

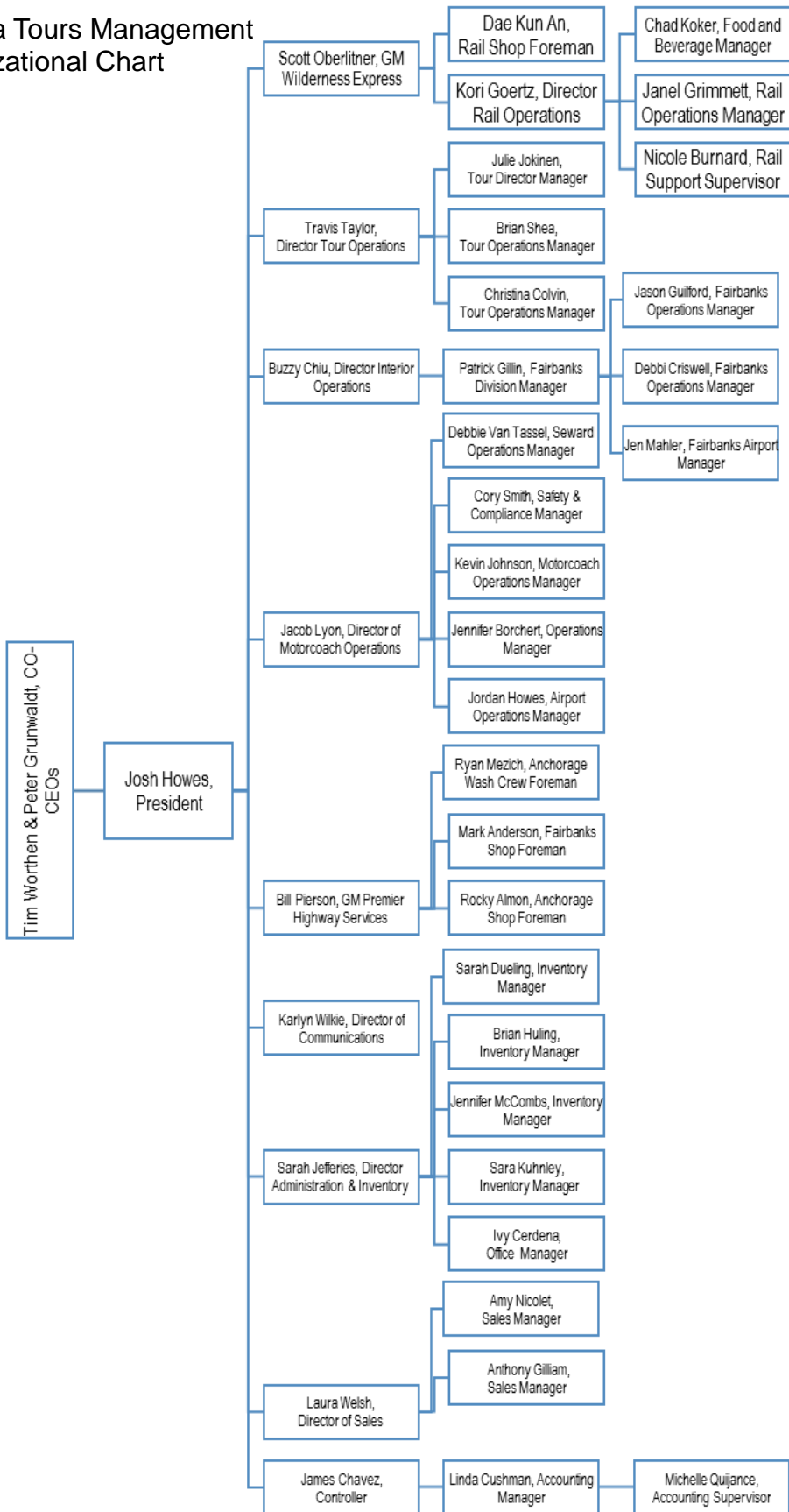


COMPANY POLICY MANUAL

FOR

SEASONAL EMPLOYEES

Premier Alaska Tours Management Organizational Chart



PREFACE	3
WELCOME TO PREMIER ALASKA TOURS, INC.	4
MISSION STATEMENT	4
SEVEN GUIDING PRINCIPLES	4
AMERICANS WITH DISABILITIES ACT (ADA)	5
ATTENDANCE AND PUNCTUALITY	6
BULLETIN BOARDS	7
COMMUNICATION & EMPLOYEE RELATIONS	7
COMPANY TRAINING	7
CELL PHONES	8
COMPUTERS / OFFICE EQUIPMENT	8
COUNSELING, DISCIPLINE & TERMINATION	8
DRESS CODE POLICY	9
EMPLOYEE CLASSIFICATION	9
EMPLOYEE TRAVEL BENEFITS	10
EQUAL EMPLOYMENT OPPORTUNITY	10
GRATUITIES	11
HEALTH INSURANCE BENEFITS	11
HOLIDAYS	11
LAYOFFS	11
LOST AND FOUND	11
MAIL	12
MEDIA RELATIONS	12
PAY POLICY	12
PERSONNEL RECORDS	13
REHIRE AND REINSTATEMENT	13
SAFE WORKPLACE POLICY	13
SEXUAL HARASSMENT	13
SICK LEAVE	14
SOCIAL MEDIA AND SOCIAL NETWORKING	14
TERMINATION AND SEVERANCE	14
VEHICLE USE	15
VENDOR RELATIONSHIPS	15
WORKER’S COMPENSATION INSURANCE	16
WORKING HOURS	16

Preface

This manual should not be construed as a legal document. It is merely intended to provide information about Premier Alaska Tours Inc. and general policies and practices.

The policies and practices in this manual are not conditions of employment and do not constitute an employment contract. Premier Alaska Tours Inc. reserves the right to alter, modify, amend or terminate any of the policies and practices contained in this manual.

Finally, notwithstanding, any statements issued by Premier Alaska Tours Inc. or any of its representatives, the employment relationship between you and the company is, and shall remain at-will, meaning you have the right to terminate your employment at any time and Premier Alaska Tours Inc. retains a similar right.

Welcome To Premier Alaska Tours, Inc.

Welcome aboard! Premier Alaska Tours is a company built on doing things differently. You are now part of a team that believes in building business partnerships through teamwork.

Premier Alaska Tours Inc. (PAT) was founded in 1995. From 1990-1995, the owners operated land tours for a cruise line offering seasonal sailings in Alaska. After the cruise line was no longer in operation, Tim Worthen and Peter Grunwaldt formed a corporation that would focus on service and value in the Alaska visitor industry. Starting out with a small staff and a few accounts, they began to offer custom group tour programs with the strongest of all tour options - fully escorted tours. Featuring local Alaskans on each departure, they soon began attracting the attention of major national tour companies.

