

Your Team Member Connect

ISSUE 3, MAY 2025

PREVENTIVE CARE SAVES LIVES

An HICV team member
shares her story

GROW YOUR CAREER

Tap into new resources

CULTIVATING SUCCESS

Honoring our award-winning
team

Planting the Seeds of Growth



YOUR BENEFITS. YOUR GROWTH. YOUR CHOICE.

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A LETTER FROM ERIN BOOTH
SENIOR VICE PRESIDENT, HUMAN RESOURCES



Total Rewards: A Comprehensive Approach to Your Wellbeing

At HICV, we recognize that our team members are at the heart of our success. That's why we provide a total rewards package designed to support your wellbeing, career, and financial security. More than just a paycheck, these benefits reflect our commitment to ensuring you feel valued and supported in every aspect of your life.

While competitive pay is a key component, it's just one part of the comprehensive benefits we offer. Our medical, dental, and vision plans help you stay healthy, while our no-cost career resources and retirement plan with company contributions provide financial stability for the future.

We also prioritize your work-life balance with generous paid time off (PTO) and no-cost mental health support services. Additionally, we offer exclusive perks such as ClubGo, which provides free stays at our resorts, and access to deeply discounted rooms through the IHG Employee Room Benefit, allowing you to make the most of your well-earned time away.

Beyond benefits, we take pride in fostering a workplace culture that recognizes and celebrates our team members. This commitment to excellence has earned HICV multiple industry accolades, including Outstanding Customer Service from J.D. Power for three consecutive years, *Newsweek's* Best Places for Women to Work, and recognition as a Top Employer by Kincentric.

As you explore your total rewards, know that each element is designed to enhance your professional and personal life. Thank you for being an essential part of HICV and for your contributions to our continued success.

Sincerely,

Erin Booth

Invest in Your Future – On Us!

Tuition Assistance from HICV

Earn your degree while working, with up to **\$2,500 in tuition reimbursement** each year for full-time team members and \$1,000 for part-time team members at any accredited institution recognized by the National Association of Schools and Colleges.

You're eligible for this great benefit just six months after starting at HICV. Learn more on the [Tuition Assistance page](#) on myAcademy!





Sowing Seeds of Wellbeing

Resources for Mental Health Awareness Month and Beyond

Just like the world around us, our emotional wellbeing thrives when we give it the care and attention it needs. May is Mental Health Awareness Month, so it's an ideal time to reflect on ways we can build healthy habits. It's also a great time to get outdoors and soak up some sun!

Research shows that nature has a calming effect, reducing stress and enhancing overall emotional health. So, why not take a stroll through a nearby park, start a small garden, or even open a window to let in some fresh air?

But nature isn't the only way to nourish your emotional health. At HICV, we understand the importance of supporting mental wellbeing in all aspects of life. That's why we offer a variety of resources through Cigna to help you find balance year-round.



Free Help is a Call or Click Away

If you or a loved one need support for any issue affecting your mental health, the Cigna Employee Assistance Program (EAP) offers 24/7 assistance at no cost to you, whether you're enrolled in an HICV medical plan or not.

You and anyone in your household get up to six free, confidential counseling sessions per issue, per year. That means you can seek help for multiple reasons per year, and each comes with six free sessions. Issues like:

- Stress
- Depression and grief
- Gambling and addiction
- Parenting
- Relationships and life changes
- Financial concerns

Whether you need a listening ear or practical advice, the EAP is here for you. Support is just a call or click away at (877) 622-4327 or myCigna.com (employer ID: holidayinnclub).

More Mental Health Resources

In addition, we offer all medical plan enrollees free access to **Happify**, a science-based platform designed to help you build emotional resilience and foster positive habits.

Another free resource for medical plan enrollees is **Headspace**, an app that guides you through meditation and mindfulness practices. It's perfect for reducing stress, improving focus, and promoting emotional wellbeing. All great things to do while spending time outdoors!

For more information or to get started with Happify and Headspace today, call the number on the back of your Cigna ID card or visit myCigna.com. 🌱



Cultivate Your Health

Prioritize Prevention this Spring

As we celebrate Women's Health Month this May, it's an important reminder to prioritize health and wellbeing. After all, good health makes everything else in life possible.

But did you know that a 2021 study from the Kaiser Family Foundation found that women are more likely than men to skip a test or treatment recommended by their doctor? It's true — 23% of women said they would skip a test or treatment, compared to just 15% of men.

