



EMPLOYEE HANDBOOK

2016

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I. WELCOME

Welcome To Our Team!!

We welcome you to **Izaak Walton Inn, Glacier Village Café, and Eddie's Café and Mercantile**. We look forward to the opportunity to work with you and want you to know that we recognize our employees as our most valuable resource. Our continued success in providing the highest quality of food, beverages and service to our customers depends on having quality people like yourself and your fellow employees. We want you to enjoy your time here and are committed to helping you succeed in your new job.

We have prepared this handbook to answer some of the questions that you may have concerning **Izaak Walton Inn, Glacier Village Café, or Eddie's Café and Mercantile** and its policies. This handbook is intended solely as a guide. Read it thoroughly. If you have questions about anything, contact your Location Manager for assistance.

We hope you find your time with us to be an enjoyable and rewarding experience.

Once again, welcome to **Izaak Walton Inn, Glacier Village Café, or Eddie's Café and Mercantile**.

Sincerely,

Brian Kelly

History/Contact Information

Izaak Walton Inn: Located in Essex, MT, the building was built in 1939 by the Great Northern Railway as railroad employee housing. The property was sold and became a private Inn. Today the Izaak Walton Inn is a historic lodge and a popular Cross Country ski resort, and the perfect place to stay when visiting Glacier National Park. The Izaak Walton Inn has 33 rooms in the main building, 6 log cabins, 7 cabooses, and two luxury railcars; the GN441 Locomotive and the James J Hill "JJ" GN Caboose.

Employee Mail: (employee Name), Employee
290 Izaak Walton Inn Rd.
Essex, MT 59916

Contact Numbers: Office – 406-888-5700 Dormitory – 406-888-9986

Eddie's Café and Mercantile: Located inside Glacier National park in Apgar Village on the shores of Lake McDonald, is a favorite of campers, tourists, and locals. Eddie's hosts a camp store/gift shop, an ice cream/espresso window, and a lake view dining experience.

Employee Mail: (employee name), Employee
1 Fish Creek Road
PO Box 69
West Glacier, MT 59936

Contact Numbers: Office – 406-888-5361 Dormitory – 406-888-9858

Glacier Village Café: Located on US Hwy 2 East in the dramatically landscaped East Glacier Park area. The Glacier Village Café has been operating as a restaurant in the same location for over 50 years. Glacier Village Café operates a restaurant, gift shop, coffee bar and ice cream shop, and a banquet room for up to 70 people.

Employee Mail: (employee name), Employee
PO Box 443
East Glacier Park, MT 59434

Contact Number: Office – 406-226-4464

Traveling to your Employment Site

The easiest way to travel to Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Café, is by flying into the United States to either Chicago, IL or Seattle, WA. Once you arrive by plane, you will then travel via Amtrak to one of our three locations.

From Seattle:

Eddies: Amtrak Empire Builder #8 to WGL. Arrives at 7:40 am

Izaak Walton Inn: Amtrak Empire Builder #8 to ESM. Arrives at 8:55 am

Glacier Village Café: Amtrak Empire Builder #8 to GPK. Arrives 9:45 am

From Chicago:

Glacier Village Café: Amtrak Empire Builder #7 to GPK. Arrives 6:30 pm

Izaak Walton Inn: Amtrak Empire Builder #7 to ESM. Arrives 7:40 pm

Eddie's Café and Mercantile: Amtrak Empire Builder #7 to WGL. Arrives 8:38 pm

The closest airport is in Kalispell, Montana, up to 90 miles away from your job site. ***We do not pick up or transport employees to the airport.*** If you decide you want to fly into (FCA) Glacier Park International, you will need to arrange for a taxi to drive you from the airport to your job location. Rates start at \$45 to Eddie's in West Glacier, up to \$90 to Izaak Walton Inn in Essex, and over \$100 to Glacier Village Café at East Glacier.

Remember, we do pick up at the train stations for free. Notify us as soon as you know your arrival method and date by e-mailing the information to will@izaakwaltoninn.com

When packing your suitcases please keep the following in mind: All three locations are miles away from a large town and chain stores. The following is a list of items you will need to facilitate your employment. The weather can be very warm and very cold.

Necessary Items to pack in your Suitcase:

Black or khaki work pants. Spandex pants/leggings are not acceptable. Denim of any color is not acceptable. If you are uncertain what will be acceptable attire for your position, please email humanresources@izaakwaltoninn.com prior to your arrival for more information.

Black closed-toe non-slip shoe

Pillow

Blanket and sheets or sleeping bag for use on a twin bed

Coat

Hiking Boots or other hiking shoes

Swim Suit

Medicine/ Medications

Warm clothes for cold weather

Cool clothes for hot weather

Hair ties for women with hair longer than shoulder length

Luxury Items to bring if you can

Camera

Laptop computer

Pictures of family and friends

Binoculars

Favorite candy from home

Music player

Travel guides or other information

Mom's recipes since you will be doing your own cooking

Anything else you can think of that you will need or want

Items We Provide

Uniform Polo Shirts

Aprons

Cooking Utensils

Dishes

EMPLOYEE HANDBOOK

The owners and management of the Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe welcome you to our properties. The purpose of this handbook is to inform you of the policies, regulations, and standards of the businesses. It is every employee's responsibility to read, understand, and follow the rules and policies described herein. The management of the Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe reserve the right to determine, at its discretion, what conduct is considered appropriate and to apply discipline for employee misconduct.

This employee handbook has been prepared to help familiarize new employees with some of our guidelines, policies and procedures. It also outlines many of the benefits and services provided to you as an employee. This handbook does not include all Company guidelines, policies and procedures. Should you have any questions, please discuss them with your Location Manager.

Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe reserve the right to revise the policies, programs and benefit plans at any time, without advance notice. Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe also reserve the right to make individual exceptions to these policies and procedures. Any exception granted by Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe is not intended to prevent and does not restrict its right to insist on adherence to the policy or practice in the future. Violation of any of Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Café policies and/or procedures may result in disciplinary action up to and including termination.

EMPLOYMENT STATUS

The policies and procedures presented in this handbook are in no way to be interpreted or construed as a contract of employment or guarantees of continued employment for any specific period of time. No verbal communication or written document will provide such a contract, assurance, or guarantee unless specified in writing and signed by a Company official who is authorized to enter into such agreement.

Your compensation, hours of employment, and all other terms and conditions of employment are subject to modification by Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe at its discretion. This information is confidential and should **never** be discussed with another employee.

We recognize that you have voluntarily joined Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe, your employment is "at will", and that you are free to discontinue your employment at any time and for any reason. Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe reserve a similar right. Therefore, you and Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe have the right to terminate your employment at any time, with or without advance notice and with or without cause.

An Employee providing false, incomplete or misleading information on the employment application or at any time in the employment process will be subject to immediate dismissal.

EVALUATION PERIOD

The first sixty days of employment are considered an evaluation period. During this time a manager will continuously evaluate the employee's performance, attendance, attitude, and conduct to determine compatibility with the requirements of the position. Should an employee's performance, attendance,

attitude, or conduct not meet the standards, they will be released from employment. Release or voluntary resignation during this period will not have an adverse effect on an employee's records.

II. 1. STANDARDS OF CONDUCT FOR ALL EMPLOYEES

Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe are committed to conducting their business affairs honestly and with integrity. This commitment applies to our relationships with competitors, customers, vendors, and employees. Each employee must maintain the highest standards of personal and professional ethics. These rules, practices, and policies concerning conduct and behavior ("Standards") are instrumental to the continued success of Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe.

An employee should not conduct business that is not in the full spirit of honest and ethical behavior, nor should an employee cause another employee, or non-employee, to act or behave in such a manner, either through inducement, suggestion, or coercion. Furthermore, an employee should not furnish Company, employee or competitor information to any individual, business or entity without first consulting with and acquiring the approval of their manager.

Each employee is expected to report dishonest activities by other employees to their manager. Failure to report such activities is considered a violation of the Standards. Knowingly submitting false information is also considered a violation of the Standards.