PAT now moves over 40,000 client guests each season and carries enough passengers to align themselves as one of the largest tour operators in the state of Alaska. Premier Alaska Tours is considered the number one receptive tour operator in the state.

Welcome to an Alaskan team who believes that service counts and our strongest asset is our team.

Mission Statement

To provide the highest quality Alaska land tours with local guides for cruise lines, major tour operators, and tour wholesalers worldwide.

Seven Guiding Principles



Americans with Disabilities Act (ADA)

As a matter of policy, Premier Alaska Tours Inc. will not discriminate against persons on the basis of disability. Premier Alaska Tours Inc. will seek, to the extent feasible, to accommodate the needs of persons with disabilities so they are able to enjoy our facilities in the same manner and to the same extent as persons who do not have disabilities. In situations where it is determined the individual(s) may pose a safety risk to themselves or others, even when special aids have been considered, alternative methods of transportation will be substituted and/or the party will not be allowed to travel. The owners of the company will make this determination after a review of the facts.

All guests requiring boarding assistance are to provide at least 48 hours notice of their scheduled travel so that Premier Alaska Tours Inc. can make the necessary preparations.

Training

All employees will receive sensitivity training in regards to persons with disabilities.

This training shall include:

- Technical tasks – how to operate wheelchair lifts, how to lift a passenger onto a motorcoach/train (driver specific).

- Customer Service – treat all people with respect and dignity.

- Disability awareness – how to address different disabilities and how best to accommodate those needs.

Additionally, the Easter Seals Project Action Handbook is available to all employees via dropbox or on the website www.premieralaskatours.com.

