



# **EMPLOYEE RESOURCE GUIDE**

**2023**

# WELCOME

Vince Nichols & Evan Cree, along with the rest of the Blazing Adventures family, are pleased to welcome you as a Blazing Employee.

Blazing Adventures is a fast paced, full-service adventure company. We offer exciting activities to guests visiting our beautiful mountain resorts.

At Blazing Adventures, our employees are our most important assets. We count on you to satisfy our guests. It is you who will drive our success and growth.

As an employee, you need to know what is expected of you. This Blazing Adventures Employee Resource Guide will answer some of those questions. The handbook is designed to give you answers and to provide policy and procedures guidelines.

Please read and understand the policies and procedures within this handbook so that we can all be working with the same philosophy in mind. We understand that not all questions can be answered in this handbook, so feel free to ask your supervisor to clarify any questions you may have.

Once again, welcome to our Blazing Adventures Staff, we look forward to forming a mutually beneficial relationship together.

Vince Nichols & Evan Cree  
Owners  
Blazing Adventures

# HISTORY

In 1973, Snowmass Whitewater was started by Hunt Walker, who was the Recreation Director for the Snowmass Resort Association. Snowmass Whitewater was initially started to provide a whitewater rafting experience for homeowners and guests of the resort. Before the Town of Snowmass Village was even a town, Snowmass Whitewater was busy taking guests down the river!

In 1974, Bob Harris and Hunt's brother Rich "The King of Kayaking" Walker, were hired as guides. Hunt Walker went on to manage Snowmass Whitewater for the Snowmass Resort Association for four summers. In 1977, he left and started Blazing Paddles with his brother and wife Nancie Walker. They hired a guide by the name of LJ in 1977. In 1979, LJ would break off and form a local outfit called Riff Raft.

Meanwhile, Bob and Laurie Harris were employed as managers of Snowmass Whitewater and guided the company through its many growth phases. In 1979, they acquired the business from the Resort Association. The subsequent growth of Snowmass Whitewater paralleled the growth of Aspen and Snowmass Village as international destination resort communities.

In 1981, with their first-born son on the way (Talbot Walker – a future Blazing Adventures guide), Hunt & Nancy, along with brother Rich sold Blazing Paddles to Bob and Laurie Harris. The name was retained to give the business a separate identity in Aspen. The trips and services offered by each company were identical. In 1989, River Rats was also acquired by Snowmass Whitewater, which added the overnight Gunnison permits to their offerings.

Responding to the request for more guest related activities, Bob and Laurie created the Bike, Hike, and Jeep divisions in 1986.

A concierge service, The Village Concierge, was created in 1979. The Group Services Department grew out of Village Concierge and assumed their new name in 1994. In February 2004, the owners acquired Riff Raft; a reputable company best described as providing extreme rafting adventures. This acquisition provided some exciting opportunities for Blazing Adventures to further expand operations.

In 2010, Blazing Adventures changed ownership. The company was sold in April of 2010 to Johnny Henschel, Tim McMahon, Dan McMahon, and Dave Fond – The owners of Incline Ski and Board Shop.

Over the years, Blazing Adventures has gained an excellent reputation for quality, service, and safety in conducting organized recreational activities. The growth of the company was achieved by management's ability to meet the market demands for guest related activities and through the hard work of outstanding employees who enjoy their jobs.

In November of 2016, Blazing Adventures was sold to Vince and Jen Nichols. Vince began working for Blazing Adventures in 2005. He has worked as both a guide and as office manager. Jen brings with her a background in marketing. They have three crazy kids that you may see around the lot or in the offices!

In March of 2022, Evan Cree became a partner in ownership. Evan also came to Blazing Adventures in 2005. He has worked in Groups Sales and as General Manager for the past several years. He and his wife Alix, also have a youngster that you'll see around the lot and the office!

The Nichols and Cree families are excited to now consider you a part of the extended Blazing family!

# **MISSION STATEMENT**

At Blazing Adventures, our mission is to enrich the lives of our guests by giving them an unforgettable adventure. An adventure which is fun, rewarding, and educational. All while promoting stewardship of the land and water that we utilize.

Our goal is to create a positive work atmosphere that promotes safety, cooperation, teamwork, and reward for all our employees, resulting in the highest quality of safety for our staff and guests.

