

# GROSVENOR

## LODGE

### EMPLOYEE POLICIES

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## EMPLOYMENT AGREEMENT

Congratulations on being selected as a valued team member for Grosvenor Loge! Welcome and we are pleased to have you on our team!

Katmailand Inc. is a concessionaire under contract with the National Park Service that is authorized to provide goods and services at Brooks and Grosvenor Lodge within Katmai National Park.

You are responsible for reading and understanding these policies and your Employment Contract before signing and returning the contract. Your signature indicates your acceptance of all terms and conditions contained in this guideline and the employment contract. If for any reason you cannot accept all of the terms and conditions contained in the Employment Contract and in these Employee Policies, please do not accept employment with Katmailand, Inc.

## EMPLOYMENT STANDARDS

Grosvenor Lodge is a close knit group of people where we strive to make a cohesive family like environment. Listed are several standards of conduct in coordination with the Bristol Adventures Employee Handbook that each staff member shall comply with and accept. We maintain a high standard focusing on a continued exemplary level of care for our guests, work environment, and one another as a community. Every team member is accountable for understanding and upholding these conditions of employment.

- A. Fulfill the job requirements as specified through Katmailand's concession's contract, the lodge manager, or your supervisor. This includes but is not limited to required job training and certificates, knowledge of and reviews of safety, environmental, hazard communication, emergency action, and risk management plans.
- B. Maintain yourself in a clean and well-groomed manner both on duty and off duty.
- C. Conduct yourself in an exemplary manner. Violations of these standards may result in termination of employment and include but are not limited to:
  - Unlawful manufacture, distribution, dispensing, possession, sale or use of a controlled substance (including marijuana), or misuse of prescribed drugs is prohibited in the workplace and in the Area.
  - Theft.
  - Intoxicated behavior. Non-compliance of lodge written alcohol policies. This applies to off duty as well as on duty.
  - Violation of the law.
  - Gross misconduct.
  - Fighting.
  - Willful damage to any lodge property.
  - Soliciting funds, sale of, or use of lodge property for personal gain.

- Insubordination.
  - Creating a safety hazard.
  - Use of language, reference, or actions not in keeping with the lodge standards.
  - Sexual Harassment.
  - Discrimination.
  - Tardiness and/or absenteeism.
- D. Teamwork is essential. All employees need to be willing and able to help out job positions outside of their normal if the rare event occurs that help is needed in another area of the lodge. A well working team or family atmosphere is a key element to the success and efficiency of our operation.
- E. Brooks and Grosvenor Lodges operate under a concession contract with the National Park Service. Respect the rules of the Park and be courteous and cooperative with all National Park Service personnel.
- F. Respect and always be considerate of your fellow employees.
- G. It is essential that the lodge maintains an atmosphere of tranquility before guests. Conflicts between members of the Katmailand staff and/or Park Service personal should never be discussed when guests are within earshot.

## TRAVEL

For all Katmailand employees, Anchorage is your point of hire. Katmailand Inc. will provide transportation from Anchorage to Grosvenor Lodge and return to Anchorage at the end of your employment.

- All employees shall be required to get themselves to and from Anchorage prior and upon completion of the employment period. Your manager shall communicate employment dates with you.

## EMPLOYEE HOUSING

Staff members live in close proximity to other staff members and to guests. Your concern for matters of health and safety in your quarters may affect those who live around you. In addition to maintaining the clean outer appearance of your quarters, you are also expected to maintain the interior of your quarters up to policy per the Concession Contract.

The following are rules apply to all employee housing and the bathhouse:

- Changes to the employee cabin structures are not allowed. All concession buildings are owned by the National Park Service. This includes the inside as well as the outside. If you feel you need shelves for storage for instance, arrangements can be made with the lodge manager.
- Respect your guests and fellow employee's privacy and his/her right to peace and quiet. There are no formal quiet hours for Grosvenor Lodge, and so an educated decision based on current

guest and coworkers behaviors shall determine appropriate quiet time. Operations Manager can also create quiet hours if needed.

- It is mandatory by concession contract that all concessionaire buildings (including your cabin) have a functioning smoke alarm. There will be a fire safety inspection every month to ensure that all buildings are compliant. If you need batteries during the season they are available at the office.
- Electricity and water is very expensive. Please help conserve water and turn off all personal appliances when not in use, especially lights. Please also pay attention to lights and over running water in the employee bathhouse and lounge area.
- If any safety concerns are ever notices in any employee or guest area, please report them to the lodge manager immediately.
- Prior to your departure in the fall, your cabin will be inspected. Please make sure that your cabin is left clean, food and garbage free, and linens have been returned to the laundry room. Do not leave any personal items in your cabin or bathhouse that smell such as food, shampoo, toothpaste, mouthwash, or perfumes as bears are a real issue in the fall and can cause real problems if they choose to inspect smells once we have left.