Requirements

The US Department of Transportation has issued mandates involving Americans with Disabilities. Several that relate specifically to Premier Alaska Tours are as follows:

- No employee may refuse service to a disabled person
- Mobility Aids (i.e. wheelchairs, scooters, walkers, etc) take priority over personal luggage when storing in luggage bays.
- An employee should assist a disabled guest in loading/unloading only if doing so does not pose a safety risk to the employee, the guest, or any other individual.
- Storage of battery operated devices must follow these procedures:
 - Disengage power source
 - Store batteries upright to avoid spillage.
- Employees must announce any stop upon request.
- The disabled must have a way of knowing what bus to take to a specific location.
- Service animals shall ride on the bus with the passenger.
- Operators shall allow passengers to use a wheelchair lift to unload at designated stops.
- Drivers may ask non-disabled guests to move if they are seated in a wheelchair secure area or otherwise seated in a space reserved for the disabled.
- Operators shall not prohibit guests from traveling with oxygen or a respirator.
- Disabled guests must have adequate time to load/unload from the vehicle.
- As a general rule, interpreters for the deaf are allowed to travel for free if cue cards or written commentary are not available for the product or service. The owners of the company must approve all requests for free travel.

Wheelchairs

Many of our guests require the use of a wheelchair for at least some portion of their trip. If the guest does not bring his/her own wheelchair, then P.A.T. can request a wheelchair at each location. However, please remind the guest that this is only a request and it is based on availability. Often, wheelchairs are already in use by another guest of the property or establishment. PAT also has a limited supply of wheelchairs that we will allow guests to use while on tour. However if the guest want guaranteed wheelchair service, they should either provide their own or rent a chair from a local provider. There are several places in Anchorage where these are available for a rental fee.

Attendance and Punctuality

Premier Alaska Tours relies on all staff to report for work each workday and to arrive on time. Please note that “on-time” is not tour departure time. **“On-time” for Tour Directors is generally 1 hour prior to departure or 15 minutes prior to the first activity (i.e. bag pull). For drivers, on time is to arrive at the hotel 30-45 minutes prior to departure to load luggage. For Guest Service Representatives, on-time is 15 minutes prior to the start of the shift.** Unnecessary or frequent absences, late arrivals or leaving work early puts added stress on fellow staff members and interferes with Premier’s ability to provide a consistently high level of service.

It is your responsibility to be at work on time each day. If, because of unusual circumstances, you are unexpectedly detained or absent, you must notify PAT operations at least one hour prior to your scheduled start time. Leaving a message on the answering

machine is not considered proper notification. You must speak to someone in Operations or your direct supervisor.

As tardiness and absences cause a hardship on the operations of Premier, the following may result in disciplinary action:

Being late twice during the summer season is considered excessive and, as such, is subject to corrective action, which can lead to discharge. An employee is considered late if he/she is responsible for a tour activity and fails to show at the necessary time or if it is after the designated start time for full-time employees. It does not matter how little time may be involved.

PAT operations may require a repeatedly late or absent employee to submit appropriate documentation of the reason for lateness or absence before the employee is allowed to return to work. Failure on the part of the employee to submit such documentation will be cause for corrective action, up to and including discharge.

PAT drivers & tour directors are needed to be punctual and responsible. These positions represent our company. Attendance is mandatory when on tour as there may not be an employee available at a certain destination immediately. Please be courteous and stay in contact with PAT operations. We can work with you in an emergency situation.

Bulletin Boards

Company bulletin boards are located in the employee break-rooms. They are posted with notices explaining your rights and responsibilities under various federal, state and local laws. You are welcome to review them at your leisure.

Changes to any PREMIER policy or procedure will be posted.

Bulletin boards are for the sole and exclusive use of Premier Alaska Tours, Inc. Before any item is posted, approval must be obtained from management.

Communication & Employee Relations

The management of Premier Alaska Tours believes in an **open-door policy**. Employees are encouraged to discuss work-related problems with PAT operations. If, however, they are not satisfied with the interaction they receive, they may pursue the matter by contacting the owners directly -- Tim Worthen and/or Peter Grunwaldt.

The policy for open communication between all employees has management's full support and there will be no reprisal for initiating communications under this policy.

