



Sarapiquí Paddle Sports, Education and Exploration

Mission Statement: Though Sarapiquí Paddle Sports has been paddling operating since 1993, we constantly strive to improve so we can continue to provide you with the best adventure tour Costa Rica has to offer. We will offer the best, fully guided, adventure trip in Costa Rica. We will maintain the highest standards of safety, professional equipment, personalized customer service, and trip activity quality. We will remain an independent source of adventure travel by providing our own guides and equipment thus ensuring our own high standard of quality, not relying on an outsourced company. We will continue to improve our employee's professional skills so they can serve you better. We will continue to support and develop our local communities by donating to the local orphanage, and supporting local businesses whenever possible.

This Employee Handbook outlines a variety of subjects that will be important to you during your employment with Sarapiquí Paddle Sports, Education and Exploration (known here as SPS). You are required to read and become thoroughly familiar with their contents, as they will affect you in your day-to-day employment. If you have any questions, please contact your supervisor.

THIS EMPLOYEE HANDBOOK DOES NOT CONSTITUTE A CONTRACT, EXPRESSED OR IMPLIED, NOR IS IT TO BE A CONTRACT BETWEEN SARAPIQUÍ PADDLE SPORTS, EDUCATION AND EXPLORATION AND MYSELF. I UNDERSTAND THAT THE COMPANY IS AN AT-WILL EMPLOYER AND THAT I AM HIRED AND CAN BE FIRED AT WILL. JUST AS I MAY VOLUNTARILY LEAVE AT ANY TIME WITH OR WITHOUT CAUSE, AND WITH OR WITHOUT NOTICE.

THE VIOLATION OF ANY PROCEDURE, RULE, REGULATION, OR CODE MAY RESULT IN DISCIPLINARY ACTION, UP TO AND INCLUDING TERMINATION.

The contents of your Employee Handbook are presented as a matter of summary information only. The company reserves the right to modify, revoke, suspend, terminate, or change any or all of the information contained in the Handbook and any plans, guidelines, or procedures, in whole or in part, at any time, with or without notice.



GENERAL HIRING POLICIES AND PROCEDURES

Equal Employment Opportunity Policy

SPS is committed to abide by all laws and regulations pertaining to fair employment practices. All personnel and employment decisions, including but not limited to recruitment, hiring, training, promotion, compensation benefits, transfer and layoffs will be made without regard to race, creed, color, religion, sex, national origin, ancestry, age, physical or mental disability, political affiliation, marital status or sexual orientation an otherwise qualified person.

SPS offers equal opportunity for employment and advancement to all qualified applicants or employees, Positions will be filled with the individual who is best qualified for the job. An attempt will be made to fill vacancies by promotion from within when qualified candidates exist. Employees are typically considered for promotions with regards to present and past performance, specialized background and potential.

All employees are expected to cooperate in the implementation of the Equal Employment Opportunity Policy and to comply with all applicable requirements of local and federal laws. Decisions regarding personnel and employment practices are made with the goal in mind of furthering and implementing equal employment opportunities.

Employment At-Will

****Employment at SPS is employment at-will. Employment at-will may be terminated with or without notice at any time by the employee or SPS. Nothing in this Employee Handbook or any document or statement shall limit the right to terminate employment at-will. No manager, supervisor, or other employee of SPS has any authority to enter into agreement for the employment for any specified period of time or to make an agreement for the employment other than at will.

Employee Relations Philosophy

The company believes the strength of its organization, in its employees, and their ability to work with managers, supervisors, coworkers, and guests. SPS believes the success of its business depends on every person working together toward a common goal.



*****Salary Structure and Pay Ranges**



SPS has developed a formal salary structure to determine pay for all positions. These structures are established based on market data received from other companies within our industry as well as those within our labor markets. Positions are placed within the salary structure based on their evaluation and the relative value of the jobs in relation to other jobs in SPS.

Application Process

Prospective employees are required to complete and sign an employment application. SPS reserves the right to verify all data prior to employment. False, misleading, or failure to provide complete information may result in no job offer or disciplinary action up to and including termination of employment.

