

Team Member Handbook



NITEHAWK
YEAR-ROUND ADVENTURE PARK

Table of Contents

Introduction.....	3
Harassment, Violence and Discrimination	5
Confidentiality.....	9
Conflict of Interest.....	10
Air Quality.....	11
Privacy.....	12
Substance Use.....	14
Background Checks	15
Open-Door Policy	16
Work Alone.....	16
Staff Pass	18
Social Media.....	19
Use of Nitehawk Computers.....	21
Personal Appearance	24
Employee Classifications	26
Attendance.....	26
Hours of Work.....	27
Pay Periods.....	28
Time Off in Lieu.....	29
Statutory Holidays.....	30
Vacation	32
Payroll Advances	35
Pet in the workplace.....	35
Hiring Family Members	37
Sick Days Policy	38
Healthy Workplace.....	38
Unpaid Leaves of Absence.....	39
Development & Performance Discussions	42
Discipline.....	43
Termination of Employment	45
Expense Reimbursement.....	46
Vehicles.....	47
Smoke-Free Environment.....	48
Employee Resources.....	49
Acknowledgement of Image.....	50
Handbook Acknowledgment	50

Welcome

Welcome to Nitehawk Year-Round Adventure. You've made a great choice to join, or to return to our Team. We are excited for you to join us-whether for this season or for your career. Nitehawk has been built to what it is today on passion and vision, and you are a part of that.

While we are confident that the tools, resources and training we provide will prove helpful, we realize that the guest experience is dependent upon so much more than that. It's going above and beyond that each of you do to ensure our guests have a great experience here at Nitehawk. It's about doing everything we can each day to ensure all guests are safe and provide the best service.

Thank you for your hard work and commitment to our guests and each other, and again welcome to Nitehawk Year-Round Adventure Park.

Introduction

This handbook has been created to familiarize you with some of the policies, procedures, practices, and benefits of Nitehawk Year-Round Adventure Park. This handbook is intended to provide you with information about the Organization that will be helpful to you through the course of your employment with Nitehawk.

We do ask that you read the handbook thoroughly, then sign and pass in the Team Member Acknowledgement page that is in the back of the book. By signing this page, you are acknowledging that you have read and understood all the policies, procedures, practices, and benefits that are listed and explained throughout the book and that you will abide by them all.

There may come a time where a policy, procedure, practice, or benefit that is described in this handbook may need to be changed, and therefore Nitehawk Year-Round Adventure Park reserves the right to make these changes as it deems appropriate and at its discretion. When there is a change to one of the policies, procedures, practices, or benefits, you will be notified via email with the amended/new policy, process, or training so that you are aware of what the change was. If you have questions regarding the information in the Team Member Handbook or any of the policies or procedures at Nitehawk, please contact your Manager.

This applies to all Employees regardless of date of hire.

Our Mission

Nitehawk Year-Round Adventure Park's goal is to provide guests with a high-quality experience through superior services. We consider each staff member to be of vital importance in this guest experience—providing them with the type of service they want and deserve.

You are the difference between an ordinary day and a truly enjoyable one.

Our Values

Safety

I practice safe behavior in everything I do.
Know and follow all the safety policies and procedures.
Safely deliver Courtesy, Show and Efficiency.
Be aware of surroundings and the hazards that may be present.
I act to always put safety first.
Identify, correct, and immediately report safety concerns.
Avoid shortcuts that do not put safety first.
Ask, "Is there a safer way?"
I speak up to ensure the safety of others.
Demonstrate care for the safety of others.
Appreciate and encourage the efforts of others to be safe

Courtesy

I project a positive image and energy.
Smile!
Be approachable and make eye contact.
I am courteous and respectful to guests of all ages.
Greet, welcome, and thank all guests.
Engage in guest interactions.
Keep conversations positive and appropriate.
Treat each guest as an individual.
I go above and beyond to exceed guest expectations.
Anticipate the needs of guests and help.
Provide immediate service recovery.

Show

I stay in "Nitehawk Year-Round Adventure Park" character.
Model the Nitehawk Year-Round Adventure Park look.
Preserve the magic (smile).
Use actions that model my area's activities.
I ensure my area is always show-ready.
Keep area clean, organized, and well maintained.
Take action to correct or report distractions from the show.

Efficiency

I perform my role efficiently, so guests get the most out of their visit.
Look for ways to reduce lines and inconveniences.
Provide accurate and timely information.
Be knowledgeable about the resort.
Share opportunities to improve my department.
I use my time and resources wisely.
Be prepared and anticipate operational needs.
Work as a team and build partnerships across all departments.
Take responsibility to conserve resources.

Harassment, Violence and Discrimination

Nitehawk seeks to provide a safe, healthy, and rewarding work environment for its Team Members. Harassment, violence, and discrimination will not be tolerated within this Organization. **Should you feel that you are being harassed, please follow the guidelines of this policy.**

Nitehawk believes that our Team Members have the right to work in an atmosphere free from harassment, violence, or discrimination, including, but not limited to, any or all that are based on the Alberta Human Rights Code. Nitehawk believes in the necessity of providing safeguards for members of the Nitehawk community against harassment, violence, and discrimination.

Definitions

Harassment	<p>Includes comments or conduct consisting of words or actions that disparage or humiliate a person. Harassment occurs when a person knows or ought reasonably to have known that their actions, conduct or comments would be inappropriate. It may include intimidating, threatening, or abusive comments or behaviour that may be accompanied by direct or implied threats to the individual's job.</p> <p>Harassment is when words or actions:</p> <ul style="list-style-type: none">• Interfere with another person's participation in the workplace.• Lead to or imply employment consequences for the person harassed; or• Create a poisoned environment. <p>Examples of harassment may include, but are not limited to:</p> <ul style="list-style-type: none">• Verbal or physical abuse, threats, derogatory remarks, innuendo or taunts about appearance or beliefs.• Distribution or display of pornographic, racist or offensive images.• Pranking or jokes that result in awkwardness or embarrassment.• Unwelcome invitations or requests, either indirect or explicit.• Intimidation, leering, staring or other objectionable gestures.• Condescension or paternalism that undermines self-confidence.• Unwanted physical contact such as touching, patting pinching, punching and outright physical assault.• Creating an atmosphere of awkwardness or embarrassment.• Repeated and vulgar sexual comments.• Inappropriate gender-related comments.• Unwelcome remarks about a person's appearance.• Solicitation of sexual favours and demands for sexual favours; or• Implied or express promise of reward or benefit in return for sexual favours and implied or express threat or act of reprisal if sexual favours are denied.
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	<p>Harassment is a behaviour that generally involves a course of comment or conduct directed towards a person or persons:</p> <ul style="list-style-type: none"> • which serves no legitimate work-related purpose; and • which is known or ought reasonably to be known to have the effect of creating an intimidating, humiliating, or hostile work environment. <p>When sufficiently severe, a single incident may be considered harassment.</p> <p>Any determination of harassment would involve an assessment of the behaviour in question, the effect of these behaviours, the reasonableness of that effect, and whether it was known or should have been that such actions would be unwelcome by the person alleging that they were harassed.</p>
Discrimination	<p>It is a treatment that results in unfavourable, or preferential treatment of individuals, or groups of individuals, based on Alberta Human Rights. Discrimination occurs when a single, or series of actions, or decisions create disadvantages to persons protected by human rights legislation.</p> <p>Discrimination may consist of but is not limited to:</p> <ul style="list-style-type: none"> • Race • Religious/Spiritual beliefs • Colour • Gender including gender identity and gender expression • Physical disability • Mental disability • Age • Ancestry • Place of origin • Marital status • Source of income • Family status • Sexual orientation
Violence	<p>It is the attempt to use or threaten to use force against another person that causes or could cause physical injury. Violence includes shaking fists, destroying property, or throwing objects, verbal, or written attacks, hitting, punching, pushing or kicking.</p>
Poisoned Environment	<p>Consists of conduct related to prohibited grounds and creates ill will, hostility, or hatred. It may create an intimidating or hostile workplace and can include comments or behaviour that creates offensive or would be considered hostile. A poisoned environment may include but is not limited to, graffiti, cartoons, signs, remarks, or exclusion of certain groups or individuals.</p>
Systemic Harassment/Discrimination	<p>Consists of policies, practices, procedures, actions, or inactions that appear neutral but have an adverse impact associated with one of the prohibited grounds.</p>

Vexatious Complaint	Consists of a complaint made with the intent to be retaliatory or damage the reputation of the other person. As opposed to a complaint made in good faith.
Members of the Nitehawk Community	Consists of all casual, part-time, and full-time Team Members.

Procedures

If you are being harassed:

1. Tell the harasser that their behaviour is unwelcome and ask them to stop.
2. Keep a record of incidents (date, times, locations, possible witnesses, what happened, your response). You do not have to have a record of events to make a complaint, but a record can strengthen your case and help you remember details over time.
3. Make a complaint. If, after asking the harasser to stop their behaviour, the harassment continues, report the problem to your supervisor as per your channels of communication. If the harasser is your supervisor, or in your chain of communication, please notify the issue to Human Resources.
4. Once a complaint is received, it will be kept confidential. An investigation will be undertaken as soon as feasible, and all necessary steps will be taken to resolve the problem. This may include mediation between the complainant and the alleged harasser if deemed appropriate.
5. Both the complainant and the alleged harasser will be interviewed. Any individuals who may be able to provide relevant information will also be interviewed. All information will be kept confidential.
6. If the investigation reveals evidence to support the complaint of harassment, the harasser will be disciplined appropriately. Discipline may include suspension or dismissal, and the incident will be documented in the harasser's file. No documentation will be placed on the complainant's record when the complaint has been made in good faith, whether the claim is upheld or not.
7. If the investigation fails to find evidence to support the complaint, there will be no documentation concerning the claim placed in the file of the alleged harasser.
8. Regardless of the outcome of a harassment complaint made in good faith, the complainant, as well as anyone providing information, will be protected from any form of retaliation by either co-workers or superiors. This includes dismissal, demotion, unwanted transfer, denial of opportunities within the Organization or harassment of an individual due to their having made a complaint or having provided evidence regarding the complaint.
9. Harassment and false allegations of harassment are serious matters for all concerned. Should it be found that the complaint is vexatious, the Team Member making the complaint may be subject to disciplinary action.