Company Training

On an annual basis each spring, Premier Alaska Tours will hold company training to include Safety and Health Standards, overview of policies, and staff positions. This is

required of all staff. If the team members are unable to attend, they will be required to read the PAT manual completely. PAT OPS will conduct an overview of the manual and each staff member must sign off to having read and understood the manual. New staff will be required to complete additional training that may include “On the Road Training,” logistics training, or orientation programs.

Cell Phones

Partial reimbursement of employee cell phones is limited to specific positions. These positions include Operations Managers and Tour Directors.

Any other company employee that regularly uses a personal cell phone for company purposes, should submit an expense report with a detailed listing of minutes used for company purposes in order to get reimbursed.

Motorcoaches that travel in the Yukon are equipped with Satellite (SAT) phones. These phones are for emergency use only.

Using a cell phone while driving a company vehicle without a Bluetooth or hands-free device is strictly prohibited. No personal phone calls should be taken while driving a company vehicle. The only time it is acceptable to talk on the phone while driving (with a Bluetooth device) is a work related phone call. All CDL Drivers should note Federal Law. Furthermore, texting while driving is strictly prohibited.

Computers / Office Equipment

Computers, fax machines, and the copy machine are important business tools for Premier. They are not in the office for personal use. Personal telephone calls should be limited at work. Use of the computers, fax, copy machine and the Internet are for business purposes only. Personal emails and web searches are not appropriate and hard-drives should not be loaded up with Instant Messaging, photos, and music. All equipment is the property of PAT and can be searched at any time.

Counseling, Discipline & Termination

All Premier Alaska Tours employees are expected to conduct themselves in a professional manner when representing the company. This includes working hours, participating in a familiarization tour, and maintaining their relationships with co-workers and our selected vendors.

From time to time, situations may arise in which individual behavior or work performance does not meet company standards and position requirements. Such situations may result in corrective action, as an alternative to management’s prerogative to terminate at-will.

Corrective disciplinary action, which may be handled on a progressive basis, includes written or verbal warning and/or suspension or termination. The specific action will be based on the employee’s employment record and the severity of the infraction.

Disciplinary action and termination decisions will be reviewed with Peter Grunwaldt and/or Tim Worthen.

Any disciplinary action will be documented and a copy given to the employee. Copies of all written warnings will be retained in the employee's personnel file.

In the event of, but not limited to, serious infractions such as gross insubordination, reporting to work under the influence of drugs/alcohol, theft, arson, embezzlement, gross misuse of company property, violation of company policy, falsification of company records, and destruction of company property, the employee may be terminated immediately.

A record will be made and retained by the supervisor when an employee is initially counseled about unsatisfactory performance. The second time an employee is counseled about the same or a similar problem, a formal written warning will be filed in the employee's personnel file, along with the record of the initial counseling.

Continued unsatisfactory performance and repeated violations will result in termination.

Dress Code Policy

Employee dress and appearance while working must be appropriate for the duties and function of the job being performed.

Casual attire is not considered appropriate for any job. Such attire is never acceptable for working. Only approved Premier Alaska Tours baseball caps may be worn.

Blue jeans, shorts, running/exercise clothing, tennis shoes, flip flops, t-shirts, tube tops, tank tops, and/or inappropriately low rise pants are not acceptable attire. Even while "off-duty," vendors and guests expect you to look professional.

Some tours (i.e. Regent, Silverseas, Globus, Cosmos, Insight, Trafalgar, RCCL, NCL, YMT) will require uniforms and/or more formal attire.

This policy may be deferred at times designated by management. (I.e. during the winter months when client contact is minimal).

For more information, see "Dress Code" in the Tour Director, Driver, or GSR sections of the manual.

Employee Classification

Temporary and seasonal employees may work a full-time or part-time schedule and are paid only for hours worked. Unless otherwise stated, only year-round full-time employees are eligible for company benefits.

When the temporary assignment is completed, temporary and seasonal employees will be terminated without any separation pay. An employee will not automatically change from temporary to other status merely by working in excess of the period originally expected or designated.

Employee Travel Benefits

As a valued member of the Premier team we invite you to utilize the Employee Travel Request Form when planning Alaskan activities for further education or the purpose of getting out to enjoy the Alaska summer. There is great benefit to our staff members experiencing firsthand the activities that we offer to our guests. You will be better equipped to answer questions and give accurate descriptions of activities and destinations if you have had opportunity to experience yourself/first hand.