The same study found that 38% of women reported skipping preventive health services, like yearly checkups. These exams can be crucial in catching serious conditions early, which is why they're covered at no cost with all HICV medical plans.

We've taken it a step further and created an easy-to-use [Guide to Preventive Care](#) on the Your Benefits Destination website. Check it out to learn more about why annual checkups are so important for you and your loved ones, and what screenings are recommended for women and men depending on their age. You can even use the guide to find a primary care doctor if you need one!

Ensure a happier future and reduce your risks by getting serious about preventive care this spring and beyond!

**38% of women
report skipping
preventive
health services**

Did you know?

If you're enrolled in an HICV medical plan, you'll get **\$50** for getting your annual preventive care! Visit [my.Cigna.com](https://my.cigna.com) and click the Wellness tab to redeem your reward.

You can also earn an **additional \$50** from MetLife if you're enrolled in Critical Illness and/or Accident Insurance and get your preventive care.

Preventive Care Saved My Life

AN HICV TEAM MEMBER SHARES HER STORY



Sherry Ramsey
Senior Buyer
Corporate Purchasing

Sherry Ramsey didn't expect anything out of the ordinary during a routine mammogram five years ago. She had no family history of breast cancer, but the annual appointments were free with her HICV medical plan. She found the time in her busy schedule to get checked each year — and it ended up saving her life! Now, Sherry is sharing her story to show others the importance of preventive care.

Q: *Most people can only imagine that moment when the doctor tells you they've found something. What went through your mind?*

Sherry: Complete disbelief. For 15 years, I've been getting checked at the same office, and you get that little card in the mail saying everything is normal. So, when they said they found a mass I thought it had to be a mistake. They even compared it to the same spot from the year before, and there was nothing the previous year.

But they did a biopsy, and it was stage 3C breast cancer. Very aggressive. Very serious. Even then, I kept saying, "Are you sure?" I think I was in shock. Slowly but surely, it sinks in — you've got to fight for your life.

Q: *How quickly did things move from there?*

Sherry: Within weeks, I was getting ready for treatment. I had a mastectomy and 35 rounds of chemo. My treatments were on Wednesday, so by Friday afternoon I would just go home and sleep all weekend. It was really difficult, but I was lucky to have so much support and understanding from my family and my work team. I'm still here. I'm still smiling.

Q: *What would you say to someone reading this article who feels like they're too busy to make their preventive care appointments?*

Sherry: Please, take it from someone who knows — you can't let that pass. Just take an hour out of your day. I'm as busy as the next person, but if I hadn't gone, I wouldn't be sitting here today. I was at a live-or-die point, and I didn't even know it. I heard the same story from other people getting treatment along with me — they caught it just in the nick of time.

Q: *When you spoke to other people getting treatment, were they from all different walks of life?*

Sherry: Oh yes. It's not just breast cancer. I don't care how old you are or if you're male or female. Get the preventive exams you're supposed to. You don't even have to pay a deductible with our health plan. It's just a matter of finding the time, so make your health a top priority. You can't take care of the people who rely on you if you're not around. 🌱

"I was at a live-or-die point, and I didn't even know it."

Did you know?

A recent study found costs are **350% higher** to treat cancer caught at stage 4, compared to stage 1.

Scan here to find a provider near you and a list of recommended screenings based on age and gender.



A woman with long dark hair, wearing a pink sweater and dark jeans, stands on a silver step ladder. She is reaching up with her right hand towards a large, realistic red apple hanging from a branch with green leaves. The background is a solid light pink color.

GROW Your Career

At HICV, we're invested in your personal and professional development. When you're equipped with the skills and resources you need to lead others and take action, you thrive in all aspects of life. That makes a positive impact on our company and our communities, which is why HICV is offering two career development leadership courses this year. These courses can help you build confidence in your ability to lead teams and enhance your career! If you're interested in the courses listed below, make sure to ask your leader for approval.

TAKE THE LEAD: Project Management for the Unofficial Project Manager

Let's face it – the pressure and multi-tasking of project management can get tricky. Whether we're juggling deadlines, delegating work, or analyzing results, it takes the right balance of processes and people to get the job done.

