

Alaska Travel Adventures

A blue Alaska Travel Adventures boat named "NORTH STAR" is shown on the water. The boat has "Alaska Travel Adventures" written on its side in yellow. Several people are visible on the boat. In the foreground, the dorsal fin of a whale is visible in the water. The background shows a forested hillside.

Employee Policy Handbook

Employee Policy Handbook



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Alaska Travel Adventures' History

Alaska Travel Adventures, (ATA) was founded in 1978 by Martin H. Behr in Palo Alto, California, for the purpose of providing Alaska visitors with a variety of Alaskan outdoor adventures. Over the past four decades, we have provided over a million clients the opportunity to experience Alaska's natural beauty and spirit of adventure in a safe and comfortable manner. We pioneered many new concepts in Alaska travel, including van safaris, active luxury cruises, active shore excursions and safari base camps. ATA has received high marks from major Alaska tour operators, cruise lines and wholesalers.

Our summer staff now numbers nearly 300 employees including management, sales, escorts, drivers, and guides. ATA has operations in Anchorage, Juneau, Ketchikan, Redmon, Sitka, and Skagway.

Our participants are not exclusively younger people, nor are they necessarily experienced in outdoor activities. All our trips feature personalized attention and provide participants with a chance to actively experience Alaska's natural world. It is our intent to continue to provide Alaskans and Alaska visitors with high quality adventures for all ages.

You are valued team members and have become part of the rich history of Alaska Travel Adventures. We're glad you are here! We're going to have a great season!

Table of Contents

Section 1 – ATA Employee Pay, Standards & Benefits

Chapter 1 – Introduction & Equal Opportunity Employment	6
Chapter 2 – Employment History Records & Standards	10
Chapter 3 – Timekeeping, Pay & Benefits Program	18

Section 2 – Safety

Chapter 1 – Drug & Alcohol Policy	29
Chapter 2 – Safety Management Plan	33
Chapter 3 – Sales & Solicitation.....	40

Section 3 – Employee Misconduct, Discipline & Resolution

Chapter 1 - Employee Conduct	43
------------------------------------	----

Employee Acknowledgement of At-Will-Employment

Employee Acknowledgement	53
--------------------------------	----

Employee Pay, Standards & Benefits



Chapter 1

Introduction &
Equal Opportunity
Employment

Chapter 2

Employment History
Records & Standards

Chapter 3

Timekeeping &
Benefits Program



Introduction & Equal Opportunity Employment

Chapter

1

Chapter Highlights

- ✓ Equal Opportunity for People with Disabilities
- ✓ Equal Opportunity Clause & Affirmative Action Commitment
- ✓ Religious Accommodation

Introduction

Welcome to Alaska Travel Adventures (the “Company”). You are now part of a group of high quality, memorable, Alaskan talented individuals dedicated to working as a team to provide safe experiences for our guests. Alaska Travel Adventures is committed to creating a workplace that values and respects individuals from diverse backgrounds, enabling each of us to contribute our best work. We demand a high level of ethical behavior, integrity, and respect from all our team members.

The policies, values and ethical standards outlined in this handbook define and guide our business. We ask that you familiarize yourself with these guidelines and apply them in your daily interactions with coworkers and customers alike. Failure to comply with these policies may be grounds for disciplinary action, up to and including termination of employment.

Equal Opportunity for People with Disabilities

Americans with Disabilities Act

The Federal Americans with Disabilities Act (ADA) prohibits discrimination against qualified individuals with disabilities in job application procedures, hiring, firing, advancement, compensation, fringe benefits, job training, and other terms, conditions, and privileges of employment. The ADA does not alter the Company's right to hire the best-qualified applicant, but it does prohibit discrimination against a qualified applicant or employee because of his or her disability, or because of a perceived disability. As a matter of Company policy, the Company prohibits discrimination of any kind against people with disabilities.

Disabled Defined

An applicant or employee is considered disabled if he or she (1) has a physical or mental impairment that substantially limits one or more major life activities; (2) has a record or history of such an impairment; or (3) is regarded or perceived (correctly or incorrectly) as having such impairment.

A qualified employee or applicant with a disability is an individual who satisfies the requisite skill, experience, education, and other job-related requirements of the position held or desired, and who, with or without reasonable accommodation, can perform the essential functions of that position.

Guests with Disabilities: The Company will provide reasonable accommodation for guests with disabilities so long as the accommodation does not cause undue hardship to the Company. The Company will permit service dogs where it is appropriate. The Employer may ask if the animal is a service dog due to a disability and what service the animal is trained to do. The Employer will not ask any additional questions. The Company has determined that a qualified service dog would be appropriate for Salmon Bakes, Gold Panning, Whale Watching, and Rainforest Island Adventure.

Fair and Equal Employment: The Company is committed to fair and equal employment and prohibits discrimination against people with disabilities. The Company will reasonably accommodate qualified individuals with disabilities unless the accommodation causes undue hardship. Such accommodation must be directly related to performing essential functions of a job, competing for a job, or to enjoy equal benefits and privileges of employment. The Employee will notify the Company of the need for accommodation. Upon notification, the Company will assess the situation and determine the appropriate accommodation to make. If the accommodation can't overcome the existing barriers or if the accommodation will cause undue hardship, the Company and the Employee will work together to determine whether reassignment may be an appropriate accommodation.

Reasonable Accommodation

A reasonable accommodation is any change in the work environment (or in the way things are usually done) to help a person with a disability apply for a job, perform the duties of a job, or enjoy the benefits and privileges of employment.

Qualified applicants or employees who are disabled should request reasonable accommodation from the Company to allow them to perform a particular job. If you are disabled and you desire such reasonable accommodation, contact your immediate supervisor, designated manager, or Human Resources. On receipt of your request, we will meet with you to discuss your disability. We may ask for information from your health care provider(s) regarding the nature of your disability and the nature of your limitations or take other steps necessary to help us determine viable options for reasonable accommodation. We will then work with you to determine whether your disability can be reasonably accommodated, and if it can be accommodated, we will explore alternatives with you and endeavor to implement mutually agreeable accommodation.

Reasonable accommodation may take many forms and it will vary from one employee to another. Please note that according to the ADA, the Company does not have to provide the exact accommodation

you want, and if more than one accommodation works, we may choose which one to provide. Furthermore, the Company does not have to provide accommodation if doing so would cause undue hardship to the Company.

Equal Opportunity Clause & Affirmative Action Commitment

Discrimination Is Prohibited

The Company is an equal opportunity employer and makes all employment decisions without regard to race, religion, color, sex (including pregnancy, sexual orientation, and gender identity), national origin, disability, age, genetic information, or any other status protected under applicable federal, state, or local laws. This policy applies to all terms and conditions of employment, including but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, benefits, compensation, and training. We seek to comply with all applicable federal, state, and local laws related to discrimination and will not tolerate interference with the ability of any of the Company's employees to perform their job duties.

The Company makes decisions concerning employment based strictly on an individual's qualifications and ability to perform the job under consideration, the comparative qualifications and abilities of other applicants or employees, and the individual's past performance within the organization.

If you believe that an employment decision has been made that does not conform with management's commitment to equal opportunity, you should promptly bring the matter to the attention of your immediate supervisor, designated manager, or Human Resources. Your complaint will be promptly, thoroughly, and impartially investigated. There will be no retaliation against any employee who files a complaint in good faith, even if the result of the investigation produces insufficient evidence to support the complaint.

Applicants: All employment applicants will be considered based on individual qualifications with emphasis on selecting "the best qualified person for the job." Selection decisions will consider date of application, previous work record, special training and skills, work experience, attitude, physical fitness, and any other qualification that is clearly job related.

Affirmative Action: The Company maintains an equal employment opportunity policy for all employees, to employ affirmative action for all protected classes, and to recruit and develop the best qualified persons available regardless of age, race, color, religion, sex, or national origin.

Selections: All selections will continue to be based solely on job-related qualifications. The Company will ensure equal opportunity for everyone in all employment and personnel practices, Company-sponsored educational and training programs, and social/recreational activities. It will make periodic reviews of personnel records to ensure that all protected classes continue to receive equal consideration as opportunities for transfer, advancement, or promotion occur.

Responsibility: All Managers and Supervisors have responsibility for implementing the Company's affirmative action plan. The Vice President, with other appropriate staff and operating personnel, monitors the plan to determine if it is meeting objectives. Appropriate and affirmative actions will be taken to correct discovered deficiencies.

Violations: All employees are required to observe these policies and to act affirmatively to ensure full and equal participation in all opportunities available. Violations of this policy should be reported to the employee's immediate superior. If the employee's immediate supervisor is involved in this policy's violation, it should be reported directly to the President of the Company.

Conflict: If this Handbook conflicts with federal Executive Orders 11246 and 11375, as amended, the Civil Rights Act of 1964 (Title VII), or any statements and regulations relating to the Company's Affirmative Action program, the provisions of the aforementioned Orders, statutes, and regulations shall prevail.



Religious Accommodation

The Company or its employees will not discriminate based on an employee's religious belief. When a workplace religious accommodation is sought, the employee must inform the Company. The Company will use its best efforts to accommodate the employee's religious belief provided that no undue hardship is created for the Company, or its employees, and the accommodation does not affect safety or health.



Employment History, Records & Standards

Chapter Highlights

- ✓ Employment Definition
- ✓ Employment Background & History
- ✓ Employment Records
- ✓ Dress & Grooming

Employee Definition

Hourly Employees

As an hourly employee, your rate of pay is established on an hourly basis. A premium rate of one point five (1.5) times the hourly rate per hour will be paid for working overtime which is any time worked over eight hours in a day or forty hours in a week except for maritime employees who are exempt from overtime.

Part-time Employee

You are a part-time employee if your regular work schedule is less than 37-1/2 hours a week.

Seasonal Employee

You are a seasonal employee if you have been employed to perform for a specified period. As a

seasonal employee you are entitled only to wage benefits

Full-time Employee

You are a full-time employee if your regular work schedule is at least 37-1/2 hours a week and your employment is scheduled for work year-round, non-seasonal.

Probationary Period

All employees will be placed on probationary status for a period of six months. This period will allow employees to get acquainted with ATA job requirements. Continued employment will depend on satisfactory performance.

Employment

Spouses

Each employee is, if otherwise qualified, entitled to work with that employee's spouse. The Company does not discriminate against an applicant or an employee regarding working conditions, workplace assignment, or other employment privileges because that applicant's or employee's spouse is also a Company employee. However, this does not apply to employment of the spouse of a person who has the responsibility to hire, fire, or to conduct the performance evaluations of the position involved. That spouse may not be hired, may be transferred, or may be terminated.

Nepotism

Family Member Employment: The Company considers it an unlawful employment practice not to hire a member of a current or former employee's family because of their family affiliation. the company will not:

- ✓ Refuse to hire or employ that individual.
- ✓ Bar or terminate from employment that individual.
- ✓ Discriminate against that individual in compensation or in terms, conditions, or privileges of employment.

Conflict of Interest: The Company is not required to hire or continue its employment of an individual if it:

- ✓ Would place the individual in a position of exercising supervisory, appointment, or grievance adjustment authority over a member of the individual's family or in a position of being subject to the authority that a member of the individual's family exercises.
- ✓ Would cause the Company to disregard a bona fide occupational requirement reasonably necessary to the normal operation of the Company's business.

Member of an Individual's Family: Member of an individual's family includes wife, husband, son, daughter, mother, father, brother, brother-in-law,

sister, sister-in-law, son-in-law, daughter-in-law, mother-in-law, father-in-law, aunt, uncle, niece, nephew, stepparent, stepchild, or grandparent of the individual.

Employee Background & History

Credit Checks

Definitions: For the purposes of this handbook, the following terms shall mean:

- ✓ **Consumer report:** Any report containing information relating to an individual's credit record or manner of obtaining credit directly from a creditor of the individual or from a consumer reporting agency; and also shall include information pertaining to an individual's character, general reputation, personal characteristics, or mode of living obtained through personal interviews with neighbors, friends, or associates of the individual reported on, or others with whom he or she is acquainted or may have knowledge concerning any of these information items.
- ✓ **Consumer reporting agency:** Any person who, for monetary fees or dues, regularly engages in assembling or evaluating employment information to be used regarding individuals.
- ✓ **Employment Evaluation:** A report used by the Company for evaluating an individual for employment, promotion, reassignment, retention, and so forth.
- ✓ **Individual:** A person who has applied for employment or who is currently employed by the Company.

Procurement: The Company shall request a consumer report only for legitimate employment purposes which must be job-related.

Written Permission: The Company shall procure a consumer report only after written permission from the individual has been received.

Information Inspection: The Company shall, upon request and proper identification of any individual, allow the inspection of any and all consumer reports maintained regarding that individual.

Confidentiality: The Company shall maintain all consumer report information in strict confidence and shall not disclose it absent the individual's written permission.