Initiating or encouraging reprisal action against an employee or other person who, in good faith, reports known or suspected Standards violations is prohibited.

In the event management becomes aware of any Handbook violations by staff, Managers will report the occurrence to the Regional Director as soon as possible. Management is to adhere to handbook policies. They are to read the handbook and agree to adhere to all guidelines set forth in the handbook.

II. 2. EMPLOYEE CONDUCT AND WORK PERFORMANCE

Employees are expected to conduct themselves in a professional manner at all times; demonstrating a positive attitude, respect for co-workers, and our customers and their property.

The following guidelines have been developed to communicate the Standards of Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe. Each employee is expected to:

- Report to work punctually, and leave as scheduled, and be at the assigned work station, ready for work, at the assigned starting time;
- Notify the appropriate manager ASAP when unable to report to work, or unable to report for work on time;
- Actively work during all work hours;
- Comply with all performance/conduct and safety/security policies and procedures;
- Wear appropriate business attire/uniform for and in accordance with the work being performed (i.e. Health Department compliant: no open-toed shoes, no unclean body parts or odors etc);
- Perform assigned tasks efficiently and correctly;
- Address fellow employees, customers and visitors in a professional, courteous and respectful manner;
- Maintain work place and work area cleanliness;
- Refrain from behavior or conduct deemed offensive or undesirable;

- Obtain approval from a manager before removing any Company property for Company or personal use.

The following definitions and classifications are examples of violations for which corrective counseling or other disciplinary action may be taken.

Examples of performance issues include, but are not limited to:

- Excessive absenteeism, tardiness or failure to come to work; or failure to leave on time;
- Failure to meet performance and work quality standards;
- Abusive or unauthorized use of Company supplies and equipment;
- Failure to adhere to safety/security regulations, procedures and policies;
- Reckless driving, including speeding, while operating company vehicles;
- Unauthorized use of company vehicles;
- Failure to immediately report an accident or job-related injury.
- Habitual failure to clock in or out.

Examples of inappropriate behavior and misconduct include, but are not limited to:

- Reporting to work intoxicated / under the influence of alcohol or non-prescribed drugs;
- Possession or use of alcoholic beverages on Company property outside the guidance of management;
- Consumption of alcoholic beverages while engaged in Company business or while in Company uniform, except where authorized;
- Falsifying employment or any other Company records;
- Submitting a fraudulent injury claim;
- Failure to maintain the confidentiality of Company information or business records;
- Discrimination; refer to III.3
- Harassment, sexual or otherwise;
- Solicitation of outside work from customers;
- Fighting or otherwise physically assaulting another employee, customer or vendor;
- Use of obscene, abusive, or threatening language and/or gestures;
- Theft or misappropriation of property from co-workers, customers, Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe or visitors of Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe;
- Misuse, abuse, or destruction of Company property;
- Possession, sale, or use of firearms or other weapons on Company premises or while on Company business;
- Refusal to follow management's directions or instructions concerning any job-related function;
- Insubordination;
- Deliberate concealment of another employee's misconduct;
- Posting, removing or defacing notices, signs or writings on Company property without proper permission;
- Embezzlement/theft of any money or property belonging to Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe;
- Smoking or eating in unapproved areas or during unauthorized breaks.

- Unauthorized operation, repair or attempt to repair machines, tools or equipment.
- Failure to report safety hazards, equipment defects, accidents or injuries immediately to management.
- Violation of or failure to adhere to the rules of operation or conduct established by Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe;
- Any behavior or practice, whether or not mentioned in this Handbook, inconsistent with the ordinary and reasonable conduct necessary for a productive work atmosphere.

II. 3. AVAILABILITY FOR WORK

Employees are hired, in part, based on their availability to work. If, for any reason, there is a change in an employee's availability, Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe should be notified in writing at least ten days prior to the change. Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe will make a reasonable attempt to modify the employee's work schedule.

II. 4. ABSENTEEISM AND PUNCTUALITY

Employees must notify the proper management personnel when they will be absent from or late to work. In the event of an unexpected emergency, management should be notified as early as possible.

Calls from individuals other than the employee will not be accepted as appropriate notice unless approved by management.

II. 5. PERSONAL APPEARANCE

Employees are expected to dress appropriately for their position and work environment. If you have any questions concerning appropriate attire, contact your manager.

The following guidelines are intended to assist the employee in meeting Company standards for cleanliness and personal appearance:

- All employees are required to maintain the highest standards relating to both personal and oral hygiene including regular bathing, use of deodorant, clean hands and fingernails.
- A clean-shaven appearance is required. Established facial hair is permissible in the form of a mustache, closely groomed beard and sideburns.
- Jewelry is permissible when it will not interfere with your safety or job performance.

- Because of frequent contact with customers, personal items such as pins, badges, emblems or buttons may not be worn on uniforms or work attire during business hours unless they are Company issued.
- The use of colognes for both men and women, and cosmetics for women (including hair coloring, nail polish, face makeup) should be subtle and in good taste.

If you have any questions about these standards or difficulty in meeting them, you are encouraged to discuss your concerns with your supervisor.

II. 6. NEATNESS OF WORK AREA

It is Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe's policy to keep all areas of the business neat, clean and professional in appearance.

Each employee is responsible for keeping his/her personal work area clean and uncluttered.

Inappropriate or distasteful pictures, posters, or calendars are not permitted on Company property.

II. 7. COMMUNICATION - PROBLEM RESOLUTION

The cornerstone of effective communication is the employee-supervisor relationship. If an employee has a problem or concern, he or she should discuss it with their immediate supervisor.

If, after discussing the problem or concern with the supervisor, the employee feels that their problem or concern was not properly addressed, they should contact their Location Manager.

II. 8. EMPLOYEE RELATIONS

Having complete confidence in its management staff and employees, Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe is confident that any issues that arise in the work place will be handled fairly and professionally without the intervention of outside parties.

Management personnel are not obligated to, and will not, discuss with an outside party any matter or issue between Izaak Walton Inn, Eddie's Café and Mercantile, or Glacier Village Cafe and an employee.

II. 9. DISCIPLINARY GUIDELINES

An employee's failure to follow these rules, practices, policies, guidelines, or other Company standards or policies not specifically mentioned in this Handbook will result in disciplinary action. Any action taken will be at the sole discretion of Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe. Disciplinary action options include informal or verbal counseling, written counseling, suspension, and termination of employment.

II. 10. USE OF COMPANY VEHICLES

All Company vehicles are to be used for Company business only. Company vehicles may only be used by staff listed and approved by corporate management.

Employees using their personal vehicle for Company business will be reimbursed at the mileage rate specified by the IRS for that year. Employees should use their personal vehicle for Company business only when a company vehicle is not available and with specific permission from the RDO.

No staff member will use a manager's personal vehicle at any time.

Only authorized staff are able to use the company vehicles, including the mule, tractors, etc. The Regional Director of Operations (RDO) will provide a list of authorized employees.

Managers will not take staff off site without authorization from the RDO. If permission is granted, they must return no later than 9:00 PM.

II. 11. CONFLICTS OF INTEREST

A conflict of interest exists when an employee engages in any activity that may compromise him/her, another employee, Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe or Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe's relationship with a customer, vendor, or competitor. Potential conflicts of interest with a customer, vendor, or competitor may include soliciting business for personal gain, accepting gifts other than those of nominal value, requesting favors, discounts, or services.

Employees are required to disclose any potential conflicts of interest. Failure to disclose a potential conflict of interest or engaging in a practice determined to be a conflict of interest may result in disciplinary action up to and including termination.

II. 12. CONFIDENTIALITY OF COMPANY INFORMATION

Safeguarding Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe's confidential information, including systems, software, procedures and technology is essential. Caution and discretion are required in the use of such information. Confidential information should be shared only with those at Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe that have a legitimate business need to know.

Confidential information obtained as a result of employment with Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe is not to be used for personal gain. Unauthorized use or disclosure of confidential information can result in civil and/or criminal penalties, for both the employee and Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe.