# **MANAGEMENT/STAFF**

**OWNER: Vince Nichols**

**OWNER: Evan Cree**

**MARKETING DIRECTOR: Jen Nichols**

**OPERATIONS MANAGER: Sarah Fangman**

**OPERATIONS MANAGER: Tessa Dawson**

**ASSISTANT DIRECTOR OF GROUPS SALES: John Adams**

**OFFICE MANAGER: Jen Klink**

**OFFICE MANAGER: Amber Aldercott**

**LOT MANAGER: Tyler Aikens**

**LOT MANAGER: Kyle Fernitz**

**SAFETY COORDINATOR: Tess Howland**

**SAFETY COORDINATOR: Mitch Renwick**

**SAFETY COORDINATOR: Paul Erwin**

**RIVER TRAINER: Hillary Garner**

**RIVER TRAINER: Mitch Parsons**

**RIVER TRAINER: Taylor Norman**

**RIVER TRAINER: Conrad Niven**

**RIVER TRAINER: Mike Lewis**

**RIVER TRAINER: Nick Metzger**

**LAND TRAINER: John Bokram**

**LAND TRAINER: Diane Platek**

# **JOB DESCRIPTION**

**TITLE:**        *GUIDE / DRIVER*

## **Scope of Responsibility:**

Under the supervision of the operations manager, the general manager, and the owners, guides are essential to Blazing Adventures as the face of the company. This role includes assisting guests with their needs from the pick-up to the drop-off. Guides are expected to inform, engage, and entertain guests. While guiding, safety is of the highest concern. Guides are expected to maintain current first aid and training.

## **Principal Duties:**

- Maintain updated First Aid/CPR
- Carefully consider guest's needs.
- Communicate to guests in a tactful and professional manner.
- Maintain a professional appearance from pick-up to drop-off.
- Resolve customer service issues logically and in a timely manner.
- Attend/Ride-Along all the various adventures to fully learn about all aspects of our offerings.
- Maintain physical fitness and job training to perform at a high level.
- Handle tips professionally and confidentially.
- Educate guests on additional activities offered by Blazing Adventures.
- Maintain daily organization of the workplace, including taking complete and accurate inventory before and after trips, thorough cleaning of vehicles and gear, and coordination of gear.
- Maintain vehicles and equipment. This may involve heavy lifting in excess of 40 lbs.

- Perform any additional duties as assigned.

#### **Ideal Characteristics:**

- Guides must be able to match customers with the appropriate trips that are suited to their various needs and ability levels. If we need to redirect customers, that is acceptable. Safety first.
- Must perform with a high degree of initiative and exercise good judgment in making decisions.
- Must be able to develop and maintain the respect of co-workers and create a spirit of cooperation and willingness in the workplace.
- Must be tactful, professional, diplomatic, and pleasant in all dealings with others.
- Must be physically fit, well organized, detail oriented, and capable of handling many diverse issues.
- Must be able to follow company policies and procedures.
- Must be a team player and willing to work constructively with co-workers.
- Must be sensitive to matters of confidentiality of Blazing Adventures business affairs.
- Must be willing to perform additional assignments delegated to him or her.
- Must be aware that Blazing Adventures has no room for egos.
- Must enjoy being outdoors.
- Must be positive! You work for Blazing Adventures!



# **JOB DESCRIPTION**

**TITLE: OFFICE STAFF**

## **Scope of Responsibility:**

Under the supervision of the office manager, general manager, and owners, office staff is essential in the sales and customer service areas. This role includes assisting guests with reservations in a knowledgeable and professional manner, resolving customer service issues, any operational problems, and utilizing the telephones and computers extensively to perform these responsibilities.

## **Principal Duties:**

- To maintain a detailed working knowledge of the various adventures, including trip description, cost, minimum and maximum capacities, distance, length, minimum ages, etc.
- Recommend various activities to guests after carefully considering their needs.
- Communicate over the telephone, via email, and in-person, to guests in a tactful and professional manner.
- Resolve customer service issues logically and in a timely manner.
- Utilize the computer-based reservations program.
- Participate in the various adventures offered to fully learn about all aspects of each adventure.
- Handle deposits and all monetary transactions with care, honesty, and confidentiality.
- Maintain organization within the workplace, including taking complete and accurate reservations, taking accurate telephone messages, and following up on reservations when necessary.
- Perform additional duties as assigned.

### **Ideal Characteristics:**

- Reservations Staff must have the ability to match customers with the types of tours/trips that are suited to their various needs and ability levels.
- Must perform with a high degree of initiative and exercise good judgment in making decisions.
- Must be able to develop and maintain the respect of co-workers and create a spirit of cooperation and willingness in the office.
- Must be tactful, professional, diplomatic, and pleasant in all dealings with others.
- Must be well organized, detail oriented, and capable of handling many diverse issues, particularly customer complaints/concerns.
- Must be able to follow company policies and procedures.
- Must be a team player and willing to work constructively with co-workers.
- Must be a self-starter and proactively search for additional work during downtime.
- Must be sensitive to matters of confidentiality relating to customers' credit cards, the daily deposits, etc.; and in general, the confidentiality of Blazing Adventures business affairs. This includes the discussion or sharing of information that is not necessary to perform the job. The ideal employee is willing to perform the assignments delegated to him or her.

# GUESTS

Guests visiting this area come from all over the world. They are individuals with varying backgrounds and tastes and they are the reason that our business exists. They must always be treated as if they are your own personal guests. For some, a visit to Snowmass or Aspen may be a once-in-a-lifetime experience. Our goal is to provide them with a memorable experience that will make them want to come back and see us again and again. Your goal should be to provide them with the best experience of their lives.

Our most important goal is **CUSTOMER SATISFACTION**. Below are a few success reminders:

- We are in the YES business. We do our absolute best to accommodate our guests' needs with great pride and effort.
- Guests are the purpose of our work.
- Guests are our business - they are not outsiders. Welcome them into the Blazing community.
- We respect our Guests; their opinions are important.
- Own Guest problems as well as Guest solutions.
- Guests are deserving of the most courteous and attentive treatment we can give.