Arrest Record

Conviction: A conviction shall include a plea, verdict, or finding of guilt regardless of whether sentence is imposed by a court.

Collection: The Company shall not ask an applicant or employee to disclose:

- ✓ Information concerning an arrest or detention that did not result in conviction.
- ✓ Information concerning a referral to and participation in any pretrial or post-trial diversion program.

Use: The Company shall not seek from any source or utilize as a factor in determining any employment condition including hiring, promotion, termination, apprenticeship, or any other training program leading to employment:

- ✓ Any record of arrest or detention that did not result in conviction or any record regarding a referral to and participation in any pretrial or post-trial diversion program.

Exception: The Company may ask an applicant or employee about an arrest for which the applicant or employee is out on bail or on his or her own recognizance pending trial.

Photography

The Company shall not require as a condition to securing or retaining employment that an applicant or employee be photographed, if photographs could be used to the applicant's or employee's detriment in a non-job related manner. While the Company shall not require that employees be photographed, certain positions are frequently photographed by the nature of the vacation business. Photographs are taken from time to time by employees, customers, professional photographers during normal business activity. If policy non-compliance by an employee is determined through evidence of such photography, appropriate disciplinary action may apply.

Immigration

The Company will not discriminate against any individual other than an unauthorized alien in hiring, disciplining, terminating, recruiting, and so forth because of that individual's national origin or, in the case of a citizen or intending citizen, because of his or her citizenship status.

Skill Testing

Testing Procedures: In addition to written, oral, and performance tests, the Company may authorize an evaluation of education and experience, medical tests, physical strength and physical agility tests, and other types of tests, singly or in combination, as job-related circumstances warrant. For purposes of promotions, the Company may authorize other performance criteria involving seniority and performance evaluations developed under a uniform system.

Test Scheduling: The Company shall give due consideration to the convenience of the applicants in determining dates, times, and locations of tests.

Security: The Company will establish appropriate procedures to ensure that all applicants for a test are given equal opportunity to demonstrate their qualifications, in that:

- ✓ The Company will establish proper precautions to prevent an unauthorized person from securing in advance questions or other materials to be used in a test unless the questions or materials are available to all applicants.
- ✓ When the conditions under which a test is held have materially impaired its competitive nature or worth in assessing qualifications, the Company will order that the tests or appropriate sections thereof, if severable, be canceled. New tests or parts of tests may be substituted, if possible.
- ✓ The Company will establish appropriate procedures to ensure that the identity of the applicants in all tests does not adversely affect the objective rating or scoring of test papers.
- ✓ The Company will disqualify an applicant who impersonates another or has another person

impersonate himself or herself in connection with a test, or who uses or attempts to use unauthorized aids or assistance, including copying or attempting to copy from or helping or attempting to help another applicant in any part of a test, or who otherwise seeks to attain undue advantage in connection with the test.

- ✓ In taking a test, no applicant shall copy, record, or transcribe any test question or answer, or remove from the testing room any question sheet, answer sheet, booklet, scrap papers, notes, or other papers or materials related to the test's content. Applicants shall be notified of this action and no examiner, proctor, monitor, or other person charged with the supervision of an applicant or group of applicants shall have authority to waive it. The Company may disqualify a candidate or refuse to certify an eligible person who violates this section.

Test Paper Inspection: The Company will, upon request of an applicant, authorize the applicant to inspect his or her test documents in the presence of an authorized Company official. The inspection shall not include authorization to copy test instructions, questions, or answers and will be conducted to maintain security of the testing program.

- ✓ The Company may authorize review of the application and test papers of an applicant upon request and for official purposes by law enforcement or other public officials if there are legitimate inspection reasons. Copies of test materials will not be supplied except as provided by applicable statutes or regulations.
- ✓ The Company will authorize the disclosure of applications and test papers to a private individual only as allowed or required by applicable laws or statutes.

Information Regarding Unsuccessful Applicants: Except as provided in Section 4 (Test Paper Inspection), the test papers of applicants who failed all or part of a test or who voluntarily withdrew from the test shall not be exhibited or disclosed nor shall information be released concerning their test participation, commendations, sick days, vacation days, positions held, or performance evaluations.

Employment Records

Employees must report promptly to their supervisor any changes in address, telephone number, marital status, withholding exemptions, or any other information pertinent to personnel records. Employees may inspect their own personnel file during regular business hours in the personnel office. File inspection must be done on the employee's own time and must be arranged through the Accounting and Payroll Office. Employees may read their personnel file but are not permitted to remove any portion of the file; they may not put comments in their files. Employees must give ample notice when requesting a copy of their file. Employees do not have access to references, criminal investigations, and so forth.

Personnel Records

An employment record is to be established for each employee upon hiring. Official employment records for current employees are to be maintained by the Accounting and Payroll Office.

The following information is specifically prohibited from being placed in official employment records:

- ✓ Arrest records, upon acquittal or when formal charges have been dropped.
- ✓ Investigative material regarding a civil, criminal, or administrative investigation of alleged wrongdoing by an employee which resulted in the employee's acquittal.
- ✓ Nationality identification.
- ✓ Racial identification, except data used in support of the Company's Affirmative Action Program.
- ✓ Ethnic information.
- ✓ Political affiliation.
- ✓ Religious affiliation.
- ✓ Written criticisms of which an employee is not aware.
- ✓ Financial disclosure information.

Medical Record Collection

Medical Record Collection Authorization: For the Company to obtain medical information from an employee, the employee will be required to sign

an authorization. The Company shall provide a copy of the authorization to the employee upon demand. The Company shall disclose any limitations on the use of the information to the person to whom it is communicated. The Company shall not be liable for any unauthorized use of the medical information if it has attempted in good faith to communicate the limitations of use. The Company will honor any cancellation or modification of the authorization by the employee upon receipt of written notice.

Lack of Medical Record Authorization. If an employee refuses to execute an authorization, the Company will not discriminate against the employee in terms or conditions of employment based on that refusal. However, the Company may take necessary action against an employee, including discipline up to and including termination, in the absence of medical information due to the employee's refusal to sign an authorization. Should the Company be unable to ascertain an employee's ability to perform a job function due to a physical condition, discipline or termination may be appropriate despite the employee's refusal to release medical information. Regardless of whether an employee consents to submit to a test that would evaluate alcohol or drug abuse, the Company has the right to discipline an employee based on other information available to it.

No Authorization Required. The Company is not required to obtain employee authorization for release of medical records in the following circumstances:

- ✓ The information is compelled by judicial or administrative process.
- ✓ The information is relevant in a lawsuit, arbitration, grievance, or other claim or challenge to which the Company and employee are parties and in which the employee has placed in issue his or her medical history, medical or physical condition, or treatment.
- ✓ For administering and maintaining employee benefit plans, workers' compensation, and for determining eligibility for paid and unpaid leave from work for medical reasons.
- ✓ Disclosure to a provider of health care.

Medical Record Release

Release: The Company shall provide medical information that it has collected or maintained regarding its employees upon written request of an employee, a former employee, or their designated representative to furnish any medical report pertaining to the employee. This information extends to any medical report arising out of any physical examination by a physician or other health care professional, and any hospital or laboratory tests required by the Company as a condition of employment or arising out of any injury or disease related to the employee's employment. However, if a physician concludes that presentation of all or any part of an employee's medical record directly to the employee will result in serious medical harm to the employee, the physician shall so indicate on the medical record, in which case a copy shall be given to a physician designated in writing by the employee.

Cost Reimbursement: The Company may require the employee, former employee, or their designated representative to pay the reasonable cost of furnishing copies of medical reports.

Medical Record Confidentiality

The Company shall maintain the confidentiality of medical information regarding applicants, employees, and former employees. It shall furnish medical information only to a physician designated in writing by the applicant, employee, or former employee. However, the Company may use or supply medical examination information in response to subpoenas, requests to the Company by any governmental agency, and in arbitration or litigation of any claim or action involving the Company.

Physical Examination Required

To determine medical fitness for employment, the Company may require employee physical examinations. The company may require such physical examination by a Company-employed physician at the Company's expense. Should an employee be found medically unfit to work at his

or her assigned job, the Company will furnish the employee a copy of the physician's report or a physician's statement. Any applicant or employee may also be examined at his or her own expense by a physician selected by him or her and the physician's report may be submitted to the Company for consideration.

Physical Examination Required for Contagious Diseases or for Sanitary Measures

Contagious Diseases: The Company may require physical examinations for contagious diseases. To protect the lives and well-being of all, employees with untreated or incurable, contagious diseases may be given unpaid medical leave, laid off, or terminated, depending upon the medical evaluation.

Sanitary Measures: The Company may require a physical examination of any employee should it appear necessary as a sanitary or safety measure. The physical examination shall be made by the Company's physician at the Company's expense.

Physical Examination After Accident or Sickness

Physical Examination Required: If an employee has been absent because of accident or sickness, the Company may require a physical examination by a physician of the Company's choice. Following the examination, if it is determined that the sickness or accident may subject the employee to other or continued sickness or accidents, he or she will not be allowed to return to work.

Result Disputes: Should the employee disagree with the Company physician's decision, he or she may be examined by a physician of his or her own choosing, if notification of this intent is given to the Company within three (3) calendar days after the Company has denied the right to return to work. Any costs incurred by this physician will be paid by the employee. If the employee's physician indicates that the employee can return to work, the Company must be notified in writing by the physician making the determination. The notification must be given to the Company not later than thirty (30) calendar days from the date

the employee has been notified that he or she has been denied the right to return to work. If the matter cannot be resolved, the Company's and the employee's physician will select a third physician to submit his or her respective findings. The third physician may examine the employee and make a determination concerning the employee's status. Any expense incurred for the third physician will be shared equally by the Company and the employee. The third physician's finding will be considered by the Company in determining whether the employee should be returned to work.

Physical Examinations for Employees in Hazardous Jobs

To protect employees while working on jobs that may present health hazards, employees may, upon the Company's request, be given a Company-paid physical examination. If the examination is made by a Company physician, the physical examination report will be sent to the employee's physician upon the employee's written request.

Physical Examination – Employee Compensation

The Company may require employee physical examinations or tests made by its physician at its expense. If possible, the physical examination will be scheduled during the employee's normal working hours. The Company will compensate the employee for the time involved at the employee's applicable pay rate for a Company-required physical examination that occurs during the employee's normal working hours or, if necessary, outside the employee's normal working hours.

Physical Examination – Information Available to Employees Physician

Employee physical examinations may be arranged by the Company only when necessary and only after notifying the employee with an explanation of the specific reasons for the examination. Copies of reports of these physical examinations and

medical treatments will be maintained by the Company and will be available to the employee's physician, if authorized in writing by the employee.

Physical Examination - Confidentiality

The Company will maintain physical examination result confidentiality. These results shall be furnished only to the employee's designated physician upon the employee's written authorization; provided, that the Company may use or supply physical examination results in response to subpoenas, requests to the Company by any governmental agency authorized by law to obtain these reports, and in arbitration or litigation of any claim or action involving the Company.

Physical Examination - Dispute Over Results Medical Arbitrator

Physical Examinations Required: An applicant before being hired must meet certain health and physical fitness standards as determined by a physical examination given by a Company-designated physician. After employment, periodic physical examinations may be offered or required to help an employee to improve his or her health or to enable the Company to ensure its employees' health.

Results: An applicant/employee, upon request, shall have the opportunity to discuss his or her physical examination's results with the Company's physician. Upon the applicant's/employee's request, the information will be made available to his or her personal physician.

Disputes: Should the Company's physician determine that an applicant/employee cannot perform the job applied for or currently held because of an existing medical condition and should a dispute arise between the Company's physician and the employee's personal physician regarding this determination, a complaint may be filed with the Company's human resources contact, or, in the event there is not human

resources contact available, the President or Vice President.


If the complaint is not resolved by the Company; the applicant/employee, the Company's physician, and the applicant's/employee's personal physician shall exchange X rays, laboratory test reports, and physical examination reports within ten (10) calendar days of the date the complaint was filed with the Company.

If a dispute still exists regarding the applicant's/employee's medical condition after the dispute has been reviewed by the President, the dispute may be presented to an impartial medical arbitrator selected by mutual agreement of the parties in accordance with the following:

- ✓ Within fourteen (14) calendar days following the dispute's referral to the Company's President, all X rays and reports shall be forwarded to the medical arbitrator.
- ✓ Within fourteen (14) calendar days thereafter, the medical arbitrator shall conduct whatever employee examination is deemed necessary and appropriate and meet with the two physicians along with any medical experts to discuss the findings.
- ✓ Within fourteen (14) calendar days thereafter, the medical arbitrator shall submit to the Company and the applicant/employee a written determination.
- ✓ Any of the time limits provided herein may be extended by the parties' mutual written agreement.
 - ✓ The charges and expenses of the medical arbitrator shall be paid equally by the parties.
- ✓ The determination of the medical arbitrator shall be final and binding on the parties and the applicant/employee involved.