Nitehawk will strive to have the investigation concluded within thirty (30) days of receipt of the complaint. Nitehawk also reserves the right to retain outside services to conduct the investigation.

The report shall include

- a decision on whether harassment or discrimination as defined in the policy has occurred
- a review of the facts.

Within ten (10) days of receiving the report, the Manager will report back to the complainant and the accused and will advise them of their decision regarding the resolution of the complaint.

Nitehawk may elect not to appoint an investigation to a complaint of alleged harassment and discrimination for reasons not limited to, the following:

- The complaint is not based on protected grounds under the Alberta Human Rights Code.
- The complaint is not founded on conduct or comment that fits the definition of harassment or discrimination set out under this policy.
- The complaint is hateful, trivial, vexatious or made in bad faith.
- The complaint has or is being addressed through another resolution process available to the parties; or
- The complaint is the subject of a formal complaint to the police or the Alberta Human Rights Commission.

When Nitehawk elects not to appoint an investigation to a formal complaint, a written notice will be provided to the complainant asserting their reasons not to appoint an investigator.

Nothing in this policy is intended to prevent any person from following any alternate complaint procedure that may be available under the Alberta Human Rights Code, or from initiating any other proceedings in law.

Confidentiality

Team Members should be aware that the protection of proprietary and confidential information belonging to Nitehawk is of vital concern to the Organization as it is essential to the maintenance of our market position and enhances our opportunity for future growth and success.

Confidential information is information comprising proprietary trade secrets of Nitehawk not accessible to the public but available to Nitehawk Team Members through their work. This information is, but not limited to, electronic data, pictures, videos, drafting, contact information, rates, agreement terms or written documents.

While employed with Nitehawk, you will have access to information, client's confidential information, pricing and equipment that allows us to maintain a competitive advantage. It is the responsibility of each Team Member of Nitehawk to make sure that they do not share confidential information with competitors of Nitehawk or media of any kind.

You are expected to keep Confidential information of the Organization secure from outside visitors and all other persons. If at any time, you become aware of any unauthorized access, use, possession or knowledge of any Confidential Information by any third party, you shall immediately notify your Manager.

Failure to adhere to this policy may subject you to discipline, up to and including termination.

This policy is in effect if the Team Member is in a working relationship with Nitehawk and into perpetuity after their employment ends.

All Nitehawk Year-Round Adventure Park wage information is confidential and should not be disclosed for any reason, other than as required for appropriate financial reporting purposes.

Nitehawk Year-Round Adventure Park requests that all Team Members keep their wages, benefits, and any other form of compensation confidential and avoid providing or otherwise broadcasting this information with other Team Members, or with any third-party that does not have a bona fide need to know.

Any unauthorized disclosure of confidential information by Team Members may hinder our ability to effectively contest for talent, may create unnecessary conflict or disputes, and could lead to disciplinary action up to and including termination of employment.

Revised

Conflict of Interest

This policy is directed to all Team Members, contractors or representatives of the Organization who transact business on behalf of the Organization.

A Team Member, when charged with the responsibility for conducting business on behalf of Nitehawk, will, at all times place the commercial interests of the Nitehawk above personal interests or the interests of others.

A conflict of interest is created when an employee derives a benefit directly or indirectly from the transaction of business being conducted on behalf of Nitehawk.

When such a conflict exists, or an employee feels that a conflict may exist, it is incumbent on that person to disclose the real or potential conflict to his or her immediate supervisor. In a conflicting situation, arrangements can then be made to remove or nullify the conflict. Failure of an employee to disclose a conflict of interest will result in disciplinary action that may include dismissal with cause.

A conflict may also exist in the instance where an employee receives gifts or gratuities as a direct benefit from a supplier of goods or services. Team members may accept small gifts or tokens meant as a 'thank you' for services but should inform their Manager upon each receipt of a gift.

Safety

Nitehawk is committed to establishing and maintaining a proactive safety culture to minimize risk and prevent any work-related injuries. Team Members are expected to use good judgment on the job and know their limitations. It is important to feel empowered to prevent unsafe conditions and stop unsafe acts from occurring. ALL Team Members have the right to refuse dangerous work.

The health, safety, and welfare of Team Members depend upon understanding the environment in which we work, and the priority placed on safety in our overall operations. To that extent, Nitehawk will seek to provide employees with the proper protective equipment, tools, training, and procedures to perform their job safely.

Each department will incorporate applicable safety policies and procedures into their respective training programs and operation manuals. For any additional information, please see the Nitehawk OH&S manual.

*** Nitehawk has its own Safety Committee, and we love new members. For more information, please inquire with your supervisor ***

Team Members are expected to report **ALL** accidents resulting in an injury while at work. Team Members should Seek first aid and further medical attention if necessary and contact Patrol and their Supervisor via radio.

Revised

Air Quality

When the possibility of deterioration in air quality as result of wildfires or other pollutants, the Air Quality Health Index (AQHI) is being used as a guideline for decision making by Nitehawk Year-Round Adventure Park as there is no legislated limit that prohibits outdoor activities. Decisions to cancel or limit outdoor activities are made by Nitehawk Management on a case-by-case basis with the customer/guest/participant/Team Member being the ultimate decision maker as to whether they feel they should participate in outdoor activities. This is based on their assessment of their own risk factors and sensitivity to air pollution.

As a rule, any customer/guest/participant/Team Member with respiratory or heart conditions should reduce or avoid outdoor activities when the AQHI reaches 7 or more. When the AQHI is between 7-9 (High Risk), Nitehawk customers/guests/participants/Team Member are advised to keep their activities limited to indoors whenever possible. Cancelling Nitehawk events/work directly will be decided by the Nitehawk Management Team and will be considered on a case-by-case basis depending on factors such as the nature and duration of activity, age and health status of the customers/guests/participants/Team Member and availability of indoor shelter to reduce exposure time.

Customers/Guests/Participants/Team Member will be kept informed on decisions made to cancel outdoor activities. An AQHI of 10 or greater (Very High Risk) will result in the cancellation of all outdoor activities associated with Nitehawk events/work.

Customers/Guests/Participants/Team Member will always have the final say as to whether they participate/work or not.

With regards to Nitehawk events & programming, those who choose not to participate will be given a credit to use for a future Nitehawk Event/Program to be used before the end of the current fiscal year.

Privacy

Purpose

Nitehawk is committed to safeguarding the personal information entrusted to us by our clients and Team Member. We manage personal information per Alberta's Personal Information Protection Act and other applicable laws. This policy applies to Nitehawk and any person(s) providing services on our behalf.

Definitions

Personal information means information about an identifiable individual. This may include an individual's name, home address and phone number, age, sex, marital or family status, an identifying number, financial information, educational history, etc.

Personal information about a Team member or volunteer, which is collected, used, or disclosed solely to establish, manage, or terminate an employment relationship or a volunteer work relationship. Personal Team member information may, in some circumstances, include a Social Insurance Number, a performance review, etc.

Information collected is only to provide services to our guests, including personal information needed to:

- deliver requested products and services
- enrol a guest in a program
- send out association membership information

Guests personal information is collected directly from guests, or as authorized by law.

Guests are informed at the time of collecting personal information, the purposes for which the information is being collected.

Consent is used to collect, use, or disclose client personal information, except in specific circumstances where collection, use or disclosure without permission is authorized or required by law. Where express consent is needed, we will generally ask clients to provide their consent orally (in person, by telephone) or in writing (by signing a consent form).

Nitehawk uses and discloses client personal information only for the purpose for which the information was collected, except as authorized by law.

Nitehawk collects, uses, and discloses personal Team member information to meet the following purposes:

- Determining eligibility for employment or volunteer work, including verifying qualifications and references
- Establishing training and development requirements
- Assessing performance and managing performance issues if they arise
- Administering pay and benefits
- Processing Team member work-related claims (e.g. benefits)
- Complying with requirements of funding bodies
- Complying with applicable laws (e.g. Canada Income Tax Act, Alberta Employment Standards Code)

Nitehawk protects personal information in a manner appropriate for the sensitivity of the data. We make every reasonable effort to prevent any loss, misuse, disclosure, or modification of personal data, as well as any unauthorized access to personal information.

Nitehawk uses appropriate security measures when destroying personal information, including shredding paper records, and permanently deleting electronic files.

Nitehawk retains personal information only as long as it is reasonable to fulfil the purposes for which the data was collected or for legal or business purposes.

Individuals have a right to access their personal information in a record that is in custody or under the control of Nitehawk, subject to some exceptions. For example, organizations are required under the Personal Information Protection Act to refuse to provide access to information that would reveal personal information about another individual.

If a request is refused, in whole or in part, Nitehawk will provide the reasons for the refusal.

Substance Use

Guidelines

Nitehawk desires to provide a work environment that is both healthy and comfortable for all its team members. It is recognized that the use of alcohol or drugs may have serious adverse effects on a team member's health, safety, and job performance.