Persons hired by SPS (all drivers and guides for all guest activities) are required to submit to a drug screening prior to starting employment and will be subject to further testing (including random and reasonable suspicion) during their employment.

Orientation (Probationary) Period

SPS is committed to hiring and retaining the best-qualified person for the job. Employees are hired on a training basis for a period of 30 days. During this orientation period, your supervisor, head trainer should guide and instruct you in learning your role, help you become oriented and aid in getting you acquainted.

During this time, your supervisor should observe your performance and decide whether the job fits you and you fit the job. If, for any reason, the supervisor determines that there may be a problem with you continuing in your job due to performance or attendance during the orientation period, your orientation period may be extended or your employment may be terminated.



Even though you may be hired for an orientation period and continue to be employed after that period, your employment may be terminated at any time, with or without cause and with or without prior notice at the option of SPS.

Employment of Relatives

Close relatives or individuals involved in close personal relationships with current employees may be hired, however, SPS reserves the right to prohibit cases where these individuals may work together, supervise one another, have access to sensitive or confidential information or when one individual audits, verifies, or is entrusted with money for the other. The owners must authorize exceptions to this policy. For the purposes of this policy, close relative is defined to be mother, father, sister, brother, spouse, child, aunt, uncle, niece, nephew, cousin, grandparent, and all step, "half", and in-law relationships with these categories. For the purpose of this policy, individuals involved in close personal relationships include, but are not limited to dating couples and individuals living together and functioning as a family unit.

Employment Classifications

Full-time Employees

The standard work week in Costa Rica may not exceed 48 hours per week. If the employee works more than that it shall be considered overtime. The typical work schedule in Costa Rica is 8 hours a day 5 days a week for professional employees and for laborers it is generally 8 hours a day for Monday-Friday and ½ day on Saturday.

As part of your agreement with your employee you should establish the work schedule and hours since any hours worked above the standard work week fall into the "extraordinary" pay schedule which means overtime payment to the employee.

Part-time Employees

An employee who works less than 40 hours per week, or less than five days a week, is considered a part-time employee. Part time employees will be considered for work assignments either on an "on call" or "as needed" basis. Work assignments and schedules will be considered after full time employee's schedules have been completed.

Seasonal Employee Job Status

Seasonal employees are those who are engaged for a limited period of time during a particular season of time period, or employed by SPS for a specific



project, typically with a forecasted termination date, all employees at SPS excluding specific members of the management team and

Unless otherwise specified, are seasonal employees with specific start and end dates made known to every employee at the date of hire or start employment. Seasonal employees are not entitled to company benefits.****

Performance Management Policies

Job Descriptions

At the start of employment through the employment relationship, an employee will receive a job description that clearly states the employee's individual responsibilities. The employee and his/her manager or supervisor will review the job description in detail to be sure the employee knows what is expected of him/her.

The employee's job may change at any time during his/her employment. From time to time, the employee may be asked to work on special projects or assist with other work necessary or important to the operation of SPS. The employee is expected to cooperate and assist in performing such additional work.

The company reserves the right, at any time, with or without notice, to alter or change job responsibilities, reassign or transfer job positions or assignments, or assign additional job responsibilities.

Guide

Serves as a white water rafting guide, paddle and oars, whitewater kayak guide, tubing guide, duckie guide, canoe guide, safety kayakers, as well as on safari floats. Guides will potentially run half, full, and multiple-day river and tour trips on the rivers that the SPS currently runs on. Guides' primary responsibility is to deal directly with our guests, seeking to provide the best possible guest experience. Guides are a part of a fast growing company emphasizing quality service, teamwork and most of all fun!

*****Office**

The office person is the first line of contact on the day of a trip with guests. You must be very personable, and able to deal with difficult customers in any situation with tact and grace. Serves to deal with guests at the office, ensuring proper completion of guest and office environment, by cleaning the restrooms and changing rooms, and making sure that the merchandise in the company store is well stocked and looking good. The office person is also responsible for



meticulous use of the cash register and the keeping of records daily for those cash registers. The office person will also be responsible for many general duties i.e. “housekeeping” around the office, and any other miscellaneous odd jobs that may fall to him or her.