To help find that balance, we're proud to once again offer Franklin Covey's comprehensive leadership course. By providing the mindset, skillset, and toolset to engage and inspire team members, this course can help you:

- ➔ Organize and execute projects with confidence
- ➔ Collaborate effectively across teams
- ➔ Navigate challenges and keep projects on track

ELEVATE YOUR LEADERSHIP: The Six Critical Practices for Leading a Team

Leadership isn't reserved for those in the spotlight – it's a mindset, a set of actions, and a way of inspiring others, no matter your position. It pays to build your leadership skills no matter your role or title.

And now, for the first time, The 6 Critical Practices for Leading a Team is available to all HICV team members looking to grow their leadership skills! This Franklin Covey course will help you:

- ➔ Build trust and connection with your team
- ➔ Navigate difficult conversations with confidence
- ➔ Inspire great performance and promote engagement

No matter your title or experience level, this course gives you the tools to lead effectively. 

Strengthen Your Skills with MyAcademy

MyAcademy is our learning and development platform to help you expand your knowledge and cultivate your leadership skills. This one-stop-shop for all training and professional development – which includes webinars, online courses, diversity and inclusion workshops, and more – is designed to support you and elevate your career to the next level!

To learn more about HICV professional development and career growth opportunities or **register for events**, visit hcvmyacademy.com!



Help Your Retirement Savings **Bear Fruit**

USE THE POWER OF THE HICV 401(k) MATCH

Whether retirement is right around the corner or years away, it’s never too late — or early — to begin saving. And with HICV’s generous contributions to your 401(k) plan, your goals are well within reach! Remember, HICV matches every dollar you contribute, up to 4% of your salary (and IRS limits) each year. **That’s free money for your future!**

Watch Amelia and Jason Grow Their Savings



Jason is a fictional HICV team member who isn’t quite sold on saving for retirement.

Since he thinks he has plenty of time to build his savings later in life, Jason decides he’d rather have more take-home pay in each paycheck right now.

With this mindset, Jason only contributes 2% of his \$75,000 salary to his 401(k), which earns him a 2% match from HICV.

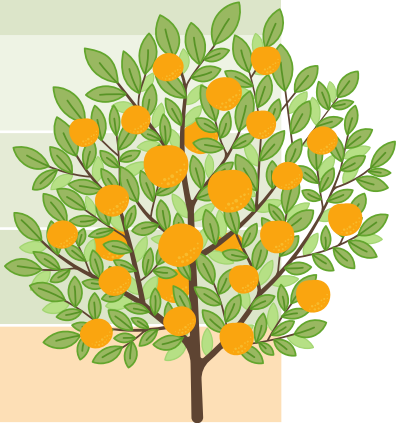


Amelia is another fictional HICV team member. She’s ready to save for her future, so she pictures her retirement savings as an orange tree.

It may start out small, but with the right attention and care, Amelia knows her tree will bear fruit sooner.

With this mindset, Amelia contributes 4% of her \$75,000 salary to her 401(k) and earns the full HICV match.

Yearly Contributions:	\$1,500	\$3,000
HICV Match:	\$1,500	\$3,000
Total:	\$3,000	\$6,000
After 5 Years:	\$15,000	\$30,000



As you can see, Amelia’s mindset starts paying off quickly! After just five years, she already has \$30,000 saved. Not to mention, these numbers do not include the potential extra interest she would earn throughout the years to grow her savings even more!

Remember, you become vested in HICV matching contributions after two years of service, defined as any calendar year in which you work at least 1,000 hours. For more information about your 401(k) Plan and HICV’s matching contribution, visit [Your Benefits Destination](#). 

A Season of Success

Celebrating the People & Places that Make HICV Great

The unmatched commitment of the HICV team is on full display once again, as several locations and team members have earned well-deserved recognition for their work over the past year. Here are some of the awards our team has earned through dedication to best-in-class customer service.

Wilson Awards: Q1 2025

The coveted Wilson Award is an internal HICV honor named after Holiday Inn and HICV founder Mr. Kemmons Wilson. The award recognizes team members who have gone above and beyond their typical duties. Each month, Gold and Silver nominations from Orange at Heart are reviewed to select up to 10 winners who receive a certificate from President & CEO John Staten, along with a commemorative Wilson trophy to honor their outstanding contributions.



Know a Team Member Who Deserves a Shout-Out?

Recognize your coworkers with our team member appreciation program, Orange at Heart. Visit the **Orange at Heart tile in Okta** to help your team's efforts be formally acknowledged by leaders at HICV!