- All team members are expected to be fit for duty when reporting to work and remain fit for the duration of the day. This implies that team members must not be impaired by alcohol, drugs, or prescription medications. If a team member is required to take prescription drugs, these drugs should not inhibit their ability to perform their job functions proficiently.
- Team members are not to have alcohol, drugs, or related paraphernalia in their possession while in the workplace, this includes the parking lot or other property owned by Nitehawk.
- Possession, use, or selling of alcohol, drugs, or drug paraphernalia on Nitehawk property or in organizational vehicles is prohibited.
- The use of alcohol for social functions or any circumstances related to the organizational business may be permitted when approved by the Manager. Approval must be obtained to ensure that the use of alcohol does not contravene the intent of this policy.

Procedures

- Should there be reason to believe that a team member's job performance is being negatively affected by alcohol, legal, illegal or prescription drugs, or that this policy is being violated in any way, Nitehawk is entitled to inquire as to the nature of the problem and to take appropriate action; which may include disciplinary action.
- Nitehawk will differentiate between behaviour that is correctly characterized as an illness or disability and behaviour that is not.
- Should an illness or disability be present, Nitehawk deems to work with the team member towards a goal of rehabilitation and the duty to accommodate under the Human Rights Code.

Background Checks

Employment with Nitehawk Year-Round Adventure Park will generally be conditional upon receipt of a satisfactory Vulnerable Sector Check or Background Check.

Upon hiring, Team Members will be required to provide a Vulnerable Sector Check and/or Background Checks within 15 business days of hire date.

Under certain circumstances, such as, but not limited to, transferring positions and promotion, additional checks may be completed, as permitted by applicable laws.

Nitehawk will reimburse Team Members for this expense once they have worked at least 10 shifts. Reimbursement will be through payroll.

These checks should be completed yearly.

Revised

Open-Door Policy

Nitehawk knows that their Team Members are valued assets to the Organization, and therefore they realize the importance of open communication between management and team members. Because of the importance of this open communication, Nitehawk has created the Open-Door Policy.

The purpose of the Open-Door Policy is to that the Team Members of Nitehawk know that the doors are always open to the manager's offices and that Team Members should feel comfortable going to speak with a manager regarding any concerns, questions, or suggestions that you may have.

Management is expected to encourage all Team Members to make use of the Open-Door Policy so that together they can constructively resolve any issues. Team Members may also avail of Human Resources for discussions, questions or concerns.

Work Alone

This Work Alone Policy aims to provide guidelines for Team Members who are assigned tasks that can be effectively completed independently, without the need for immediate collaboration or supervision.

- **Task Suitability:** Team Members should assess the nature of their tasks to determine whether they are suitable for independent work. Straightforward functions requiring minimal coordination and not requiring immediate collaboration with colleagues are ideal for this policy.
- **Communication:** Team Members are encouraged to maintain regular communication with their supervisors or relevant team members while working alone. This communication could include updates on progress, clarifications on tasks, and any challenges faced.
- **Accountability:** Team Members are solely responsible for completing and quality of their assigned tasks. Meeting deadlines and achieving desired outcomes are essential components of this policy.
- **Workspace Safety:** When working alone in the office or other designated spaces, Team Members should adhere to safety protocols and notify appropriate personnel about their presence, especially during non-standard working hours.
- **Collaboration Opportunities:** While this policy emphasizes independent work, Team Members should be open to occasional collaboration when the task could benefit from diverse perspectives or requires input from others.
- **Documentation:** Team Members should document their work progress and outcomes.

Team Member Conduct

The Team Members of Nitehawk are expected to deal with customers, suppliers, and fellow Team Members with respect, integrity, and fairness always. The general attitude and conduct of each Team Member must contribute positively to the work environment.

1. Team Members must follow all organization policies and procedures
2. Team Members must treat fellow workers in a fair and respectful manner
3. Team Members are required to be at work each day. All absences from work must be reported to their manager
4. Team Members will participate in mandatory twice a year orientation.
5. Team Members will participate at least once per year in the Nitehawk Respect in the Workplace seminar.

The following conduct is deemed **unacceptable** and will be subject to disciplinary action up to and including termination of employment.

1. Use of profanity or threatening/abusive language
2. Team Members will report for their shift in a condition fit for work
3. Theft of Customers, team members or Nitehawk property
4. Engaging in dangerous behaviour
5. Smoking in any organization vehicle or equipment is strictly prohibited
6. Using a cellular device in any organization vehicle or equipment is strictly prohibited
7. Destroying Team Members or Organization property
8. Violence in the workplace
9. Gambling in the workplace
10. Wearing unclean clothing
11. Dishonesty with other Team Members, the Organization, suppliers, or customers
12. Immoral, indecent, offensive, or abusive behaviour
13. Lack of attention to work or duties assigned
14. Lack of attention to Nitehawk guests and needs while on shift
15. Any threats, intimidation, interference, use of abusive language or discrimination toward other Team Members, including members of management
16. Posting or distributing notices or writing in any medium without the prior approval of management
17. Soliciting, collecting, or selling goods or services for any purpose without the permission of management
18. Interfering with others in the performance of their job or engaging or participating in any interruption of work
19. Operation of equipment without proper authorization
20. Falsifying any reports or records, or making false statements
21. Unauthorized use of the Organization's computer system, including internet access
22. Refusal to follow the manager's orders, directives, job instructions, or complete the work assigned

Team Member Pass

At Nitehawk, we work hard; therefore, we can play hard.

Team Members should enjoy the hill and get out skiing, snowboarding, or tubing. If you work also during the summer biking and golfing are included in the fun. Nitehawk will issue Team Members a season pass for the year hired. While enjoying skiing, snowboarding or other privileges, it is expected Team Members observe "The Responsibility Code" posted around Nitehawk and presented in orientation.

Lending a Team Member pass is considered an abuse of this benefit and is strictly prohibited. Any abuse of pass privileges will result in disciplinary action up to and including immediate dismissal.

It is your responsibility to know where your employee pass is at all times. If your pass is lost or stolen, contact your Supervisor or Manager immediately.

Employees unable to perform their work duties due to illness, injury, personal business, or other reasons will not be allowed to use skiing, snowboarding or other privileges until they return to work.

Furthermore, employees are strictly prohibited from calling in sick to work and using their Team Member pass that same day.

Team Member pass privileges are terminated at the time employment is terminated for any reason.

Team Members who choose to opt-out of the Team Member pass will be issued 16 vouchers to share with family or friends.

Both staff pass and vouchers can be picked starting the third Monday in December from the Human Resources Manager.

Team Members under the age of 18 will need to have the Liability Consent form filled out by a guardian before picking up their season pass.

Revised

Social Media

At Nitehawk, we believe in open communication and transparency. You are encouraged to share your passion for the work we do, whether you do so by participating in a blog, wiki, online social network or any other form of online publishing or discussion is entirely up to you. However, these new ways of communication are changing the way we talk to each other and even our customers. To avoid any problems or misunderstandings, we have come up with a few guidelines to provide helpful and practical advice for you when operating on the internet as a Team Member of Nitehawk.

Social Media Guidelines

- First, please familiarize yourself with and follow the Nitehawk Code of Conduct and the Confidentiality Agreement in the Team Member Handbook.
- When you discuss Nitehawk on social media, you must identify yourself with your name and, when relevant, your role at the Nitehawk. Only very few people in this Organization are an official spokesperson for the Organization, so if you are not one of them, you must make clear that you are speaking for yourself and not for the Organization. You can use a disclaimer like "The postings on this site are my own and do not necessarily represent the position, strategy or opinions of Nitehawk." However, as a Team Member, you are still perceived by members of the public as a representative of Nitehawk, even if you include a statement that your opinions are your own. Please always write in the first person and don't use your Organization email address for private communications. Please also consider that even anonymous postings on Wikipedia can be traced back to the Organization.
- You are personally responsible for the content you publish on blogs, wikis or any other form of user-generated media, both internally and externally. Please remember that the internet does not forget. This means everything you publish will be visible to the world for a very, very long time. Common sense is a huge factor here. If you are about to post something that makes you even the slightest bit uncomfortable, review it. If you are still unsure and it is related to Nitehawk talk to your manager.
- Just because the information is made available internally, it is not ok to let the rest of the world know about it. If an item features the sentence "for internal use only," then that is what it means, and it is not intended to be forwarded to anyone who is not employed by Nitehawk. No exceptions.
- It is perfectly fine to talk about your work and have a dialogue with the community, but it is not okay to talk about expansion into other geographical areas, pricing, internal operations, or any other product before it is officially launched. You have signed a confidentiality agreement and are expected to follow it. If the judgement call is tight, please ask your manager before you publish or forward anything. Please act responsibly with the information that you are given.
- Do not comment on work-related legal matters. Besides, talking about revenues, future products, pricing decisions, unannounced financial results or similar issues will get you, the Organization or both into trouble. Stay away from discussing financial topics and predictions of future performance at all costs.
- Respect your audience. Don't use ethnic slurs, personal insults, obscenity, or engage in any conduct that would not be acceptable in Nitehawk's workplace. It would help if you also showed proper consideration for others' privacy and for topics that may be considered objectionable or inflammatory (like religion or politics). We all appreciate and deserve respect.

