disclosure and Release Form.

Alcohol-Free and Drug-Free Workplace Policy

In an effort to maintain a safe and healthy workplace, and in accordance with federal and state law, Conn's Hospitality Group prohibits the use or abuse of alcohol or illegal drugs before or during work.

Consumption of alcohol, other than authorized and designated samples for educational purposes, is prohibited before or during work shifts. Any employees who appear to be under the influence of alcohol will be dismissed from their shift and could face additional disciplinary action.

It is a violation of CHG policy for any employee to sell, purchase, use, consume, possess, manufacture, distribute, dispense, or transport any illegal substance, or to abuse any controlled substance on the company premises or at any time during work hours, including meal and break periods. CHG employees must report to work with their abilities unimpaired by illegal or controlled substances and must remain so throughout their assigned work period.

Any CHG employees who appear to be under the influence of alcohol or other substances can be required to submit to and successfully pass a drug/alcohol screening before they can return to work. Failing a required screening can be grounds for disciplinary action, up to and including termination.

If you are convicted of a violation of any criminal drug-related offense and that violation occurred in the workplace, you are required to notify your supervisor within five days after such conviction. Conviction is defined as a finding of guilt or acceptance of a guilty plea, including a plea of nolo contendere, or imposition of a sentence, or both, by a judicial body.

Any violations of the alcohol or drug abuse policy will be subject to disciplinary action, up to and including termination. Alternatively, at the company's discretion, the employee may be required to successfully complete a drug/alcohol assistance or rehabilitation program before they may return to duty.

Anti-Discrimination and Anti-Harassment Workplace

Conn's Hospitality Group actively seeks to provide a work environment free from intimidation, discrimination, and harassment. Harassment, discrimination, and intimidation can arise from a broad range of verbal or physical behavior which can include, but is not limited to, the following:

- Physical or mental abuse
- Racial insults
- Ethnic slurs
- Religious slurs
- Unwelcome sexual advances or touching
- Sexual comments or sexual jokes
- Requests for sexual favors for any reason
- Broadcasting, displaying, or sharing explicit or otherwise offensive materials, including photographs, calendars, posters, music, or any other media.

Conn's Hospitality Group prohibits any form of harassment or discrimination relating to age, sex, sexual orientation, national origin, ethnicity, religion, disabilities, veteran status, and/or any other protected category by anyone in the organization. This policy applies to all areas of employment, including but not limited to, areas such as: recruitment, hiring, training, promotions, compensation, and benefits. Such infractions are taken very seriously and are immediate grounds for disciplinary action. Any harassment, discrimination or similarly unacceptable activities that create the impression of a hostile work environment are specifically

prohibited. CHG employees who observe alleged violations of this policy must report such activity to upper management as soon as possible. The anti-harassment and anti-discrimination policy applies universally to all guests, customers, and business affiliates of CHG.

Sexual harassment is a particular form of employee misconduct which requires more explanation. All employees must be allowed to work in an environment free from unsolicited and unwelcome sexual overtures. Sexual harassment does not refer to occasional compliments or other generally accepted social behavior. It refers to behavior which is not welcome, personally offensive, undermines or weakens morale, and by doing so unreasonably interferes with the work effectiveness of its victim and their coworkers. Sexual harassment can include such conduct as: offensive, sexually-oriented verbal kidding, jokes, or abuse; pressure for sexual activity; offensive, unwanted physical contact such as patting, pinching, or repeated brushing against another person; and demands for sexual favors, whether or not it is accompanied by implied or overt promises or preferential treatment concerning an individual's employment status.

The objective of this policy is to create a positive working environment which is free from hostile, offensive, intimidating, or harassing conduct that unreasonably interferes with employee's work on account of any of the types of harassment described above. The goal of this policy is the company-wide prevention of unwelcome conduct. Employees should be aware of any conduct on their part which could be construed as unwelcome and/or harassing to other employees.

In some situations, a person may not realize that their behavior is inappropriate or unwelcome. Employees who consider any person's behavior to be inconsistent with our anti-harassment/anti-discrimination policy are encouraged to inform that person that their behavior is considered inappropriate and request that they stop. Persons who are informed that they are engaging in such activity should comply immediately and respectfully with such a request. If any employee becomes aware of alleged harassment/discrimination that might be occurring, they should immediately inform their supervisor, and can do so without fear of retaliation. If for any reason an employee would prefer to not discuss their concerns with their immediate supervisor, they are encouraged to report such conduct to a senior manager within CHG. Conn's Hospitality Group strongly encourages timely reporting of such allegations and will not retaliate against anyone for reporting such misconduct. Timely reporting of alleged misconduct is critical to the company's ability to investigate any such complaints, and it also discourages the spread of harmful rumors.

Conn's Hospitality Group practices a process of prompt and necessary steps to investigate and, when necessary, take swift corrective action regarding any forms of harassment or discrimination. Retaliation for any complaints by anyone in the organization is strictly forbidden.

Exit Interviews

These interviews are important, and when feasible CHG will attempt to perform exit interviews with their employees. Exit interviews are optional and not mandatory, but can often provide valuable information to both parties.