Guide Duties and Responsibilities

Run half, full, and multiple day trips on the current rivers that SPS runs. Captain both paddle and/or oar boats.

- Pack trip food.
- Clean guide areas, refrigerators, and “kitchens”
- Pack and load necessary equipment for trips going out and unpack and unload after the trip is done.
- Look for ways to better serve the guests and company, bring new ideas to the head guide.
- Maintain a good sense of humor and cooperative attitude in dealing with co-workers and guests
- Communicate well with head guide, owners, office manager, and co-workers.
- Learn about the natural environment and history of the area and share that knowledge with our guests.
- Work with drivers to make sure that vehicles are cleaned and cared for properly.
- Perform other responsibilities as assigned.

Performance Expectations

All SPS employees are expected to perform their jobs according to established SPS performance expectations covering all aspects of their work. These expectations cover the quality and quantity of work and professional and personal standard of conduct. The employee and his/her manager or supervisor will review these expectations in detail on the first day of employment for general understanding, and then on an ongoing basis as the employee is being trained and developed.

Training

Employees will receive an orientation and training period to adequately prepare them to achieve and maintain the performance of job responsibilities according to the established work procedures and performance expectations. Employees will receive ongoing training throughout their employment based on needs identified by both employer and employee. It is the mutual responsibility of the supervisor and the employee to identify and rectify any training deficiency that is affecting the employee's performance.





Performance evaluations

Performance evaluations at SPS occurs both on an informal and formal basis. Informal evaluation occurs on a routine basis as the manager, supervisor, or owner observes the employee's daily performance and provides routine feedback on the strengths and weaknesses of the performance.

Each permanent full time employee will participate in an annual performance evaluation on or around the anniversary date of hire. This formal evaluation will focus on the strengths of the employee's performance, as well as those areas that need improvement in order to meet the established job responsibilities and performance expectations. In addition, goals for improvement will be established by the employee and owner for developing new knowledge, skills, and responsibilities in the upcoming year.

Disciplinary and Termination Guidelines

In the event that it becomes necessary to discipline an employee for unsatisfactory performance or violation of company policy or rules pertaining to employment, the following schedule is the recommended guide:

Progressive steps in the recommended disciplinary system may include:

- Verbal discussion and warning by the employee's immediate supervisor to correct the problem.
- Termination of employment.

EMPLOYEES MUST REALIZE THAT THE ABOVE STEPS SERVE AS A GENERAL GUIDELINE AND ARE NOT MANDATORY. THERE ARE VARYING DEGREES OF SERIOUSNESS THAT PERTAIN TO PERFORMANCE AND/OR INFRACTIONS OF RULES. THERE ARE CERTAIN INSTANCES WHERE CONDUCT AND/OR PERFORMANCE IS OF SUCH A NATURE THAT IMMEDIATE TERMINATION, WITH OR WITHOUT PRIOR WARNING, MAY BE THE CHOSEN COURSE OF ACTION. THIS INCLUDES, BUT NOT LIMITED TO:

- Possession, use, or being under the influence of controlled substances or alcohol on the job.
- Sale or felony possession of controlled substance on or off the job.
- Unauthorized possession or misappropriation of company or other employee's money or property.
- Discrimination or harassment of a guest or fellow employee for any reason, including race, color, religion, sex, national origin, political affiliation, sexual orientation, physical or mental disability, etc. Making unwelcome advances, requests for sexual favors, or other verbal or physical expressions of a sexual nature to other employees or guests.



- Falsification, misrepresentation, omission of information on payroll, employment application, or other documents including timecards.
- Rude, offensive, or threatening behavior to guests or other employees.
- Insubordination, willful disregards, disrespect toward a supervisor or representative of management, or failure to obey or perform work as required or assign. IF YOU DISAGREE WITH DUTIES OR INSTRUCTIONS GIVEN BY YOUR SUPERVISOR, FOLLOW THE INSTRUCTIONS AT THE TIME AND DISCUSS IT LATER IN PRIVATE.
- Neglect, carelessness or mischief which results in the loss, damage, or destruction of company property, property of a guest, fellow employees, or others; which result in or contributes to unsanitary conditions; or which results in accidents involving employees and/or guests.
- Using company equipment, material, or facilities without permission for purposes other than company business.
- Operation of rafts, kayaks, duckies, tubbins, canoes, or other company equipment, including vehicles in an unsafe manner.
- Possessing a concealed or dangerous weapon while on company premises or during performing of company duties
- Disclosing by any method of communication confidential or proprietary company information to other employees, another company or agency or guests.
- Conducting independent or unauthorized guiding instruction for compensation.
- Failure to report to work without prior notice. (2 hour notification)
- Violation of any other established company or departmental regulation, rule, or policy.
- In certain situations the above may not only result in termination but may be prosecutable by law. SPS will cooperate with all law enforcement agencies in such situations.