Dress & Grooming

You are expected to appear neatly groomed and dressed while at work. Some employees are required to wear uniforms, which may be supplied



by the Company. When employment is terminated, all uniforms shall be returned.

Additional grooming requirements may be detailed in individual position manuals and may be safety related. Under no circumstance will any grooming or dress requirements be discriminatory against any protected class.



Timekeeping & Benefits Program

Chapter Highlights

- ✓ Timekeeping, Overtime Pay and Working Hours
- ✓ Working Hours
- ✓ Pay
- ✓ Benefits Program

Timekeeping

Timekeeping is maintained by an employee supervisor. Timekeeping Reports are official records of hours worked. All employees must notify their supervisor of their arrival and departure upon reporting and leaving work. Incorrectly recorded time sheets should be reported immediately to the employee's supervisor.

Some tasks may have predesignated time allocations (guaranteed minimum hours). Should actual hours exceed those which have been predesignated the employee's supervisor should be notified immediately. The supervisor will maintain an official record of tasks performed with predestinated time. Inasmuch as all tasks do not carry the same allocation of hours, or may have a different rate of pay, supervisors will record the

exact task and pay schedule. Overtime work must be preauthorized by the supervisor.

Overtime Pay

Purpose: The Company provides a liberal overtime policy for its employees. The Company's overtime policy exceeds the Fair Labor Standard Act's regulations and complies with the requirements of the State of Alaska Department of Labor regulations.

Authorization and Assignment: Overtime must be preauthorized by your supervisor and is paid at the rate of one and one-half (1-1/2) times your normal hourly rate. As an employment condition, employees are expected to work overtime when requested. The Company reserves the right to require employees to participate in overtime work.

Employees will be given as much notice as reasonably possible.

Assignment: Every attempt is made to fulfill production requirements with minimum overtime. When additional work is available, qualified employees will be scheduled to perform the job on a non-overtime basis rather than scheduling employees for overtime. If production requirements cannot be met at straight time, the employee may be required to work overtime. Employees must remain on their job until their replacements report for duty. The Company will make reasonable efforts to obtain a replacement for any employee who has no desire to work overtime. Refusal to work emergency or scheduled overtime is a violation of Company rules. The Company will never request an employee to work overtime if it conflicts with any laws or mandated regulations.

Calculation: The Company calculates overtime based on the following method.

- ✓ Overtime is the greater of "time worked" more than daily standard hours (8 hours a day) or weekly standard hours (40 hours a week). This method is called 8 and 40. Under no circumstances will hours be double counted.
- ✓ There shall be no duplication of premium pay for the same hours worked under the provisions of subsection (a) of this section.

Working Hours

Section 1: The work week shall consist of five consecutive workdays in a pre-established work schedule, except for employees in seven-day operations.

Section 2: The workday shall consist of any 24 hours in a pre-established work schedule.

Section 3: The regular hours of work for any shift shall be designated by the supervisor by way of the schedule.

Section 4: Work schedules showing the employees' shifts, workdays, and hours shall be posted in the scheduling application or on applicable departmental bulletin boards, weekly where possible. Many work schedules include stand by or

on call positions on a rotating basis. Changes often occur within 24 hours of service.

Section 5: Employees engaged in seven-day operations are defined as those employees working in an activity for which there is regularly scheduled employment for seven days a week. The workweek for seven-day operations shall consist of up to seven days within a consecutive seven-calendar-day period.

Section 6: Employees engaged in "flex time" operations may work four ten-hour days. The workweek for "flex time" operations shall consist of any four days within a consecutive seven-calendar-day period.

Meal & Rest Periods

Meal Periods During Regular Working Hours: All employees working a five-day work schedule shall be granted an unpaid meal period of at least 30 minutes, which period shall fall within the third to fifth hours of their workday, unless emergencies require a variance. Employees working in a seven-day work week, a four-day work week, or part-time for those part-time employees who are working at least a six-hour shift, shall be granted an unpaid meal period of at least 20 minutes when the business permits. \

Additional Meal Periods: The employee may be allowed an additional meal period for each additional four hours worked beyond his/her regular eight-hour shift.

Designated Dining Areas: If the employee wishes to bring a packed lunch, the supervisor will provide information regarding designated dining areas. Under no circumstances shall employees eat snacks or meals in the presence of customers.

Rest Periods: Two paid 15-minute breaks are given each workday to employees who work an eight-hour day, at the discretion of the Manager or supervisor. Business needs will, on occasion, eliminate a break. This occurrence will be infrequent, but the needs of the clients are the first consideration of the Company.

Pay

Section 1: Employee paychecks are payable bi-weekly, on a predesignated day within 10 calendar days after the end of the pay period. The reason for this delay is to allow the Payroll Department to properly calculate pay. Some employees will be paid monthly on the first day of the month following the pay period.

Section 2: Paychecks will be distributed at the employee's place of work, mailed to the employee's home, or direct deposited into the employee's bank account, depending on what is available during the term of employment. Upon commencement of employment the location of the distribution of the paycheck will be determined.

Reporting Time & Pay

Regular Reporting: Employees reporting for work at their regular time, unless notified prior to leaving for work that day that they are not needed, will be given a minimum of one and one half (1.5) hours' work on their regular job. If work is not available in their regular jobs, they shall be offered substitute work at their regular hourly rate, to the extent of at least one and one half (1.5) hours' time. Substitute work means any work within the reasonable capacity of the employee to perform, whether in actual production or assisting in cleanup or maintenance. If no substitute work is available (at the discretion of the supervisor), the employee shall be paid one and one half (1.5) hours' call-in pay.

No Work Available—Emergencies: If work is not available due to causes beyond the Company's control, such as strike, fire, riot, flood, storm, utility failure, lack of material, or lack of clients the reporting pay provisions are not applicable. Employees who report for work will be paid for actual hours worked at their regular job.

Holiday Pay

Office Holidays: The following days shall be recognized as holidays:

- New Year's Day
- Thanksgiving Day
- Christmas Day

Monday shall be recognized as a holiday for all holidays occurring on a Sunday, and Friday for all holidays occurring on a Saturday for those employees on a normal Monday-through-Friday workweek. For other than these employees, the holiday shall be deemed to fall on the day on which the holiday occurs.

Flex Holidays: Non-seasonal, full-time employees will be eligible to take six holiday days off in addition to the holidays listed in Section 1. Eligible employees may select six of the following holidays.

- Birthday
- Day After New Years
- Good Friday
- Martin Luther King, Jr. Day
- Presidents' Day
- Seward's Day
- Memorial Day
- Independence Day
- Veterans' Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day
- Day after Christmas
- Alaska Day

Flex holidays must be selected and submitted to the employee's supervisor at the beginning of each calendar year for approval. Approval may be based on seniority, location of employment and business demands, and position within the company. Summer holiday requests are not typically granted to Alaska employees. Except for as listed in Section 1, the Redmond and Juneau offices must be open on all holidays. For these reasons, not all selected holidays can always be accommodated. In the event a selected holiday is not granted you will be requested to select an alternate holiday. Any changes to approved holidays must be submitted for approval, in writing, to the employee's supervisor at least 30 days prior to scheduled holiday.

Payment: A permanent full-time employee on a Monday-through-Friday workweek shall be paid for any holiday listed in Section 1, if the employee was scheduled to work on that day and if the employee was in an active-pay status on the last half of the employee's scheduled workday immediately prior,

and the first half of the employee's scheduled workday immediately subsequent thereto. If a holiday occurs while employees are on leave without pay, they shall be paid for the holiday, if they were scheduled to work on that day and if the employees were in active pay status the last half of their scheduled workday immediately prior and the first half of their scheduled workday immediately subsequent to the leave without pay.

If a holiday is observed while a permanent full-time employee is on sick leave, annual, or other paid leave status, the employee will receive holiday pay and the day will not be charged against sick, annual, or other paid leave credits.

If a full-time employee works on any of the holidays set forth in Section 1, the employee shall be compensated at one and one-half times the employee's regular hourly rate of pay for all hours worked on said holiday.

Holiday Work Equalization: The Company will attempt to equalize holiday work assignments among permanent, non-seasonal, full-time employees in the same job classification during each calendar year. The employer is not required to schedule employees for less than a full shift to equalize holiday work assignments.

Part-time Employees: Permanent, non-seasonal, Part-time employees shall receive holidays on a pro rata basis. Part-time employees shall be compensated at one and one-half times their regular hourly rate of pay for all hours worked on a holiday set forth in Section 1 above.

Duplication: In no event shall an employee be entitled to duplicate holiday payment. There shall be no duplication or pyramiding of any premium pay for the same hours worked. Time worked on holidays during an employee's regular work shift shall not be excluded from hours worked for the purposes of determining eligibility for overtime pay.

Payroll Deductions

Written Authorization: The employee's written authorization for payroll deductions other than those required by law or regulation shall contain the

employee's name, signature, department employed, and work location.

Liability: The Employee shall indemnify and hold the Company harmless against any and all claims, suits, orders, or judgments brought or issued against the Company as a result of the action taken or not taken by the Company in making any authorized deduction.

Severance Pay

Eligibility: Severance pay will be granted to employees whose termination is initiated by the Company. To be eligible for severance pay, the employee must work to the date agreed upon by the Company in consultation with the employee.

Amount: One weeks' severance pay is granted for the first year of employment or major portion thereof at the employee's current pay rate. One week's pay is granted for each additional year of service or major portion thereof.

Time of Payment: Every effort will be made to give the employee the severance paycheck at the time of separation. If this is not possible, the check will be mailed in accordance with the employee's instructions.

Severance Pay-Layoff

Employees, except for seasonal employees, who are laid off due to lack of work are entitled to severance pay in lieu of notice as follows:

Hourly Paid Employees

- Less than six months of service – no pay.
- Six months to one year – three days' pay.
- One year to two years – one week's pay.
- Over two year – two week's pay.

Salaried Employees

- Less than three months of service – no pay.
- Three months to one year – one weeks' pay.
- One year to five years – two weeks' pay.
- Over five years—three weeks' pay.

Sick Leave

Eligibility: Full-time, Non-Seasonal Employees shall be eligible to use sick leave after 30 days of service with the Company. Employees shall earn sick leave as of their hiring date in accordance with the following schedule:

- ✓ Sick Leave will be earned at the lesser rate of 56 hours per annum or 4.66 hours per month.

Accumulation: Employees may accumulate sick leave up to a maximum of 20 days.

Verification: A doctor's certificate is required for an absence from work due to sickness for three or more consecutive days. For absences of less than three days, a doctor's certificate may be required if the Company has reason to believe that the employee has been abusing the sick leave privilege. The total circumstances of an employee's use of sick leave rather than a numerical formula shall be the basis upon which the Company's determination is made that the employee may be abusing sick leave. A qualifying sickness can be physical or mental if it requires overnight in-patient care or a three-day absence from work plus continuing treatment or supervision by a health care professional.

Immediate Family Sickness: When sickness in the immediate family requires the employee's work absence, employees may use not more than five days of sick leave entitlement in each calendar year for that purpose. Leave granted in the event of Family Sickness shall be deducted from the employee's sick leave balance. Immediate family is defined as persons residing in the employee's household; that is, the spouse, child, or parent of the employee. The Company may require verification of family sickness.

Death: Employees may use up to eight days of sick leave for the death of a spouse, parent, stepparent, child, or stepchild, brother, sister, grandparent, grandchild, son- or daughter-in-law, brother- or sister-in-law, parent-in-law, grandparent-in-law, aunt, uncle, or any relative residing in the employee's household. Leave granted for this

purpose shall be deducted from the employees Sick Leave balance.

Payment Upon Separation: Employees who retire shall be paid 50% of their accumulated unused sick leave of a maximum of 10 days. Termination for any other reason shall not be paid sick leave.

Sick Leave Anticipation: Employees who have one or more years of service since their last date of hire may anticipate sick leave to which they become entitled during the then current calendar year unless the Company has reason to believe that the employee has been abusing the leave privilege. Employees with less than one year of service from their last date of hire may not anticipate sick leave.

Vacation

Eligibility: The amount of vacation employees is entitled to is stipulated in their employment agreement.

Years of Service Weeks of Vacation

Less than 1 year - 0 Weeks

More than 1 but less than 4 - 2 Weeks

More than 4 but less than 8 - 3 Weeks

More than 8 - 4 Weeks

To be eligible for vacation in any calendar year, employees must:

- ✓ Have one year or more of continuous service. (i.e. you receive two weeks of paid vacation if you complete the year, if not you get zero)
- ✓ Have not been absent from work for six consecutive months or more in the preceding calendar year. If an employee was absent for six or more consecutive months during a year because of layoff or illness, after their first year of employment, they will be eligible for one week of vacation if their absence was not within twelve consecutive calendar months immediately prior to the vacation. An absent period due to military service or compensable disability will not be used to determine the length of absence. Continuous service shall be computed from the date of last employment in the event the employee quits or is discharged.