All requests are required to go through our Logistics Department. Requests should be submitted to your direct supervisor for approval and then will be forwarded appropriately. To protect our vendor relationships an employee should not be contacting a vendor direct (unless you are on tour and accompanying your guests).

- Allow time for Logistics to book your requests. Requests should be made at minimum 1 week in advance of travel dates.
- Last minute requests may or may not be accommodated.
- Premier employees as well as any accompanying guests will be expected to uphold the following:
 - Dress – appropriate dress code will apply even if not working. You are still representing PAT.
 - Conduct – Premier employees and accompanying guests are expected to be polite, on time for services, and complimentary. If you have a poor experience or have feedback, please communicate directory with your Logistics team members at employeetravel@touralaska.net and the office will be responsible for follow up.
 - Tipping – you are expected to tip on your own according to a full fare experience (15-25%)
 - Confidentiality – Services received and rate paid are to remain confidential. All requests are treated on an individual basis. Do NOT share with other guests on tour that you received a discount and/or comp.
- Payment - Logistics will advise of payment requirements.

Equal Employment Opportunity

Premier Alaska Tours Inc. is committed to providing equal employment opportunity to all qualified individuals. It is our policy to select, develop, and promote employees based on the individual's ability and job performance. It has been, and shall continue to be the policy of this company to provide equal employment opportunities to all people in all aspects of employer/employee relations on a basis protected by law. This policy affects decisions including, but not limited to, an employee's compensation, benefits, terms and

conditions of employment, opportunities for promotion, training and development, and other privileges of employment.

It is also our policy to comply with the letter and spirit of applicable local, state, and federal statutes concerning equal employment opportunity.

Furthermore, Premier Alaska Tours Inc. will not discriminate against a qualified individual with a disability, because of the disability, with regard to job application procedures, hiring, discharge, promotion, compensation, job training, or other terms or conditions of employment. In addition, the company will attempt, as required by law, to provide reasonable accommodation to those individuals who disclose to its agents the existence of a job-related disability and request accommodation.

Gratuities

Premier Alaska Tours does not promote gratuities (tipping). The solicitation and expectation of tips from guests is strictly prohibited.

Per the Internal Revenue Service (IRS), employees who receive tips of \$20 or more in a calendar month are required to report the total amount of tips they receive. The method for reporting these tips is the 4070 form, which can be obtained from the supervisor. These forms are due back to the supervisor at the end of each payroll period. Premier will report this income on employee pay stubs and W-2's, so that the appropriate federal and social security taxes will be withheld.

Health Insurance Benefits

No medical benefits are provided for seasonal employees.

Holidays

There are no holidays provided by Premier April 15 - October 15. Visitors travel seven days a week during the summer months in Alaska so holidays are not applicable.

Layoffs

To determine which employees will be laid off, management will generally use several criteria, including productivity, job performance and attendance. At the end of the summer or possibly before if workload is low the seasonal summer employment status will end. No separation pay will be given.

Lost and Found

Personal belongings of employees and guests are often left on board motorcoaches, rail cars, day boats, in hotel rooms, and at various sightseeing attractions. Premier Alaska Tours does not accept responsibility for these items. Any found item must be reported and turned into PAT Operations. Please tag item with date, location found, and any additional information to help in getting item back to owner.

If a client leaves an item and that item is returned to the Premier Alaska Tours office, the Operations department will make every attempt to return the item to the client before leaving Anchorage. If unsuccessful, the Operations department will send the item to the client's home address C.O.D. at the request of the client.

Mail

Employee mailboxes should not be used for personal mail (i.e. subscriptions, insurance, banking, etc). Employees are allowed to use the Premier address for correspondence with guests on tour.

Media Relations

Employees of Premier Alaska Tours are asked not to speak to the media during an emergency situation or during any other occasion. Media is often distracting and it is our responsibility to maintain focus on the comfort and safety of our guests. Company executives are the only Premier employees authorized to speak with the media.

Pay Policy

Pay Period

The official pay period for PAT is Sunday thru Saturday and employees are paid on a bi-weekly basis.