Inquiries regarding current or former employees should be referred to the Location Manager.

II. 12. (a) Employee Use of Social Media Websites

The Facebook logo, consisting of the word "facebook" in white lowercase letters on a dark grey rectangular background.

While **IZAAK WALTON INN, EDDIE'S CAFÉ AND MERCANTILE, AND GLACIER VILLAGE CAFE** encourage their employees to enjoy and make good use of their off-duty time, certain activities on the part of employees may become a problem if they have the effect of impairing the work of any employee. Harassing, demeaning, or creating a hostile working environment for any employee; disrupting the smooth and orderly flow of work within the company; directly or indirectly disclosing confidential or proprietary information; or harming the goodwill and reputation of **IZAAK WALTON INN, EDDIE'S CAFÉ AND MERCANTILE, AND GLACIER VILLAGE CAFE** among its customers or in the community at large will not be tolerated. In the area of social media (print, broadcast, digital, and online), employees may use such media in any way they choose as long as such use does not produce the adverse consequences noted above. For this reason, **IZAAK WALTON INN, EDDIE'S CAFÉ AND MERCANTILE, AND GLACIER VILLAGE CAFE** reminds its employees that the following guidelines apply in their use of social media, both on and off duty:

1. If an employee publishes any personal information about themselves, another employee of **IZAAK WALTON INN, EDDIE'S CAFÉ AND MERCANTILE, OR GLACIER VILLAGE CAFE**, a client, or a customer in any public medium (print, broadcast, digital, or online) that:
 - a. has the potential or effect of involving the employee, their co-workers, or **IZAAK WALTON INN, EDDIE'S CAFÉ AND MERCANTILE, OR GLACIER VILLAGE CAFE** in any kind of dispute or conflict with other employees or third parties;
 - b. interferes with the work of any employee;
 - c. creates a harassing, demeaning, or hostile working environment for any employee;
 - d. disrupts the smooth and orderly flow of work within the office, or the delivery of services to the company's clients or customers;
 - e. harms the goodwill and reputation of **IZAAK WALTON INN, EDDIE'S CAFÉ AND MERCANTILE, OR GLACIER VILLAGE CAFE** among its customers or in the community at large;

- f. tends to place in doubt the reliability, trustworthiness, or sound judgment of the person who is the subject of the information; or
- g. reveals proprietary information or IZAAK WALTON INN, EDDIE'S CAFÉ AND MERCANTILE, OR GLACIER VILLAGE CAFE trade secrets;

The employee(s) responsible for such problems will be subject to counseling and/or disciplinary action, up to and potentially including termination of employment, depending upon the circumstances.

2. No employee of IZAAK WALTON INN, EDDIE'S CAFÉ AND MERCANTILE, AND GLACIER VILLAGE CAFE may use company equipment or facilities for furtherance of non-work-related activities or relationships without the express advance permission of Regional Director of Operations.
3. Employees who conduct themselves in such a way that their actions and relationships with each other could become the object of gossip among others in the office, or cause unfavorable publicity for IZAAK WALTON INN, EDDIE'S CAFÉ AND MERCANTILE, OR GLACIER VILLAGE CAFE in the community, should be concerned that their conduct may be inconsistent with one or more of the above guidelines. In such a situation, the employees involved should request guidance from the Regional Director of Operations to discuss the possibility of a resolution that would avoid such problems. Depending upon the circumstances, failure to seek such guidance may be considered evidence of intent to conceal a violation of the policy and to hinder an investigation into the matter.
4. Should you decide to create a personal blog, be sure to provide a clear disclaimer that the views expressed in the blog are the author's alone, and do not represent the views of IZAAK WALTON INN, EDDIE'S CAFÉ AND MERCANTILE, AND GLACIER VILLAGE CAFE'S.
5. All information published on any employee blog(s) should comply with IZAAK WALTON INN, EDDIE'S CAFÉ AND MERCANTILE, AND GLACIER VILLAGE CAFE'S confidentiality and disclosure of proprietary data policies. This also applies to comments posted on other social networking sites, blogs and forums.

6. Be respectful to IZAAK WALTON INN, EDDIE'S CAFÉ AND MERCANTILE, AND GLACIER VILLAGE CAFE, co-workers, customers, clients, partners and competitors, and be mindful of your physical safety when posting information about yourself or others on any forum. Describing intimate details of your personal and social life, or providing information about your detailed comings and goings might be interpreted as an invitation for further communication--or even stalking and harassment that could prove dangerous to your physical safety.
7. Social media activities should never interfere with work commitments.
8. Your online presence can reflect on IZAAK WALTON INN, EDDIE'S CAFÉ AND MERCANTILE, AND GLACIER VILLAGE CAFE. Be aware that your comments, posts, or actions captured via digital or film images can affect the image of IZAAK WALTON INN, EDDIE'S CAFÉ AND MERCANTILE, AND GLACIER VILLAGE CAFE.
9. Do not discuss company clients, customers or partners without their express consent to do so.
10. Do not ignore copyright laws, and cite or reference sources accurately. Remember that the prohibition against plagiarism applies online.
11. Do not use any IZAAK WALTON INN, EDDIE'S CAFÉ AND MERCANTILE, AND GLACIER VILLAGE CAFE logos or trademarks without written consent. The absence of explicit reference to a particular site does not limit the extent of the application of this policy. If no policy or guideline exists, IZAAK WALTON INN, EDDIE'S CAFÉ AND MERCANTILE, AND GLACIER VILLAGE CAFE employees should use their professional judgment and follow the most prudent course of action. If you are uncertain, consult your supervisor or manager before proceeding.

II. 13. SAFETY

Great care has been taken to provide a safe workplace, including monitoring and complying with both federal and state laws and regulations.

Specific safety and health rules will be posted. All employees are required to be familiar with Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe's safety rules and/or policies. Each employee is responsible for remaining aware of and following safe working practices/procedures. Failure to follow safety and health rules may result in disciplinary action up to and including termination.

A brief review of these guidelines:

- Report any unsafe conditions or practices immediately to your supervisor;
- Report all personal injuries to your supervisor immediately;
- Alert your supervisor if you become sick while at work;
- Employees are required to keep their work area clean and free from hazard;
- Never remove guards or safety devices from equipment. Report any broken or missing devices immediately;
- Smoking is prohibited except in designated areas.

II. 14. VIOLENCE AND WEAPONS POLICY

Any and all acts or threats of violence by or against any Company employee, customer, vendor, or other visitor to Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe's facilities are strictly prohibited. This policy applies to all Company employees whether on or off Company property.

Possession or use of any and all weapons, including but not limited to, knives, handguns and martial arts weapons, regardless of licensure or concealment, is prohibited on Company property. The exceptions to this policy: contracted, licensed security officers and law enforcement officers.

Company employees are prohibited from possessing or using a weapon of any type while conducting off-site business on behalf of Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe.

II. 15. ILLEGAL ACTIVITIES

Any activity that is illegal under state or federal law may result in immediate dismissal, without prior warning. Examples include, but are not limited to, violence of any sort, possession or use of illegal drugs, providing alcohol to underage people, and disturbing the peace.

II. 16. WORKPLACE MONITORING AND SEARCHES

Company property, including but not limited to, desks, lockers, computers, files, e-mail, toolboxes and other property owned or operated by Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier

Village Cafe is subject to monitoring, interception and review. Reasons for monitoring, interception and review include, but are not limited to, theft investigation, improper disclosure of confidential or proprietary information, personal abuse or monitoring workflow and productivity.

Computers, e-mail and other communications systems are to be used for business purposes only.

Any attempt to gain access to restricted files by use of unauthorized codes or passwords is prohibited and will subject the employee to disciplinary action up to and including termination.

Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe retain the right to conduct searches of Company property at any time. A search of Company property is not an allegation or accusation of criminal conduct.

Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe also retain the right to search any locked or secured areas on the premises. This includes the use of computer pass codes, which must be available to Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe at all times.

When Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe determine the safety of individuals or Company property may be at risk, Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe may, at their sole discretion, conduct unannounced searches of Company property as well as an employee's personal property on Company premises. These searches may include Company lockers and housing. Employees are expected to cooperate when searches are conducted. Searches may occur at any time.

SURVEILLANCE NOTICE

Please be aware the premises of the Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe are or may be monitored with video and/or sound surveillance equipment. While the general purpose of the equipment is to ensure the safety of the premises during hours when the Business is closed and to gauge the need for more staff when it is busy, it may be used to ensure the safety of employees working either very early or very late or to ensure the contents of the properties are secure.

II. 17. SUBSTANCE ABUSE

Each employee is required to perform his/her duties unimpaired by any legal or illegal substance. Substance abuse includes the possession, use, purchase, manufacture or sale of drugs and/or alcohol on company property. Substance abuse also includes reporting to work or operating a company-owned, leased or rented vehicle under the influence of drugs or alcohol. Violation of this policy will result in disciplinary action up to and including termination.

Any employee reporting to work impaired will not be allowed to work and will be subject to drug and/or alcohol testing.

Legally prescribed medications/drugs may be taken during working hours. Employees should notify their supervisors if the use of prescribed medications/drugs might affect their performance. Abuse of prescription medications/drugs will not be tolerated.

Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe may conduct pre-employment screening examinations designed to prevent the hiring of individuals who use illegal drugs.

In certain jobs or positions, an employee's use of alcohol and/or drugs can pose a significant risk to the safety of the employee, co-workers or Company property. As a condition of employment, applicants for these designated positions will be required to take a pre-employment physical, including a test for the presence of illegal drugs or alcohol. Refusal to submit to the test within the time specified may result in termination of the application process.

Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe will also conduct drug and alcohol testing if and when there is reasonable cause to suspect an employee is under the influence of drugs and/or alcohol while on Company property. An employee's refusal to submit to the test at the time requested may result in disciplinary action up to and including termination.

Any employee involved in a work-related accident may, at Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe's discretion, be required to consent and submit to a drug and/or alcohol test(s) immediately thereafter, but in no case later than thirty-two (32) hours after the accident. If, due to injuries, the employee cannot submit to testing within the prescribed time, the employee will provide Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe with necessary authorization required to obtain hospital reports and other documents that would indicate the presence or non-presence of any drugs and/or alcohol in the employee's system at the time of the accident.

Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe may report information with regards to possession, distribution or use of illegal drugs to law enforcement officials. Also, any suspect substances found during a search of Company property or an employee's personal property on Company premises may be turned over to law enforcement officials. Employees convicted of drug or alcohol involvement may be considered to be in violation of Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe Substance Abuse Policy.

Company-, customer-, or supplier-sponsored activities which may include the service of alcoholic beverages are not included in this policy. However, all employees are viewed as representatives of Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe, whether at work or participating in these events. Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe expects that such consumption will be in moderation so as not to reflect negatively on Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe's professional reputation or expose Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe to undue legal liability. An employee should not operate a motor vehicle or otherwise engage in any hazardous activity if the alcohol consumed would impair their ability to safely perform those functions.

There will be no alcohol possession allowed for underage employees. There will be zero tolerance for the supply of alcohol for underage employees. Alcohol consumption by employees that are of legal age must always be in moderation. Inappropriate behavior will not be tolerated and onsite consumption of alcohol is subject to limits and restrictions imposed by the Employee Alcohol Policy.

II. 18. SOLICITATION AND CONTRIBUTIONS

Solicitation and distribution of materials on Company premises is prohibited without the prior approval of management. Employees may request permission to solicit other employees during non-working

hours and in non-working areas of Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe.

Any request to solicit or sell on Company premises must be referred to your Location Manager for approval prior to solicitation. Management may designate a time and area in which solicitation may occur.

The placement by employees of tip jars and signs soliciting tips must be approved by the location manager. Approved signs must be tasteful and must not show the business in a negative light.

II. 19. COMPANY PROPERTY

All desks, file cabinets, computers, furniture, etc. are the property of Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe and must be accessible to management at all times. The use of personal locks on Company offices, furniture, file cabinets or other property is not permitted.

Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe assumes no liability for personal property including electronic equipment, tools, toolboxes, etc. brought onto Company premises or parking lots.

II. 20. OFFICE EQUIPMENT

Fax machines, copiers, computers, and other office equipment are for Company business use only and should not be removed from the premises without the expressed consent of Izaak Walton Inn, Eddie's Gifts and Grocery, and Glacier Village Cafe.

II. 21. TOOLS AND EQUIPMENT

Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe provide specialized equipment when needed. Much of this equipment is designed to perform a specific task easier and faster than it could be done manually. This equipment should only be used for the purpose designed.

Any employee abusing Company tools and equipment will be subject to disciplinary action, up to and including termination.

If purposeful abuse or negligence causes the destruction of company property, management reserves the right to take disciplinary actions up to and including termination. Willful destruction of company property will result in an employee's dismissal.

II. 22. MANDATORY MEETINGS

Employees are required to attend periodic employee meetings. These meetings are held to discuss team performance, policies, procedures, new products, events, promotions, etc.

II. 23. PERSONAL TELEPHONE CALLS

Personal cell phones are included in the rules set here forth.

We must maintain communications with our customers and business associates. Since the telephone is our primary method of communication, it is necessary to limit its use to Company business only. Accordingly, the telephones should not be used for personal telephone calls except in cases of emergency.

Except in the case of an emergency, employees are asked to discourage friends and relatives from calling them at work. Personal phone calls should be made during lunch or break periods. This includes use of the employee's own cell phone.

Employees must receive prior approval before making a personal long distance call on Company telephones. Personal long-distance calls should be collect or charged to the employee's personal credit card.

II. 24. PERSONAL MAIL

Please refer to the History and Contact information at the beginning of this handbook.

Company stationary should not be used for personal correspondence. Any communication sent out on Company stationery must be official Company business.

II. 25. SEVERE WEATHER

Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe will be open for business on all regularly scheduled days, regardless of weather conditions. Every attempt should be made to report to work if weather conditions permit. Employees should notify their manager as soon as possible if they will be absent from or late for work. Your manager may approve late arrivals or early departures if it is determined that you made an effort to report to work for a full day.

II. 26. SUGGESTIONS

Employees are encouraged to submit suggestions concerning quality, working conditions, procedures, sales, marketing, and policies.

III. EMPLOYMENT

III. 1. ORIENTATION

The location manager will conduct an orientation with each employee when they arrive at their location.

New employees will be required to provide documentation of identity and employment eligibility in accordance with federal law. The 1-9 form is to be used for this purpose.

New employees will receive a copy of the employee handbook to review on or prior to their first day of employment. They will be given the opportunity to read the entire handbook and once completed, is required to sign the acknowledgment of understanding form. The signed acknowledgment of understanding form will be placed in their personnel folder.

III. 2. EQUAL EMPLOYMENT OPPORTUNITY

Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe are equal opportunity employers and are committed to equal opportunity without regard to race, religion, color, sex, age, national origin, citizenship, disability, or any other basis of discrimination prohibited by applicable local, state, or federal law.

In addition to compliance with federal EEO statutes, Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe comply with applicable state and local laws governing nondiscrimination. This policy applies to all terms and conditions of employment, including but not limited to the following:

- Recruitment, hiring, placement, transfer, promotion, and demotion;
- Training, development, and educational assistance;
- Compensation and benefits;
- Educational, social, and recreational programs;
- Discipline;
- Termination of employment.

Employment decisions, subject to the legitimate business requirements of Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe, are based solely on the individual's qualifications, merit, behavior, and performance.

III. 3. NON-FRATERNIZATION POLICY

All employees must be careful that their off-duty activities do not negatively impact their job performance, and as a consequence, negatively affect the company's operations. Do not engage in behavior outside of work that will make it difficult to interact with your co-workers in a polite, professional manner.

A relationship between a supervisor and subordinate usually gives the appearance of favoritism. This is likely to lower morale, not because of the relationship itself, but because of the perception of inequality.

