

IZAAK WALTON COMPANIES



EMPLOYEE HANDBOOK

2019

## **TABLE OF CONTENTS**

### **SECTION I. WELCOME**

Message from the President  
Employee Handbook  
Employment Status  
Evaluation Period

### **SECTION II. OPERATING**

1. Standards of Conduct
2. Employee Conduct and Work Performance
3. Availability for Work
4. Absenteeism and Punctuality
5. Personal Appearance
6. Neatness of Work Area
7. Communications-Problem Resolution
8. Employee Relations
9. Disciplinary Guidelines
10. Use of Company Vehicles
11. Conflicts of Interest
12. Confidentiality of Company Information
13. Safety
14. Violence and Weapons Policy
15. Illegal Activities
16. Workplace Monitoring and Searches
17. Substance Abuse
18. Solicitations and Contributions
19. Company Property
20. Office Equipment
21. Tools and Equipment
22. Mandatory Meetings
23. Personal Telephone Calls
24. Personal Mail
25. Severe Weather
26. Suggestion

### **SECTION III. EMPLOYMENT**

1. Orientation
2. Equal Employment Opportunity
3. Non-Fraternization
4. Harassment
5. Criminal Convictions
6. Personnel Files
7. Employment References
8. Employment of Relatives
9. Outside Employment
10. Rehiring Former Employees

#### **SECTION IV. COMPENSATION**

1. Employment Classification
2. Hours of Work
3. Break Policy
4. Recording Time
5. Overtime
6. Salary and Wage Increases
7. Payroll
8. Bonus Plan
9. Performance Reviews

#### **SECTION V. BENEFITS**

1. The Benefits Program
2. Insurance
3. Insurance Continuation
4. Holidays
5. Paid Time Off
6. Bereavement Leave
7. Social Security
8. Pre-Tax Deductions
9. Military Leave
10. Medical Leave of Absence
11. Family Leave of Absence
12. Employee Discounts
13. Workers' Compensation
14. Jury Duty
15. Unemployment Compensation
16. Travel Expenses
17. Reimbursable Expenses
18. Employee Housing

#### **SECTION VI. SEPARATION**

1. General
2. Job Abandonment
3. Voluntary Resignation
4. Performance-Based Release
5. Acts of Misconduct
6. Other Forms of Separation
7. Termination Procedures

#### **SECTION VII. APPENDIX**

Acknowledgment of Receipt and Understanding

# I. WELCOME

Welcome to Our Team!!

We welcome you to **Izaak Walton Inn 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 on our team. 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 the **Izaak Walton Inn or Eddie's Café and Mercantile** and its policies. **This handbook is intended as a guide, please read it thoroughly.** If you have questions about anything, please 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 the **Izaak Walton Inn and Eddie's Café and Mercantile**.

Sincerely,

*Brian Kelly*

## ***History/Contact Information***

***Izaak Walton Inn:*** Located in Essex, MT, the structure was built in 1939 by the Great Northern Railway as railroad employee housing. Sometime after the Contract expired, in 1965 the property was sold and became a private Inn. The Izaak Walton Inn has changed hands a couple more times until the current owner; Brian Kelly purchased it in 2005. Today the Izaak Walton Inn is still an authentic historic Lodge and popular Cross Country Ski Resort, making it the perfect place to stay when visiting Glacier National Park. The Izaak Walton Inn has 33 rooms in the main Building, 6 log Cabins, 4 classic Caboooses, 5 luxury Railcars, 4 independent suites in our newly renovated "Schoolhouse" and 2 comfortable Vacation rental homes.

**Employee Mail:** "Employee Name"  
290 Izaak Walton Inn Rd.  
Essex, MT  
59916

**Contact Numbers:** Office 406-888-5700 / Dormitory 406-888-9986

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***Eddie's Café and Mercantile:*** Operating for over 60 years as a popular destination for campers, tourists and locals, we're located a short distance inside the west entrance of Glacier National Park in Apgar Village on the shores of beautiful Lake McDonald. Eddie's hosts a gift shop and camp supply store, an ice cream/espresso window and a restaurant that boasts a relaxing lake view dining experience.