Occasionally you may have an incident with an unhappy guest. Be sure to notify your supervisor and Trip Leader immediately and complete an Incident Report so everyone will be aware of the situation. Often, an unhappy experience can be turned around with a simple phone call from a supervisor.

# **EQUAL OPPORTUNITY POLICY**

Blazing Adventures is an equal opportunity employer. We do not discriminate against any employee or applicant for employment based on race, color, religion, sex, age, national origin or disabling condition.

We take affirmative action to ensure that applicants and employees are treated without regard to their race, color, religion, sex, age, national origin or disabling condition. Such actions include, but are not limited to the following: employment upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training.

We want to resolve all employee concerns about possible discrimination. If you feel you have been discriminated against, please report to one of your Supervisors to discuss your concern. If you prefer not to go to your Supervisor, you should report the incident to Vince Nichols, Jen Nichols, or Evan Cree.

Blazing Adventures prohibits retaliation against any employee for filing a complaint under this policy.

## **HIRING**

As an employee of Blazing Adventures, you are expected to perform duties based on your job description. Each person is paid for the time employed and is subject to rights and privileges, limitations and restrictions as set forth in this employee handbook.

Hiring is done based on a number of factors including, but not limited to, maturity, leadership qualities, work ethic, and personality. Under Colorado law, no river personnel under 18 years of age can be certified.

Leadership ability and a welcoming personality are essential qualities for all Blazing Adventures employees. Blazing Adventures provides employees with a dynamic, exciting work environment. Any employee of the Company must expect the unexpected. A calm disposition is required to deal with the many small demands made by customers and other employees.

# **PERSONNEL RECORDS, EMPLOYMENT**

Upon being hired, employees are required to complete an Application form and to make copies of their driver's license and social security card to be maintained in the Accounting office. A passport is also acceptable identification. Whenever any information changes, such as address or telephone number, it is the employee's responsibility to report these changes to the Accounting office as soon as possible so that records are always up to date. Paychecks may be withheld until all appropriate records are up to date. Any fines associated with records not being current due to employee negligence may be charged to the employee.

Employees will also be required to sign and return the following forms:

The final page of your Handbook acknowledging it has been read and received

A copy of the Drug and Alcohol Policy

A copy of the Harassment Policy

W-4

I-9

Designated Medical Provider

Emergency Contact Information

## **INTRODUCTORY PERIOD**

For every new employee, the first thirty days of employment is considered a trial period for both you and Blazing Adventures. During this time, you are to learn about Blazing Adventures, your job, and your new surroundings. Your Supervisor and Trainers will be available to guide and evaluate you. All employees are expected to make every effort to learn their job and to perform their duties at a satisfactory level. Your job performance, attitude, attendance, and interest in the job are all areas which will be reviewed.

If, as a result of illness or injury, you are absent from work for more than five days during your introductory period, Blazing Adventures may choose to extend your introductory period as necessary to give you a fair opportunity to demonstrate your ability to do your job.

## **HOURS OF WORK**

Guide scheduling is a dynamic process. The need for guide staff changes throughout the week and often changes throughout the day. Therefore, guides are expected to be available throughout the busy season. Guides are expected to be on time and ready to work at the start of their shift. If tardy more than 3 times in a season, employee will face termination. Showing up to work under the influence of drugs or alcohol will result in immediate termination. This includes the effects of the night before.

Every effort will be made to allow employees to work a satisfactory number of hours each week, which could include special projects and assisting other departments. See your Supervisor with any scheduling inquiries.

Because Blazing Adventures is in a resort and entertainment environment, evening and weekend hours are a requirement. Holidays and the periods surrounding them are normally busy days of operation; guides are required to work these days. Guides should know that weekly and daily changes will occur and should be expected. For Blazing Adventures to accommodate normal business, as well as an increase or decrease in volume, guides must be flexible with their schedules. Always allow for staying later than scheduled hours due to last minute changes.

## **BREAKS**

Guides and Shuttle Drivers frequently work long hours. Shuttle drivers are expected to take breaks if they are working a double (Shoshone for example). If you are working as a shuttle driver and you are experiencing fatigue, make your Trip Leader and your Supervisor aware of this so that they can provide accommodations.

Reservations staff is encouraged to take daily breaks. Breaks are encouraged so that mind and body can be replenished throughout the day. Breaks are unpaid and not covered by Worker's Compensation insurance. Notify your Supervisor whenever you plan on taking a break. There are not set times for Breaks or for Lunch due to the dynamic nature of this job. However, lunch is typically 30-60 minutes and morning and afternoon breaks are typically 15-30 minutes. We encourage staff to take advantage of our beautiful surroundings when on break. Storage of bikes and hiking equipment is allowed for office staff as long as all equipment is well-maintained and stored appropriately. Blazing Adventures is not responsible for personal equipment that is stored or left in the office.