The above listings are not exclusive and should not be interpreted to create any type of contract between SPS and its employees or to restrict SPS's ability to terminate any employee in accordance with our employment at will policy.

The action taken by management in an individual case should not be assumed to establish a precedent in other circumstances.

Suspensions (other than immediate suspension for the purpose of condictions and investigations) and termination for cause, must receive prior approval of the owner(s).

If SPS finds it necessary to initiate termination for employment through no fault of the employee, an effort would be made to give advance notice.

Employees terminating voluntarily are requested to extend a courtesy notice, in writing, of their expected date of termination and the reason for the



termination to their supervisor as soon as possible. This enables the supervisor to take the necessary steps to minimize loss of employee to the operating group. ABANDONING OR LEAVING YOUR POSITION WITH NO NOTICE WILL IMPACT YOUR REHIRE STATUS.



Grievances and Suggestions

Suggestions for improving any aspect of employment with SPS are always welcome. If the employee of SPS has a complaint or grievance regarding any aspect of his/her employment, the employee should first voice the issue to his/her immediate supervisor or manager, preferable in writing. The supervisor or manager will work with the employee and any other appropriate persons to respond to the issue. If the issue remains unresolved, the matter may then be brought to the attention of the general manager or owner(s) in writing, for resolution within a reasonable period of time.

This procedure, which SPS believes is important for both the employee and SPS, will not result in every problem being resolved to the employee's satisfaction. However, SPS values employee input and everyone should feel free to raise the issues of real concern, without fear of retaliation.

River Procedures

Safety speech must be given before the beginning of every trip and time allowed for guests to ask any questions they may have or address any concerns. Each guide of each raft must check each members' gear for proper fit and make any adjustments if necessary of their raft before entering the raft. Additional paddling and safety instructions given to guests by the guests raft guide.

Rafts (as well as paddlers of kayak, duckies, canoes, tubbins, and other members of the river family) should watch out for each other, maintaining proper distance, but also be prepared in the case of another raft (paddler) needing assistance. Be patient with each other and with rafters (paddlers) of other raft companies, the river is for all to enjoy. Do your best to not get frustrated or angry, for common occurrences on the river (low water levels, many paddlers running at the same time, for example), just get through it the best you can. Your guests will have no idea you screwed up if you don't let them know, so keep smiling and having the great attitude you have!



River Etiquette

Many of the rivers SPS runs are also run by other rafting, paddling and other water sport companies.

The rivers are also a public resource for fisherman, private boaters, swimmers, families, etc and have equal rights to the river as commercial rafters and paddlers do. Be courteous to all of the different river users and respect their rights.

Avoid fisherman and their fishing lines. Try to swing as far away as possible and do not talk to them or otherwise bother them.

When the water is below normal water levels, you must have patience. Keep your cool and treat everyone (private boaters and commercial companies) with the respect you would like to receive from others. When in doubt, turn the other cheek and take the high road. If you have a problem on the river with others refer the problem to your trip leader first, management second, and then the owner. Never confront others in front of guests or on the river. Remember different people have different ways of doing things.

The SPS way is the right way for us, but it may not be for everyone. Don't be a know-it-all on the river, and keep your opinions to yourself. We would like our staff to refrain from any interaction with other river companies except in emergencies, i.e. avoiding water fights, avoiding running into their trips, or monopolizing a common spot. Overtaking another commercial trip on the river is a decision made only by the Trip Leader. If there is a problem or confrontation between SPS and another company, please go to your trip leader or manager.