**Employee Mail:** "Employee name"  
PO Box #69  
West Glacier, MT  
59936

**Contact Numbers:** Office 406-888-5361 / Dormitory 406-888-9858

# ***Traveling to your Employment Site***

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

## **From Seattle, WA: at King Street Station (SEA)**

**To Eddies Café and Mercantile:** Amtrak Empire Builder #8 to West Glacier, Montana (WGL)  
Departure: 4:40pm / Arrival: 8:11am (approx. 14 hours, 31 minutes) / cost (subject to change): \$101.00

**To Izaak Walton Inn:** Amtrak Empire Builder #8 to Essex, Montana (ESM)  
Departure: 4:40pm / Arrival at 8:55am (approx. 15 hours, 10 minutes) / cost (subject to change): \$101.00

## **From Chicago, IL: at Union Station (CHI)**

**To Eddie's Café and Mercantile:** Amtrak Empire Builder #7 to West Glacier, Montana (WGL)  
Departure: 2:15pm / Arrival: 8:23pm (approx. 31 hours, 8 minutes) / cost (subject to change): \$175.00

**To Izaak Walton Inn:** Amtrak Empire Builder #7 to Essex, Montana (ESM)  
Departure: 2:15pm / Arrival: 7:41pm (approx. 30 hours, 26 minutes) / cost (subject to change): \$175.00

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 Glacier Park International Airport (FCA), you will need to arrange for a taxi to drive you from the airport to your job location. Quoted rates start at \$3.00 for pickup, then \$3.00 per mile for a cost of approx. \$70.00 to Apgar Village (Eddie's Café and Mercantile) and \$130.00 to Essex, MT (Izaak Walton Inn). If you still feel this method is your best choice, then see below for taxi contact info.

**Glacier Taxi: 406-250-3603 or 406-206-6022 / [www.glaciertaxi.com](http://www.glaciertaxi.com)**

Another option would be to take a taxi from FCA to Whitefish, MT / Taxi cost (subject to change): \$35.00  
Book a bed (in advance) at the Hostel, (call 406-863-9450 or [www.whitefishhostel.com](http://www.whitefishhostel.com)) located at #28 Lupfer Avenue, Whitefish, MT / cost (subject to change): \$40.00/night.  
The Hostel claims to be a short 6 minute walk to/from the Amtrak Train Station.

## **FROM WHITEFISH, MT: at Whitefish Depot (WFH)**

**To Eddie's Café and Mercantile:** Amtrak Empire Builder #8 to West Glacier, Montana (WGL)  
Departure: 7:41am / Arrival: 8:11am (approx. 30 minutes) / cost (subject to change): \$7.50

**To Izaak Walton Inn:** Amtrak Empire Builder #8 to Essex, Montana (ESM)  
Departure: 7:41am / Arrival: 8:50am (approx. 1 hour, 9 minutes) / cost (subject to change): \$13.00

**\*\*\*For all travel methods, please notify us as soon as you know your arrival date and time by e-mailing the information to [hr@izaakwaltoninn.com](mailto:hr@izaakwaltoninn.com) so we may arrange for someone to meet you at the train platform.**

When packing your suitcases please keep the following in mind: All our 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. Keep in mind, being located in the mountains of Montana, the weather can be both very warm and very cold so dress in layers.

## **Necessary Items to pack in your Suitcase:**

Black 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 [hr@izaakwaltoninn.com](mailto:hr@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

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, keeping in mind that you are sharing your accommodations with others:**

Camera

Pictures of family and friends

Binoculars

Favorite candy from home

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 Shirts

Aprons

Cooking Utensils

Dishes

## EMPLOYEE HANDBOOK

The owners and management of the Izaak Walton Inn and Eddie's Café and Mercantile, 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 and Eddie's Café and Mercantile 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 and Eddie's Café and Mercantile 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 also reserve the right to make individual exceptions to these policies and procedures. Any exception granted by Izaak Walton Inn or Eddie's Café and Mercantile 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 or Eddie's Café and Mercantile 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 a guarantee 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 an agreement.

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

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.



# III. STANDARDS OF CONDUCT

## II. 1. STANDARDS OF CONDUCT FOR ALL EMPLOYEES

Izaak Walton Inn and Eddie's Café and Mercantile are committed to conducting their business affairs with honesty and 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 the Izaak Walton Inn and Eddie's Café and Mercantile.

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 Standard 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 and demonstrate a positive attitude, respect for co-workers, our customers and their property.

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

- Report to work punctually, leave as scheduled and be at their 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 scheduled hours
- Comply with all performance/conduct and safety/security policies and procedures
- Wear appropriate business attire/uniform 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 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 and Eddie's Café and Mercantile or visitors of Izaak Walton Inn and Eddie's Café and Mercantile
- 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 or Eddie's Café and Mercantile
- 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 and Eddie's Café and Mercantile.
- Any behavior or practice 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 or Eddie's Café and Mercantile should be notified in writing at least ten days prior to the change. Izaak Walton Inn or Eddie's Café and Mercantile 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 have difficulty in meeting them, you are encouraged to discuss your concerns with your supervisor.