January

Andrea Nalley
Orange Lake Resort
Food & Beverage

Brittany Parton
Smoky Mountain Resort
Front Desk

Kathy Farmer
Apple Mountain Resort
Common Area

Khale Coffran
Mount Ascutney Resort
Common Area

Manuel Sanisaca
Orange Lake Resort
Repairs & Maintenance

Dennis Lecik
Cape Canaveral
Beach Resort
Repairs & Maintenance

Hunter Jones
The Villages Resort
Front Desk

Andrew Loesel
Cape Canaveral
Beach Resort
Food & Beverage

February

Briana Henderson
Hill Country Resort
Repairs & Maintenance

Patrick Carlisle
Mount Ascutney Resort
Repairs & Maintenance

Dave Burkley
Orange Lake Resort
Resort Services

Candace Yanez
Hill Country Resort
Resort Activities

Jamale Edwards
Cape Canaveral
Beach Resort
Resort Activities

Jeannette Richardson
The Ridge Resort
Resort Activities

Gidget Terry
Timber Creek Resort
Front Desk

Kyndra Benson
Orange Lake Resort
Food & Beverage

March

Angel Montanez
Orlando Breeze Resort
Repairs & Maintenance

Nicholas Peregrino
Holiday Hills Resort
Repairs & Maintenance

Megan Davis
The Villages Resort
Front Desk

Jorge Llamas
Orlando Breeze Resort
Repairs & Maintenance

Lisa Clofer
Seaside Resort
Resort Activities

Marian Carroll
South Beach Resort
Face to Face Marketing

Digna Quesada Valdes
Orange Lake Resort
Laundry Services

Resort of the Year

Congratulations to our team members at the Williamsburg Resort in Williamsburg, Virginia, and the Holiday Hills Resort in Branson, Missouri, for taking home 2024 Resort of the Year awards!

The Resort of the Year program measures year-over-year improvement at each property across all areas of operations, such as customer experience, team member engagement, voluntary turnover, training programs, villa and resort ready inspections, safety, and HOA and developer financials.

J.D. Power Certification – Three Years Running

Last August, HICV was recognized by J.D. Power for the third consecutive year for providing “An Outstanding Customer Service Experience” with live phone interactions. The J.D. Power customer service certification program uses a series of national benchmarks to measure excellence in customer service and includes a customer satisfaction survey with recent users.

Three years ago, HICV became the first company in the vacation ownership industry to achieve this certification. In 2024, HICV remains the only organization in the industry to earn this J.D. Power customer service certification! 🌿

ARDA Awards

Each year, the American Resort Development Association (ARDA) recognizes the top resorts, teams, and projects in the vacation ownership industry. In 2025, HICV earned an incredible 14 ARDA Awards, including the esteemed ARDA Circle of Excellence (ACE) Emerging Leader Award. This marks the fourth consecutive year our company has been honored in the top-tier ACE categories. Congratulations and thank you to all our award winners!



2025 ARDA Attendees – Orlando, FL

2025 ARDA Award Winners

ACE EMERGING LEADER AWARD

Giseth Morales, Marketing

DIGITAL PRODUCTS: SALES

Reimagined Pipeline Journey

MAINTENANCE TEAM MEMBER OR MANAGER

Brian McLaughlin, Oak n' Spruce Resort

MARKETING INDIVIDUAL

Lance Larsson, Performance Marketing

MARKETING MANAGEMENT LEADER

Ely Tomines, Performance Marketing

MARKETING TEAM

Corporate Demand Generation Team

RESORT DEPARTMENT MANAGER

Jedd Marrero, Orange Lake Resort

RESORT GENERAL MANAGER

Leslie Barilli, Williamsburg Resort

SAFETY/SECURITY PROFESSIONAL OR TEAM

Keith McRae, Orange Lake Resort

SALES MANAGEMENT LEADER

Christian Chronister, Orange Lake Resort

SALES VERIFICATION LOAN OFFICER/QA OFFICER

Martin Davalos, Orange Lake Resort

SPECIAL EVENT:

SALES AND MARKETING INCENTIVE EVENT

SMA Party Gras

TALENT ACQUISITION PROFESSIONAL OR TEAM

Resort Operations Talent Acquisition Team

TECHNOLOGY PROJECT PROFESSIONAL OR TEAM

My Vacation Portal Team

WHERE MEMORIES TAKE ROOT

A NEW ERA OF FAMILY TRAVEL BEGINS WITH THE RESIDENCES AT ORANGE LAKE

For decades, HICV has been dedicated to creating unforgettable family memories through travel. Now, with the opening of **The Residences at Orange Lake Resort**, we're taking that commitment to the next level.