There shall be no accumulation of service in excess of the first two years of any continuous period of absence on account of layoff or physical disability in the calculation of service for vacation eligibility, except in the case of compensable disability. Employees must return to work for at least 30 days after taking their vacation to be eligible for vacation pay.

Vacation Scheduling: Vacations shall be scheduled and granted for time periods requested by the employee subject to the Company's responsibility to maintain efficient operations. If the nature of the work makes it necessary to limit the number of employees on vacation at the same time, the employee with the greatest seniority as it relates to total years of continuous service with the Company shall be given priority. Most employees will be required to take vacation from October 31 through March 30. The balance of regular vacation, if any, will be allocated based on seniority provided the allocation does not interfere with proper operation.

Vacation Pay: Vacation pay shall be paid at the employee's regular straight-time rate in effect for the employee's regular job on the payday immediately preceding the employee's vacation period.

Holidays: If a holiday occurs during the work week in which vacation is taken by an employee, the holiday shall not be charged to vacation leave.

Sickness: Employees who become ill during their vacation will not be charged vacation leave for the period of illness provided they furnish satisfactory proof of the illness upon return to work and have enough Sick Leave balance to cover the period of sickness.

Work: For employees required to work during their scheduled vacation period who are unable to reschedule their vacation during the calendar year due to work demands, the calendar year shall be extended for 90 days for rescheduling purposes.

Separation Payment: Employees separated from the Company for any reason other than retirement prior to taking their vacation shall not be

compensated for the unused vacation they have accumulated up to the separation time.

Accrual: Employee may carry over a maximum of five days of unused vacation leave from one year to next.

Pay

Training Programs

Eligibility: The Company will continue to present training programs and review and upgrade the programs where feasible with the goal of training interested and qualified employees. The Company may conduct training in which interested parties may participate on a voluntary basis, upon approval by the company. Such training may be available to complete prerequisites required for an employment position that the employee is interested in being hired for or promoted to.

Payment: In-service training that is required by the Company of existing employees will be compensated for as hours worked. Training that is not required, such as river rafting training when the trainee has not been hired as a river guide, interpretive skills training that is not required, and any other training not required by ATA, the employee will not be compensated.

Insurance Benefits

The Company's benefit program is made up of various benefit plans that have been designed to work together to provide employees and their dependents with security under a variety of circumstances. Highlights of these benefit plans are contained in this section of the Company's Employment Handbook. They provide only an overview of the Company's benefit program for full-time, non-seasonal, employees and do not describe all the various plan limitations. For these details, the individual plan documents should be consulted. Individual plan documents may be obtained from the BENEFITS ADMINISTRATOR.

Plans: Comprehensive Medical, Dental, Life Insurance/Accidental Death & Dismemberment.

Benefit Provided: A comprehensive plan providing a broad range of benefits for you and your dependents, payable after a deductible and co-insurance amount of covered expenses per individual have been met.

Participation Begins: 90 days from date of hire as a full-time, year-round employee. Qualified employees may participate in one or more of the benefit plans offered with 30 days written notice of intent to participate prior to the initial eligibility date, Upon a qualified change in status; or at annual enrollment.

Paid By: Company will pay 75% of the premium for the employee and 60% of the premium for dependents. Employees will pay 25% of the premium for the employee and 40% of the premium for the dependents.

Profit Sharing\Retirement Plan

The Company has a plan by which it contributes a proportion of its profit to a trust for the benefit of its employees. This plan, called the Profit-Sharing Plan, provides employees with an opportunity to benefit or share, by means of deferred compensation, in the Company's financial success. Assuming the Company operates profitably, the Board of Directors may allocate a portion of the profits to the Employee Profit Sharing Trust. Participating Employees begin vestment after two years with vestment increasing 20% per year to until 100% is reached. The benefits will normally be paid out upon an employee's retirement or termination. Please refer to the Profit-Sharing Plan booklet for the program's specific details.

State Unemployment Compensation

Laid-off employees should be registered for state unemployment compensation benefits. Company/Employee-paid payroll taxes provide the funds to pay unemployment compensation benefits.

Workers' Compensation

All employees are covered by the state Worker's Compensation Act. One of the objectives of the

Worker's Compensation Act is to "provide sure, prompt and reasonable income and medical benefits to work accident victims." The cost of this insurance is paid by the Company. Employees should report any injury received while working to a supervisor the day it occurs and complete an incident report of the accident immediately.

Family and Medical Leave

The federal Family and Medical Leave Act (FMLA) allows certain employees to take up to 12 weeks of unpaid leave per year for the serious health condition of the employee or an immediate family member, or for childbirth or adoption. An employee who assumes the role of caring for a child is also entitled to receive parental rights to family leave, regardless of the legal or biological relationship. Either day-to-day care or financial support may establish a parental relationship when the employee intends to assume the responsibilities of a parent regarding a child. Your supervisor will guide you in completing appropriate forms for the leave. Any paid leave that you have accrued may be counted as part of your FMLA leave.

To take FMLA leave, you must provide the Company with appropriate notice. If you know in advance that you will need FMLA leave, you must notify your supervisor at least 30 days in advance. If you learn of your need for leave less than 30 days in advance, you must give notice as soon as you can (generally either the day you learn of the need or the next workday). When you need FMLA leave unexpectedly (for example, if a family member is injured in an accident), you must inform your supervisor as soon as you can.

Notification Procedures

When you are absent from work and your absence has not been previously scheduled, you must personally notify your immediate supervisor or manager as soon as you are aware that you will be late or unable to report to work. Leaving a voicemail or message with another staff member does not qualify as notifying your supervisor.

When absence is due to illness, the Company reserves the right to request appropriate medical documentation. Such documentation includes the

employee's name, the date and time the employee was seen, and if applicable, a specific instruction regarding the employee's incapacity to perform his or her job. Excessive absenteeism or tardiness can result in discipline, up to and including discharge.

Medical Leave

Eligibility: Extended leave without pay for illness may be granted, upon an employee's written request, for a period of at least two consecutive weeks but not more than 12 consecutive weeks. The request, which shall be submitted in advance of the leave if circumstances permit, shall include proof of illness or disability in the form of a doctor's certificate which shall state a prognosis and expected return date. The Company is not required to grant subsequent leave without pay for this purpose.

Extension: Upon the employee's request, an extension of up to an additional 12 weeks of leave without pay for illness may be granted provided the employee provides proof of continuing illness or disability in the form of a doctor's certificate which shall state a prognosis and expected date of return.

Return to Work: Upon certification from the employee's doctor that the employee can return to work, the employee shall be offered his or her same or a similar position. If a position is not available, the employee shall be offered another position. If the employee refuses an offer of a same or similar position, the employee shall be separated from employment. If the employee accepts an alternate position, his pay rate shall be for that position and not for the one previously held.

Other Benefits: Employees shall be required to use accumulated sick and/or vacation leave prior to the commencement of a leave without pay.

Separation: Group health insurance coverage will be maintained during leave on the same terms as if the employee had continued to work. If the employee does not return to work, the employee will be required to reimburse the company for any health coverage premiums paid out while on leave.

Family Leave

General: All employees who become pregnant or have a spouse who becomes pregnant shall be granted family leave without pay upon request.

Granting Leave: An employee shall submit written notification to his/her immediate supervisor stating the anticipated duration of the leave thirty days in advance if circumstances permit. Leaves shall be granted for a time not to exceed 12 weeks. Upon the request of the employee and at the Company's discretion, leaves may be extended or renewed for a period not to exceed 12 weeks. In no case shall the total amount of leave exceed 6 months. The employee shall not be required to leave prior to childbirth unless she can no longer satisfactorily perform her position's duties. While an employee is on family leave, the duties of his or her position shall either be performed by remaining staff and the position kept vacant or they shall be performed by a substitute employee.

Re-employment: Every employee has the right to return to the same position in the same classification she/he held before going on pregnancy leave or to an equivalent position regarding pay and skill.

Seniority Rights: Upon return from family leave, an employee shall retain all seniority and pension rights that had accrued up to the time of the leave, including those rights accrued during the approved pregnancy leave without pay.

Annual and Sick Leave: An employee who is on family leave without pay is entitled to use accrued sick leave for the period that he or she is unable to work, as certified by a physician, and all accrued vacation and personal leave. All other periods of leave related to pregnancy leave shall be leave without pay. Unused leave shall be carried over until return. An employee shall not earn annual and sick leave while she/he is on family leave without pay.

Health Insurance: Group health insurance coverage will be maintained during leave on the same terms as if the employee had continued to work. If the employee does not return to work, the

employee will be required to reimburse the company for any health coverage premiums paid out while on leave.

Bereavement Leave

Full-Time Employees: Full-time employees are entitled to eight consecutive leave/sick days for a death in the immediate family (current spouse, child, mother, father, sister, brother, stepchildren, legal guardian). Other unpaid excused time, if needed, may be granted.

Part-Time Employees: Part-time employees shall receive one day off with pay for funeral services if that date is a regularly scheduled working day for a death and two additional days excused without pay for death in the immediate family (current spouse, child, mother, father, sister, brother, stepchildren, legal guardian, grandparents, and current father/mother-in-law).

Personal Leave

A leave of absence without pay for a full-time employee may be granted at the discretion of the President and/or Vice President. The request must be in writing to your supervisor, stating the reasons and dates for the leave of absence. The leave may not exceed three months.

Sick leave and vacation do not accrue during a leave of absence. Vacation time that has accrued at the time of request will be granted when the leave begins. Medical, Dental, Life Insurance /Accidental Death and Dismemberment plans will be canceled during a leave of absence. An employee, however, desiring continued coverage during leave, may obtain it by paying 100% of the premiums in advance. The employee will be given preference for the first available position for which he/she is qualified. If the employee does not return to work as scheduled, he will be considered terminated.

Military Leave

Eligibility: Full-time employees who, as members of the organized reserves of the Armed Forces of the United States or of the state national guard, must perform active duty at an annual encampment or are called up to perform emergency duty, will be

paid for each of these duties, up to a maximum of two weeks per year, provided the employee has completed one or more years of Company service before the annual encampment or call-up began. Emergency duty is defined as flood, storm, riot, and other civil commotion control. Servicemembers must provide advance written or verbal notice to the Company for all military duty, unless giving notice is impossible, unreasonable, or precluded by military necessity. Employees should provide notice as far in advance as is reasonable under the circumstances. In addition, employees may, but are not required to, use accrued vacation or personal leave while performing military duty.

Payment: Eligible Employees will receive, for this period of active duty, the difference between the amount paid by the Government for the period of active duty not exceeding two weeks (not including travel, subsistence, and quarters allowance) and the amount calculated by multiplying the number of days the employee would have been compensated had the employee not been on active duty (plus any holiday in this period which would not have been worked) by eight times the employee's straight-time hourly rate of earnings (The average straight-time hourly rate of earning) during the last payroll period worked prior to active duty. If the period of encampment exceeds two weeks in any calendar year, pay shall be based upon the first two weeks the employee would have worked during the period. Where the employee does not serve a full two-week period at the time of the emergency call-up and subsequently is recalled within the calendar year for additional emergency duty, the employee will be paid for no more than 10 working days per calendar year for emergency duty.

Verification: Employees shall submit a military pay voucher or if that is not available, shall request a military pay form from the Military Payroll Department to be completed by a military commander, executive, or payroll officer. One of these two forms must be submitted to the Payroll Department before any adjustment will be made.

Military Caregiver Leave

The FMLA also allows an eligible employee who is the spouse, son, daughter, parent or next of kin of a member of the Armed Forces, National Guard or Reserves or of certain recent veterans with a serious illness or injury, up to 26 weeks of unpaid leave within a 12-month period to care for the injured or ill servicemember or veteran. A “serious illness or injury” is generally an injury or illness incurred by the covered servicemember in the line of duty on active duty (or that existed before the beginning of the member’s active duty and was aggravated by service in the line of duty on active duty) that may render the servicemember medically unfit to perform the duties of the member’s office, grade, rank, or rating.

An eligible employee is entitled to a combined total of 26 workweeks of military caregiver leave and leave for any other FMLA-qualifying reason in a single 12-month period, provided that the employee may not take more than 12 weeks of leave for any other FMLA-qualifying reason during this period. (For example, in the single 12-month period an employee could take 12 weeks of FMLA leave to care for a newborn child and 14 weeks of military caregiver leave but could not take 16 weeks of leave to care for a newborn child and 10 weeks of military caregiver leave.) Generally, you must give the Company at least 30 days’ notice before the commencement of any military caregiver leave.

Qualifying Military Exigency Leave

The FMLA also provides for up to 12 weeks of unpaid leave within a 12-month period when an eligible employee’s spouse, son, daughter, or parent is on (or has been notified of an impending call to) “covered active duty” in the Armed Forces. (“Covered active duty” for members of a regular component of the Armed Forces means duty during

deployment of the member with the Armed Forces to a foreign country. “Covered active duty” for members of the U.S. National Guard and Reserves means duty during deployment of the member with the Armed Forces to a foreign country under a call or order to active duty in a contingency operation.) The leave may also be extended to the family members of certain retired military. This leave may be used to take care of such things as childcare or financial and legal arrangements necessitated by the deployment of the family member.