## **TIME OFF**

Any time off must be scheduled at least one week in advance and put in writing to the Operations Manager. Email is preferred method. A confirmation email must be received to make request valid. It is the Guide's responsibility to communicate the need for time off to their Supervisor. Supervisor approval is mandatory before being issued time off.

## **ABSENTEEISM AND TARDINESS**

Regular and consistent attendance is expected for Blazing Adventures' success and for optimum coverage. Tardiness and absenteeism will not be tolerated. It is difficult for us to properly serve our guests when an employee does not report to work as scheduled. It also creates an unnecessary burden on fellow employees. Days are long and very busy; therefore, reliability is a must. Tardiness will result in an initial verbal warning from your Supervisor followed by disciplinary action up to, and including, termination. Unexcused absenteeism will immediately be grounds for termination, at your Supervisor's discretion.

## **TIME SHEETS**

Total hours worked must be documented every day. Time sheets will be maintained in Lot 1 by your Trip Leader and by your Supervisor. Double check your Time Sheets following each shift. It is the responsibility of each individual to ensure that his or her time is documented properly. If not, the employee must wait until the next pay period to be paid for those hours. If a discrepancy occurs in an employee's paycheck it is their responsibility to report it to accounting within two weeks of the original pay date. Time worked includes total number of hours to do specified trips. Lunch breaks are not paid time. Improper documentation of such hours could lead to disciplinary action up to and including termination.

## **PAY PERIODS AND ADVANCES**

Pay periods end every other Saturday and include two weeks of work. Payday is every other Friday.

In an emergency, employees may receive advances in pay if enough notice is given to Accounting and if the

employee has already worked the hours they wish to be paid for. For example, if an employee has worked only four days in a pay period, they may only be paid for those four days. Twenty-five percent will be deducted automatically for payroll taxes. The tax will be adjusted when the hours are run through payroll. Your supervisor or manager must be given notice by Monday so that a check request can be completed. This form is then given to Accounting, who will then generate a check by the following Thursday. Blazing Adventures is under no obligation to generate a check in advance with unacceptable notice.

Blazing Adventures retains the right to withhold any outstanding moneys owed to Employer for purchases made or money owed by employee.

## **PAYROLL QUESTIONS AND PROBLEMS**

Blazing Adventures will do their best to assist you with any problems you may have with your paycheck. Please contact Vince or Evan with questions and problems you may have.

## **HANDLING OF RESERVATIONS**

Guides are encouraged to book trips for guests. Cross selling is an easy way to make additional money as a guide. Guides will be paid a 10% commission on any reservation that they complete or send to the office to book. Guides must accompany guest to office for referral commission. **Do not ever promise a customer's money back unless you have consulted a supervisor.** All employees should fully know and understand the Blazing Adventures cancellation policy of 72 hours and must inform guest of policy when making a reservation.

Reservations Staff will take the vast majority of reservations. Any handling or processing of money, credit cards, traveler's checks, checks, reservations etc. is to be done with care, honesty and accuracy. **Do not ever give a customer a cash refund.** Do not ever promise a customer's money back unless you have consulted a supervisor. Deposits are to be made on a daily basis and a deposit slip receipt returned to deposit book as soon as possible. A form of money will never be taken unless a ticket is generated. Any misconduct related to deposit or tickets such as stealing, altering, or changing information illegitimately etc. is grounds for disciplinary action up to and including discharge.

## **DRIVING COMPANY VEHICLES**

Drivers of company vehicles, including vans, jeeps, buses, and cook vehicle must abide by the following conditions:

- Must be over 18 and have a current, valid driver's license
- Must have a current, valid CDL and current medical examiner's certification for CDL drivers when driving CDL vehicles
- If, for any reason, at any time you do not have a current, valid driver's license, you need to report that to your Supervisor immediately.
- Driver must complete a Pre and Post Trip Vehicle Inspection each time that a company vehicle is used.
- If vehicle doesn't pass Pre-Trip inspection, do not drive. Tag vehicle keys and immediately report any issues to your Supervisor.
- All vehicles must be driven with caution. Defensive driving, safe driving, and proper spacing with other vehicles on the road is expected at all times. If an employee is not displaying safe driving, please report to your supervisor.
- All drivers must have a spotter when backing vehicles. Spotter must be seen through the driver's side mirror or backing should not begin.

- No driver shall operate vehicle while impaired by drugs or alcohol.
- Tobacco use of any kind is not allowed while operating vehicles or while on the clock at Blazing Adventures and may result in immediate termination.
- Any incident involving personal injury or property damage shall be subject to a drug test and must complete an Incident Report. Driver must notify police, supervisor, and emergency personnel if necessary.
- Vehicles are to be used for company business only. Personal use is strictly prohibited and may be subject to termination.
- Immediate notification of any motor vehicle violation or change in driver's license shall be reported to supervisor.
- Employees are responsible for parking and speeding violations in a company vehicle. Blazing Adventures will not reimburse employee for such violations.
- Misappropriation of fuel will result in disciplinary actions up to and including termination.
- Cell phones should not be used while driving company vehicles. Hands free devices are recommended, only if you need to make or take a call for work purposes.
- Texting while driving is strictly forbidden.

