

TEAM MEMBER CONNECT

RESOURCE GUIDE



Holiday Inn
Club Vacations
INCORPORATED

Your Leader

Questions or Concerns About:

- Your schedule, breaks, hours, or pay
- Paid Time Off (PTO) requests
- Leave requests
- Bereavement/Jury Duty
- Reasonable suspicion: drugs or alcohol
- Discrimination, harassment, sexual harassment, retaliation
- Ethics Violations

Team Member Connect

Assistance with or Questions About:

- Benefits and enrollment (medical plans, retirement plans, etc.)
- UKG and Orange at Heart resets
- IHG account validation
- Tuition assistance
- Employment verifications

Email: TMConnect@holidayinnclub.com

Telephone: (407) 395-6400, press option 1

Questions or Concerns About:

- Situations your leader was unable to resolve to your satisfaction
- A member of your leadership team
- Things you do not feel comfortable sharing with your leadership team

Telephone: (407) 395-6400, press option 3

UKG

Access to and Assistance with:

- Team member handbook
- Benefits enrollment and life events
- Changes to direct deposit, W4, addresses, and personal information
- Pay statements, pay history, and W2's
- Transfer and promotion applications

Website: <https://e24.ultipro.com>

App: UKG Pro Mobile App (use **OLCC1** as the company access code)

Payroll

Assistance with:

- Kronos Concerns or Access
- Pay inquiries or concerns
- Wage garnishments

Email: payroll3@holidayinnclub.com

IT Help Desk

Assistance with:

- Computer password resets
- Access to OKTA and OKTA verify
- Access to computer apps

Telephone: (407) 905.1023, ext: 1023

Email: ITSupport@holidayinnclub.com

Leave Administration

Lincoln Financial Group

To request, report and manage FMLA, ADA, parental, medical, military, personal leaves, and workplace accommodation contact Lincoln Financial Group:

Phone: (844) 600-3972

Email: LeadsAdmin@lfg.com

Fax: 800.694.6312

Website: www.MyLincolnPortal.com

HICV Leave Administration Team

This team works alongside Lincoln Financial Group on your leave and/or workplace accommodation request. This includes reinstating team members when returning to work.

Email: loa@holidayinnclub.com

Telephone: (407) 395-6400, press option 2

Integrity Hotline

EthicsPoint Hotline: (844) 335-2628

Website: <https://hicv.ethicspoint.com>

EAP

EEAP personal advocates will help to connect you with the right mental health professionals, direct you to a variety of helpful resources in your community, and more. Receive up to 6 counseling sessions.

Telephone: (1-877)-622-4327

Website: myCigna.com

Employer ID: holidayinnclub

Heart Travels Relief Fund

The Heart Travels Relief Fund can help you get back on your feet when natural disasters happen or you are faced with unforeseen circumstances.

Website: <https://hicv.com/heart-travels>

Travel Perks

IHG Hotels & Resorts (IHG) Programs

The IHG Room Benefit Program provides discounted employee rates at 6,000+ IHG properties, an IHG Rewards Club Member account must be created. Contact HR Link if your account was not validated during onboarding.

Website: <https://www.ihg.com/content/us/en/corporate/employee.html>

The IHG Friends and Family Program provides discounts to relatives and close friends of team members.

Website: www.ihgfriendsandfamily.com/my8zrt

ClubGo

Team members are automatically enrolled into the ClubGo program, which provides free points to travel to HICV resorts. Visit Your Benefits Destination (located on the UKG homepage) for more information.

Benefits

Benefits and Perks

Explore all of your benefits and perks as an HICV team member on the Your Benefits Destination website.

Website: <https://flimp.live/HICV-Benefits-Showcase#home>

Orange at Heart

This program allows team members to send eCards to one another. Supervisors and above can issue points to team members, which can be redeemed for items in the online Orange at Heart Catalog

Website: www.orangeatheart.com

App: Great Work mobile app