TAKE CARE AS MUCH AS YOU CAN IN-HOUSE. TRY NOT TO BOTHER OTHER COMPANIES WITH OUR NEEDS, SUCH AS EQUIPMENT OR TRANSPORTATION.

Standards of Professional Behavior

A high level of professional behavior is expected from all employees at all times. These expectations are necessary to ensure a safe, efficient and successful business operation this is in compliance with laws and protects the well being and productivity of the employee. It is absolutely unacceptable to talk about drugs, alcohol, or make sexual references with guests in the area, and these transgressions will be dealt with severely. These people trust you with the lives of themselves and their families, the last thing they need to hear about is what you or your friends might have done last night. Conduct yourselves as professionals at all times around guests and you will benefit along with SPS.



Harassment including Sexual Harassment

It is the intent of SPS to provide its employees with a high quality and friendly work environment. As part of this effort, SPS expressly prohibits harassment of others in the workplace. This includes, but is not limited to, harassment based on sex, race, national origin, color, religion, citizenship, age, disability, etc.

The following, while not an all inclusive list, are examples of unacceptable behavior:

- Slurs
- Jokes
- Threats
- Derogatory comments
- Verbal, graphic, or physical contact
- Touching, sexual advances, or requests for sexual favors and other verbal or physical conduct of a sexual nature

Supervisors, male or female, will not use their authority to solicit subordinates for sexual favors. Any sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature will not be tolerated. No employee, regardless of his or her position, may physically or verbally harass or intimidate any other employee-period.

IF YOU BELIEVE THAT A SUPERVISOR, A MEMBER OF MANAGEMENT OR ANY EMPLOYEE HAS ACTED INCONSISTENTLY WITH THIS POLICY, YOU ARE REQUIRED TO PROMPTLY CONTACT ONE OF THE FOLLOWING, IN THIS ORDER UNLESS THEY ARE INVOLVED:

- Your direct Supervisor
- Your Manager
- The Owner(s)

UPON NOTIFICATION, ALL COMPLAINTS WILL BE INVESTIGATED. IF UPON INVESTIGATION IT IS FOUND THAT AN EMPLOYEE HAS VIOLATED THIS POLICY, APPROPRIATE AND IMMEDIATE ACTION WILL BE TAKEN UP TO AND INCLUDING TERMINATION. NO EMPLOYEE REPORTING A LEGITIMATE COMPLAINT WILL SUFFER REPRISALS.

Threats and Violence

SPS strives to maintain a work environment free from intimidation, threats or violent acts. This includes, but is not limited to: intimidating, threatening or hostile behaviors, physical abuse, vandalism, arson, sabotage, use of weapons, carrying weapons of any kind onto company property, or any other act which, in management's opinion, is inappropriate for the workplace. In addition,



offensive comments regarding violent events will not be tolerated and may result in disciplinary action.

Employees who feel they have been subjected to any of the behaviors listed above are requested to immediately report the incident to their supervisor or manager. Complaints will be investigated and based upon such investigations, appropriate disciplinary action up to and including termination, will be taken against the offender.

Employees who observe or have any knowledge of any violation of this policy should immediately report it to a member of management.

SPS General Operating Procedure

Qualifications

- Must be at least 18 years old.
- Must be willing to live within an hour of Puerto Viejo de Sarapiquí and have a reliable way of communication when away from the office (cell phone, house phone, email, etc.)
- Must have a professional attitude, and be willing to learn and accept new ideas.
- Must be able to work long hours and not be subject to burnout or moodiness.
- Must work well under pressure and be a team player.

All guides must purchase and maintain in good condition a Swiftwater Rescue PFD, knife, whistle, throw bag, 5 carabiners (locking), 3 pulleys (if possible), 3 prussiks, minimum 2 meters of webbing, closed shoes with traction, whitewater grade helmet, first aid kit, and dry bag.

- Up to date: Swiftwater Rescue Certification
- Up to date: First Aid, CPR certifications
- Up to date: Raft Guide License and/or Safety Kayak License
- Proof of prior experience as a raft guide on the class of rapids SPS currently runs

Must maintain a professional appearance at all times, on and off the river.