This summer, the first luxury residences will begin welcoming guests, marking the completion of the project's first phase. When fully built out, The Residences will feature 16 expansive vacation homes designed specifically for multi-generational travel and large group gatherings of up to 20 people.

Among many others, one contributor to this exciting project is Kevin Lozier, Director of Construction Management, who oversaw the design, construction, and delivery of The Residences. According to Kevin, the vision was clear. "We wanted to turn this into a true family experience that can hold many generations under one roof. At Orange Lake, families can come together for reunions and create lasting memories – all in one place."

The Residences blend comfort and luxury across more than 5,500 square feet. Each home is built for togetherness, featuring a private pool, sun deck, spa, pool table, barbecue station, and a massive dining table that seats 20. The chef's kitchen includes high-end appliances, dual dishwashers, and an oversized farmhouse sink – perfect for large family meals. Guests also enjoy a six-person golf cart for easy resort access, making every moment more seamless and enjoyable.

Kevin, who comes from a big family himself, emphasized the importance of efficiency and convenience for large groups: "The whole experience is built so that guests have more time to make memories and experiences," he explained. "We want you to relax and reconnect while you're here, and that's much easier with those small details taken care of." 🌿

replenish



With future expansion plans on the horizon, The Residences concept is poised to redefine family travel across HICV's destinations. As we continue to innovate, projects like this showcase our dedication to helping families create lasting memories – one incredible stay at a time.





Let Your Travel Dreams *Bloom*

with HICV Travel Benefits!

With warm weather arriving and school winding down, it's the time of year to plan vacations and time off to celebrate with family and friends! HICV offers unique paid time off (PTO) and travel benefits so you can enjoy the moments that matter.

Experience Our Amazing Resorts with ClubGo!

All full-time and part-time team members are automatically enrolled in our unique travel program — ClubGo — and receive free ClubGo points each year based on tenure. It's as easy as 1-2-3:

- 1 Simply plan your trip
- 2 Redeem your points
- 3 Enjoy your stay at any of our U.S. resorts!

Your ClubGo points can roll over into the following year if you don't use them, and they won't expire until December 31st on the second year after being issued. Even better, booking your stay has never been easier. Just visit members.holidayinnclub.com, create your account, and click on "Plan & Reserve Your Vacation" to book your trip with ClubGo points. Resorts with availability will be visible for booking.

For more information about ClubGo program rules and points system, please visit [Your Benefits Destination](#).

Ready to Travel Internationally?

Beginning on your very first day at HICV, you can enjoy discounted stays across the globe at InterContinental Hotels Group (IHG) properties. Plus, with our IHG Room Benefit Program, you can receive special incentives and discounts to share with your friends and family, too!

When you're ready to take an adventure and explore beyond our shores, visit [Your Benefits Destination](#) for IHG Room Benefit Program enrollment and booking instructions. 🌸

Take some time... *you earned it!*

Do you have plans to kick off the summer for Memorial Day? Or are you planning a red, white, and blue BBQ for Independence Day? Gather your friends and family because these holidays are included in your paid holidays for the year.

And don't forget to use your PTO! Our flexible program combines sick, personal, and vacation days into one, so you can take the time you need whenever you please.



Holiday Inn Club Vacations Incorporated
9271 S John Young Pkwy
Orlando, FL 32819



Team Member Connect

Need help? Team Member Connect is the ultimate resource for team members and leaders. Access crucial information and support for all things HR-related, no matter how simple or complex.



(407) 395-6400



TMConnect@holidayinnclub.com

The Sun is Out – Protect Your Eyes with VSP Lightcare™!

An annual eye exam is a simple and affordable way to maintain your eye and overall health, even if you don't need prescription glasses.

With VSP LightCare™, you can use your frame and lens benefits to get non-prescription eyewear like sunglasses or blue light filtering glasses. It's important to protect your eyes by wearing sunglasses with 100% UVA/UVB protection outdoors and blue light filtering glasses indoors to reduce digital eye strain.

Scan the QR code to learn more!



Exclusive College Discounts for You and Your Family

Save on tuition and fees through HICV's college partnership program, which offers discounts at top universities. In some cases, your spouse can save too! Visit the [Learning Partners page](#) on myAcademy to learn more.