## STAFF ATTIRE

As a Concessionaire and as a Lodge, it is our duty to be ensure that we present ourselves in a clean professional manner at all times to our guests. All employees will be provided with a hat to mix with personal wardrobe to aid in identification.

While on duty casual slacks, Khaki's, cargo pants, or jeans, are appropriate as long as they are maintained in good condition (no rips, tears, or patches). Polo's, nice T's, and sweaters also are valid work attire as long as they are in proper condition as well.

At dinner, all guides are expected to wear a collared shirt (or equivalent sweater or vest) and clean pants. For breakfast and dinner, Chef is expected to cook in Chef's Jacket and appropriate pants.

In your personal space or while enjoying your free time you may dress in your own comfortable manner. While in the lodge or nearby area, even while not actively working, you still represent the Lodge and so are expected to dress appropriately at all times.

## DRUGS / ALCOHOL / BAR

Katmailand Inc. is committed to protecting the safety, health, and wellbeing of all employees and other individuals in our workplace. We recognize that alcohol and drug abuse pose a significant threat to our goals. Therefore we follow and enforce all policies set for by the Bristol Adventures Employee Handbook as well as our own Drug Free Awareness Program which you will learn more about during our employee orientation.

The following are lodge policies and state laws that all employees shall be required to follow.

- No one under the age of 21 shall be allowed to be seated at the bar or consume alcohol anywhere on premises.
- The only people allowed behind the bar are employees who are on duty, possess a TAP card, and have business behind the bar.
- Lodge guests shall be given priority to use all seating spaces at the Bar, and Couches.
- Swearing, being loud and obnoxious, roughhousing, etc. will not be tolerated anywhere, especially in the lodge, decks, or kitchen. The lodge Operations Manager has the right to cut off or take away any employee's alcohol privileges if they cannot handle themselves or continue to act inappropriately.
- No alcohol consumption is allowed while working or actively on the clock.
- As some staff work split shifts. There is absolutely no drinking between shifts.

## EMPLOYEE MEALS – KITCHEN POLICY

Employees can expect three well rounded meals per day. Special diets may be accommodated, however due to the logistical challenges of getting food to the lodge, may limit options. Please communicate with the lodge manager all special dietary needs beforehand.

Meals are served to staff and guests in the same dining area. Guests shall take priority at all times for seating and available space in the dining room. All meals are held within specific times and employees are not allowed to cook their own meals in the kitchen.

The lodge kitchen is regulated by the U.S. Public Health Service, therefore there are strict rules and regulations that we must follow. The primary regulation that concerns everybody is unauthorized personal in an inspected food service area. This means if you are not on duty as a trained food service person you not allowed to be in the kitchen. Please communicate with chef, cook on duty, or manager if something is needed from the kitchen.

## FIREWORKS

Fireworks are not allowed in Katmai National Park.

## WILDERNESS and THE ENVIRONMENT

The Lodge Management expects staff members to have some knowledge about, and appreciation for, the natural environment. The wilderness can present safety hazards to people and you should learn how to live in the wilderness as a respectful guest.

At Brooks Lodge, we advocate for the principles of Leave No Trace as it is the maintenance and preservation of our environment that allows us to be here year after year.

For all outdoor activities:

- Plan Ahead and Prepare.
  - “Know before you go.” Learn all you can about the area you plan to visit and the regulations for its use.
- Travel & Camp on Durable Surfaces.
  - Use established campsites and trails, where available. Avoid sites just beginning to show impacts. Keep camps small and at least 200 feet from water, occupied campsites, and trails.
- Dispose of Waste Properly.
  - “Pack it in, pack it out.” Bury human waste in a cathole 6-8 inches deep and at least 200 feet from water. Accept the challenge of packing out all trash, leftover food, and litter.
- Leave What You Find.
  - Do not damage, deface, or remove natural objects or cultural artifacts. Leave them for others to enjoy. Don’t build structures, dig trenches, or alter natural features.
- Minimize Use & Impacts of Fire.
  - Use a lightweight stove, instead of a fire. If you build a fire, use only small dead wood found on the ground and use existing fire rings.
- Respect Wildlife.
  - Watch wildlife from a distance and never approach, feed, or follow it. Seal food tightly and store it out of reach.
- Be Considerate of Other Visitors.
  - Don’t disturb others, respect the quality of everybody’s experience and preserve the natural quiet.

## FIREARMS

Uncontrolled possession and use of firearms can be dangerous for guests, staff members and the natural environment. The possession of firearms by staff members is strictly prohibited.

## PETS

Due to National Park regulations, and the close proximity/risk surrounding the concentration of Brown Bears, no pets are allowed.

***If there are any questions or needed clarification for any portion of these policies, please feel free to reach out to Lodge Operations Manager at any time.***