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|  | **Employee Handbook**  Tolano Adventures |

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| **[Policies and procedures]** |
| The following document contains general information for each employee at Tolano Adventures. Much of the enclosed information deals with Human Resources and we encourage you to contact Jeff Chou at Tolano head office with any questions. |

# Corporate Profile

Tolano Adventures provides eco-friendly travel services to a growing market. All our tours meet stringent requirements to ensure these adventures have the lowest carbon footprint and are environmentally friendly. At Tolano, we are pleased to be achieving our goal to “go green” at every opportunity.

Tolano Adventures is a division of Tolano Environment Consulting, based in New York. To serve you better, we also have Travel Directors at international locations.

We work with a number of international vendors and are always looking for exciting new adventures. Each new adventure is reviewed by our Site Assessor and Travel Director to ensure it meets our standards for being ecological while offering maximum enjoyment and opportunities for participation.

We review all our tours annually to ensure that:

* they have a low environmental impact (particularly the more popular ones)
* there is no significant change in their environmental impact compared to the previous year
* guests are still getting maximum enjoyment from them
* the cost is reasonable compared to the number of bookings and environmental impact

Occasionally we will also review a tour if there has been some noticeable change such as an avalanche, earthquake, or other natural disaster.



Figure - TA Division

Figure - TEC Division

Figure B - TA Division

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Figure - Tolano Organization Chart

# Company Policies

## Network Access

Each employee will be given a login ID and generic password on start of employment. This information is available from your department manager after orientation.

Employees have access to programs and printers as specified by the department manager. Access to other areas of the network must be requested in writing to the IT department after approval from the department manager.

All business forms are available on our intranet which is accessible to all employees.

## Business Expenses

Employees who perform tasks on behalf of the company will be reimbursed by the company for reasonable expenses.

Employees can request an advance for any anticipated expenses for off-site locations. The amount of the advance will depend on the project and must be approved by the department manager.

Employees may be required to charge expenses to their own accounts and then complete an expense claim for reimbursement. All expense claims must be approved by the department manager prior to submitting to Accounting.

## IT Requirements

All requests for additional computer hardware or software must be put in writing to the IT department and approved by the department manager.

Please use the IT Requirement Request Form and provide as much detail as possible, including product specifications and the anticipated benefits.

## Vacation Days

Table - Vacation Days

|  |  |
| --- | --- |
| **Year** | **Entitlement** |
| 1 | Two weeks of vacation in the first year of employment. |
| 2 to 5 | Three weeks of vacation in the second year to the fifth year of employment. |
| 6+ | Four weeks of vacation starting the sixth year of employment. The employee will then earn 1 day of vacation for each successive year they remain at the company. |

Please use the Vacation Request form to enter your anticipated vacation days. This form must be approved by your manager at least two weeks before the requested days. The only exception is for an emergency, or at the discretion of the department manager.

A maximum of ten vacation days may be carried forward to the next year and must be taken during the new calendar year.

Vacation time of three weeks or longer must be approved by the department manager and cover must be in place during time of absence.

## Time-Off Days

After the first year of employment, each employee can earn one day every eight weeks to a maximum of six each year.

Time-Off days can be carried forward from one year to another up to a maximum of ten days.

These can be used in combination with vacation days although long periods of absence must be approved by the department manager.

## Sick Days

Employees are entitled to ten sick days per year. These cannot be carried over from year to year.

## Bereavement Leave

Employees are entitled to three days of bereavement for immediate family which include:

Grandparents

Parents

Siblings

Children

For other family members, please speak to your department manager regarding the use of bereavement leave. Alternatively, vacation days can be used in lieu of bereavement leave.

# Health Benefits

The following health benefits will vary with the country where the employee is resident. Employees can choose to participate in this plan or opt out if they have another plan. In general, these are the minimum requirements provided by the company.

## Medical

Tolano pays for the medical service on your behalf. This is a taxable benefit.

## Dental

Tolano has secured a basic generous dental plan. There are some differences between locations, but in general:

Table – Dental Coverage

|  |  |
| --- | --- |
| Basic coverage | 100% |
| Crowns | 80% |
| Bridges | 50% |
| Porcelain Caps | 50% |
| Orthodontics | 75% |
| Dentures | 80% |

Each dentist will determine how much the employee will pay at the time of the visit. Please use the Dental Expenses form for your location for reimbursement.

## Long Term Disability

The Long Term Disability plan covers the following:

Table – Long Term Disability Plan

|  |  |
| --- | --- |
| Three to six months | 80% |
| Seven to twelve months | 70% |
| More than one year | 60% |

## Life Insurance

Life insurance coverage is 10% of the employee’s annual salary. Please speak to Human Resources if you wish to increase this coverage.

(Manulife, 2012)

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