- Think about the consequences. Imagine you are sitting in a sales meeting, and your client brings out a printout of a colleague's post that states that the product you were about to sell "completely sucks." Talk about a tough pitch. So, please remember: Using your public voice either internally or externally to trash or embarrass your employer, your customers, your co-workers or even you are not okay.
- Have you posted something that just wasn't true? Be the first to respond to your own mistakes by either deleting or correcting inappropriate posts. If you choose to modify an earlier post, make it clear that you have done so.
- Please respect intellectual property rights (such as trademarks and copyright). If the name, logo, image, artwork or other material you want to use it is not yours, don't use it. It's straightforward: It is the owner's choice to share their name, logo, image, artwork or other material with the world, not yours. Before posting someone else's work or picture, please check with the owner first.
- Don't cite or reference customers, partners or suppliers without their approval. When you do refer, where possible, link back to the source.
- Be aware that others will associate you with your employer when you identify yourself as such. Please ensure that your Facebook, LinkedIn, or any other external-facing profile is accurate and up to date. Nitehawk recommends a headshot for LinkedIn profiles and a full description of your duties at Nitehawk.
- Even if you act with the best intentions, you must remember that anything you put out there about Nitehawk can potentially harm the Organization. This goes for all internal media as well, like the intranet or any newsletters you send out. As soon as you act on the Organization's behalf by distributing information, you are upholding the Organization's image. Please act responsibly. If in doubt, please contact your manager before you hit the send button.

Violations of this policy and distribution or posting of materials that are considered defamatory to Nitehawk will be dealt with by using our disciplinary process that may result in termination of employment.

Use of Nitehawk Computers

The use of Nitehawk's computers and internet access are for Nitehawk business and is to be used for authorized purposes only. Occasional personal use is acceptable if it is not excessive or inappropriate. Excessive is defined as interfering with normal job functions, responsiveness to work requests, or the inability to perform daily job activities. Electronic communication should not be used to distract, intimidate, harass co-workers, or disrupt the workplace.

Use of the Nitehawk computers, networks and internet access is a privilege granted by management and may be revoked at any time for inappropriate conduct including, but not limited to:

- Engaging in private or personal business activities, including excessive use of social media.
- Making unauthorized copies of Nitehawk files or other Nitehawk data.
- Destroying, deleting, erasing, concealing Nitehawk files or any other Nitehawk data.
- Deliberately propagating any virus, worm or any other code that is designed to disrupt, disable, impair, or otherwise harm either the Nitehawk's network or systems.
- Using abusive, profane, threatening, racist, sexist, or otherwise objectionable language in either public or private messages.
- Sending, receiving, or accessing pornographic materials.
- Engaging in unlawful or malicious activities.

Nitehawk owns the right to all data and files in any computer, network, or other information system used in the Nitehawk. Nitehawk has the right to inspect all files in the network or any computer storage media. Team Member may only access another Team Member's computer, data or electronic mail messages with prior authorization from either the Team Member or an appropriate Nitehawk official.

Accordingly, Team Members should assume that whatever they do, type, enter, send, receive, and view on Nitehawk electronic information systems is electronically stored and subject to inspection, monitoring, and Nitehawk use at any time. No Team Member may create, use or distribute copies of software that does not comply with the license agreements for the software. Violation of this policy can lead to disciplinary action, up to and including dismissal.

The internet is to be used to further Nitehawk's mission and to provide adequate service of the highest quality to Nitehawk's customers and team. Internet access is a resource to Nitehawk that is provided as a tool to Team Members, which they may use for research, professional development, and work-related communications.

Team Members are individually liable for all damages incurred because of violating Nitehawk security policy, copyright, and licensing agreements.

Nitehawk prohibits the use or possession in the workplace of any image or voice recording device without the permission of Nitehawk. Team Members shall not bring personal computers, data storage devices or mobile computing devices to the workplace or connect them to the Nitehawk electronic systems unless permitted.

Violation of this policy, or failure to permit an inspection of any device covered by this policy, shall result in disciplinary action, up to and including immediate termination of employment, depending upon the severity and repeat nature of the offence. In addition, the Team Member may face both civil and criminal liability from Nitehawk, from law enforcement officials or from individuals whose rights were harmed by the violation.

Confidentiality of Electronic Mail

As noted above, electronic mail is always subject to monitoring, and the release of specific information is subject to applicable federal laws and Nitehawk rules, policies, and procedures on confidentiality. Existing regulations, policies, and procedures governing the sharing of confidential information also apply to the sharing of information via commercial software. Since there is the possibility that any message could be shared with or without your permission or knowledge, the best rule to follow in the use of electronic mail for non-work-related information is to decide if you would post the information on the office bulletin board with your signature.

It is a violation of Nitehawk policy for any Team Member, including system administrators and supervisors, to access electronic mail and computer system files to satisfy curiosity about the affairs of others, unless such access is directly related to that Team Member's job duties. Team Members found to have engaged in such activities will be subject to disciplinary action.

Electronic Mail Tampering

Electronic mail messages received should not be altered without the sender's permission, nor should electronic mail be changed and forwarded to another user or unauthorized attachments be placed on another's electronic mail message.

Internet/Intranet Browser(s)

The Internet is to be used to further Nitehawk's mission, to provide effective service of the highest quality to Nitehawk's customers and staff, and to support other direct job-related purposes. Supervisors should work with Team Members to determine the appropriateness of using the Internet for professional activities and career development. The various modes of Internet/Intranet access are Nitehawk resources and are provided as business tools to Team Members who may use them for research, professional development, and work-related communications. Limited personal use of Internet resources is a special exception to the general prohibition against the personal use of computer equipment and software.

Team Members are individually liable for all damages incurred because of violating Nitehawk security policy, copyright, and licensing agreements.

All Nitehawk policies and procedures apply to Team Members' conduct on the internet, especially, but not exclusively, relating to intellectual property, confidentiality, Nitehawk information dissemination, standards of conduct, misuse of Nitehawk resources, anti-harassment, and information and data security.

Internet/Intranet Security

Nitehawk owns the rights to all data and files in any information system used in Nitehawk. Internet use is not confidential, and no rights to privacy exist. Nitehawk reserves the right to monitor Internet/Intranet usage, both as it occurs and in the form of account histories and their content. Nitehawk has the right to inspect all files stored in private areas of the network or on any type of computer storage media to assure compliance with this policy, provincial and federal laws. Nitehawk will comply with reasonable requests from law enforcement and regulatory agencies for logs, diaries, archives, or files on individual internet activities.

Nitehawk has taken the necessary actions to ensure the safety and security of our networks. Any Team Member who attempts to disable, defeat, or circumvent Nitehawk security measure is subject to disciplinary action, up to and including dismissal.

Existing rules, policies, and procedures governing the sharing of work-related or other confidential information also apply to the sharing of information via the Internet/Intranet. Please refer to the Confidentiality for additional information.

Personal Appearance

The personal appearance and hygiene of a Nitehawk Team Member is a reflection on the Organization's character, therefore we as an Organization wish to maintain a casual yet professional work environment.

All Team Members of Nitehawk are expected to dress appropriately for their responsibilities and position within the Organization, while keeping in mind the potential of contact with the public, customers, suppliers, etc.

Year-round Team Members

As fulltime members of the Nitehawk team it is important to remember that you are always in a customer facing role and as such need to always reflect a professional look. Nitehawk is a fun place for families and individuals and we encourage our Team members to have fun at work and to wear clothing that is comfortable, professional and flexible as they may be called into customer or funder meetings or assisting with customers on a daily basis.

Seasonal Team Members

Seasonal members of the Nitehawk team hold customer facing roles. The reputation of Nitehawk is part of the appearance and attire of our team and unprofessional appearance may erode that reputation.

Team members should dress comfortably for the work that they will be participating in and appropriate for the outside temperatures. Working in winter weather conditions that may change during a shift it is expected that Team members dress in layers and bring a change in clothing with them. Summer seasonal team members are encouraged to dress in layers, have a raincoat, proper footwear, and a hat to help protect them from the sun.

Examples of inappropriate attire for all Team Members include:

- Inappropriate Pants include, but are not limited to, sweatpants, yoga pants and shorts that are shorter than the length of the middle fingertip when your hand is held at your side.
- Inappropriate Skirts and Dresses – mini-skirts, beach dresses, and spaghetti-strap dresses (unless you are wearing a jacket or sweater over it). Skirts and dresses should be no shorter than the length of the middle fingertip when your hand is held at your side.
- Inappropriate Tops and Shirts may include midriff tops, halter tops, and shirts that have words, pictures or designs that may be offensive to others.

Clothing that is dirty, in need of repair, ill-fitting or generally unsuitable for a workplace should not be worn.

Jewelry, make-up, perfume, and cologne should be worn in good taste. Please remember that some Team Members and customers may be allergic or sensitive to the chemicals in perfumes and colognes, so please wear these substances with restraint.

Team Members may have visible piercings or tattoos that are not in excessive amounts and tattoos do not contain derogatory or offensive words.

If a Team Member's attire or hygiene seems inappropriate, the manager will inform the Team Member of their concern. It is then expected that the Team Member will make the necessary changes to meet the manager's expectations.

If the problem persists, the Team Member may be sent home to change clothes. If the problem continues to persist, then progressive disciplinary action may be applied.

Certain positions will require various pieces of Personal Protective Equipment (boots, safety glasses, or hardhat as example) and Team members should speak with their Manager to determine the PPE required for their position.

Conclusion

Your appearance is your expression to others on who you are and what you stand for. Remember that the way you dress when you come to work reflects your self-confidence and your attitude towards your job.

Employee Classifications

Full-Time Team Members: Generally, work at least 30 hours per week.

Part-Time Team Members: Typically, work less than 30 hours per week or on an as-needed basis.