## **II. 6. NEATNESS OF WORK AREA**

It is the Izaak Walton Inn and Eddie's Café and Mercantile 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 and the employee feels that their problem or concern still 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 and Eddie's Café and Mercantile 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 or Eddie's Café and Mercantile 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 the Izaak Walton Inn or Eddie's Café and Mercantile. 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 and the local Motor Vehicle Division.

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

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

Only authorized staff will be 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 Regional Director. 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, the Izaak Walton Inn and Eddie's Café and Mercantile or the company 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 the Izaak Walton Inn or Eddie's Café and Mercantile 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 the Izaak Walton Inn or Eddie's Café and Mercantile that have a legitimate business need to know.

Confidential information obtained while gainfully employed with the Izaak Walton Inn or Eddie's Café and Mercantile 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 the Izaak Walton Inn or Eddie's Café and Mercantile.

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

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

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

While the **IZAAK WALTON INN and EDDIE'S CAFÉ AND MERCANTILE** encourage their employees to enjoy and make good use of their off-duty time, certain activities on the part of an employee 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 the **IZAAK WALTON INN or**

**EDDIE'S CAFÉ AND MERCANTILE** 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 the **IZAAK WALTON INN and EDDIE'S CAFÉ AND MERCANTILE** 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 or EDDIE'S CAFÉ AND MERCANTILE, 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 the IZAAK WALTON INN, EDDIE'S CAFÉ AND MERCANTILE 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 the IZAAK WALTON INN or EDDIE'S CAFÉ AND MERCANTILE 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 the IZAAK WALTON INN and EDDIE'S CAFÉ AND MERCANTILE trade secrets

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

2. No employee of the IZAAK WALTON INN or EDDIE'S CAFÉ AND MERCANTILE may use company equipment or facilities for furtherance of non-work activities or relationships without the express advance permission of their Location Manager.
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 the IZAAK WALTON INN and EDDIE'S CAFÉ AND MERCANTILE 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 employee(s) involved should request guidance from their Location Manager 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 the IZAAK WALTON INN or EDDIE'S CAFÉ AND MERCANTILE.
5. All information published on any employee blog(s) should comply with the IZAAK WALTON INN or EDDIE'S CAFÉ AND MERCANTILE 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 the IZAAK WALTON INN, EDDIE'S CAFÉ AND MERCANTILE, co-workers, customers, clients, partners and competitors. Also, be mindful of your own 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 the IZAAK WALTON INN and EDDIE'S CAFÉ AND MERCANTILE. Be aware that your comments, posts or actions captured via digital or film images can affect the image of the IZAAK WALTON INN and EDDIE'S CAFÉ AND MERCANTILE.
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 also applies online.
11. Do not use any IZAAK WALTON INN or EDDIE'S CAFÉ AND MERCANTILE logos or trademarks without written consent. The absence of explicit reference to a specific site does not limit the extent of the application of this policy. If no policy or guideline exists, the IZAAK WALTON INN and EDDIE'S CAFÉ AND MERCANTILE employees should use their professional judgment and follow the most prudent course of action. If you are uncertain, consult your Supervisor or Location 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 the Izaak Walton Inn and Eddie's Café and Mercantile 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, possibly 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**

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

Possession or use of any weapon, including but not limited to, knives, handguns and martial arts weapons, regardless of licensure or concealment are prohibited on Company property. The exception to this policy would be for contracted, licensed security officers and law enforcement officers.

Employees are prohibited from possessing or using a weapon of any type while conducting off-site business on behalf of the Izaak Walton Inn or Eddie's Café and Mercantile.



## **II. 15. ILLEGAL ACTIVITIES**

Any activity that is illegal under state or federal law may result in immediate dismissal without previous 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**

All company property, including desks, lockers, computers, files, e-mail, toolboxes and other property owned or operated by the Izaak Walton Inn and Eddie's Café and Mercantile is subject to monitoring, interception and review. Reasons for monitoring, interception and review include 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, possibly including termination.

Izaak Walton Inn and Eddie's Café and Mercantile 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 and Eddie's Café and Mercantile 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 made available to the Izaak Walton Inn and Eddie's Café and Mercantile.