It is company policy to discourage romantic and sexual relationships between supervisors and employees. Romantic and sexual liaisons between management and hourly employees are not permitted during working hours and on company property, including in company housing.

If a romantic or sexual relationship between a manager and hourly employee develops, the two employees will not be permitted to continue working together. The manager needs to notify the owner and/or senior manager as soon as practicable. One of the affected employees may be transferred to another position, as determined by senior management, if another available job exists. If no suitable vacancy exists, one of the employees may be terminated.

All employees should also remember that the company maintains a strict policy against unlawful harassment of any kind, including sexual harassment. The company will vigorously enforce this policy consistent with all applicable federal, state, and local laws.

III. 4. HARASSMENT

Harassment is conduct focused on a person or group of persons including, but not limited to: physical or verbal abuse, unwelcome activity of a sexual nature, and retaliation; as well as any behavior or action which interferes with an individual's ability to perform assignments or which creates a hostile or intimidating work environment.

The following, though not all-inclusive, is a list of various types of harassment.

1. Verbal Abuse - any language that degrades or berates others, including, but not limited to, racial, religious, or sexual comments, jokes, sexual innuendoes, or threats of any kind.
2. Physical Abuse - includes touching, hitting, slamming, throwing, kicking, or threatening another person, including restraining by force or blocking the path of another.
3. Interference or Hostile Environment - any behavior or action which interferes with an employee's ability to perform work assignments or which results in or creates a hostile or intimidating work environment.
4. Sexual Harassment - includes, but is not limited to, sexual advances, requests for sexual acts or favors and other physical conduct of a sexual nature when:
 - (a) Submission to such conduct is made either explicitly or implied as a term or condition of an individual's employment;
 - (b) Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting the individual; or
 - (c) Such conduct is severe and pervasive, and has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.
5. Retaliation - any adverse action or threat of adverse action taken or made because an individual has exercised or attempted to exercise any rights under state or federal employment laws or under the policies of Izaak Walton Inn, Eddie's Gifts and Grocery, and Glacier Village Cafe. Retaliation includes, but is not limited to:

- (a) Verbal abuse;
- (b) Threats of withholding or withdrawal of pay, promotions, training or other employment opportunities.

In addition to the above forms of harassment, any behavior or action which interferes with an individual's ability to perform job duties or which results in or creates a hostile or intimidating work environment is considered harassment.

Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe will not tolerate the discrimination or harassment of employees and/or applicants. Comments, conduct, off-color jokes and innuendoes that may be perceived as offensive or harassing are strictly prohibited and will not be tolerated.

In addition, Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe will not tolerate the harassment of Company personnel by non-Company personnel on Company premises. Non-Company personnel include, but are not limited to, customers, vendors, guests and regulators.

Any employee who feels he/she is the victim of discrimination or harassment has a responsibility to report this to the Location Manager or other managerial personnel. Reporting of the incident should be made verbally or in writing to the Location Manager or the employee's direct supervisor immediately. A written complaint should include the specific nature of the incident, date and place of incident, names of all parties involved as well as a detailed report of all pertinent facts. Complaints of harassment will be promptly and carefully investigated. Investigations will include interviews with all relevant persons, including the accused and other potential witnesses.

Any employee, who, in good faith, files a complaint of harassment will be free from any and all reprisal or retaliation as a result of filing the complaint. Investigators will make every effort to strike a balance between the parties' desires for privacy and the need to conduct a fair and effective investigation.

Engagement in behavior deemed harassment shall subject an employee to disciplinary action up to and including termination. Likewise, there will be disciplinary measures if in fact it is determined that the incident and thus the accusation were fabricated.

III. 5. CRIMINAL CONVICTIONS

Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe reserves the right not to employ or retain in employment anyone convicted of a criminal offense involving dishonesty or breach of trust. The Company reserves the right to conduct pre-employment background checks. Violence, breach of trust, and serious driving offenses may cause an offer of employment to be rescinded.

Conviction of a crime will not automatically result in a rejection of employment. All relevant circumstances, such as length of time and the crime involved will be considered in relation to specific job requirements.

III. 6. PERSONNEL FILE

The information contained in personnel files is considered confidential information. No information will be placed in an employee's personnel file unless there is a clear business reason to do so.

Due to the confidential nature of personnel files, the Location Manager is responsible for controlling all access to them. Personnel files are not to be copied or removed from the premises.

An employee may review his/her personnel file in the presence of the Location Manager during normal business hours. Under no circumstances may an employee alter or remove any document in the file.

It is the sole responsibility of each employee to inform Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe of any changes in personal status that may alter his/her payroll or benefits status. Such information includes, but is not limited to:

- Last Name
- Address
- Emergency Contact
- Marital Status
- Telephone Number
- Gain or Loss of Dependents
- Beneficiaries
- W-4 Deductions

III. 7. EMPLOYMENT REFERENCES

Information concerning former or current employees is considered confidential. All mail and telephone inquiries are to be directed to the Location Manager. Employees are strictly prohibited from providing any information regarding former or current employees.

Information released by Locations will include dates of employment, position(s) held, and whether or not they are eligible for re-hire.

III. 8. EMPLOYMENT OF RELATIVES

Family members (relatives) of current employees may be considered for employment if:

- The applicant meets the requirements of the position and successfully completes the application process; and
- The hiring of the applicant will not create an actual or perceived conflict of interest.

If the hiring of an employee's family member (relative) creates an actual or perceived conflict of interest, one of the employees may be requested to transfer to another position, if an available job exists. If no suitable vacancy exists, one of the employees may be terminated.

Relatives will not be employed in positions in which actual or perceived conflicts of interest would be created.

On occasions when the relationship occurs after employment, management will determine the disposition of the affected employees. In situations such as described above, employees may be requested to transfer to other positions, if available jobs exist. As previously stated, if no suitable vacancy exists, one of the employees may be terminated.

III. 9. OUTSIDE EMPLOYMENT

Outside employment, which interferes with an employee's productivity may result in a conflict of interest and should be avoided. An employee should notify their immediate supervisor if any outside employment is obtained.

Employees should carefully consider the demands of any additional work activity. Outside employment will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel, refusal to work overtime or refusal to work different shifts.

Performing services for customers during non-working time that are normally performed by Company personnel during working hours is strictly prohibited.

Employees are not to conduct any outside business during paid working time.

III. 10. REHIRING FORMER EMPLOYEES

Applications received from former employees will be processed according to the same procedures and given the same consideration afforded all other applicants. Prior performance records and circumstances surrounding prior termination will be considered.

Any employee that leaves/left Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe without providing sufficient notice (14 days) or is/was discharged by Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe for reasons of performance or misconduct will not be considered for rehire.

IV. COMPENSATION

IV. 1. EMPLOYMENT CLASSIFICATION

Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe categorizes all employees with respect to position and federal / state regulations. Summary definitions are:

- Exempt Employee - any salaried executive, administrative, professional, or contracted position. These employees are exempt from both the minimum wage and overtime provisions of FLSA.
- Nonexempt Employee - any salaried or hourly employee who is not exempt from the minimum wage or overtime provisions of FLSA.
- Salaried Employee - employee whose wages are computed on an annual basis.
- Hourly Employee - employee whose wages are computed on an hourly basis.

Employees are also classified as one of the following three:

- Full-time - any employee who is regularly scheduled to work 32 or more hours per week. Full-time employees are eligible for all standard Company benefits.
- Part-time - any employee who is scheduled to work less than 32 hours per week. Part-time employees are not eligible for standard Company benefits.
- Temporary (Seasonal) - any employee scheduled to fill a temporary job assignment that has a predetermined beginning and ending date. Temporary employees are not eligible for standard Company benefits

IV. 2. HOURS OF WORK

Because our businesses operate seven days a week, at least two shifts a day during the summer, scheduling work shifts is a complicated operation. Employees need to be scheduled in a fair manner; the business needs to keep its labor costs reasonable; overtime is to be minimized.