Year-Round Team Members: Are hired into non-seasonal positions. A year-round team member may work full-time or part-time.

Seasonal Team Members: Are hired for a specific season, time-period or defined period. Seasonal Team Members may work a full-time or part-time schedule.

Attendance

At Nitehawk, our Team member's presence is critical to the everyday success of the Organization. We understand that sickness and emergencies are not anticipated, and because of that, you may require to miss part of or an entire workday.

If you are aware of a day that you are not going to be able to make it to work as scheduled, it is vital that you give as much notice to your manager as possible. If your need for time off is not foreseeable, you must let your manager know as soon as you are aware that you are not able to make it.

When you are contacting your manager to let them know that you are not going to be for work, or that you are going to be late, you must let them know how long you will be out for or if you are running behind schedule when you will be arriving for work. Team members should contact their manager via phone.

Once schedules are published it is the responsibility of the team member to find a replacement for their shift.

Excessive absences, or consistently arriving late for work, may lead to disciplinary action, up to and including termination.

1) Shift Coverage

- a. Team Members are responsible for their scheduled shifts. If a change cannot be worked, it is the responsibility of the Team Member to find a suitable replacement. Nitehawk Year-Round Adventure Park recommends a buddy system; however, Team Member contact information can be provided upon request.
- b. Management should be the LAST alternative for finding shift coverage.
- c. Should a Team Member need to call in sick, it is required that they CALL their direct supervisor promptly; please do not send When to Work messages or emails—they are easily missed.

2) Vacation Requests

- a. Team Members are expected to submit vacation requests through When to Work at least 2 weeks before the requested time. These are REQUESTS, not guarantees, but Nitehawk Year-Round Adventure Park will try to accommodate all requests to the best of its ability.
- b. Any time off needed for sports and family events must be submitted through When to Work two weeks before the time required. Please be respectful to your managers when asking for time off, as last-minute requests may not be granted.
- c. Full-Time Team Members must give management one month's notice for any time off longer than four days.

Hours of Work

Breaks

For shifts less than 5 hours in total

-Team members are eligible for 1-15 minute paid break

For shifts greater than 5 hours

-Team members are eligible for 2-15 minute paid breaks or on 30 minute paid break

Managers and Supervisors will advise Team members when they will be able to take their break.

Year-Round Staff

A regular workweek consists of up to 40 hours per week, Monday to Friday (unless otherwise discussed and agreed upon when hired). The main office hours are 9:00 am to 5:00 pm. It is expected that Team members should be able to fulfill their job duties during the regular workday hours.

There may be times when the Team Members are required to work outside of the regular work hours to ensure that work and job completion can be done within proper time of delivery. Team Members shall refer to the Banked Time policy when required to work hours above their regular workweek.

Seasonal Staff (Winter or Summer) See Notes below on Classifications

Due to the nature of the work at Nitehawk Team Members are required to work varying schedules. Employees should refer to the Team member schedule that is posted Wednesday's by 5:00pm weekly.

Employees are responsible for their scheduled shifts. If a shift cannot be worked, it is the responsibility of the employee to find a suitable replacement. Nitehawk recommends a buddy system, however staff contact information can be provided upon request.

Management should be the LAST alternative for finding shift coverage.

Should an employee need to call in sick, it is required that they CALL their direct supervisor prior to start of their shift.

Seasonal Team Members shall have overtime paid out on each cheque as it is earned and are not eligible to participate in the company Banked Time procedures.

Pay Periods

Team Members are paid bi-monthly.

Pay Periods run from the 10th day of each month through the 25th and from the 26th day to the 9th of each month. Team members are responsible for completing a bi-monthly Time Sheet and submitting them to their Manager for payment no later than on the 10th and 25th of each month.

Team Members are responsible for using the time clock, any missed shifts not clocked in need to be reports to the Duty Manager that day to be added to the Time clock. Any missed shifts will not be including until the following pay period. Please review your paystub once it is emailed. Please remember to update all personal information to ensure your records are up to date.

Errors in paystubs should be reported to the Accounting Department as soon as they are found.

Tax reporting and T4 submission

Team Members are encouraged to review paystubs on a regular basis to ensure correctness of hours paid and if additional taxes are being withheld as per Team Member request.

Team Members are responsible to have taxes withheld in the correct manner for their personal status and may wish to consult a tax professional for questions related to personal taxes.

T4 slips are emailed on or before the last day of February following the calendar year to which the slips apply. Canada Revenue Agency recommends keeping paper and electronic records for six years after the year to which they relate.

Tipped Employees in accordance with applicable law must report those tips as income. It is the employee's responsibility to report tips when filing income tax.

Time Off in Lieu

Purpose

Nitehawk is a not-for-profit with a limited budget for paid over-time hours, so has instituted a Time in Lieu Agreement with its employees and strives to provide an appropriate work-life balance for its team members.

Definitions

Overtime: Hours worked more than eight (8) hours per day, or forty-four (44) hours per week will be considered overtime.

Time Off in Lieu: refers to hours worked over regular hours, but instead of receiving an overtime payment for these hours, they are held (banked) to be taken as leave at a time in the future that is agreed between the Manager and team members and paid at the employee's regular rate of pay.

Maximum Daily Hours: The maximum hours of work a team member may legally work in 24 hours is 12 hours. There is a requirement of at least an 8-hour break between the end of one period of work and the start of the next work period.

Regular Work Hours:

Fulltime team members work 40 hours per week or 8 hours per day.

Procedures

Your Manager's approval must be acquired for Lieu Time before it is accrued and before it is used. Failure to follow this approval process may lead to non-payment of the overtime hours.

Accruing lieu or banked time:

When a Team Member is requested by their Manager to work overtime, the hours will be banked and used as Lieu Time. Banked Time hours are calculated every week. For purposes of calculation, the workweek is Sunday to Saturday.

Team members will track the additional hours of work on their weekly timesheets and submit them to their Manager.

Team members may not bank more than 40 hours before they are required to use all or a portion of their banked time.

The time off will be provided and taken within six (6) months from the day it was earned. The time off with pay for banked hours shall be offered and paid at the **regular rate of wages** at a time that the team member could typically have worked.

Using your Time in Lieu:

Team members must use banked lieu time within 6-months of the time being earned and in consultation with their Manager so as not to disrupt the work of Nitehawk. It is preferable that lieu time is used in increments of a minimum of 4 hours per day.

Time off for Lieu Time hours will be treated as regular hours of work. Remuneration paid in respect to time off for Lieu Time will be treated as wages and are subject to standard statutory deductions as required by law.

Statutory Holidays

Nitehawk is a Year-Round business that relies on patrons using our facilities on Statutory Holidays. To this end, Team Members will be scheduled to work on Statutory Holidays.

The following days are recognized as statutory holidays by Nitehawk:

	2023	2024	2025
New Year's Day	January 1	January 1	January 1
Alberta Family Day	February 17	February 15	February 17
Good Friday	April 7	March 29	April 18
Victoria Day	May 22	May 20	May 19
Canada Day	July 1	July 1	July 1
Heritage Day	August 7	August 5	August 4
Labour Day	September 4	September 2	September 1
Thanksgiving	October 9	October 14	October 13
Remembrance Day	November 11	November 11	November 11
Christmas Day	December 25	December 25	December 25

Procedures

Team Members who have worked for Nitehawk for at least 30 working days or more in the 12 months before the statutory holiday are eligible for statutory holiday pay.

Team Members are **not** entitled to holiday pay when they:

- do not work on a statutory holiday when required or scheduled to do so, or
- are absent, without consent of Nitehawk, on the Team Members' last regular working day preceding or the first regular working day following the statutory holiday.

However, Team Members are eligible if they have the employer's permission to be absent on the regular workdays before and after the statutory holiday.

Regular day of work

If the holiday falls on a regular day of work and an employee doesn't work on the holiday, then they are entitled to general holiday pay of an amount that is at least their average daily wage.

If an employee works on the holiday, then the employee is entitled to general holiday pay of an amount that is equal to:

- at least their average daily wage, and at least 1.5 times their wage rate for each hour worked on that day, or
- standard wage rate for each hour worked on the general holiday and a day off with pay where the pay is at least as much as their average daily wage

Non-regular day of work

If the holiday falls on a non-regular day of work and an employee doesn't work on the holiday, they are not entitled to general holiday pay.

If an employee works on the holiday, then the employee is entitled to general holiday pay of an amount that is equal to at least 1.5 times their wage rate for each hour worked on that day.

If the Statutory Holiday falls on a day that is not usually a day the Team Member works, they must have worked five out of the nine previous weeks on that day to receive payment.

Example:

The statutory holiday falls on a Monday. The Team Member has only worked 3 Mondays in the nine weeks before the holiday: according to the "5 of 9 rule", Monday is not a regular day of work and the Team Member is not eligible for Statutory pay.

The **average daily wage** is calculated by adding the regular wages earned during the four weeks before the week in which the statutory holiday occurs and dividing by the number of days worked in that period.

Vacation

The positive effects of refreshed and rested staff can reduce the possible tension and stress that can arise from extended periods of hard work with no break. Vacations are pre-planned breaks from the workplace, mutually arranged between Team Members and are meant to provide an opportunity for rest, relaxation, and personal pursuits; therefore, taking a vacation is encouraged.

Vacation is an entitlement, not a privilege, and it is the responsibility of both the Team Member and Manager to ensure that all Team Members schedule time off and use the maximum amount of vacation they have available to them. Work assignments should be managed where possible so that Team Members can take vacation entitlements without unduly affecting the ongoing operation of their programs.