When Izaak Walton Inn and Eddie's Café and Mercantile determine the safety of individuals or company property may be at risk, Izaak Walton Inn and Eddie's Café and Mercantile 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. Searches may occur at any time and the employee's cooperation is appreciated.

## **SURVEILLANCE NOTICE**

Please be aware the premises of the Izaak Walton Inn and Eddie's Café and Mercantile 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 and 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 and possible termination.

Any employee reporting to work obviously impaired will not be permitted 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 and Eddie's Café and Mercantile 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 and Eddie's Café and Mercantile will also conduct drug and alcohol testing if 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 and possible termination.

Any employee involved in a work-related accident may, at the discretion of the Izaak Walton Inn and Eddie's Café and Mercantile, 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 required time, the employee will provide Izaak Walton Inn and Eddie's Café and Mercantile 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.

The Izaak Walton Inn and Eddie's Café and Mercantile 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 in violation of Izaak Walton Inn and Eddie's Café and Mercantile 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 and Eddie's Café and Mercantile, whether at work or participating in these events. Izaak Walton Inn and Eddie's Café and Mercantile expects that such consumption will be in moderation so as not to reflect negatively on Izaak Walton Inn or Eddie's Café and Mercantile, professional reputation or expose Izaak Walton Inn and Eddie's Café and Mercantile 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, onsite consumption of alcohol is subject to limits and restrictions imposed by the Employee Alcohol Policy.**

**The dormitory located at Eddie's Cafe in Apgar is a dry facility. No alcohol will be allowed on the premises.**

## **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 the Izaak Walton Inn or Eddie's Café and Mercantile.

Any request to solicit or sell on company premises must be referred to your Location Manager or Business Coordinator 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 and Eddie's Café and Mercantile 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 and Eddie's Café and Mercantile 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 the Izaak Walton Inn or Eddie's Café and Mercantile.

## **II. 21. TOOLS AND EQUIPMENT**

Izaak Walton Inn and Eddie's Café and Mercantile 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 it was designed for.

Any employee abusing company tools and equipment will be subject to disciplinary action and possible termination.

If purposeful abuse or negligence causes the destruction of company property, management reserves the right to take disciplinary action, with possible termination.

## **II. 22. MANDATORY MEETINGS**

For the purpose of improving the business, employees are required to attend periodic employee meetings. These meetings are held to discuss necessary topics such as 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 and Eddie's Café and Mercantile 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 Location 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 I-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

The Izaak Walton Inn and Eddie's Café and Mercantile 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 and Eddie's Café and Mercantile 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, 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 and 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 an 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 practical. 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:

1. Verbal Abuse - any language that degrades or berates others, including 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 that interferes with an employee's ability to perform work assignments which results in or creates a hostile or intimidating work environment.
4. Sexual Harassment - includes 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 Café and Mercantile. 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 and Eddie's Café and Mercantile 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 and Eddie's Café and Mercantile will not tolerate the harassment of company personnel by non-company personnel on company premises. Non-company personnel include 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' desire for privacy and the need to conduct a fair and effective investigation.

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

### **III. 5. CRIMINAL CONVICTIONS**

Izaak Walton Inn and Eddie's Café and Mercantile reserve 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, Human Resources is responsible for controlling all access to them. Personnel files are not to be copied or removed from Human Resources.

An employee may review his/her personnel file in the presence of the Human Resources representative 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 and Eddie's Café and Mercantile of any changes in personal status that may alter his/her payroll or benefits status. Such information includes:

- 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/Business Coordinator. Employees are strictly prohibited from providing any information regarding former or current employees.

Information that can legally be released includes 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.
- 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 dismissed.

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 and Eddie's Café and Mercantile without providing sufficient notice (14 days) or is/was discharged by Izaak Walton Inn and Eddie's Café and Mercantile for reasons of performance or misconduct will not be considered for rehire.

# IV. COMPENSATION

## IV. 1. EMPLOYMENT CLASSIFICATION

Izaak Walton Inn and Eddie's Café and Mercantile categorizes all employees with respect to position, federal and 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 with 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 so that the business keeps 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/Business Coordinator.

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 find another employee to work your 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 their 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 their Supervisor as soon as they realize that they will not be able to work their scheduled shift. If their Supervisor cannot be reached within thirty minutes, notify the President/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 and depending upon the workflow at the location. Break periods are not compensated time and each employee must clock out when going on a break. Direct Supervisors will determine employee break periods.

Breaks must be on a staggered sequence to ensure 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 employee 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 and possible termination.