Breaktime For Nursing Mothers

The federal Fair Labor Standards Act (FLSA) allows employees to take reasonable, unpaid break time to express breast milk as needed for up to one (1) year after the birth of a child. The Company will provide a place for the employee to express breast milk, other than a bathroom, that is shielded from view and free from intrusion from co-workers and the public. Employees will not be discharged or in any other manner discriminated against in exercising their rights under this policy.

Jury or Witness Duty Leave – Unpaid

Full time, non-seasonal, employees called for jury duty or subpoenaed to attend court shall be granted leave while attending court. Evidence of this duty in the form of a subpoena or other written notification shall be presented to the employee’s immediate supervisor as far in advance as practicable. If the employee notifies the Company of jury duty within 48 hours of notification from the judicial system, they will be paid the difference between the amount paid by the court and the employee’s normal wage for a period not to exceed 10 working days. Failure to provide 48-hour notification shall result in unpaid leave.

Employee Conduct, Safety Plan & Sales



Chapter 1

Smoking & Vaping
Drugs & Alcohol

Chapter 2

Safety Management
Plan

Chapter 3

Sales & Marketing
Solicitation

Drug & Alcohol Policies

Learning Objectives

- ✓ Develop understanding of ATA's Policies on Smoking, Drugs & Alcohol
- ✓ Develop understanding of Drug and Alcohol Rules
- ✓ Develop understanding ATA's Drug Testing Procedures
- ✓ Discover more about how we can succeed in Sales and Marketing

Smoking & Vaping

This policy is designed to promote employee and customer health and safety in the conduct of Company business.

Smoking Areas

Smoking and Vaping are not permitted:

- ✓ In enclosed Company and public spaces
- ✓ In company vehicles.
- ✓ In areas of customer operations while customers are present, including outdoor restaurant service areas and customer tour staging areas.
- ✓ In other areas of customer operation while customers are present.

Smoking and Vaping are permitted:

- ✓ The Company will designate permitted smoking areas for customers. Employees should advise

customers where they are permitted to smoke. Employees are not permitted to smoke in customer designated smoking areas while customers are present.

- ✓ The Company will designate permitted smoking areas for employees at each site of employment, which will always be out of sight of customers. The employee should ask supervisors where they are permitted to smoke if they have not been previously advised.
- ✓ Designated customer and employee smoking areas may be changed from time to time.

Alcohol & Drugs

Introduction: In 1988, Congress enacted the Drug Free Workplace Act to require federal contractors to establish and maintain a work environment that is free from the effects of drug use and abuse. Federal Regulations 49 CFR Part 40 (§382) present the general terms of this program and its guidelines. We agree with that goal and believe that the Company has responsibility to its employees and those who use or encounter its products/services, to ensure a safe and productive work environment. To satisfy these responsibilities, it is the policy of Alaska Travel Adventures and a condition of employment that an employee be present and able to perform their job free from the effects of alcohol, narcotics, depressants, stimulants, hallucinogens and cannabis or any other substances, which can impair job performance.

Commitment

The Company recognizes that drug and alcohol abuse may be a sign of chemical dependency and that substance abuse can be successfully treated with professional help. The Company commits to help employees remain productive members of the Alaska Travel Adventures team:

The company provides an Employee Assistance Program (EAP) through TSS Inc. for employees to deal with substance abuse and other personal problems that can affect work performance.

In certain circumstances, the company may insist upon a mandatory referral to our EAP as a condition of continued employment. No employee will be disciplined or discriminated against simply for seeking help.

Contact Chris Meier, President for any questions regarding this policy, particularly pertaining to sensitive information or documentation. Chris can be reached at 907-789-0052, or email: chris@alaskatraveladventures.com.

Employee Responsibility

The employee is responsible for following all work and safety rules established by the Company, and for observing the standards of behavior that

employer, co-workers, and customers would expect. Additionally, if the employee believes he/she may have a problem with drugs or alcohol, the employee is responsible for seeking assistance, whether from or through the Company or any other resource before a drug or alcohol problem adversely affects work performance or results in a violation of this policy. The employee should seek assistance BEFORE “trouble”, NOT AFTER. If a professional assessment determines that the employee has a problem with Drugs or Alcohol, continued employment may be conditioned upon:

- ✓ Entering and completing a treatment program approved by the Company
- ✓ Signing and living up to a last chance performance agreement.
- ✓ Undergoing a Follow-up Testing Program at the Companies’ discretion.

Scope of Policy

This policy covers whenever an employee is:

- ✓ On/in Company Property, surrounding grounds, and parking lots leased or rented space.
- ✓ On Company time (including breaks and meal periods)
- ✓ In any vehicle used on Company business.
- ✓ Other circumstances that may adversely affect the Company operations, safety, reputation, or the administration of this policy (such as on customer premises or at business/sales functions).

Drug and Alcohol Rules

The following rules are extremely important in maintaining a safe and healthy workplace. An employee who violates any of the Company’s drug and alcohol rules will be subject to disciplinary action, up to and including termination.

An employee may not possess, use, transfer, offer, or be under the influence of any intoxicating liquor while at work or on company business. This rule prohibits using any alcohol prior to reporting to work, during breaks or meal periods, or in conjunction with any Company activity, except social or business events where a Corporate Officer has authorized the moderate consumption of

Alcoholic Beverages. Under no circumstances may an employee report to work after consuming alcohol within eight hours of their shift.

An employee will be removed from a Safety Sensitive Position for 24 hours if his/her blood alcohol level is more than .02 and less than .04. This will result in a referral to a Substance Abuse Professional before being released back to a safety sensitive position. USCG or DOT employees will be suspended from work pending review of the results of the substance abuse consultation.

An Employee may not possess, use, transfer, offer, share, attempt to sell or obtain, manufacture, or be under the influence of any drug or similar substance and may not have any drugs or similar substances present in the body. Thus, an employee who tests positive for any illegal drug, including recreational marijuana, violates this rule. This rule also pertains to Prescription drugs being taken without doctor's authorization.

An Employee may not possess any Drug Paraphernalia or Alcohol Containers in the workplace or on company property.

It is the employee's responsibility to check the potential effects of prescribed drugs and over-the-counter Medications with your doctor or pharmacists before starting work, and to immediately let your supervisor know when such use makes it unsafe for you to report to work or do your job.

Any substance that is used for the purpose of manipulating a drug test by adding to the specimen or ingesting is prohibited.

Pre-Employment Testing: All CDL drivers and USCG regulated employees are required to pass a pre-employment urine drug test before being hired. It is the responsibility of the employee and their supervisor to ensure negative test results have been received prior to commencing work. The Third-Party Administrator (TPA) will conduct the pre-employment testing for each group in accordance with USCG and DOT regulations.

Random Testing Program: The Company has a Random-testing program in place for all employees

that perform in a Safety Sensitive position or as required in 49 CFR Part 40. A Safety Sensitive position is defined as any position where the following conditions exist:

The position includes duties or responsibilities that involve the supervision, custody, or care of customers or other employees, and employee performance under the influence of alcohol or drugs could lead to physical injury or death to the employee or others under their supervision, custody, or care.

The position requires the operation or maintenance of equipment or facilities where employee performance under the influence of alcohol or drugs could lead to physical injury or death to the employee or others under their supervision, custody, or care, or the general public at large.

Safety Sensitive position includes, but is not limited to, Captains, Deckhands, Drivers, Guides and Maintenance Personnel.

For CDL drivers and USCG regulated employees the random program is implemented by a third party and/or a computerized Selection Process throughout the year. The third-party administrator combines those from our company with those from other companies, within the same group of either DOT or USCG employees. The TPA selects 4 times per year and notifies the DER, Designated Employee Representative. The DER will notify the employee within the selection period. When the employee is notified, they must test ASAP. Testing delays due to convenience or movement of freight are not permitted. The random testing program for ATA employees performing in safety sensitive positions, who are not addressed above, is implemented by ATA personnel. All employees are grouped together, and up to three names are randomly selected at intervals subject to management discretion.

Mandatory Post Accident Testing: Post-accident drug and/or alcohol testing will be at supervisor or company request, or as Defined in 49 CFR Part 40. *See Chart on Next Page*

Reasonable Suspicion or Cause Testing: An Employee may not possess, use, transfer, offer,

share, attempt to sell or obtain, manufacture, or be under the influence of any drug or intoxicating liquor or similar substance and may not have any drugs or similar substances present in the body, including recreational marijuana, and prescription drugs being taken without doctor's authorization while at work or on company business. This rule prohibits using any alcohol prior to reporting to work, during breaks or meal periods, or in conjunction with any company activity, except social or business events where a Corporate Officer has authorized the moderate consumption of Alcoholic Beverages. Under no circumstances may an employee report to work after consuming alcohol within eight hours of their shift.

Type of Accident Involved.	Citation issued to the CMV Driver?	Test Must Be Performed?
Human fatality	Yes No	Yes Yes
Bodily injury with immediate medical treatment away from scene	Yes No	Yes No
Disabling damage to any motor vehicle requiring tow away	Yes No	Yes No

At least one Supervisor will be trained in accordance with 49 CFR 382.603 of the Federal Register to make these observations of Work Performance, Behavior, and Physical Indicators:

- ✓ Observable Symptoms or Unusual Behavior.
- ✓ The Odor or Smell of Alcohol or Drugs on the employee's breath or clothes or in an area (such as in a vehicle, office, work area, or restroom) immediately controlled or occupied by the employee.
- ✓ Alcohol, alcohol containers, illegal drugs, or drug paraphernalia in the employee's possession or in an area controlled or occupied by the employee (vehicle, office, desk restroom).

- ✓ Unexplained or Significant deterioration in job performance.
- ✓ Unexplained significant changes in behavior (e.g., abusive behavior, repeated disregard of safety rules or procedures, insubordination, etc.).
- ✓ Evidence that the employee may have tampered with a previous drug test.
- ✓ Criminal citations, arrests or convictions involving drugs and alcohol.
- ✓ Unexplained absenteeism or tardiness.
- ✓ Employee admissions regarding drug or alcohol use.
- ✓ Any involvement in any work-related accident or near misses.
- ✓ Any type of Paraphernalia discovered on your person or Company Property.

Fit for Duty: The company could require a fit for duty exam by a certified Medical Practitioner; this exam can be administered along with Drug and Alcohol Screen to determine if employee is fit for Duty. This could be requested in addition to the DOT Medical card Certificate.

Duty to Cooperate: An employee who fails to cooperate in the administration of this policy generally will be terminated and is in violation of §49 CFR Part 40. This includes such things as:

- ✓ Refusing to consent to testing, to submit a sample, or to sign required forms.
- ✓ Refusing to cooperate in any way (for example, refusing to cooperate in any interview or investigation courteously and candidly, including any form of truthfulness, misrepresentation or misleading statements or omissions).
- ✓ Any form of dishonesty in the investigation or testing process.
- ✓ Refusing to test again at a time of the Company's choosing whenever any test results in a finding of a dilute sample or reasonable suspicion.
- ✓ Failure to accept the referral, to enter into and complete an approved treatment program, or to sign or adhere to the commitments in the Last Chance Performance Agreement



Safety Management Plan

Learning Objectives

- ✓ Learn how Alaska Travel Adventures' safety plan guides our operations.
- ✓ Take ownership in the “all hands-on deck” approach of Alaska Travel Adventures
- ✓ Learn about Safety Related Events
- ✓ Understand “Monitoring”

General Risk Management

The Company devotes much effort to training personnel to execute operations with a high level of professionalism. The Company utilizes quality, well-maintained equipment which must be kept in a safe and clean condition. The Company has over 40 years of experience operating adventure tours, marine excursions, restaurants, campgrounds, and vehicle rental operations. The Company understands the risks involved and is proactive to ensure that risks are removed or minimized. The Company communicates in numerous ways to inform people of any potential dangers. This extends to all areas of operation including accommodation of the disabled as directed by the American Disabilities Act (ADA).

Safety Policy

The safety of its employees and customers is the first priority of The Company and safety related policies will be strictly enforced.

Safety Meetings

Safety Meetings: Safety meetings are mandatory. Should an employee be unable to attend a mandatory safety meeting, it is the responsibility of the Employee to make arrangements with his/her manager to get the material missed. The Employee is responsible for all policies and procedures of the position manual, including the safety related policies and they must become familiar with the Company's safety management plan.

Communication

Tour itineraries are structured to ensure the safety and security of the customers and the Employee. The Company considers any potentially hazardous activities and produces an operating plan to address these. The Company provides safety information to clients in advance. Tour data forms, produced by the company, include information on the activity level of adventure tours to ensure the experience is safe and appropriate for age and physical abilities of the customer.