The work week runs from midnight Saturday night until midnight the following Saturday. A schedule of hours for each location, for both managers and hourly employees, will be prepared and released every Thursday.

Any variation from that schedule must be documented in writing and approved in advance by the Location Manager (in the case of hourly employees) or the Regional Director (in the case of salaried employees).

The expectation is that hourly employees work between 30 and 40 hours per week. Employees must be available for the work hours printed on the schedule approved by management. Not being available for the scheduled hours can be grounds for termination.

If you are ill, please do not report for work. It is hazardous to both your fellow employees and to our customers for people with contagious illnesses to be in the workplace. In the restaurants, it is an even more serious health hazard. **In case of illness, please notify your manager at least two hours prior to the start of your shift,** and they will make arrangements to replace you for that shift.

Salaried personnel are expected to work five days per week on the days and hours which are specified for them on the printed schedule. If salaried employees do not or cannot be present at work during their scheduled hours, they must get approval for that absence. They must then send the signed document or emailed approval to the company's administrative office for retention in their personnel files. Time taken off in excess of two days per work week must be either counted against a manager's paid time off, or taken as unpaid time off.

If a manager has a personal emergency or becomes ill, they need to notify the Regional Director as soon as they realize that they will not be able to work their scheduled shift. If the Regional Director cannot be reached within thirty minutes, notify the owner. Written documentation of the absence needs to be sent to the company's administrative office.

IV. 3. BREAKS

Employees working more than four (4) consecutive hours are provided a break when time permits, depending upon the workflow at the location. Break periods are not compensated time and each employee must clock out when going on break. Direct supervisors will determine employee break periods.

Breaks must be on a staggered sequence to insure an acceptable level of customer service at all times. Breaks for meals or snacks are not to be taken at customer tables. They should be taken in the designated area assigned at each location. All breaks should be cleared with the immediate supervisor.

IV. 4. Time Clock Procedures

You should arrive at the facility 10 to 15 minutes before you are scheduled to start work. Notify the Manager on duty that you have arrived for your shift. You may clock in within 5 minutes of the start of your shift. All hourly employees are given an employee ID number to clock in and out on the Location's timekeeping system.

Tampering, altering, or falsifying time records or recording time on another employee's ID number is not allowed and may result in disciplinary action, up to and including termination.

IV. 5. OVERTIME

Employees are expected to work overtime when the need arises. Nonexempt employees will be paid time and one-half (1½) for work time that exceeds 40 hours during a scheduled workweek. Overtime expressly refers to more than 40 hours worked in a 7 day workweek. Exempt employees (management) are not eligible for overtime.

Holidays, sick leave, and vacations are not considered time worked for the calculation of overtime pay.

IV. 6. SALARY AND WAGE INCREASES

Salary and wage increases are granted on the basis of performance and/or promotion. All salary or wage increases will be reviewed and approved by corporate management.

IV. 7. PAYROLL

Per federal and state laws, withholding and social security tax will be withheld from each employee's pay or wages. If you have any questions regarding deductions from your pay, contact your Location Manager.

Payroll checks will not be released to anyone other than the employee without prior written authorization to the Location Manager. This includes the employee's family members.

Pay and compensation should only be discussed with members of management.

IV. 8. BONUS PLANS

From time to time, Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe may institute bonus or incentive plans. Employees will receive details of any Bonus Plan or Incentive Plan as they are announced.

IV. 9. PERFORMANCE REVIEWS

Supervisors and/or managers will be responsible for employee performance reviews (appraisals). Performance reviews evaluate an employee's job performance, job-related strengths and job related weaknesses. The review is used to develop a plan for improvement, if needed. Performance reviews are also used to determine changes in job status and/or salary level.

An annual performance review (appraisal) shall be conducted with each employee. During these reviews the employee and the supervisor will outline the employee's performance strengths and areas requiring improvement. Each review will establish:

- Results desired by management;
- Action management will take to help the employee obtain these results;
- Actions the employee will take to improve deficient areas;
- A completion date for correcting those deficiencies.

The performance appraisal will be reviewed and approved by the supervisor. Appropriate salary increases (if any) or shifts lost will be granted once reviewed by the Regional Director of Operations. The written performance review will be retained in the employee's personnel file.

V. BENEFITS

V. 1. THE BENEFITS PROGRAM

Complete information regarding the benefit plans may be obtained from the Location Manager. Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe reserve the right to amend or terminate any of these voluntary programs at any time.

In the event of discrepancies between the information contained in this handbook and the official plan document and/or master insurance contracts, the latter will govern in all cases.

V. 2. BENEFITS ELIGIBILITY

Full-time employees (scheduled 32 or more hours per week) are eligible for standard Company benefits after 365 days of continuous employment. Part-time and Temporary employees are not entitled to participate in Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe's benefits programs.

V. 3. INSURANCE

Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe are in compliance with the provisions of the Affordable Health Care Act.

For complete information regarding Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe's insurance plans, consult your Location Manager.

V. 4. INSURANCE CONTINUATION

Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe will comply with the provisions of the Affordable Health Care Act, if insurance continuation is required.

V. 5. HOLIDAYS

Due to the nature of the hotel and restaurant business you may be required to work holidays.

There is no holiday pay.

V. 6. PAID TIME OFF

Paid time off is any paid time during which an employee is not working. Paid time off can include, but is not limited to, vacation time and sick time.

After one year of continuous employment with the Izaak Walton Inn family of companies, an employee is eligible to receive one week of paid time off. "Continuous employment" means work not interrupted by non-working intervals of greater than 30 days, unless those intervals are for situations covered by the Family and Medical Leave Act.

After three years of continuous employment, an employee is eligible to receive two weeks of paid time off.

Individual employee contracts can vary the above amounts of paid time off.

For hourly employees, paid time off will be expressed in hours. For salaried employees, paid time off will be expressed in days.

Time off, both paid and unpaid time off, must be requested by submitting a Time Off Request form to the employee's immediate supervisor at least 14 days prior to the desired time off start date.

The first week of paid time off accrues on the first anniversary of employment. After that, further paid time off accrues on January 1st of successive years of employment. If an employee's anniversary date occurs in the last quarter of the year, the second week of paid time off does not accrue until the following year.

Paid time off cannot be carried from year to year.

An employee can request monetary compensation instead of taking the time off.

Paid time off is considered a benefit, not compensation. Upon termination, Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe, at its sole discretion, will determine if earned paid time off will be paid.

V. 7. BEREAVEMENT LEAVE

In the unfortunate event of a death in the immediate family, an employee may be given up to three days of leave. Immediate family members include your spouse, child, parents, brothers, sisters, grandparents, grandchildren, and corresponding in-law relationships.

V. 8. SOCIAL SECURITY

The Social Security Administration and Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe require your current name and correct social security number. If you have a name change or notice an incorrect social security number, please notify both parties.

Foreign nationals must apply for Social Security numbers as soon as practical upon arriving at their work locations.

V. 9. PRE-TAX DEDUCTIONS

Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe may have programs eligible for contributions to be made on a pre-tax basis. Consult your Location Manager for updates.

V. 10. MILITARY LEAVE

Members of the U.S. Military Service will be granted time off (unpaid) for the performance of their service duties, including initial training, active duty, inactive duty training, and full-time National Guard duty.

Reserve Military Duty – employees with military reserve obligations, ask your Location Manager about Company pay benefits, if any, provided during your participation.

Failure to report back to work immediately after reserve duty or your military discharge will be regarded as a voluntary resignation.

V. 11. MEDICAL LEAVE OF ABSENCE

Eligible full time employees may be granted a medical leave of absence if temporarily disabled due to illness or injury. A medical leave of absence can be granted for up to twelve (12) weeks. Proper documentation by a physician will be required. Documentation must include the date on which the disability began, the reason the employee is not able to perform his or her duties, and the estimated date the employee will return to work. A Request for Leave of Absence form must be completed and approved by the supervisor and the Location Manager.

Seniority for benefit eligibility purposes will not accrue during a medical leave of absence.