#### **IV. 5. OVERTIME**

Employees are expected to work overtime when the need arises. Non-exempt employees will be paid time and one-half (1½) for work time that exceeds 40 hours during a scheduled work week. Overtime expressly refers to more than 40 hours worked in a 7-day work week. 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**

**\*\*\* Shortly after arriving in the USA, you will need to open a Bank Account \*\*\***

**Please do so at "WELLS FARGO". They are the only Bank that you can access internationally.**

As 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 and Eddie's Café and Mercantile may institute bonus or incentive plans. Employees will receive details of any Bonus 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 areas needing improvement. 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.

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 Location Manager. 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 and Eddie's Café and Mercantile 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. INSURANCE

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

For complete information regarding Izaak Walton Inn and/or Eddie's Café and Mercantile insurance plans, consult Human Resources.

## V. 3. INSURANCE CONTINUATION

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

## V. 4. HOLIDAYS

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

There is no additional holiday pay.

## V. 5. 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. Individual employee contracts can vary the 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.

After one year of continuous employment with Izaak Walton 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.

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 the anniversary date 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, at its sole discretion will determine if earned paid time off will be paid.

#### **V. 6. 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. 7. SOCIAL SECURITY**

The Social Security Administration, Izaak Walton Inn and Eddie's Café and Mercantile 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 possible upon arriving at their work locations.

#### **V. 8. PRE-TAX DEDUCTIONS**

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

#### **V. 9. 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 if any company pay benefits are 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. 10. 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, although proper documentation from a Physician will be required. Documentation must include the date on which the disability occurred, the reason the employee is not able to perform his or her duties and the estimated date the employee can safely 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 and Eddie's Café and Mercantile 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/Business Coordinator prior to returning to work.

## **V. 11. 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 leave is included in this policy. Extended maternity leave that is not medically required will be considered a personal leave 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 the Izaak Walton Inn or Eddie's Café and Mercantile within three working days of leave expiration.

Every effort will be made to reinstate an employee into the position that he/she held prior to the leave although the Izaak Walton Inn and Eddie's Café and Mercantile cannot guarantee placement within the same position or availability of a position at the end of a personal, family or medical leave of absence. If the same position is not available upon their return the Izaak Walton Inn and Eddie's Café and Mercantile, 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. 12. EMPLOYEE DISCOUNTS**

Izaak Walton Inn and Eddie's Café and Mercantile have an employee discount program. All purchases made by either hourly or 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. Excluding all alcohol, ice cream, milkshakes and coffee drinks.

**\*\*\*DISCOUNT DOES NOT APPLY ON FOOD/BEVERAGE/GROCERIES IN RETAIL OUTLETS\*\*\***

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

**Izaak Walton Inn - Room discounts:**

During slow periods April, May, October and November or at the 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. 13. WORKERS' COMPENSATION**

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

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.

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 the Izaak Walton Inn or Eddie's Café and Mercantile will be allowed to return to the same or comparable position if released within 12 weeks after their injury.

**V. 14. JURY DUTY**

Izaak Walton Inn and Eddie's Café and Mercantile 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 Location Manager/Business Coordinator.

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

**V. 15. UNEMPLOYMENT COMPENSATION**

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

**V. 16. TRAVEL EXPENSES**

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



## V. 17. REIMBURSABLE EXPENSES

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

## V. 18. EMPLOYEE HOUSING

Due to our remote location and lack of housing in the area, the Izaak Walton Inn and Eddie's Café and Mercantile 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.

At the **Izaak Walton Inn**, rent is \$50.00/week, this is refundable as an end of season bonus upon successful completion of your Contract, if all requirements are met and at the employer discretion. There is a non-refundable (1 x only, no charge for returning employee) Housing Maintenance Fee of \$125 that will be deducted from your paychecks in three \$41.67 increments. Utilities will be deducted from the employee paycheck at \$15 per week and is also non-refundable.

**Eddie's Café and Mercantile** employees are charged \$13.00 a day/\$91.00 a week for Room and Board, this includes 3 meals a day. Upon successful completion of your employment contract an end of season bonus of \$200.00 is offered. This bonus is dependent upon completion of your Contract, job performance and at the discretion of your Location Manager/Business Coordinator.

For both locations, should the employee be terminated before completion of their contract there will be no bonus awarded.