Entitlement: Year-round Team Member -Vacation pay accumulates and will be accrued until requested to be paid out. All other Team-Member classifications will be paid out for holiday pay on pay.

All Team Members are entitled to vacation as follows:

0- 5 years	4%
5 years +	6%

Earning rate changes in the month following the month vacation service threshold is reached.

***Example:** Susan earns 4% vacation pay. This money is accrued (held) by Nitehawk. Susan decides to take vacation and submits a request 2 weeks in advance for some of her vacation pay to be paid out to her before her vacation.*

Team Members are not eligible to accrue vacation time while on disability leave, leave of absence, maternity, or parental leave.

Revised

Procedures

Seasonal Team members

Will generally not be granted vacation during their period of employment and will have their vacation pay accrued and paid out at the end of their contract.

Year-round Team members

The scheduling of vacation time will be arranged by agreement between the Team Member and their manager, and whenever possible reasonable attempts will be made to approve the Team Member's request. Near the beginning of the calendar year, it is recommended that each Team Member provide a tentative vacation plan on how they will use their vacation days during the upcoming year.

Team Members must request time off by submitting an email request to their Manager at least two weeks before the beginning of the vacation period. Submission does not necessarily mean approval.

Reasonable attempts will be made to approve the Team Member's request, wherever practical; however, previously submitted Vacation requests within the team will be considered before any Vacation request is approved. In cases where two Team Members in the same area of responsibility

apply for vacation during the same period, seniority will regulate the choice. Leave requests with over four months' notice will take precedence over seniority.

The period between the May long weekend and the September long weekend is a period of high demand for the use of vacation leave. Additionally, the period between December 15 and January 15 shall also be considered a time of high demand, and it is recommended that requests for time off during these periods be made as soon as possible, but no later than 45 days before the start of the requested leave period.

Nitehawk reserves the right to require Team Members to take a vacation at certain times of the year. Nitehawk also reserves the right not to allow vacation when the needs of the business or other business considerations dictate.

If a Team Member and their Manager cannot agree on a date of commencement of the Team Member's vacation, the Manager shall give to the Team Member two (2) weeks written notice of the date on which the leave shall commence.

Once vacations are authorized, they shall not be changed, other than in cases of emergency, except by mutual agreement.

Leave of Absence

Where a Team Member is allowed to take any leave of absence, other than sick leave in conjunction with a period of vacation leave, the vacation leave shall be deemed to precede the additional leave of absence, except in the case of maternity leave which may be authorized before or after vacation leave.

Communication

The Team Member is responsible for informing others of their time away. Managers will need to inform their Team Members of their time away and whom to contact in their absence.

All Team Members should ensure that their voice mail is changed before the commencement of their leave and that an Out of Office reply is put onto their Email.

The team should work to ensure that – where possible, practical, and desirable – the staff member's workload is covered during the time that the staff member is away.

Bereavement

In the event of a death in the immediate family (*see definition below*), the full-time year-round Team Member will be granted a leave of absence, with up to a maximum of four (4) days to attend the funeral and take care of personal matter related to the death.

An excused absence for family death may not be retroactive, postponed, or split.

With your manager's approval, you may take up to one full day without pay to attend funerals of other relatives and friends. If you prefer, unused accumulated overtime or a day of earned vacation may be used for this purpose.

Paid time under this policy is given over and above any time allowed and earned under our Paid Sick Time policy. Pay for a funeral leave will be made for actual time lost.

DEFINITION:

The term immediate family shall mean spouse, parent, child, brother, sister, mother-in-law, father-in-law, and common law spouse.

One (1) day of funeral leave will be granted in the case of death of a grandmother, grandfather, grandchild, your spouse's grandparent or sibling, sister-in-law, brother-in-law, son-in-law, daughter-in-law, or any other members of your extended family living in your home.

Payroll Advances

Nitehawk Year-Round Adventure Park does not grant payroll advances except under extraordinary circumstances (e.g., funeral expenses, prevention of foreclosure or eviction from the primary residence, or other cases of extreme hardship accepted at the discretion of the Organization). One emergency advance per season is permitted if approved.

The General Manager must approve requests for payroll advances. The dollar amount of any approved advance may not exceed current hours owing to team members.

Pet in the workplace

Our **pets in the workplace policy** outlines our rules for bringing, caring for, and supervising pets in our company's offices. We believe that pets can foster a friendlier and happier workplace. They're fun and playful and can positively influence our work. We'll allow our management employees to have their pets at work when they wish. However, we want to ensure that animals won't disrupt our operations, damage properties, or cause medical issues to other employees. We expect everyone to read and respect this policy.

Policy elements

Employees who own pets can choose to bring them to their workplace. They should always consult with the HR department to:

- Inform HR that their pet is adequately trained.
- Ensure their pet will not cause allergies or other medical problems for their coworkers
- Sign the policy that states their pet's information and their owner's responsibility towards them

What pets are allowed?

Office pets are usually dogs and cats, but any pet that's well-trained and not potentially dangerous or unpleasant is also allowed. Young or new animals aren't allowed until they're adequately trained. Pets like snakes, spiders and bunnies (which chew up cords) are prohibited in the workplace.

Dogs' movements should be restricted to their owner's office space. Their owner is responsible for informing others of their dog's presence, preferably with a sign. The HR department can give specific instructions about those pets. When pets get sick, owners should leave them at home.

Owner's responsibilities

Generally, we want to ensure that our company and employees' pets are cared for properly. Pet owners must clean up after their pets. They're solely responsible for their pet's behavior and well-being. They should supervise their pets in the workplace or always know their location. More specifically, they should make sure their animal doesn't:

- Make a mess
- Fight with other office pets
- Wander in prohibited places (i.e.: food services, yard, on the hill)
- Endanger themselves or others
- Damage company or employee property
- Annoy coworkers (e.g., barking constantly, climbing on their desks)
- Distract from the job each employee is here to do.
- Keep pet always contained or on leash.

If any of these occur, it falls to the General Manager or HR department's discretion to determine the seriousness of the pet's actions. As a rule, if the pet misbehaves three times or becomes

overly aggressive, their owner may be prohibited from bringing the pet to the office again. They'll also be responsible for any expenses and cleaning resulting from their pet's behavior.

Owners can leave work to walk their dogs on their lunch breaks. They should avoid using excessive work time to look after their pets. If pets need constant care and attention, their owner may be instructed to leave them home. The same goes for days when their owner has a busy schedule and won't be able to supervise them.

Pet owners are advised not to leave pets in their vehicles for long periods.

Areas where pets are prohibited

There are certain places and times when our company prohibits pets:

- Offices of employees with allergies
- Places with sensitive equipment or material
- Kitchen, cafeteria, lounge, or areas where food is served or exposed
- Meeting rooms during meetings with clients or external parties
- Company vehicles or equipment without prior management approval
- On skiable terrain or bike trails while open to the public.

Managers and other employees should inform HR or the General Manager of any unattended or misbehaving pets at work. The HR department or General Manager may instruct employees to restrict their pets at certain instances (e.g., company parties). We expect employees to comply with those instructions. Supervisors should take their employees' concerns seriously and investigate when they receive complaints. If they cannot resolve the problem, they should contact the HR department and inform their team member.

Complaint process

We want all employees to feel safe in their workplace. If an employee has concerns or problems resulting from a pet at work, they can follow this process:

1. Talk to the pet's owner in case they can resolve the problem immediately
2. Reach out to their supervisor explaining their issues
3. Consult the HR department, if they don't get a satisfactory response
4. File an official complaint

This policy doesn't prohibit service animals (animals trained to perform tasks for the benefit of a person with a disability.) They are allowed to move freely with their owners. If any problem arises because of service animals, we will make appropriate accommodations to resolve it. This falls to the discretion of the HR department. But we won't, under any circumstances, create problems for our employees with disabilities.

We also instruct employees not to feed other employees' pets at work, if not authorized.

Revised

Hiring Family Members

Nitehawk will hire the best candidate for the position regardless of their relationship to other Nitehawk Team Members.

Relatives will not be hired into areas where a relative is already employed. The following are examples of conflict situations:

- a. direct or indirect supervisory responsibility.
- b. direct or secondary involvement in processes which involve decision making in situations such as hiring, promotion, salary and leave arrangements of a relative.
- c. direct or indirect participation in circumstances which could or potentially could create a risk in accounting or labour relations practices.
- d. access to confidential information about a relative or a relatives' employment.

This list is illustrative and not all-encompassing. There may be other situations where a conflict may potentially exist, and these situations will be handled at that time.

Employees whose personal status changes and who become involved in an intimate personal relationship with an employee in the same department will need to report the relationship or potential conflict to Human Resources

In situations where the conflict, or potential conflict, involves hiring/transfer of a relative and where, in the opinion of Nitehawk, the concern has sufficient validity, the relative will not be hired/transferred.

Situations will be evaluated on a case by case basis, and adjustments will be made when necessary. For this policy, a relative is any person who is related by blood or through a long-term relationship.

Each situation is reviewed on its own merits and decisions made will not constitute a precedent for future decisions.

Re-Hiring Team Members

Team Members who are terminated at the end of the season or the end of their contract will be eligible for re-employment the following season.

Eligibility for re-employment does not guarantee rehire.

Returning Team Members with a break in service of less than a 12-months will maintain the seniority calculation from their previous contract. Accrued unused sick time will also remain.

Employees returning after 12 months will be re-hired as new employees with no restoration of prior benefits.