## **EMPLOYEE CONDUCT**

The Company regards all employees as representatives of Blazing Adventures and requires them to conduct themselves in such a manner as to avoid a harmful public image to themselves and to the Company.

Conduct on outdoor adventure trips should show a high degree of service and safety for all passengers, crew, and equipment. Leave No Trace principles are to be followed at all times. Remember that we are setting examples as stewards of our land and water.

The following rules of conduct apply to all Blazing Adventures employees:

- Swearing or inappropriate language in front of guests will not be tolerated.
- Tact should be used when dealing with the passengers.
- No employee will smoke or chew tobacco while on the job.
- Reserve and respect shall be used by all employees when dealing with members of the opposite sex.

## **PERSONAL APPEARANCE**

All full-time staff will be issued 2 guide shirts and 1 hat upon being hired. Part-time staff will be issued 1 guide shirt and 1 hat. Each year, return staff will be issued 1 new guide shirt, as needed. Staff are expected to wear the latest version of the Guide Shirt to pick-ups and following each trip. Non-Guide apparel is not acceptable at pick-ups or following each trip. While on the river, guides may wear appropriate personal gear. Once off the river, the guides will be expected to put on their guide shirt for the remainder of the work day. Guide shirts are provided to you at no charge. Guide shirts must always appear clean, wrinkle free, and smell fresh. Additional shirts and hats will be available at wholesale cost. All Blazing Adventures retail items are available to employees at wholesale cost. Long hair and beards are permissible so long as well groomed and trimmed. This is at your Supervisor's discretion. Men must be clean-shaven or have a well-maintained beard. Overall, personal attire should reflect a neat, clean and positive image of Blazing Adventures and oneself.



# **DRUG AND ALCOHOL POLICY**

The welfare and success of this company depends on the physical and psychological health of all its employees. The abuse of drugs and alcohol poses a serious threat to both Blazing Adventures and its employees. We will not tolerate alcohol abuse or the use of other intoxicants or mind-altering substances, including illegal drugs. Commonly abused or improperly used drugs and substances includes, among others, alcohol, painkillers, sedatives, stimulants, tranquilizers, marijuana, cocaine, heroin, and other illegal drugs. It is the responsibility of both Blazing Adventures and the employee to maintain a safe, healthful, and efficient working environment. All guides may be subject to a pre-employment and random drug & alcohol testing. Coming to work with a hangover is unacceptable. Any abuse or misuse of drugs or alcohol is grounds for disciplinary action up to and including termination. Our guides may be required to submit to drug screens, blood alcohol test, Breathalyzer test or other medical examination under, but not limited to the following circumstances:

- When an employee is suspected of working or reporting to work with intoxicants or mind-altering substance in his or her system.
- When an employee suffers an on-the-job injury or is involved in an accident involving Company equipment or vehicles resulting in damage estimated at \$500 or more.
- When an employee is employed in a sensitive area of the Company, such as driving Company vehicles or guiding a trip, or when such test or examination is required by law or regulation, such as Department of Transportation regulations.
- When an employee returns from a medical leave of absence of more than two weeks.
- When an employee returns from a job layoff of 30 days or more.

If a test confirms the presence of 0.05% alcohol or the presence of other intoxicants or mind-altering substances in the body, the employee is subject to immediate termination. Refusal of an employee to undergo any of these examinations may also be subject to termination. We encourage our employees to seek help and can direct them to a community agency or to our Employee Assistance Program that will assist the employee in dealing with their problem. Any employee who has a drug or alcohol problem is encouraged to seek rehabilitative treatment immediately. Each employee is required to sign and understand Blazing Adventures Drug and Alcohol policy at the time of employment.

# **NON-HARRASSMENT POLICIES**

## ***Equal Employment Opportunity/Unlawful Harassment***

Blazing Adventures is an equal opportunity employer. Discrimination against applicants or employees related to an individual's race, sex, color, religion, national origin, genetic information, military or veteran status, citizenship status, age 40 and over, medical condition, disability, or any other applicable status protected by state or federal law is a violation of this policy.

The term harassment refers to verbal or physical conduct which has the purpose or effect of work interference or creating an intimidating, hostile, or offensive work environment. This policy applies to all employees and non-employees such as customers and vendors.

Blazing Adventures will make reasonable accommodations for qualified individuals with known disabilities and employees whose work requirements interfere with a religious belief unless doing so would result in an undue hardship to Blazing Adventures or cause a direct threat to health or safety.

If you feel another employee is harassing you, immediately notify your Supervisor or Manager. You will not be penalized in any way for reporting such a problem. Know that you are protected from coercion, intimidation, interference, or discrimination for filing a complaint or assisting in an investigation by both Blazing Adventures and by the equal employment /affirmative action regulations and law.