Group benefit coverage provided by Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe will be continued for up to three months of the disability. Employees will be required to continue their contributions for group medical and optional benefits through direct payment to the payroll department.

A written (unrestricted) release from the employee's physician must be presented to the Location Manager prior to returning to work.

V. 12. FAMILY LEAVE OF ABSENCE

Up to 12 weeks of leave, Family Leave of Absence may be granted in any 12-month period. Family Leave of Absence may be granted for one or more of the following:

- Birth of a child;
- Placement of a child in the employee's home for adoption or foster care;
- Caring for a spouse, child, or parent with a serious health condition.

Maternity leaves are included in this policy. Extended maternity leaves that are not medically required will be considered personal leaves of absence.

Employees requiring Family or Medical Leave of Absence should consult their Location manager for further details.

Employees on Family Leave of Absence are required to contact Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe within three working days of Leave expiration.

Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe cannot guarantee placement within the same position or availability of a position at the conclusion of a personal, family, or medical

leave of absence. Every effort will be made to reinstate an employee into the position that he/she held prior to the leave. If the same position is not available upon their return, Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe, at its sole discretion, may offer the employee another available position.

Employees who elect not to accept an alternative position after return from a leave of absence will be terminated. However, they will be eligible for rehire if their original position becomes available at a later date.

Engaging in gainful employment during a leave of absence will be considered a voluntary resignation.

V. 13. EMPLOYEE DISCOUNTS

Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe have an employee discount program.

All purchases made by employees, both hourly and salaried employees, must be rung up through the cash registers. Hourly employees are not permitted to ring up their own purchases. Managers need to set an example for their subordinates by always ringing in their purchases immediately.

At locations which permit employees to charge purchases to their accounts, the employees need to sign for their purchases.

Merchandise is offered at a 25% discount to employees, with the exception of consignment items and sale items. All purchases must be rung up by another employee.

Staff may purchase food items from the restaurant at a 35% discount, including candy, cookies, snacks, and chips. Excluding all alcohol, ice cream, milkshakes and coffee drinks. Candy, cookies, snacks, and chips

Employees need to obtain receipts for their purchases and retain those receipts while they are in the store or restaurant. They may be asked to produce the receipt to show that they have paid for or signed for their purchase.

Abuse of the employee discount program will be considered cause for disciplinary action up to and including termination.

Izaak Walton hotel discounts:

During slow periods April, May, October, and November or at a manager's discretion, guests of employees are welcome to stay at the Izaak Walton Inn at a discounted rate. Daily housekeeping services are not provided. Such reservation requests must be made in writing to management on the appropriate guest room request form available from the Front Desk.

These reservations and deposits may only be made by management.

V. 14. WORKERS' COMPENSATION

All job-related injuries and accidents, regardless of the severity or lack thereof, must be immediately reported to your manager. Your manager will complete the appropriate report and submit it to the Location Manager.

All workers' compensation payments will be made directly to the employee. Employees are required to provide a copy of all workers' compensation payments to the Location Manager as soon after receipt as possible.

Employees are expected to return to work immediately upon release by their doctor. Employees on workers' compensation leave who have completed one year of continuous service with Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe will be allowed to return to the same or comparable position if released within 12 weeks after injury.

V. 15. JURY DUTY

Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe will grant an employee time off for mandatory jury duty. Employees will also be granted time off when required to appear as a result of a court order or subpoena. The employee must provide a copy of the court order, subpoena, or jury summons to their manager.

Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe will not compensate an employee that is a party to any civil or criminal litigation.

V. 16. UNEMPLOYMENT COMPENSATION

Employees are eligible for unemployment compensation as specified by the state unemployment compensation laws.

V. 17. TRAVEL EXPENSES

All pre-approved Company travel expenses are reimbursable. Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe will only reimburse reasonable expenses incurred while traveling on Company business. Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe reserves the right to pay for travel expenses on a per diem basis.

V. 18. REIMBURSABLE EXPENSES

Expense reports will be used to reimburse employees for their out-of-pocket expenses on Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe's behalf. Expense reports must include all detailed receipts from lodging, airfare, meals and other transactions.

V. 20. EMPLOYEE HOUSING

Due to our remote location and lack of housing in the area, the Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe offer employee housing. Housing is either dormitory style with shared or private bedrooms or in apartments or homes with complete bath and kitchen facilities. This is assigned at the discretion of the management. No pets and no smoking are allowed. There is a Housing Maintenance Fee of \$125 that will be deducted from your paychecks in three \$41.67 increments. The Housing Maintenance Fee is non-refundable. Cost of housing and bonus conditions will vary depending on location, and may be refundable upon successful completion of your employment with Izaak Walton Inn, Eddie's Café and Mercantile and Glacier Village Café. Successful completion of your employment contract is dependent upon your job performance and is at the

discretion of your location manager. Utilities will be deducted from employee paycheck at \$15 per week and are not refundable.

The Housing Maintenance Fee, Utilities charges, and Housing Expense will be deducted from each paycheck.

As a courtesy to fellow employees, non-employees are not allowed in Company Housing without written consent of the Location Manager.

Housing does not include cleaning supplies, toilet paper, light bulbs, bedding, etc. You need to provide any personal items necessary.

In the case of married couples: if one spouse resigns from employment, the family may no longer qualify for employee housing. Employee housing must be vacated within 4 hours after an employees last scheduled shift.

Guests in employee housing:

Employees must submit a notice to management to have a guest in employee housing. The definition of "guests" includes employees not assigned to that housing unit.

Guest is defined as a person not assigned by management to live in a particular employee housing unit.

All housemates or apartment neighbors must be aware of any guest that will be in employee housing. A notice must be given 24 hours in advance of guest arrival and the housemates signatures must be on the notice when given to management.

Guests must abide by the same housing rules as employees. If an employee allows guests to disturb fellow housemates or destroy housing or housemate property the employee will be held financially responsible and will lose the privilege of having guests in employee housing in the future.

Cleanliness of Housing

The rule of thumb is to leave it as you would like to find it. **In the dormitory or when sharing other housing, the entire housing unit is the responsibility of all those living in the unit. All housing, inside and out, should be clean.**

Management reserves the right to inspect all housing, at any time for any cause relating to any violation of these guidelines or the employee handbook. There will be a routine weekly housing inspection. We encourage employees to be present during an inspection. Inspections are to ensure the upkeep of the housing and company property. It also helps us in the maintenance of the property; but please let us know immediately if something is broken or in need of repair.

Housing inspection also includes the surrounding outside area for cleanliness, lawn mowing, fallen branch removal, etc. If housing does not pass inspection and is not corrected within 48 hours then disciplinary actions up to and including termination may be taken.

Employees must supply all cleaning and expendable supplies. We supply the living quarters.