Revised

Sick Days Policy

At Nitehawk, we care about the health of our Team members, and we encourage our team members to stay home when they are sick and return to work the next day when they are feeling better. We realize that many Team members will choose to go to work even when they are sick because they can't afford to lose a day of pay. This often results in viruses being spread throughout staff causing work stoppages due to illness.

Nitehawk will provide 3 paid sick days in one calendar year to **Year-Round Team Members**. Sick days that are not used during that year will not be carried over to the following year, and they will not be paid out.

A team member can only use these days if they are sick. If a Team member is found using sick days to have a day off, they may be subject to disciplinary action up to and including dismissal.

Please note that if a Team member is sick for more than three consecutive days, they may be required to provide a doctor's note on the 4th consecutive day of absence.

Healthy Workplace

Nitehawk is committed to supporting the well-being of all its employees. We believe that our employees are our most valued assets. We are committed to maintaining a safe and healthy work environment, and this is a shared responsibility of all employees of Nitehawk. We recognize that the individual health practices of our Team members impact on our organization just as our organization impacts their health. To aid in a healthy workplace, Nitehawk employees must all assist in cleaning of areas in which visitors to Nithawk have touched.

Employees will be required to wear appropriate PPE. Before opening each day, you will be required to sanitize your work area and assist in the sanitization of the other areas of the association, including offices, displays, public spaces, restrooms, breakroom and storage areas.

Between each guest, you will be expected to wipe down all surfaces and areas that guests have touched. Nitehawk will be creating a checklist of duties.

Team members who do not feel well and are exhibiting signs of illness such as temperature, cough, sneezing, diarrhea, should contact Human Resources immediately and are not to enter the building unless otherwise directed. Similarly, guests who are exhibiting similar symptoms will not be allowed to enter or only with safety measures in place.

Nitehawk encourages you to remain vigilant in protecting yourself and your family by taking all the necessary precautions concerning illness.

Unpaid Leaves of Absence

Policy

Nitehawk recognizes that life events may require a team member to be absent from work. Nitehawk will work with team members to ensure that team members can participate in the life event while still looking after our clients.

Leave of Absence requests shall be treated on the individual merit of the application. Team members on an unpaid Leave of Absence are not eligible to accrue benefits such as vacation hours. Approval will be granted or denied based on consultation with their Manager.

Types of Unpaid Leaves of Absence

- **Maternity**
- **Parental**
- **Illness**
- **Jury Duty**
- **Voting**
- **Personal Leave**
- **Other Leaves**

Maternity Leave

A team member is eligible for a 16-week leave of absence for maternity reasons, without pay. Team members may be available to continue benefits during this time and should consult their Manager.

Coordination of maternity leave is the responsibility of the team member and their Manager, with commencement occurring at any time during the 12 weeks immediately preceding the estimated date of delivery.

Procedure

Team members must have 52 consecutive weeks of employment with Nitehawk to be eligible for maternity or parental leave. This requirement applies to both full-time and part-time employment. Team members with less than 52 weeks of employment may still be granted leave. However, their employers are not required, under employment standards legislation, to allow them to leave or reinstate them after their leave ends.

The team member is required to provide notice with a minimum of six (6) weeks before the commencement of maternity leave; however, Nitehawk would be appreciative of a more extended notice period to minimize disruptions in service delivery.

A team member on Maternity Leave shall be eligible to commence Paternal Leave.

Team members should review the Government of Canada website concerning Maternity/Paternity Leave as they may be eligible for Employment Insurance.

A team member on Maternity Leave shall provide at least four (4) weeks written notice of readiness to return to work.

The team member will be either reinstated in the same position held before the leave or provided with alternative work of a comparable nature at not less than the same salary and benefits held on the date upon which the leave commenced.

Team member Group Benefits can be continued throughout the individual's Maternity Leave when the team member provides post-dated cheques dated the beginning of every month, for the entire cost of the insurance premium.

The team member is not eligible to accrue vacation time while on Maternity Leave.

Parental leave

Birth and adoptive parents can take up to 37 consecutive weeks of unpaid parental leave.

Parental leave can be taken by:

- the birth mother, immediately following maternity leave,
- the other parent, or
- both parents shared between them.

Leave can start any time after the birth or adoption of a child but must be completed within 52 weeks of the date the baby is born or placed with the parents.

If both parents work for the same employer, the employer is not required to grant leave to both team members at the same time.

Procedure

The team member must give four (4) weeks' notice before leaving employment. However, Nitehawk will be appreciative of a more extended notice period.

A team member on Parental Leave shall provide at least four (4) weeks written notice of readiness to return to work.

The team member will be either reinstated in the same position held before the leave or provided with other work of comparable nature at not less than the same salary and benefits held on the date upon which the leave commenced.

Team member Group Benefits can be continued throughout the individual's Parental Leave when the team member provides post-dated cheques dated the beginning of every month, for the entire cost of the insurance premium.

The team member is not eligible to accrue vacation time while on Parental Leave.

Jury Duty

Should a team member be summoned for jury duty or subpoenaed as a witness, they will be given the required unpaid time off from their regular job, until that team member's services as a juror are completed.

A team member summoned for jury duty or subpoenaed as a witness will be required to submit a copy of documentation within seven (7) days of the commencement that indicates they were unable to be at work due to being on jury duty or a witness.

Team members absent from work will be responsible for seeking reimbursement from the Courts for financial compensation; Nitehawk is not responsible for paying the regular wages for time missed from work.

Voting

Nitehawk encourages all team members to participate in the electoral process, including voting in all municipal, territorial and federal elections. To ensure that team members have adequate time to vote, the Nitehawk will not prevent team members from having three consecutive hours free to vote during the hours the polls are open. Nitehawk reserves the right to schedule this leave and will endeavor to minimize the time away from work (e.g. if the polls are open from 9 A.M. to 8 P.M., and the team member works until 5 P.M. no time from work will be given, as there are three (3) free hours to vote between 5 p.m. and 8 p.m.).

Personal Leave

It should be recognized that Personal Leaves are not generally in the best interest of Nitehawk. Such Leaves result in the prolonged absence of qualified team members who can seldom be replaced by relief team members.

For this reason, Personal Leaves are discouraged except when there is a specific entitlement or where the Leave is in the mutual interest of Nitehawk and the team member. *(Example: A team member takes time off to finish relevant educational certification.)*

Procedure

Requests for Personal Leave without pay must be made six (6) weeks in advance via Email.

During a Personal Leave, the team member's entitlement to health insurance must be prearranged in advance of leaving, or they will be discontinued during the team member's absence.

When a team member has been granted a Leave of Absence, all such benefits shall cease to accrue, such as Vacation Leave accruals.

Failure of a team member to return to work on the specified date shall be considered the abandonment of employment unless the Manager approves an extension before the scheduled date of return to work.

When a request for Leave of Absence is denied, reason(s) will be provided.

Other Leaves

Nitehawk will follow the Alberta Employment Standards with regards to all requests for leaves of absence. Should the information in this policy become outdated or irrelevant, the standards presented by the Government of Alberta shall apply. *(Example: Attendance at Citizenship Ceremony.)*

Development & Performance Discussions

Nitehawk believes that Development & Performance Discussions benefit both Team members and Nitehawk. It is a time to provide feedback, recognize quality performance and set expectations for future job performance or areas for further development.

A Development & Performance Discussion is not only an evaluation of the Team Member, but it also serves as an organizational communication tool as it is a time when the manager can sit and discuss with the Team Member ways to be effective in their position, and it is a time in which the Team Member can consult with their manager any issues or concerns that they have as well as goals and career aspirations that they have when it comes to working for Nitehawk.

The Development & Performance Discussion is based on but not limited to the core values of Nitehawk Safety, Courtesy, Show and Efficiency. The discussion also includes general knowledge of the work of each Team Member, team spirit, strengths, and areas for improvement. Development & Performance Discussions are intended to be an objective and balanced assessment of the Team Member's job performance. Team Members should complete their evaluation before their meeting with their manager.

Development & Performance Discussions are completed at the end of each Team Member's 90-day probationary period and seasonally after that period.

Once the manager and the Team Member have completed the Development Discussion, the Team Member will sign the performance review, acknowledging that they have read the review and that the manager has discussed it with them. During the Development & Performance Discussion process Team Members and managers will re-visit the job description of their current position and make necessary adjustments. All discussions and signed off job descriptions will be kept on file for the duration of the Team Member's service to Nitehawk.

Discipline

Nitehawk is committed to providing a work environment that will allow both the team members and the organization to work together positively and productively.

To have this positive and productive manner, Nitehawk needs to be able to identify work and interpersonal behaviours that may be looked upon as disruptive or interfering with the work environment. When changes are required, they will be discussed confidentially. When required, there will be disciplinary action.

The discipline procedure is not intended to be punishment for the team member, and it is designed to help the team member understand their job performance is not where it should be and to help them know where the opportunities of improvements are so that they can perform their job to the highest standards.

The following procedures are guidelines and will be used with discretion in all cases. The point of these procedures is corrective action. All warnings and penalties are open to discussion with management. All warnings are dropped from a team members' file after twelve consecutive months without having the same warning.

Disciplinary procedures fall into three categories:

1. Minor Offenses
2. Major Offenses
3. Immediate Dismissal Offenses

Minor Offenses

These offences are categorized into areas that tend to be repetitive, causing disruptions in the daily operating routine, and they shall be dealt with accordingly by:

First Offence	-	Verbal warning
Second Offence	-	Written warning
Third Offence	-	Termination

Minor infractions include but are not limited to the following:

- Tardiness, without an acceptable reason.
- Not paying attention to your job duties and continuing to make the same mistakes.
- Absenteeism, without an acceptable reason.
- Absent or failure to call in.
- Horseplay.
- Profanity within hearing distance of fellow workers, customers, and the public.
- Any infraction of rules that do NOT have the potential to cause severe damage or injury

Major Offences

These offences are categorized in the area where they impede production, where team members flagrantly disregard rules and regulations and are a hazard to themselves, their work associates, or organization property.