## ***Sexual Harassment***

Blazing Adventures has a strict policy against sexual harassment and inappropriate sexual conduct. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made explicitly or implicitly a term or condition of employment.
- Submission to or rejection of such conduct is used as a basis for decisions affecting an individual's employment.
- Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

Employees at all levels are expected to conduct themselves in a professional and businesslike manner at all times. Conduct that would violate our Sexual Harassment policy includes, but is not limited to, sexually implicit or explicit communication in:

- Verbal form, such as comments, jokes, foul or obscene language of a sexual nature, gossiping about or questioning another's sex life, or repeated unwanted requests for dates.
- Written form, such as cartoons, posters, notes, letters, social media, and emails.
- Physical form, such as unwelcome touching, grabbing, fondling, kissing, massaging, and brushing up against another person's body.

### ***Workplace Bullying***

Blazing Adventures is committed to providing employees with a safe, healthy, and productive workplace. Bullying and other abusive conduct will not be tolerated. Bullying is defined as repeated activity that is meant to diminish or disempower another individual or any use of aggressive, hostile, abusive, intimidating or unreasonable conduct against an individual or group. Bullying can involve physical and verbal threats or any action determined to be threatening, abusive, cruel, vindictive, or humiliating. Bullying includes, but is not limited to:

- Intimidation
- Public reprimands
- Derogatory remarks
- Deliberate sabotage
- Belittling opinions
- Inappropriate jokes
- Spreading rumors
- Gossip

### ***Violence in the Workplace***

Any action, determined to be violent by management, will not be tolerated at Blazing Adventures. Such behavior may include, but is not limited to, violent or threatening conduct, vandalism, sabotage, arson, and use of weapons. Carrying of weapons is prohibited on company property, regardless of whether employee possesses a concealed carry permit. Incidents are to be reported immediately to a supervisor or owner.

## **COMPLAINT PROCEDURES**

Blazing Adventures expects employees to make a timely complaint to allow a proper investigation. Blazing Adventures will then follow up with appropriate behavior correction and/or disciplinary action up to and including termination.

Reporting any incidents that may result in disciplinary action will not result in punishment of the reporting party. A supervisor or an owner will investigate complaints and each incident will remain as confidential as possible. If you prefer not to address a complaint with your supervisor, bring your complaint to Vince, Jen, or Evan.

## **CONFLICT RESOLUTION/OPEN DOOR POLICY**

Employees are encouraged to discuss any issues with co-workers and managers, if necessary. Often addressing an issue will result in both parties moving forward and maintaining a mutual respect. If you are uncomfortable with addressing issues with a fellow employee, bring it to your supervisor. If you are uncomfortable with addressing issues with your supervisor, bring it to Vince, Jen, or Evan. Conflict resolution will be kept as confidential as possible.

Blazing Adventures strongly recommends addressing workplace issues to provide you with a professional and rewarding work environment. Communication is the key to a healthy workplace.

# **SAFETY POLICY / EMPLOYEE RESPONSIBILITIES**

The management of Blazing Adventures considers no phase of operation of greater importance than Safety. It is the policy of this company to properly train all staff in every aspect of accident prevention, both for the employees themselves and for the customers. Safety is the responsibility of everyone, taking precedence over everything else. Consider yourself a Safety Officer at all times. If you see something that appears unsafe, address it. Employees will not be punished for addressing safety issues with fellow employees or with management.

## ***SAFETY IS EVERYONE'S RESPONSIBILITY***

At Blazing Adventures, customers and employees are very important people, whose safety and welfare are of the utmost importance. It is our policy that no customer or employee should ever knowingly be placed in a hazardous situation. No employee of Blazing Adventures is ever required to work in an unsafe situation, or in an environment lacking the proper observance of appropriate safety precautions. We will provide appropriate safety equipment and training in its use. It is a condition of employment that such equipment and accepted safety procedures be used on every job.

Although fun and exciting, outdoor adventure activities do have their risks, which our customers must assume when they buy a trip. However, people can become so involved in enjoying the sport that they fail to watch out for their own safety. Therefore, it is the responsibility of each Blazing Adventures employee to be aware of, show concern for, and assist in ensuring the safety of customers and other employees.

Each member of the Blazing Adventures team must be committed to working safely, and to being alert to hazardous conditions or situations which might place themselves, customers, or other employees at risk. Employees shall be responsible for obeying all safety rules and regulations and for performing their duties in a safe and healthful manner. Unsafe conditions or acts must be reported to management who shall take the appropriate measures.

The desire to get the job done at any cost must never be at the expense of anyone's safety or welfare. It is expected that every employee will set an example for other employees and for our customers with good safety practices.

# **SOCIAL MEDIA POLICY**

This policy provides guidance for employee use of social media, which should be broadly understood for purposes of this policy to include blogs, wikis, microblogs, message boards, chat rooms, electronic newsletters, online forums, social networking sites, and other sites and services that permit users to share information with others in a contemporaneous manner.

## **PROCEDURES**

The following principles apply to professional use of social media on behalf of Blazing Adventures as well as personal use of social media when referencing Blazing Adventures.