HOUSING RULES AND REGULATIONS

- Alcohol may be consumed in reasonable quantities only, by employees of legal age. Reasonable quantities (such as a six-pack) may be stored in staff housing. Kegs or large quantities of alcohol are not allowed to be stored in Company Housing. Underage drinking, alcohol abuse and excessive alcohol consumption will not be tolerated. Offenders will be disciplined up to and including termination, depending on the severity of the offense(s).
- Drugs and drug paraphernalia are not permitted on Izaak Walton Companies property. Use and/or possession is a terminable offense.
- **If you are under the age of 21, you may not consume alcohol at any time while employed with IWI, EC&M and GVC – it is the law.**
- Unnecessary noise and loud talking is not permitted on the decks or grounds.
- All noise must cease between 10 pm and 8 am.
- No tacks, nails or 'stick-ons' shall be put in or on walls, woodwork or cabinets.
- No animals are allowed in any building at any time. Visitors with pets must leave the animal outside and clean up after them.
- Employees must pay for plumbing damage caused by careless use of tubs, sinks or toilets. Please report problems immediately. Do not leave water running.
- Garbage must be wrapped or in garbage sacks and tied closed; and then placed in the appropriate dumpster for your location. Boxes should be flattened. **It is very important to follow these guidelines to avoid having bears and other animals trying to get food or come into the housing.** Edible garbage may NEVER be left outside a housing unit, not even in a garbage can.
- Management reserves the right to enter housing in an emergency.
- Management or maintenance personnel may enter housing units at any reasonable time for purposes of maintenance, moving furniture or replacement of equipment or fixtures or other such situations.
- Neither Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe nor its management is responsible for loss or damage to a residents personal effects by fire, lightning, water, burglary, robbery or any Act of God in the housing or any IWI property.
- Residents may not change locks without written authorization.
- Furniture and furnishings must be used with reasonable safeguards against damage such as using mattress covers, not leaning back on the dining room chairs, prudent use of beverage coasters. Do not apply contact paper to furniture, walls or countertops.
- Prevent mildew in the tub surroundings and after showering by carefully wiping down the tiles and grouting.
- No smoking within 200 feet of employee housing and only in designated areas. All cigarette butts must be disposed of appropriately. **Dropping them on the ground is not appropriate.** They do not decompose for many years. They give an untidy appearance to the property.
- Firearms of any type may not be kept in or near employee housing. An exception can be made for management staff over the age of 18 who have private housing only at the discretion of the corporate management.

Employee Housing Move Out and Cleaning Procedures

Please start two/three days before your departure date

You will be moving out and into other dorms to clean so get organized now

1. Clean
 - a. Bathroom
 - i. Empty out all trash
 1. Look inside cabinets
 - ii. Take down Shower Curtain (leave rings)
 - iii. Clean all surfaces with cleaning agent (see manager)
 1. Walls, toilets, shower, windows
 - iv. Sweep bathroom
 - b. Bedroom
 - i. Wash and return all blankets folded
 - ii. Vacuum carpet
 - iii. Wipe down walls with wood cleaner (ask manager)
 - c. Living Room
 - i. Search couch for trash
 - ii. Use wet/dry vacuum on couch
 - iii. Vacuum carpet
 - iv. Show manager any broken furniture (for replacement not to charge you unless it was brand new to begin with)
 - v. Wipe down walls with wood cleaner (ask manager)
 - d. Kitchen
 - i. Remove all trash and food
 - ii. Gather all plates, cups, silverware and pots and pans
 1. Wash in GVC
 2. Store on back table please sort into like things
 - iii. Wipe down all cabinets with cleaner
 - iv. Unplug and wipe down freezer and refrigerator
 - v. Clean Stove Top, Oven, and wall around it. (please see manager for cleaner)
 - vi. Wipe down walls with wood cleaner (ask manager)
 - e. Carpets
 - i. Please re-vacuum all carpets and get Mngr.
 - ii. Carpets will be disposed of or labeled for storage
 1. If stored: Please Roll up and tie and move to GVC main backroom near office for seasonal storage
 - f. Mopping
 - i. The entire dorm will be mopped. You need the following: mop bucket, 2 clean mop heads, cleaning solutions (Heavy Degreaser AND Bleach)
 - ii. Sweep the dorm
 - iii. Mop with degreaser
 - iv. Change water as needed if its black change it
 - v. Mop with bleach (must use cold water) use new mop head
2. Ask for Inspection and return all cleaning materials
3. THANK YOU.

VI. SEPARATION

VI. 1. GENERAL

Employment with Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe is on an at-will basis. Employees are free to terminate their employment at any time, with or without cause. In addition, Izaak Walton Inn, Eddie's Café and Merantile, and Glacier Village Cafe may terminate the employment relationship at any time, with or without cause.

Employees who voluntarily quit (outside of the completion of agreement) or are involuntarily terminated (i.e. fired) will forfeit employee privileges including access to employee areas such as residences, recreation halls, and Employee Dining Rooms. Employees living in Company housing are typically expected to vacate the premises within four hours or less of quitting or discharge. The Company will provide transportation (for a fee) to those employees who require assistance in reaching public transportation.

VI. 2. JOB ABANDONMENT

Two consecutive days of absence without properly notifying Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe will be considered a voluntarily resignation (abandonment). The effective date of termination will be the last day the employee reported to work. In the event an employee abandons their job, they will not be entitled to any accrued pay for time off.

VI. 3. VOLUNTARY RESIGNATION

Employees are required to provide a minimum of two weeks written notice prior to the effective date of their resignation. Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe may permit an employee to continue employment during the two-week notice period or accept their resignation immediately.

VI. 4. PERFORMANCE-BASED RELEASE

A performance-based release is a separation initiated by Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe for unacceptable job performance.

VI. 5. ACTS OF MISCONDUCT

A termination for misconduct is a termination initiated by Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe for unacceptable conduct or behavior.

VI. 6. OTHER FORMS OF SEPARATION

An individual's employment with Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe may also be terminated for, but not limited to, any of the following reasons:

- Reduction in Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe's workforce;
- Elimination of the employee's position;
- Retirement;
- When deemed appropriate for reasons other than job abandonment;
- Performance-based release;
- Act of misconduct.

VI. 7. TERMINATION PROCEDURES

On or before the last day of work, or at Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe's request, employee's are required to return all uniforms, company tools, equipment, keys, memoranda, notes, records, drawings, manuals, computer files, and/or other documents, including all copies of such items, which in any way relate to the business or affairs of Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe or any of its employees, customers, consultants, or agents. This includes other Company property such as corporate credit cards, etc.

Any employee leaving Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe, regardless of separation reason or method, will generally be given the option of an exit interview with the Location Manager. During this exit interview the employee will be given the opportunity to ask questions and/or make comments regarding their job. Additionally, other issues, including the following, may be discussed:

- Reason for termination;
- Status of insurance and other benefits;
- Final pay;
- Return of keys and other Company property;
- Correct forwarding address.

Resigning employees will receive their final pay on the next regularly scheduled payday. Employees terminated by Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Cafe will be paid within 1 business day from the date of termination.

VII. APPENDIX

Employee Handbook

Acknowledgement of Receipt and Understanding

I hereby certify that I have read and fully understand the contents of the Employee Handbook. Furthermore, I have been given the opportunity to discuss any information contained therein or any concerns that I may have. I certify that my employment and continued employment is based in part upon my willingness to abide by and follow Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Café's policies, rules, regulations and procedures. My signature below certifies my knowledge, acceptance and adherence to Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Café's policies, rules, regulations and procedures and that Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Café's offer of employment was based on my promise to abide by and follow said policies, rules, regulations and procedures.

I further certify that my application and subsequent acceptance of employment is true and bona fide, and I am honestly interested in working in the position(s) for which I have been employed. Furthermore, I certify that I have sought and obtained employment with this company solely to provide me with the benefits of a job and for no other purpose.

I acknowledge that Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Café reserves the right to modify or amend its policies at any time, without prior notice. These policies do not create any promises or contractual obligations between this Company and its employees. At this Company, my employment is at will. This means I am free to terminate my employment at any time, for any reason, with or without cause, and this Company retains the same rights. I further understand and agree that the Owner/President of this Company is the only person who may make an exception to this, including the at-will status of my employment, and it must be in writing and duly executed by the Owner/President of this Company.

AUTHORIZATION TO RELEASE INFORMATION: I authorize the references and/or employers listed on my employment application, or any other documents I have provided to this Company, to give Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Café any and all information concerning my previous employment and pertinent information they may have, personal or otherwise, and release all parties from all liability for any damage that may result from furnishing such information to this Company. I agree and understand that this Company and its agents may investigate or seek information concerning my background and/or previous employment, whether of record or not. I further agree and understand that if employed, Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Café may at any time seek any information from whatever source, which in its discretion, it deems relevant to my employment. I also understand that any investigation or information sought regarding my previous employment or consumer records may not be completed or in possession of this Company and thus my continued employment may be affected by such information once received. I hereby acknowledge, confirm, convey, agree and grant this Company's right to act on any additional information received including, at Izaak Walton Inn, Eddie's Café and Mercantile, and Glacier Village Café's sole discretion, termination of my employment.

Signature _____ Date _____