Overtime

Hourly employees are paid for overtime at 1.5 times their regular wage rate. Overtime in Alaska is defined as any hours worked over 8 hours per day or over 40 straight-time hours per week.

Per Diem

Each employee is eligible for per-diem in the amount of \$30 for each night while away from their primary work location (Anchorage or Fairbanks).

Distribution

Daily timesheets should be completed in ink and submitted bi-weekly. Tour directors & drivers complete timesheets exclusively for the position. Direct deposit is available and strongly encouraged or paychecks will be given to department supervisors for distribution on payday. Payday is the Friday after the close of each pay period. Checks will not be issued in advance of scheduled dates. Checks for employees absent on payday will be placed in employee mailbox.

Discrepancies

If an employee discovers what they believe to be a discrepancy in their paycheck, they should first contact their supervisor. The supervisor will request appropriate payroll adjustments and advise the employee of the remedy method.

Personnel Records

Premier maintains complete and confidential employee files. To the extent permitted by law, and upon written request, employees may review their individual personnel records.

All drivers of the company have a separate file for all US Department of Transportation information. These files are kept in a locked file cabinet in the Operations department.

All written or telephone inquiries from an outside source regarding information about a current, retired, or terminated employee, whether directed to an individual or a company facility, are to be directed to Senior Management for reply.

Rehire and Reinstatement

It is Premier policy to give consideration for re-employment to former employees whose past performance qualifies them for such consideration. Such determination shall be at the sole discretion of the company.

Safe Workplace Policy

Premier Alaska Tours, Inc. is committed to providing a safe workplace and to promoting the health of our employees.

Premier Alaska Tours has implemented a smoke-free, drug-free, and alcohol-free policy for all facilities. All employees must consent to random, reasonable suspicion, and post-accident drug and alcohol testing while employed with Premier Alaska Tours. All CDL drivers and mechanics must also consent to pre-employment testing prior to starting work at Premier Alaska Tours. Positive test results, or refusal test, will result in immediate disciplinary action including termination. Full versions of the company drug and alcohol policies are available from the President's office or on the company website.

Furthermore, all employees are prohibited to smoke while in company buildings and infrastructures, while on-board or operating Premier vehicles, or while in the presence of guests on tour.

Sexual Harassment

Sexual Harassment is an unwelcome sexual advance, request for sexual favors, or a verbal, physical, or visual conduct of a sexual nature. ***Premier Alaska Tours Inc. will not tolerate sexual harassment in the workplace.*** Actions that constitute Sexual Harassment are as follows:

- Submission to conduct is made as an explicit, implicit, or condition of employment.
- Submission or rejection of the conduct is used as a basis for an employment decision.
- Conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating work environment.

Retaliation for complaining about sexual harassment is UNLAWFUL!

Any employee found in violation of company policy on sexual harassment will be subject to disciplinary action, including termination.

When a question of sexual harassment arises in the workplace, the affected employee should contact their supervisor immediately. All situations involving sexual harassment will be kept confidential.

All employees are responsible for maintaining a pleasant work environment free of discrimination, allowing each employee to perform to his or her maximum potential.

Sick Leave

Seasonal or temporary employees do not qualify for sick leave or vacation pay. Time not worked will not be paid.

Social Media and Social Networking

In order to protect Premier assets, images, associates, vendors, and customers, employees are not permitted to represent Premier Alaska Tours while participating in personal blogs, social media or social networking sites. Participation in social media and social networking sites is prohibited while employees are working. Employees are not permitted to use company computers, laptops or other equipment when participating in social media or social networking sites without approval from ownership. Employees that create or maintain personal blogs that reference Premier Alaska Tours should include clear disclaimers that the views expressed by the author in the blog are the author's alone and do not represent the views of Premier Alaska Tours.

Any identification of the author, including usernames, pictures/logs, or "profile" web pages, shall not use logs, trademarks, or other intellectual property of Premier Alaska Tours or our clients, without prior written approval of Peter Grunwaldt and/or Tim Worthen.

When participating in social media or on social networking sites, employees should be respectful to Premier Alaska Tours, other employees, customers, co-workers, and competitors. Employees should be aware that actions captured via images, posts or other online comments can reflect that of Premier Alaska Tours. When participating in social media or on social networking sites, do not reference Premier clients, partners, vendors or customers without their express written consent. Violations of this policy will result in disciplinary action, up to and including termination of employment

Termination and Severance

Voluntary Termination

Termination is considered voluntary when an employee resigns by personal choice.