- Employees need to know and adhere to the Blazing Adventures Employee Resource Guide when using social media in reference to Blazing Adventures
- Employees should be aware of the effect their actions may have on their images, as well as the Blazing Adventures image. The information that employees post or publish may be public information for a long time.
- Employees should be aware that Blazing Adventures may observe content and information made available by employees through social media. Employees should use their best judgment in posting material that is neither inappropriate nor harmful to Blazing Adventures, its employees, customers, or the community.
- Although not an exclusive list, some specific examples of prohibited social media conduct include posting commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libelous, or that can create a hostile work environment.
- Employees are not to publish, post or release any information that is considered confidential or not public. If there are questions about what is considered confidential, employees should check with Vince, Evan, Sarah, or Tessa.
- Social media networks, blogs and other types of online content sometimes generate press and media attention or legal questions. Employees should refer these inquiries to Vince, Evan, Sarah, or Tessa.
- If employees encounter a situation while using social media that threatens to become antagonistic, employees should disengage from the dialogue in a polite manner and seek the advice of Vince, Evan, Sarah, or Tessa.
- Employees should get appropriate permission before you refer to or post images of current or former employees, members, vendors, or suppliers. Additionally, employees should get appropriate permission to use a third party's copyrights, copyrighted material, trademarks, service marks or other intellectual property.
- Subject to applicable law, after-hours online activity that violates this policy or any other company policy may subject an employee to disciplinary action or termination.
- It is highly recommended that employees keep Blazing Adventures related social media accounts separate from personal accounts.
- Information regarding guests we take on Blazing Adventures trips, including revealing the identity of a guest or details about their trip, should never be posted on social media or discussed outside of work, as many guests book in confidentiality.

# **BENEFITS**

Blazing Adventures is happy to provide certain benefits to its employees. Such benefits are to be utilized in an ethical and professional manner. Anyone abusing company benefits may be subject to disciplinary action. It is important that employees maintain a healthy mind and body.

## ***Employee Assistance Program***

Blazing Adventures offers an Employee Assistance Program to all employees. We highly encourage employees to use this program.

Available anytime, the Triad EAP is a benefit provided by Blazing Adventures to enable employees and their family free and confidential access to qualified counselors. Blazing Adventures is committed to providing employees with the best opportunity to balance their personal lives with their work lives.

Please read included EAP packet for any additional information.

## ***Worker's Compensation***

Employees injured while performing job-related tasks may be covered by Worker's Compensation. This is a company paid insurance program that protects employees in the event of a work-related injury. Every work-related injury, no matter how minor, must be reported immediately to your supervisor or to an owner. Injuries must be reported during the same shift that the injury occurred. Your supervisor will assist you in completing necessary paperwork. All accidents will be thoroughly investigated upon receipt of paperwork. All non-emergency medical treatment must be done through our designated providers. See your supervisor for a list. Treatment by an unauthorized provider may not be covered by Worker's Compensation insurance. All emergencies must immediately go to the nearest ER and reported to supervisor and owner as early as possible.

## ***Pro Purchase Program***

As outdoor adventure guides, we have partners that are willing to provide us with their products at a discounted rate. The company that we partner with the most would be NRS. NRS, along with all other partners providing us with this benefit, expect our employees to respect the Pro Purchase Program and not abuse this benefit. Employees are not to order products through this program for anyone other than themselves. Any abuse of this program may result in disciplinary action, up to and including termination.

# **ACCIDENTS, INJURIES, EMERGENCIES**

## ***Injuries on the Job***

Any injury occurring on the job must be reported to your supervisor immediately and to the Accounting office within 24 hours of the accident (or the next working day if it is a Holiday or weekend). The appropriate forms must be filled out within these times. Non-emergent medical attention relating to the injury must be handled through a designated provider per the Blazing Adventures Worker's Compensation Policy. Make sure to inquire about the designated provider before attention is administered. In the case of an emergency, proceed to the nearest emergency room for treatment.

## ***Injuries to our Guests***

All accidents must be reported immediately. All parties involved will be required to complete statements of the accident. Be prepared to respond if you are involved in an accident. Call 911 for assistance or send someone to call for assistance immediately if you need to focus on patient care. Do not delay first aid to guests. Stay focused on First Aid and don't get distracted. Patient/Guest care is more important than focusing on the cause of the accident.

# **COMMUNICATION WITH OTHER DEPARTMENTS**

Each department plays a key role with Blazing Adventures. Although most guests only see our guide staff, there are people behind the scenes that are contributing to the guest's experience as well. Our office staff is often the first line of service that our guests are exposed to. We take pride in knowing that our guests get the same quality customer service from the day that they call to book a trip to the moment that they step off the bus following their trip. This takes great coordination and communication between departments. Get to know the staff in the other departments. We're all a big family and we count on one another to make Blazing Adventures the best in the business. Excellent teamwork will ultimately lead to an overall guest experience that should be like nothing they've experienced prior to Blazing Adventures.

Guides must always check with the Operations Manager to double check they have all their passengers at each pick up location. We never want to leave anyone behind or pick up the wrong people for a trip. So, double-check all passenger lists and call the operations manager or office manager with any questions. Also, be sure to update Ops Manager post trip.

Please keep phone calls to managers brief and to the point.