The Company alerts the customer prior to their encounter of any known risks. Customers and guides participating in Jeep tours can communicate via CB radios. Communication on company vessels is available via radio and/or cell or satellite phone. Common risks that might be encountered include uneven terrain; getting in and out of vehicles-rafts, kayaks, canoes, boats; navigating steps; and hazards associated with navigating unmaintained roads-pot holes, water crossings, stops, wildlife in the road. The Company operates adventure tours where risks exist, but are highly unlikely, such as a man overboard, overturned raft or kayak, or Jeep collision. The Employee/guide must instruct customers on accident procedures.

Safety Precautions

The Company takes safety precautions to minimize risks. A maximum client to guide ratio is established for all tours. The Company requires a minimum of two rafts present during all river rafting operations. A safety boat accompanies all kayak tour operations. The Company requires all guides and drivers to be CPR and first aid trained. All tours include safety, equipment, and site orientation prior to commencement of the tour. The Employee and customer are required to always wear life jackets they are on or near the water during water related adventure tours. Adventure tours all have a liability waiver that the customer is required to sign. The customer acknowledges the risk, confirms that they are in generally good physical condition, and agrees to not smoke, stand in any raft, canoe, or kayak, and wear seat belts always where provided.

The Company monitors weather conditions so that additional precautions can be taken as needed up to and including canceling the tour. Client guide ratio maximums are reduced, or additional personnel and equipment are staged under specific weather criteria as described in the operations manuals. Rafting tours will not operate if the water level is too low for a raft to safely navigate the river, or if the water level is at or above flood stage as designated by NOAA. Kayaking operations may be canceled due to high winds. Alternate route procedures are implemented in fog conditions for kayaking operations. Gold Panning and Jeep tours may be canceled due to floods.

The Company receives up-to-date information relating to criminal and terrorist activities locally and regionally from its insurance broker, so precautions can be taken as needed, up to and including cancellation of part or the entire tour, should local conditions warrant such action.

Appropriate age and weight restrictions are designated. Children under 5 years of age and weighing less than 50 lbs. are not permitted to participate in Jeep tours. Age/weight appropriate car seats for children between the ages of 5 and 8 are provided on Jeep tours. Children under 5 years of age and weighing less than 40 lbs. are not permitted to participate in rafting, kayaking, canoe tours, or any boat tour which requires a life jacket. Age/weight appropriate car seats for children participating in our Alaska Custom Hummer Excursion, are provided upon request. Children under 12 years of age must be accompanied by a parent or guardian. Children ages 13 to 17 are required to have a signed parental consent form if traveling without a parent or guardian.

Liquor Licenses

The Company has multiple liquor licenses. Operations serving alcohol are compliant with government regulations. Servers are TAM certified and all personnel working at any of these operations are ages 16 years or older. No alcoholic beverage will be served to any customer under the

age of 21 or to any customer who will be operating equipment on the tour after the beverage service.

Environment

The Company makes every effort to minimize adverse effects on the environment. The customer is instructed on the appropriate behavior to ensure we are compliant with all government regulations.

Illness

Any person with guest contact is not permitted to participate in the activity if they are sick or symptomatic. This includes the Employee as well as the customer. The Employee is required to practice good hygiene. If a customer becomes symptomatic on tour, every effort will be made to immediately provide separate return transportation for the customer. Transport vehicles will be disinfected, and hand sanitizer provided for the customer and the Employee.

Product Quality and Safety

The Company consistently audits its products for quality and safety. Additionally, the Company is assessed by cruise line clients as well as land use permit providers. Princess Cruise Lines requires self-risk assessments for every tour. Cruise line clients also formally conduct risk assessments for each of our tours annually.

Operations Manuals

Operations manuals and job descriptions and policies are kept in the corporate office in Juneau Alaska. The Employee is responsible for obtaining, and familiarizing themselves with the content of the manual or job description and policies for the specific operation they are employed to perform in.

Documentation

Documented safety and maintenance records are kept at the corporate office in Juneau Alaska. These documents are maintained for five years or until the equipment is sold or disposed of.

Transportation

All vehicles provided for operations must be maintained in a safe and clean condition, and operated according to relevant federal, state, and local safety regulations and requirements. All transport vehicles must contain a step stool; basic repair tools; routinely inspected fire extinguisher; and first aid, road emergency, and biohazard kits. Customers and guides are required to always wear seat belts in every vehicle equipped with seat belts. All Jeeps, vans with capacity maximums less than 23 passengers, Hummers, and RVs are equipped with seat belts. All vehicles have set capacity maximums to ensure customer comfort and safety. Vehicles with capacities exceeding 23 passengers have a public address system to ensure the customers can easily hear the safety briefing and tour narrative. All transport vehicles must be inspected prior to each tour. These inspections must be thorough and documented. Customer driven vehicles are additionally inspected post tour. Transport vehicles are secured when left unattended during the tour.

Drivers who transport customers must have current required licenses to operate the vehicle according to all relevant statutory, federal, state, and local safety regulations and requirements. A CDL licensed driver is required for all vehicles carrying over 15 passengers. The Company also requires Alaska Customer Hummer Excursion drivers to be CDL certified, although not required by statute. Copies of all licenses are kept in the corporate office in Juneau Alaska. Drivers only carry customers, company personnel, or tour escorts who can be identified as such. Drivers are required to be competent, punctual, and alert always. Drivers are required to park vehicles with a dual brakes system in place, assist passengers in and out of the vehicle, be proficient with ADA requirements and sensitivity, be CPR certified, familiarize passengers with the location of all safety equipment before departure, explain to passengers all evacuation procedures and alternative emergency escape routes before departure, be trained in response to public vomit and diarrhea incidents, to clean and disinfect the vehicle each evening. If a heightened level of public

health concern exists, the drivers are required to disinfect all transport vehicles using Virox or an equivalent product between transfers with extra attention given to hand contact surfaces as often as possible with Virox.

Customers who drive vehicles are required to be at least 25 years of age, carry vehicle insurance, and confirm that they are in good general physical condition. All customers participating in Jeep tours must sign a liability waiver.

Drivers communicate via radio, satellite phone, or cell phone. The Federal Motor Carrier Safety Association (FMCSA) passed the final rule on cell phone use for drivers of commercial motor vehicles (CMV) effective January 3, 2012. This rule restricts CMV drivers from holding a mobile telephone to conduct voice communication and from dialing a mobile telephone by pressing more than a single button. This law also restricts the use of push to talk (Nextel type) phones. Limiting the use of cell phones, including texting and hands-free devices, to times when not operating a motor vehicle will reduce exposure to accidents and injuries. Even though cell phone use is allowed with a hands-free device, it is the policy of the Company that drivers not talk on a cell phone until they are parked at a safe and legal location. Texting is never allowed while operating a CMV. Texting includes phone texting communication devices. This must be abided by for all people driving vehicles owned by or leased from or for the Company. Violations of this policy may result in disciplinary action up to and including termination.

Watercraft

The Company operates watercraft tours in accordance with all United States Coast Guard regulations as a minimum standard. Watercraft tours are equipped with watercraft repair, emergency, first aid, and biohazard kits.

Coast Guard Regulated Vessels

Regulated vessels have a current, approved certificate for carrying passengers (COI). This document is located on the vessel with a copy

maintained in the corporate office located in Juneau Alaska. The document stipulates the maximum number of passengers to be carried, the minimum safety equipment and crew required, and any operation restriction. The company stores the number of life jackets indicated as maximum capacity, on the vessel COI, in a location that is readily accessible and immediately available. On open watercraft tours, the Company requires all participants and personnel to always wear life jackets while on or near the water. All motorized watercrafts have rescue flotation devices that can be thrown and retrieved from the boat; routinely inspected fire extinguishers appropriate for the size of the boat; the appropriate number of distress flares that are of an approved type and readily available; and first aid kits. Rafts, kayaks, and canoes are equipped with throw ropes, and first aid and emergency kits accompany each tour. Vessels are clean and seaworthy in all respects for the intended use. Boats are inspected prior to the departure of each tour.

Lifejackets

Watercraft tours include a demonstration of correct donning of a life jacket. On all tours which require life jackets be worn during the tour, guides must check that life jackets have been properly donned prior to assisting the customer into the craft.

Embarkation and Disembarkation

Watercraft tours embark and disembark safely. This process is supervised by a crew member. On large vessels, at least one crew member is positioned at the gangway to assist passengers on and off the vessel. On small craft tours, the captain/guide will demonstrate proper procedures for getting in and out of the boats.

Man Overboard

Personnel are rescue trained to respond to a “man overboard” accident for all watercraft tours.

Food Service

The Company provides training and written procedures for all food service personnel to ensure compliance with all relevant national and local laws and general food and health safety. These written procedures are described in the operation manuals. Additionally, all restaurant personnel are required to obtain a food handlers safety card. Any food service area is inspected by Company personnel prior to guest arrival. Restaurants are frequently inspected by multiple levels of management. Noted issues in food and beverage safety and hygiene procedures during inspections are expected to be corrected immediately.

Food Borne Illness

Risk factors that are commonly found during food borne illness outbreaks are the focus of the Company in protecting the safety of the food including: cooking food adequately to the necessary internal temperature; holding food at proper temperatures; enforcing practices to avoid cross contamination during preparation and service; proper personal hygiene. Hand sanitizer is available in numerous locations at restaurants in addition to potable water and soap. Hand sanitizer is provided at remote food service locations where potable water is not available. The food service Employees must understand the importance of reporting illness prior to reporting to work. Additionally, any food handler, who suffers from any symptoms of diarrhea and/or vomiting, is not allowed to work at the venue in any capacity until they have been free of symptoms for at least 48 hours and cleared as fit for return to work. If the Company suspects the Employee is ill or concealing illness while working, the manager/supervisor will request that the employee return home until he/she is free of symptoms and has been declared fit for returning to work.

Hygiene

Food handlers will demonstrate a professional level of hygiene and are required to keep clean; wear a uniform that is clean and regularly changed; refrain

from smoking, eating, or drinking in the kitchen or food storage area; wear a hat to cover their hair; wash hands thoroughly with soap and water at the start of work, regularly throughout the day, immediately prior to handling any food items, between changing tasks or replacing gloves, after using the toilet facilities, and after activities that contaminate hands (handling raw fish or chicken, refuse/rubbish, chemical, soiled dishes, touching any parts of the body, eating, coughing or sneezing). Food service handlers with cuts or infected wounds on their hands or arms must have the wounds properly dressed and wear disposable gloves, or they must be assigned to tasks that are not food related. The Employees must report any diarrhea and/or vomiting to their supervisor and they will be excluded from working until they have been free of symptoms for at least 48 hours. Food handlers with symptoms of other communicable diseases, such as abdominal cramps, fever, excessive coughing, or sneezing, will be assigned to tasks not related to food.

Food Handling

Basic minimum requirements are assessed and updated to reflect the operation and ensure compliance with the governing regulations and general food safety standards. The company requires specific food storage procedures. Food and supplies such as cups, napkins, and cutlery are protected from contamination by storing off the floor and are generally stored in their packaging. Food storage areas are maintained clean and with enough space to allow for rotation of food products. Surfaces and finishes of the floors, walls, ceilings, and shelving are maintained in good and clean condition. No chemicals are stored above or touching food or supplies such as cups, napkins, cutlery, etc. The food storage area is not used to store personal belongings such as personal bags, clothing, jewelry, etc. The food storage area is not used for storage of cleaning equipment (mops, brooms) or items used for cleaning, etc. Cold food storage units operate at a safe temperature range, Refrigerators at 46 degrees and Freezers at 32 degrees. Raw food items (raw chicken and fish) are stored below ready-to-eat/cooked food, including fruits and vegetables. Dry goods are stored off the

floor on a shelf/rack. Food will be prepared and kept in the appropriate equipment and for the appropriate amount of time to prevent any foodborne illnesses. A properly calibrated probe food thermometer to measure food temperature is always available. The food thermometer is used to measure the temperature of the food to ensure temperature requirements are met during storage, cooking, and service/display. All refrigeration equipment shall be provided with a working internal thermometer to measure the air temperature inside the unit. Food is left at room temperature during preparation for a minimal amount of time and chilled food is left in the refrigerator until ready for immediate preparation. Frozen items are thawed in advance in a refrigerator. Hot food is cooked to a core temperature of 165 degrees for at least 15 seconds and chilled food is stored at or below 46 degrees. For meals served on the premises where food is prepared, hot food is kept at 135 degrees and cold food is kept at 46 degrees. Food transported and served at remote locations is transported using insulated containers, which are thoroughly washed and sanitized after each use and allowed to dry. Restaurants offer buffet service. Each food item has a separate serving utensil, and the buffet is always monitored and maintained by personnel. Clean cutlery, cups, bowls, plates, etc., are available for those customers who make more than one trip through buffet lines. All displayed food is protected from contamination using lids, covers and sneeze guards.

