

QM RESORTS CORPORATION | INTERVAL MANAGEMENT

INSUBORDINATION POLICY

It is our intention at QM Resorts to encourage a harmonious work environment. This includes respecting each other and working together as a team to promote continuous improvement and a work environment that is enjoyable.

Here at QM Resorts, insubordination will not be tolerated. **What is insubordination?** Insubordination can be divided into two categories: unwillingness to carry out a directive from a manager or supervisor and disrespectful behavior toward a manager or supervisor.

Unwillingness to carry out a directive from a manager or supervisor can manifest itself as a verbal refusal, a nonverbal refusal or an unreasonable delay in completing work.

Disrespectful behavior toward a manager or supervisor can include cursing at a supervisor, verbally or physically intimidating a manager or supervisor, or speaking loudly or argumentatively to or about a supervisor.

Keep in mind, if an employee is disciplined and a warning is placed in their file, they will no longer be eligible to use complimentary employee accommodations as stated in our Employee Handbook, page 7.

While insubordination can be addressed using verbal warnings, written warnings and suspensions, extreme examples of insubordination may warrant immediate dismissal. We do not want to act hastily in disciplinary matters, however delaying disciplinary action or ignoring insubordination can give employees the impression that disrespectful behavior is acceptable, which is not the case.

Further, managers may incite insubordination through abusive or abrasive behavior of their own. In these situations, the manager may need performance coaching or even disciplinary action. In addition a refusal to carry out an order may result from a misunderstanding of instructions or a fear of unsafe work. In certain circumstances, the Occupational Safety and Health Administration protects workers who refuse to perform work if the employee believes in good faith that performing the work would put the employee in imminent danger. An employee's refusal to do something that is illegal, unethical or a violation of company policy would not be considered insubordination. SHRM Website.

Date:

Signature of Employee