# **PARKING**

Personal vehicles must be parked in designated areas. Absolutely no employee vehicles are permitted to park or stop in Lots 1 or 2. Any damage inflicted on personal vehicles in this area will not be covered by Blazing Adventures' insurance. All employee vehicles should be parked in designated employee parking. On occasion, employees are allowed to park between lots 3 and 5.

Blazing Adventures has designated parking areas for all our pickup locations. These areas can change; always check with your supervisor for the proper location to park your vehicle. Blazing Adventures will not pay for any parking tickets received by an employee for parking in the incorrect area.

## **PROPERTY USE AND ABUSE**

Extreme care must be taken with all company equipment; river equipment (boats, oars, first aid items, etc), office equipment, biking, and jeep equipment. All equipment is the immediate responsibility of the individual and the ultimate responsibility of the trip leader. Any damage or loss of equipment must be reported immediately to the supervisor or owners. Extreme carelessness will result in deductions from pay to cover damages sustained by the Company or its equipment. Special care should be taken with equipment loaded into the trailer, pick-ups trucks, or vans. Always tie down equipment and double check that tailgates are closed.

Blazing Adventures has invested in office equipment to better serve our guests and to make your job easier. The equipment in the office is limited to business purposes only. Misuse and/or abuse of equipment is grounds for disciplinary action up to and including termination. Use of any office equipment for personal use is prohibited.

## **EMPLOYEE GUESTS/VISITORS**

Employees are encouraged to make a reservation for a 50% discount for family and friends. Exceptions can be made in certain circumstances for comps. Always inquire with your supervisor. Employees are responsible for the behavior and actions of their guests. It is expected that you let your guests know about our tipping policy.

## **TERMINATION OF EMPLOYMENT**

Grounds for immediate dismissal of any employee may include, but are not limited to, the following:

***Criminal law violation.*** Whether felony or misdemeanor, any action which violates the law will be considered and recognized as damaging to the company's public image. This applies to both on and off adventures conduct. USFS and BLM regulations must also be strictly obeyed. Use or possession of dangerous and illegal drugs or violation of USFS or BLM regulations while in the course of employment is strictly forbidden. Any such violation may result in immediate dismissal.

***Willful endangerment of any person*** - customer, fellow employee, or yourself - by non-compliance to the safety rules and regulations of this company. All such safety rules and regulations will be fully explained and you will be trained in all aspects of safety by the management and trainers, as set out in the training manuals.



Listed below are other violations to company rules that are subject to disciplinary action. Some of these violations were listed in detail prior in the manual. Because it would be impossible to list all rules and situations, discipline/termination is not restricted to this list.

- Excessive/unexcused tardiness or absences
- Poor quality of work
- Violation of safety rules including endangering the safety of others
- Violation of work rules
- Insubordination
- Willful or careless destruction of company property
- Refusal to perform assigned work
- Disregard for starting and quitting times
- Stealing/dishonesty
- Failing to report any accident you have at work
- Fighting or assaultive behavior
- Grossly inappropriate behavior
- Sexual harassment
- Intimidation of any nature whatsoever
- Possession of drugs or alcohol while working
- Being under the influence of alcohol or drugs during work hours
- Criminal law violation
- Unprofessional appearance
- Poor Hygiene

Depending upon the circumstances surrounding the rule violation, including, but not limited to, severity, frequency and past work record, disciplinary action may take any one of the following forms:

- Oral warning to employee
- Written warning to employee
- Second written warning to employee
- Suspension without pay
- Termination

The company's work rules and policy on progressive discipline and termination is to serve as a set of guidelines only. All employees are employed at will. Blazing Adventures reserves the right to terminate any employee with or without cause at any time, and all employees of Blazing Adventures are free to terminate their employment at any time as well.

While Blazing Adventures must accept complaints from customers, the company will not dismiss any employee due to customer complaints, without a fair opportunity for the employee to make an explanation of the incident in question. The owners and supervisors will ultimately make judgments regarding complaints.

## **EXIT INTERVIEWS**

Any employee leaving Blazing Adventures is asked to attend an exit interview conducted by their supervisor. Each employee is requested to complete an exit statement, which will include your reason for leaving as well as the proper paperwork for future accounting needs. Employees who choose not to complete their exit interview will be considered to have terminated their employment on their last workday.

## **FINAL NOTES**

The contents of this handbook are presented as a matter of information only. Nothing in this handbook shall create or is intended to create, or shall be construed to constitute a contract of employment expressed or implied. This handbook is a condensation of various personnel policies and procedures. All policies and procedures are subject to change according to the needs of Blazing Adventures.

It is the sole responsibility of each employee to read and understand the contents of this handbook. Any questions should be directed to your supervisor immediately. Once all your questions or concerns have been answered, please complete and sign the acknowledgment of the receipt of this handbook on the last page and turn it into your supervisor.

We would be happy to hear any suggestions about policies or criticism about this handbook that you may have.

**In the meantime, get out there and have some SERIOUS FUN this summer!**

# **EMPLOYEE HANDBOOK ACKNOWLEDGMENT**

I, \_\_\_\_\_, have received my copy of Blazing Adventures Employee Resource Guide and have read and understand its contents.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date