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 or PETS are NOT ALLOWED in IZAAK WALTON INN or EDDIE'S DORMS\*\*\***

**No exceptions. This is cause for immediate termination.**

**As a courtesy to fellow employees, non-employees are not allowed in company housing without written consent of the Location Manager/Business Coordinator.**

The definition of "guest" includes employees that are not assigned to that 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 kept 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 the inspection. Inspections are to ensure the upkeep of the housing and company property. Please let us know immediately if something is broken or in need of repair so we can properly maintain the property.

The housing inspection also includes the surrounding outside area for cleanliness, lawn mowing, fallen branch removal, cigarette butts etc. If housing does not pass inspection and is not corrected within 48 hours then disciplinary actions will be taken.

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

## HOUSING RULES AND REGULATIONS

- Alcohol may be consumed by employees of legal age, in reasonable quantities only. 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 with possible termination, depending on the severity of the offense(s).
- Drugs and drug paraphernalia are not permitted on Izaak Walton Companies properties. 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 the *Izaak Walton Inn or Eddie's Café and Mercantile* – it is the law.**

- Unnecessary noise and loud talking is not permitted on the decks and 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 NEVER leave water running. Report all problems immediately
- Garbage must be wrapped or in garbage bags 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 your 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, fixtures or other such situations.
- Neither Izaak Walton Inn or Eddie's Café and Mercantile nor its Management is responsible for loss or damage to a resident's personal effects by fire, lightning, water, burglary, robbery or any Act of God in the housing or any Izaak Walton Company properties.
- 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 and 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 grout.
- 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 acceptable as it leaves a very uncleanly appearance and they do not decompose for many years.
- Firearms of any type may not be kept in or near employee housing. At the discretion of corporate management, an exception can be made for management staff over the age of 18 who have private housing.

# Employee Housing Move Out and Cleaning Procedures

Please start two/three days before your departure date

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 product (ask Manager)
      1. Walls, toilets, shower, windows
    - iv. Sweep bathroom
  - b. Bedroom
    - i. Wash, fold and return all blankets
    - 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, pots and pans
      1. Wash
      2. Sort similar items and store on back table
    - iii. Wipe down all cabinets with cleaning product
    - iv. Unplug and wipe down freezer and refrigerator
    - v. Clean Stove top, Oven and wall around it. (please ask Manager for cleaning product)
    - vi. Wipe down walls with wood cleaner (ask Manager)
  - e. Carpets
    - i. Please re-vacuum all carpets
    - ii. Carpets will be labeled for storage
      1. If it's to be stored, please roll up and tie then ask Manager where to bring them 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, please 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**

Employees who voluntarily quit (outside of the completion of Contract agreement) or are involuntarily terminated (i.e. fired) will forfeit employee privileges including bonuses, 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 the Izaak Walton Inn or Eddie's Café and Mercantile 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. The Izaak Walton Inn or Eddie's Café and Mercantile 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 the Izaak Walton Inn or Eddie's Café and Mercantile for unacceptable job performance.

## **VI. 5. ACTS OF MISCONDUCT**

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

## **VI. 6. OTHER FORMS OF SEPARATION**

An individual's employment with the Izaak Walton Inn or Eddie's Café and Mercantile may also be terminated for any of the following reasons:

- Reduction in Izaak Walton Inn or Eddie's Café and Mercantile 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, the Izaak Walton Inn or Eddie's Café and Mercantile employees 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 Izaak Walton Companies or any of its employees, customers, consultants or agents. This includes other company property such as corporate credit cards, etc.

Any employee leaving the Izaak Walton Inn or Eddie's Café and Mercantile, regardless of separation reason or method, will generally be given the option of an exit interview with the Location Manager/Business Coordinator or Human Resources. 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
- Current forwarding address.

**In the event of termination or resignation from the Izaak Walton Inn or Eddie's Cafe and Mercantile, ALL final paychecks will be processed on the next regularly scheduled payday.**

# 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 the Izaak Walton Inn or Eddie's Café and Mercantile, policies, rules, regulations and procedures. My signature below certifies my knowledge, acceptance and adherence to Izaak Walton Inn, Eddie's Café and Mercantile, rules, regulations and procedures and that Izaak Walton Inn, Eddie's Café and Mercantile 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 sincere and that I am 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.

**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 the Izaak Walton Inn or Eddie's Café and Mercantile, 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 by the Izaak Walton Inn or Eddie's Café and Mercantile, they may at any time seek 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 the right to act on any additional information received while at the Izaak Walton Inn or Eddie's Café and Mercantile, their sole discretion for termination of my employment.

Signature \_\_\_\_\_ Date \_\_\_\_\_