Facilities

Food service facilities' physical structure, surface finishes (walls, ceiling, and floor) and the equipment within the facility are well maintained and in good repair. Restaurants are equipped with routinely inspected fire extinguishers, first aid kits and biohazard supplies. The facilities have a good standard of cleaning throughout the premises, including all items of equipment. Food equipment, including counters and all other surfaces that may encounter food are in good condition - easy to keep clean and unlikely to contaminate food from leaking water, lubricants, peeling paint, rust, etc. Food contact equipment and surfaces are the priority, but

cleaning is routinely carried out below and behind equipment. Facilities include enough restrooms for the capacity and are cleaned, restocked, and inspected continuously during food service periods. Hand wash facilities with hot and cold water are provided to allow all people to wash their hands after using the toilet facility and before eating. Liquid hand soap (no shared bar soap) and disposable single use paper are provided. All food waste/garbage is stored in designated containers with appropriate cover to prevent attracting insects. All water provided in the facilities is potable, safe for consumption and use. Public water is provided where available. The Company receives annual reports on water quality and testing results from the city the Juneau. Where Public water is not available well water, which adheres to all state requirements and testing is provided. Bottled water is supplied where appropriate for remote food service operations. Facilities are as pest free as possible. Pest prevention and control procedures are in place and evaluated on a regular basis. The pest prevention program includes denying pests the ability to enter the facility by eliminating any entry points-doors and windows are kept closed whenever possible or screens are in place, holes and gaps on walls, doors, windows, and torn screens on windows are promptly repaired; food is kept off the floors, in containers or properly wrapped; effective cleaning practices are in place.

Equipment

Utensils, including crockery, cutlery, glasses, and all cooking equipment are washed and sanitized after use. All items washed by hand are washed with a detergent solution, rinsed with clean potable water to remove any detergent residue, sanitized in a chemical solution, and allowed to air dry. Dishwashers are regularly inspected to ensure proper working conditions in accordance with the manufacturer's specifications. Where possible, utensils or equipment are assigned for specific purposes to avoid cross contamination.

Safety Related Events

Incidents

An incident is a safety related event that does not result in injury or damage (i.e., a guest slips and falls but says they are not hurt). All safety incidents must be taken seriously. The Employee must make every effort to prevent an incident. When a guest incident occurs, the employee must assist the guest and ask if they need medical attention. Three witness statements need to be filled out, one by the guest, one by another party that witnessed the incident, and one by the Employee. The employee should notify the manager before the end of the tour experience, so that other notifications can be made as necessary. The witness statements need to be given to the manager so that an investigation can take place and action can be taken to prevent such incident in the future. An employee who has a safety incident should evaluate his/her behavior to determine what better practices should have been employed and should evaluate the conditions to determine if the Company needs to remedy any equipment or related infrastructure. Any such finding should be reported to management. Each Operations Manuals provides more detail on handling Incidents for that specific operation.

Accidents

An accident is an incident that results in damage or injury. In the case of a guest accident, the Employee must offer medical assistance, obtain the witness statements, and immediately request assistance from the manager, the Vice President or President. An employee who has an accident should notify the manager by the end of the business day and complete necessary workers compensation reporting paperwork.

Monitoring

Searches

The Company reserves the right to question any person entering and leaving its property and to inspect any person, locker, vehicles, package, purse, handbag, briefcase, lunch box, or other possessions

carried to and from its property. This includes all the Company's employees.

Work Performance

The Company may periodically monitor or review employee work performance using mechanical or electronic devices. These may be used to limit personal calls at the workplace, review driver routes, or investigate workplace problems.

Surveillance

The Company may periodically monitor, survey, or review employee work performance using mechanical, electronic, computer software or other methods, which may include but not be limited to cameras, photographing, observation, telephone monitoring, email monitoring and transponders.



Sales & Solicitation

Learning Objectives

- ✓ Gain understanding of all tasks to be completed during the tour.
- ✓ Take ownership in the “all-hands-on-deck” approach of Alaska Travel Adventures.
- ✓ Learn roles and responsibilities in order to conduct efficient tour operations.
- ✓ Develop customer service centered approach to delivering tours.
- ✓ Engrain a safety-first mindset which is in alignment with ATA Safety Culture
- ✓ Ensure compliance with US Forest Service operating permit.

Sales & Marketing

The Company has a diverse menu of activities for guests to participate in and relies on its employees to inform guests about other activities that the company offers. It is a guest service to be knowledgeable about other interesting things to do. Many guests will be traveling to another part of the state where the Company conducts business. It is important that the Employee, as a representative of the Company, takes advantage of any opportunity to sell our tours. The Employees should not recommend competing tour products to the customers of the Company.

Social Media

The Company encourages customer reviews on Cruise Line websites, Trip Advisor, Yelp, YOUTUBE, etc. The company will pay employee bonuses, equal to \$10 each, for any positive feedback received about a tour where they have included the name of the Employee. The Company President has committed to discuss any dissatisfaction directly with the guest. The Company relies on the Employee to provide the information guests need to write reviews or contact the President.

Employees are invited and encouraged to participate in the Company’s social media efforts. However, Employees are not permitted to include the Company’s image or promote any connection with the Company when any contact could be

Company information that is not meant to be public. The employee must remain positive and honest regarding any content that is related to The Company.

The Employee is not permitted to share any content that is harmful to the Company's image.

Solicitation

Non-Employees

Solicitation, distribution of literature, or trespassing by non-employees on these premises is prohibited, unless approved by management and determined to not be of an offensive nature to employees.

Working Area

Distribution of advertising material, handbills, or other literature in working areas of the Company is prohibited at any time.

Working Time

Solicitation by an employee of another employee is prohibited while either the person doing the soliciting, or the person being solicited is on working time. Working time is the period when an employee is required to perform his or her job duties.

Employee Misconduct, Discipline & Resolution

Chapter 1

Outside Employment
Confidentiality
Competition

Chapter 2

Misconduct

Chapter 3

Resolution



Outside Employment, Confidentiality & Competition

Learning Objectives

- ✓ Understand policies pertaining to Outside Employment.
- ✓ Comprehend Confidentiality and Competition Policies

Outside Employment

Conflict of Interest

The Company does not encourage employment in other part-time or full-time employment or owning and conducting another business. Outside employment is undesirable because it may adversely affect an employee's job performance with the Company.

Interference with Performance

Employment with the Company shall be considered the employee's primary employment. Compensated outside employment shall be limited to not impair employee job performance. Should there be a conflict in employment, the supervisor and the

President shall review the problem. If the dispute cannot be resolved, the employee may be required to discontinue outside employment or be subject to separation from the Company.

Approval

Employees desiring to engage in or who are engaged in outside employment must advise the Company of this in writing. Outside employment may not be entered into or continued unless authorized by the Company in writing.

Loyalty

Employees shall not engage directly or indirectly in any outside relationship or activity that defers or would adversely affect their primary responsibility, interest, duty, or loyalty in actively furthering Company's business.

Confidentiality

Restrictive Covenant

The Employee recognizes and acknowledges that while employed by the Employer, the Employee will have access to, learn, be provided with and, in some cases, will prepare and create certain confidential and proprietary business information and trade secrets for the Employer, including, but not limited to, client and customer information and customer lists, all of which are of substantial value to the Employer in its business.

The Employee agrees not to use or cause to be used for the Employee's own benefit or for the benefit of any third parties or to disclose to any third party in any manner, directly or indirectly, any information of a confidential or proprietary nature, trade secrets, or any other knowledge or information, except that which is public knowledge, of or relating to the Employer's business at any time during or after the Employee's employment term without the Employer's express prior written consent.

The Employee shall return to the Employer either before or immediately upon the Employee's termination of employment with the Employer any and all written information, materials, or equipment that constitutes, contains, or relates in any way to the Employer's proprietary or confidential information or trade secrets and any other documents, equipment, and materials of any kind relating in any way to the Employer's business which are or may be in the Employee's possession, custody, and control and which are or may be the Employer's property whether confidential or not, including any and all copies thereof which may have been made by or for the Employee.

The Employee agrees that while employed by the Employer and thereafter, and except as may be

required in the performance of the Employee's duties, the Employee will not utilize for the Employee's own benefit or that of any third party and will not disclose to any third party the Employee's knowledge of or any information concerning the Employer's internal organization, business structure, or the work assignments or capabilities of any Employer officer and/or employee without the Employer's express prior written consent.

The Employee understands and agrees that if, while employed or at any time thereafter, the Employee discloses to third parties, uses for the Employee's own benefit or for the benefit of third parties, or copies or makes notes of any of the Employer's confidential and proprietary information and trade secrets except as may be required by the Employee's duties with the Employer, this conduct shall constitute a breach of the confidence and trust bestowed upon the Employee by the Employer and the Employee expressly agrees that injunctive relief, in addition to any other remedies provided by law or in equity, shall be available to the Employer to enforce these breaches of conduct by the Employee.

Trade Secrets

With respect to the Employer's special techniques, analyses, methods, forms, hardware systems, software programs, and customer lists, the Employee acknowledges that this information belongs to the Employer, contains specialized and confidential information not generally known in the industry, and constitutes the Employer's trade secrets. The Employee recognizes and acknowledges that it is essential to the Employer to protect this trade secret information. The Employee agrees to act as this information's trustee and as trustee of any other confidential information learned in connection with employment. The Employee further represents to the Employer that, as an inducement for employment, the Employee will hold this information in trust and confidence for the Employer's sole benefit and use. During this Agreement's term, and for two years thereafter, the Employee agrees not to disclose this information to any person, firm, association, or other entity for any

reason or purpose without the Employer's express written authorization.

Customer Solicitation

For a period of two years after this Agreement's termination for any reason, with or without cause, the Employee shall not directly or indirectly contact any then-current Employer customer for the purpose of selling or servicing tours, tour products, or tour components. The Employee shall not contact these customers individually or on behalf of any other person, firm, company, or corporation. The Employee's right to compete has been limited only to the extent necessary to protect the Employer from unfair competition. However, reasonable people may differ in making this determination. If this restrictive covenant's scope or enforceability is disputed, a court or other trier of fact may modify and enforce the covenant to the extent necessary to be reasonable under the circumstances. The Employee further acknowledges that if employment with the Employer terminates for any reason, the Employee can earn a livelihood without violating the foregoing restrictions and that the Employee's ability to earn a livelihood without violating these restrictions is a material condition to employment.

Employee Solicitation

The Employee agrees that for two years after termination of employment, the Employee will not, on behalf of himself or herself or on behalf of any other person, firm, or corporation, solicit any of the employees of the Employer or any of its affiliates or subsidiaries nor will the Employee in any way, directly, or indirectly, for himself or herself, or on behalf of any other person, firm or corporation, solicit, divert, or take away any employees of the Employer, its affiliates or its subsidiaries.

Inventions or Creative Product—Employer's Sole Property

Ideas, inventions, photography, artwork and other developments or improvements conceived by the Employee, alone or with others, during employment, whether during working hours, that are within the Employer's business operation's scope or that relate to any of the Employer's work

or projects, are the Employer's exclusive property. The Employee shall assist the Employer at its expense to obtain patents for any patentable ideas, inventions, or other developments, and shall execute all documents necessary to obtain these patents in the Employer's name.

Inventions—Shop Right Privileges

The Employee agrees that the Employer is entitled to shop rights granting the Employer a nontransferable, nonexclusive, royalty-free, and irrevocable license to make, use, and sell any invention, whether patentable or not, which is conceived, reduced to practice, and/or made by the Employee outside the Employee's employment scope, but on the Employer's time or with the use of the Employer's facilities or materials or with use of the Employer's proprietary information.


Competition

Conflict of Interest

- Adverse Pecuniary Interest-** No employee shall:
- ✓ Engage directly or indirectly in any business transactions or private arrangement for profit that accrues from or is based upon his or her position or authority with the Company, unless it is determined to be of mutual benefit to the company, and proper disclosure is made to the company by the employee.
 - ✓ Participate in the negotiation of a decision to award contracts, the settlement of any claims or charges in any contracts, the making of loans, rate fixing, guarantees, or other things of value with or for any entity in which he or she has a financial or personal interest.

Misuse of Information. No employee may for his or her own personal gain or for the gain of others use any information obtained because of employment and not generally available to the public or may disclose this information.

Misuse of Company Facilities and Equipment. No employee shall use any Company equipment, supplies, or properties for his or her own private



gain for other than Company-designated and authorized purposes.

Outside Employment. No employee shall engage in or accept outside employment or render services for another unless this outside employment or service is approved in advance and in writing by the Company.

Violation. Employees who refuse or fail to comply with the policies set forth herein may be subject to disciplinary action including, but not limited to, reprimands, suspensions, and termination.

Misconduct, Discipline & Dispute Resolution

Learning Objectives

- ✓ Build field staff's depth of knowledge in content areas they will be delivering
- ✓ Understand how natural phenomena have affected Sitka and the surrounding area.
- ✓ Gain an understanding of the various flora and fauna of Sitka.