Involuntary Termination

Terminations considered involuntary are those initiated at the will of the company, rather than the employee. The following are examples of involuntary terminations:

Discharge for Cause may be warranted when an employee commits a single act of gross misconduct, or has been guilty of repeated minor violations.

Discharge for Poor Performance is warranted when an employee is unable or unwilling to adequately perform assigned job duties.

Reduction in Force

Termination due to reorganization or position elimination may become necessary when the company or a department is reorganized.

Separation Pay

Separation Pay does not apply.

Employees are responsible for returning cash advances and all company property, *undamaged*, including, clothing, seat rotation cards, commentary notebooks, identification cards and keys to the Operations department prior to receipt of their final paycheck.

Vehicle Use

All employees must complete PAT vehicle safety training prior to using a company vehicle. PAT vehicles are not to be used for personal use. Employees should use a company vehicle for all company-related activities.

In the event that an employee uses a personal vehicle for company use, the employee should keep track of the total mileage and submit this mileage for reimbursement along with a brief description of activity. PAT will reimburse \$.50 per mile for personal vehicle use. Employees are not authorized to use the company fuel credit card or fuel tank to fill their personal vehicles.

Employees should NEVER carry guests or clients in their personal vehicle. Company coaches or vans should always be utilized for the transport of guests.

Premier Vehicles (coaches/vans/etc) are not to be used to transfer guests to medical facilities. In the event a guest needs medical treatment, an ambulance should be called, or for less serious concerns, a taxi should be utilized by the guest.

Vendor Relationships

Client Relationships

With many clients, Premier staff will wear the nametag of the company being represented. When the Premier staff is wearing a Globus, Cosmos, Royal Caribbean, Celebrity, Trafalgar or other specific nametag, you are representing that company. Client guests are NOT to be told that you work for Premier. If the client questions the use of

Premier vouchers when selling optional land excursions, then employees should explain that Premier assists with the operation of optional tours.

Competing Tour Operators

Premier provides the highest quality tours in Alaska. Our level of service speaks for itself. Premier staff should never comment negatively about our competitors or their products. We want all guests to leave Alaska happy regardless of the tour operator. This is good for Alaska's reputation.

Supplier Relations

The hotels, railroad, tour boats, etc. are all partners of Premier. **It is never appropriate to make negative statements about the suppliers.** It only takes one encounter to destroy a relationship. Always work with the suppliers in a positive manner. Premier receives #1 treatment by most suppliers because they love seeing our groups and staff at their business. Please keep in mind that it hurts our relationships when optional tours are cancelled/changed. If a problem exists with a supplier, attempt to correct the situation in a quiet manner, not in front of the guest. If the problem situation continues, contact the PAT Operations Department and finalize a proper course of action.

Worker's Compensation Insurance

It is Premier policy to maintain a safe working environment for all employees and to provide Worker's Compensation Insurance coverage for them. The "Employers Notice of Insurance" is posted at several locations in each Premier facility.

It is the responsibility of each employee to immediately report any work-related injury to his or her supervisor. If the supervisor is unavailable, an injury must be reported to the next person in charge of the department. All incidents and injuries must be reported within 24 hours of occurrence.

In emergency situations where immediate medical attention is required, the injured employee should be taken to the nearest hospital emergency room by the supervisor in charge. If the injured employee cannot be moved and time is critical, the nearest emergency medical team should be summoned.

Working Hours

Work Week

The normal workweek is Sunday thru Saturday.

Work Hours

Depending on the position, work hours may vary.

Standard Office Hours

The Anchorage and Fairbanks offices are open as follows:

Summer

Monday through Friday

7:00 AM to 6:00 PM

Saturday/Sunday

8:00 AM to 4:00 PM

The Operations department may be reached 24 hours a day by contacting the manager-on-duty for your department.

Premier Highway Services, LLC (motorcoach maintenance facility)

Summer hours	Daily	3:00 PM to 11:00 PM
Winter hours	Monday -Friday	7:00 AM to 5:30 PM