First Offence	-	Written warning/ Suspension without pay (3 to 10 days)
Second Offence	-	Termination

Major infractions include but are not limited to, the following:

- Any violation of rules or legislation that DOES have the potential to cause severe damage or injury.
- Careless or abusive use of organization equipment.
- Loafing on the job.
- Failure to carry out specific orders of a Manager.

Immediate Dismissal Offences

These are offences where there is an outright breach of Organization rules and regulations. These are the types whereby the individual has disregarded all laws and regulations without regard for their employer or fellow team members. The individual shall be immediately suspended (without pay), pending an investigation of the offence. The discharge will be upon proof of the offence.

Dismissal infractions include but are not limited to the following:

- Reporting for work under the influence of alcohol or drugs.
- Introduction of intoxicating liquor or drugs at the worksite.
- Wilful damage to Organization property or equipment, or that of another team members.
- Theft from the Organization or fellow team members.
- Committing an act of violence or extreme prejudice against fellow team members, supervisors, or customers.
- Falsifying records, including accident/incident records, timesheets/cards, etc.
- Breach of confidentiality about customers, fellow team members, or organization business.

Termination of Employment

Basic rules

- an employer may end the employment of an employee by giving them:
 - termination notice, termination pay, or
 - a combination of termination notice and termination pay
- if the period of employment is 90 days or less, no notice is required from either party
- termination notice is not required for seasonal or task specific employment
- notice period length is based on how long the employee has been working for the employer
- when proper notice is given, the employee's earnings must be paid within 3 days after their last day of employment
- employers are prohibited from requiring employees to use entitlements such as vacation or overtime during the termination notice period, unless agreed to by both parties
- Nitehawk property must be returned within 3 days of the last day worked

When an employee quits

Employees who wish to end their employment must give written notice to the employer. The length of notice period is based on how long they've worked for the employer:

- 1 week notice when employee has worked more than 90 days but less than 2 years
- 2 weeks notice when employee has been employed for 2 years or more

When notice is not required

Employees aren't required to give termination notice if:

- they've been employed for 90 days or less
- there's a different established custom or practice in an industry respecting terms of employment
- continuing to be employed by the employer would endanger the employee's personal health or safety
- the employment contract is impossible to perform due to unforeseeable or unpreventable causes beyond the employee's control
- they're temporarily laid off, or laid off after having refused reasonable alternate work
- they're not provided with work as the result of a strike or lockout at the employee's place of employment
- they're casual employees employed under an arrangement where they may choose to work or not when asked to do so
- they quit because of a reduction in wage rate, overtime rate, vacation pay, general holiday pay or termination pay

All seasonal staff will receive a ROE once the winter or summer season ends.

In the case of unforeseen circumstances Year-Round staff will receive a temporary layoff.

When a team member gives notice of their intent to leave Nitehawk, they may only use banked overtime with the permission of their Manager during their notice period. Any unused banked time will be paid out at 1.5 times the team member's regular rate of pay at the time it was earned.

Team members who are dismissed will receive any unused lieu time on their final cheque paid out at 1.5 times the team member's regular rate of pay.

Expense Reimbursement

Nitehawk has a policy of reimbursing expenses that are incurred during approved Organization business and generally, only fulltime year-round employees will be requested to make purchases on behalf of Nitehawk and only when necessary. Part-time or Seasonal employees should not make purchases for Nitehawk without prior approval.

When more than one Team member is present at a business meal, the most senior level Team member must pay the bill and submit it on his/her expense report.

When expensing meals, please note the following:

- If you are paying with debit or credit, you must attach the register receipt or other detailed receipts to the debit or credit card receipt.
- Tips may not exceed 20% of the total cost of the meal. (Approximately 4x the GST)
- Receipts should describe who attended. This information can be written on the back of the receipt itself or the expense report and must include the Organization name as well as the name of all the people who attended.
- Discretion and good judgment should always be exercised. Be reasonable.

Miscellaneous office expenses should be purchased whenever possible through the standard supplies purchasing process. Generally, Team members are discouraged from purchasing supplies, services, inventory, etc. and submitting expense reports for reimbursement.

All employees must have verbal or written authorization by the General Manager prior to incurring any expense over \$500.00 on behalf of the organization.

All receipts are to be handed in by the 5th of the following month to receive your reimbursement by the 10th of the month for the previous month's expenses.

Vehicles

Where, in the typical performance of their duties, Team Members are required to use their vehicles, Team Members shall obtain additional appropriate insurance coverage, as described below, from their insurance agent, and Nitehawk should use a travel allowance, as described below, to reimburse Team Members for such travel expenses.

Travel Allowance

Team Members may claim the travel allowance when required to use their vehicles for work purposes, not including travel between their residence and their assigned worksite(s) for the day.

Mileage expenses should be kept to a minimum except in exceptional circumstances; reimbursement for any unusual mileage expenses must be approved in advance by a member of Senior Leadership.

Mileage expenses will be based on CRA current Automobile allowance rates.

2023 Rates

68¢ per kilometre for the first 5,000 kilometres

62¢ per kilometre driven over 5,000 kilometres

All work-related mileage must be documented on a *Mileage Claim Form* and submitted after each completed trip. Distance must be posted within one (1) business day of the travel.

Traffic Violations/Accidents

Team Members are responsible for all traffic and parking violations they incur while operating their vehicles for Nitehawk purposes a/o Nitehawk Company Vehicles. Accident claims during employment are the sole responsibility of the Team Member.

Nitehawk Company Vehicles

When a Nitehawk company vehicle is needed, Nitehawk expects the vehicle to have a complete walk-around fulfilled, allowing the driver to assess any required concerns. When any hazards are apparent, the information needs to be pasted on to the Operations Manager. Documentation of the inspection should be completed. Nitehawk company vehicles will be returned clean, fueled, and ready for the following Team Member to use.

Absolutely **NO PETS** are allowed. Absolutely **NO USE OF CELLULAR DEVICES** is allowed well in a company vehicle.

Revised.

Smoke-Free Environment

All Nitehawk facilities and vehicles are designated smoke-free environments. Smoke-free means no cigarettes, cigars, e-cigarettes or vaping.

Smoking Restrictions

Smoking is not permitted on Nitehawk property by Team members, unless in pre-authorized designated employee smoking areas.

When working with customers, employees are not permitted to smoke or vape.

Unlit cigarettes or vaporizers brought into the building must be kept in a purse, backpack, or bag and not on your person. These items must be stored discreetly at all times while on Nitehawk property.

The only time employees are permitted to smoke or vape while on shift is during their break period, and when they are not in the presence of customers or off Nitehawk property.

Failure to follow this policy will lead to disciplinary actions up to and including termination of employment.

Revised

Employee Resources

Alberta Employment Standards

<https://www.alberta.ca/employment-standards.aspx>

Occupational Health and Safety (OHS)

<https://www.alberta.ca/occupational-health-safety.aspx>

Employment Insurance Benefits and Leave

<https://www.canada.ca/en/services/benefits/ei.html>

Employee and Family Assistants Program

[1.800.387.4765](tel:18003874765) or TTY: [1.877.388.0275](tel:18773880275)

Other Resources

- AHS Mental Health Help Line 1.877.303.2642
- Talk Suicide Canada 1.833.456.4566
- Kids Help Phone 1.800.668.6868
- Indigenous Hope Line 1.855.242.331

Acknowledgement of Image

I, _____, hereby grant and authorize Nitehawk Year-Round Adventure Park the right to take, edit, alter, copy, exhibit, publish, distribute and make use of all pictures or video taken of me to be used for legally promotional materials including, but not limited to, newsletters, flyers, posters, brochures, advertisements, fundraising, letters, annual reports, press kits and submissions to journalists, websites, social networking sites and other print and digital communications, without payment or any further consideration. This authorization extends to all languages, media, formats, and markets now known or hereafter devised. This authorization shall continue indefinitely unless I otherwise revoke said permission in writing.

I understand and agree that these materials shall become the property of Nitehawk Year-Round Adventure Park and will not be returned.

I hereby hold harmless and release Nitehawk Year-Round Adventure Park from all liability, petitions, and causes of action which I, my heirs, representative, executors, administrators, or any other persons may make while acting on my behalf or my estate.

I have read this release before signing below, and I fully understand the contents and impact of this release.

Team Member Signature

Date

Parent/Guardian if under 18 years of age

Date

Handbook Acknowledgment

I, _____ acknowledge that I received a copy of the Nitehawk Year-Round Adventure Park Team Member Handbook on the _____ day of _____, 20 ____.

This handbook replaces all verbal and written communications regarding the organization's policies, procedures, and processes.

I understand that the contents of this handbook are confidential and may not be distributed in any way or discussed with anyone who is not a Team Member of Nitehawk and that Nitehawk may occasionally update, edit, create or eliminate policies. I understand that I will be notified through internal communications by Nitehawk of any changes and that it is my responsibility to ensure I am knowledgeable of and following the most current versions.

I have read and understood the contents of this handbook and will abide by these policies and procedures as a condition of my employment with Nitehawk.

I understand that if I have questions or concerns about the Handbook, I will consult my Manager for clarification.

Team Member Signature

Date

Parent/Guardian if under 18 years of age

Date