Misconduct

Privacy Misconduct

The Company considers employee privacy to be paramount. The Company along with its employees must ensure this. Physical intrusions into another employee's privacy will not be tolerated. Information will be collected, maintained, used, and disclosed with the employee's privacy interests protected. Only when there is a job-related use, a Company business justification, or a governmental- or court-required disclosure will employee privacy interests be compromised. Failure to follow employee privacy guidelines may result in disciplinary action up to and including termination.

Workplace Harassment

The Company is committed to providing a work environment that provides employees with equality, respect, and dignity. In keeping with this commitment, the Company has adopted a policy of "zero tolerance" regarding employee harassment. Harassment is defined under federal law as unwelcome conduct that is based on race, color, religion, sex (including pregnancy, sexual orientation, and gender identity), national origin, age (40 or older), disability or genetic information. Harassment becomes unlawful where: (1) enduring the offensive conduct becomes a condition of continued employment; or (2) the conduct is severe

or pervasive enough to create a work environment that a reasonable person would consider intimidating, hostile, or abusive.

This policy applies to all aspects of your employment. Harassment of any other person, including, without limitation, fellow employees, contractors, visitors, clients, or customers, whether at work or outside of work, is grounds for immediate termination. The Company will make every reasonable effort to ensure that its entire community is familiar with this policy and that all employees are aware that every complaint received will be promptly, thoroughly, and impartially investigated, and resolved appropriately. The Company will not tolerate retaliation against anyone who complains of harassment or who participates in an investigation

Sexual Harassment

Sexual harassment is prohibited by federal, state, and local laws, and applies equally to men and women. Federal law defines sexual harassment as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when the conduct:

- (1) explicitly or implicitly affects a term or condition of an employee's employment; or
- (2) is used as the basis for employment decisions affecting the employee; or
- (3) unreasonably interferes with an employee's work performance or creates an intimidating, hostile or offensive working environment.

Such conduct may include but is not limited to subtle or overt pressure for sexual favors; inappropriate touching; lewd, sexually oriented comments or jokes; foul or obscene language; posting of suggestive or sexually explicit posters, calendars, photographs, graffiti, or cartoons; and repeated requests for dates. Company policy further prohibits harassment and discrimination based on sex stereotyping. (Sex stereotyping occurs when one person perceives a man to be unduly effeminate or a woman to be unduly masculine and harasses or discriminates against that person because he or she does not fit the stereotype of being male or female.)

The Company encourages reporting of all perceived incidents of sexual harassment, regardless of who the offender may be. Every employee is encouraged to raise any questions or concerns with his or her immediate supervisor, the Vice President, or the President.

Purpose: To provide a work environment free from all forms of sexual harassment or intimidation.

Policy: It is the Company's policy to regard sexual harassment as a very serious matter and to prohibit it in the workplace by any person and in any form.

Procedure: Each supervisor has an affirmative duty to maintain his or her workplace free from sexual harassment and report any complaint of sexual harassment to the President or appropriate representative.

Each supervisor shall discuss this policy with all employees and assure them that they are not required to endure insulting, degrading, or exploitative sexual harassment.

No supervisor shall threaten or insinuate, either explicitly or implicitly, that an employee's refusal to submit to sexual advances will adversely affect the employee's employment, evaluation, wages, advancement, assigned duties, shifts, other conditions of employment, career development, and the like.

Other sexually harassing conduct in the workplace, whether committed by supervisors or nonsupervisory personnel, is also prohibited, including but not limited to:

- Unwelcome sexual flirtations, advances, or propositions
- Verbal or written abuse of a sexual nature.
- Graphic verbal comments about an individual's body.
- Sexually degrading words used to describe an individual.
- The display in the workplace of sexually suggestive objects or pictures.

Any employee who believes he or she has been sexually harassed should report the alleged act immediately to the President or other designated company representative. The complaint will be investigated, and the employee will be advised of the findings and conclusion.

There will be no discrimination or retaliation against any employee for making a sexual harassment complaint.

All actions taken to resolve sexual harassment complaints through internal investigations shall be conducted confidentially.

Any supervisor, agent, or other employee who is found after appropriate investigation to have engaged in sexual harassment will be subject to appropriate disciplinary action up to and including termination.

The company shall designate a representative to deal with the complaints of sexual harassment of a gender other than that of the President.

Off-Duty Criminal Misconduct

Criminal Conduct Constituting a Felony or Related to Employment: As soon as practicable after an employee has been formally charged with criminal conduct related to his or her employment or constituting a felony, the employee shall be suspended without pay. If the charge results in a conviction in a court of law, the employee shall be terminated.

Criminal Conduct Other than a Felony or Not Related to Employment: As soon as practicable after an employee is formally charged with criminal conduct other than a felony and not related to his or her employment, the President shall conduct an inquiry and make a preliminary determination regarding whether or not the employee should continue to perform his or her duties pending the investigation's outcome and final determination under Section 3 (Investigation) and Section 4 (Final Determination), as follows:

- **Purpose-** The preliminary determination's purpose is to allow for minimizing the effect which the employee's accusation of a crime may have upon the Company's ability to function, pending an investigation and final determination regarding the existence of sufficient reason for employee disciplinary action.
- **Making the Preliminary Determination:** In making a preliminary determination, the President shall select one of the following alternatives and implement it:
 - Allow the employee to continue to perform duties pending the investigation's outcome and final determination.
 - Reassign the employee to less sensitive duties within the Company pending the investigation's outcome and final determination.
 - Suspend the employee without pay pending the investigation's outcome and final determination.
- **Factors to be Considered in Making the Preliminary Determination:** In making the preliminary determination, the President shall consider, among other factors, the following:
 - The employee's explanation, if available.
 - The extent to which allowing the employee to continue in his or her position would be detrimental to the employee's physical well-being or that of his or her fellow workers or other persons.
 - The nature of the employee's duties, including the discretion exercised as part of those duties.
 - The nature, weight, basis, and source of the accusations against the employee.
 - The accusations' relationship to the employee's duties.
 - The extent to which the employee must deal directly with the public.
 - Any undue hardship to the employee that would result from a temporary reassignment.

Contact with Law Enforcement Agency: In considering the nature, weight, and source of the accusations against an employee, the Company shall contact the law enforcement agency involved in the accusations against the employee to verify the charge and to obtain all available information.

Employee Status: After the preliminary determination is made, the employee shall remain in the status selected pending the investigation's outcome and final determination under Sections 3 (Investigation) and 4 (Final Determination). This status shall be temporary pending the investigation's outcome by the President and shall not bear upon the final determination.

Investigation: Any employee formally charged with criminal conduct shall be subject to an immediate investigation conducted by the President:

- **Purpose.** The investigation's purpose shall be to determine whether sufficient reason exists for disciplinary action including, but not limited to, suspension, demotion, or termination.
- **Conduct of Investigation.** In the investigation, all the relevant facts shall be promptly gathered and considered. The investigation shall be completed within 12 working days. The following may be considered:
- **Law Enforcement Agencies.** President may request the assistance of any law enforcement agency involved in the matter; however, this shall not relieve it of the responsibility to make an independent evaluation.
- **Employee Contact.** President shall afford the employee an opportunity to explain the accusations and the opportunity to have representation during meetings relating to the investigation, if representation and opportunity to submit additional information is requested, and the opportunity to submit additional information.
- **Final Determination.** After completing the investigation, the President shall have 5 working days to make a final determination regarding whether the investigation's results establish

sufficient reason for disciplinary action and, if established, what disciplinary action shall be taken. In determining whether sufficient reason for disciplinary action exists, the President shall consider, among other factors:

- The employee's explanation, if available.
- The extent to which allowing the employee to continue in his or her position would be detrimental to the employee's physical well-being or that of his or her fellow workers or other persons.
- The nature of the employee's duties, including the amount of discretion exercised as part of those duties.
- The nature, weight, and source of the accusations against the employee.
- The accusations' relationship to the employee's duties.
- The extent to which the employee must deal with the public.

If sufficient reason for disciplinary action exists, the President shall immediately take appropriate disciplinary action including, but not limited to, suspension, demotion, or termination. If, based on information available at that time, a finding of sufficient reason is not made, the employee shall be notified of the disposition and shall retain or be retroactively reinstated to his or her previous position.

Discipline

Third Party Representation

Employees who are requested to meet with a manager or supervisor for the purpose of disciplinary action shall be entitled to be accompanied by another employee of his or her choosing. The employee shall receive reasonable prior notice of the topics to be discussed.

1. **Discipline:** Employees acting in a manner contrary to prescribed policy may be given a warning by their supervisor. If a subsequent warning for the same offense is necessary, it

may require a written warning. A second written warning may result in a suspension. This warning will become part of the employee's personnel record and remain there for one year. Depending on the warning's severity, suspension may be given at the President's discretion. If all the above procedures have been followed and the employee repeats the offense, termination may result.

2. **Resignation:** Employees are expected to give two weeks' written notice prior to the effective date of their resignation unless otherwise dictated by the employment agreement. Wages earned will be paid on the regular scheduled pay day. Employees should ensure that the Company has a good forwarding address. The Company may conduct an exit interview when an employee leaves the Company.
3. **Termination within Initial Evaluation Period:** If an employee resigns or is terminated within the initial evaluation period, the only payment will be for the hours worked.
4. **Termination:** Certain employee misconduct may lead to immediate termination, involving but not limited to:
 - a. Disregarding the Company's interests.
 - b. Rule violations.
 - c. Disregarding standards of behavior.

Types of conduct which may lead to termination include but are not limited to:

1. **Absence and Tardiness:** Chronic absence and tardiness without good reason, failure to report when absent, overstaying allotted break time.
2. **Application for Work:** Making a false statement on the application form.
3. **Attitude toward Employer.** Abusive language, creating any type of disturbance, complaining in front of clients, uncooperativeness, intentional destruction of the Company's property.
4. **Conditions of Employment:** Failure to meet the correct dress code or to complete a required physical examination.
5. **Client Relations:** Abusive or profane language to clients; accepting unauthorized favors or

gratuities from clients; intentional destruction of client's personal possessions, threatening bodily harm, intent to strike, and/or striking a client.


6. **Crime:** Conviction of a crime which directly affects the employee's ability to perform assigned duties in a position of trust.
7. **Dishonesty:** Proven dishonesty to a co-worker or to the employer.
8. **Disloyalty:** Assisting a Company competitor or failing to carry out Company policies.
9. **Fellow Employees:** Attitude toward a fellow employee that disrupts work or causes dissension, including physical abuse.
10. **Incompetence:** Repetition of an avoidable mistake, after warnings, to a point that the mistakes demonstrate a willful disregard for the employer's interest.
11. **Intoxicants:** Bringing, possessing, or using alcoholic beverages or illegal drugs, including recreational marijuana on Company property; being under the influence of these substances during working hours.
12. **Job Abandonment.** Have not reported absence for two consecutive scheduled working days or leaving the premises without notifying your supervisor.
13. **Neglect of duty:** Negligence in the performance of duties, repeated after warnings, which seriously conflict with the employer's interest; sleeping on duty.
14. **Speeding/Vehicles:** Exceeding the posted speed limits while driving on Company property or abusing designated parking areas.

Dispute Resolution

Complaints: Employees may suggest or register a complaint, or a problem related to their job, Company policy, or discipline.

Procedure- The employee should:

- Discuss the matter completely with his or her immediate supervisor. Most issues can be



satisfactorily resolved in this manner. If the employee and the supervisor cannot reach an agreeable solution.

- The employee may arrange to talk with the department manager.
- The employee may request an appointment with the appropriate Senior Manager, who will attempt to resolve the problem after talking with all persons involved.

If the problem is not resolved at this point, the employee may request the problem be reviewed by the President. At this point the problem must be submitted in writing by the employee to the President. A meeting will subsequently be held with the President and concerned parties. The President's resolution of the issue will be final.

At-Will-Employment Preserved

This handbook's contents reflect a general description of the policies, procedures, rules, services, and benefits of employment.

Nothing herein shall be deemed a contractual right. The Company reserves the right to change any of its policies, services, or benefits at any time with or without notice.

In the event there is a difference in the content of this handbook and a current employment agreement, the employment agreement shall contain the prevailing provision.

I acknowledge receipt of a copy of the Alaska Travel Adventures Employee Policy Handbook. I agree to familiarize myself with these policies, procedures, and rules and in consideration of my employment, I agree to always comply with their provisions. I further acknowledge this Handbook is provided as an informational guide and is not to be considered a contract between myself and the Company. I understand my employment, compensation, and benefits can be terminated, with or without cause, and with or without notice, at any time, for any or no reason, at the option of either the Company or myself, unless otherwise stipulated in my employment agreement. No Company manager or representative other than the Company's president or vice-president has any authority to enter into any employment agreement for any specified time, or to make any oral or written agreement contrary to the foregoing.

Employee Signature _____ Date _____