Experienced Guides:

- Must familiarize themselves with SPS policy and procedure.
- Must read and sign policy and procedures before working.
- Must have accurate guide records on file at the SPS office.
- Must meet or exceed SPS requirements before running advanced stretches.



- Must train to company and state standards on each section of each river they wish to work on.
- Returning guides must do a refresher trip on sections they are checked out on early season before running commercial trips.
- Training must take place in an SPS boat and with a SPS certified guide for that section.
- Must be checked out by a certified guide for each section.
- Must have all required gear as per mandatory gear sheet.

Employee Personal File



It is the responsibility of the employee to keep personal records up to date. Please notify the company as soon as possible if changes occur in address, telephone number, marital status, family dependents, training, certification, or work eligibility status. This includes guide records and certifications. You should always keep additional personal copies of all important paperwork, and all paperwork is important.

Attendance and Punctuality

Regular attendance and punctuality is absolutely essential to the operation of our company. Regardless of the job you perform, your punctuality and attendance is very necessary to our operation. Unexcused absences and tardiness place additional burdens on your operating group and reduces our ability to provide a quality experience for our guests.

IF YOU ARE GOING TO BE ABSENT OR ARE UNABLE TO REPORT TO WORK ON TIME, YOU MUST CALL YOUR IMMEDIATE SUPERVISOR TO LET THEM KNOW IN ADVANCE. LEAVING MESSAGES WITH OTHER EMPLOYEES IS ABSOLUTELY NOT CONSIDERED PROPER NOTIFICATION AND IS NOT ACCEPTABLE. Improper notification will be classified as an unexcused absence or tardiness. Unexcused absence or tardiness is defined as an absence or tardiness, whether arranged or not, for any reason that is not valid in SPS's opinion.

EMPLOYEES MUST REALIZE THAT THE FOLLOWING STEPS SERVE AS A GENERAL GUIDELINE AND ARE NOT MANDATORY.

Excessive tardiness and/or absenteeism, and unexcused tardiness/absenteeism may result in disciplinary action, up to and including termination as follows:

UNEXCUSED TARDINESS

- First unexcused tardiness: Verbal Warning and bumped from any trips



- Second unexcused tardiness: Warning will result in being bumped from trips for three days
- Third unexcused tardiness: Termination of employment

UNEXCUSED ABSENCE

- First unexcused absence: Verbal Warning
- Second unexcused absence: Warning with a 3-day suspension without pay
- Third unexcused absence: Termination of employment

Two consecutive days of unexcused absence (no call/no show) results in termination of employment and is considered job abandonment which will result in a no-hire on your re-hire status.

There are certain days, where your supervisor may require attendance by all employees due to a high number of guests. An unexcused absence on these days may result in immediate termination of employment.

There will be days where even though it is your scheduled day off you will be asked to work. This is to be expected, and your assistance will also be expected. We are purposely hiring just enough people to cover our needs, so that you get the most work that you can. But that means that we're going to be cutting it close on a few of the big weekends and holidays of the year. Management will do its best to ensure you have the days off you are scheduled, but sometimes we'll need the extra help. Things will proceed much better for everyone if we all pull together and work together to get through the busiest times.

Dress Code, Appearance and Uniforms

SPS is in the public entertainment and education business, and your appearance is important to the impression that we present to our guests, students, and fellow employees. Our focus is on presenting a guest/student-friendly, open, non-threatening environment that fosters interaction and communication between our guest/student and you. All employees are expected to be groomed and attired in a neat and clean manner, appropriate for their job.

We are not the fashion police, but we do require a clean and neat appearance when you are working for SPS. Shirts are normal dress and must be worn at all times but do not wear your favorite concert tee with a drug or off color reference no matter how sublime it may be. As for facial hair, please keep it neat. Please be aware of your own bodily odors and keep them in check with regular bathing. You will be notified if this becomes a problem so please save everyone the awkwardness of this situation.



We are raft/paddling guides, and yes the public knows this, and they expect a certain flair from us in dress and lifestyle that wouldn't be acceptable at their offices back home, but nonetheless, YOU ARE A PROFESSIONAL IN CHARGE OF THEIR LIVES, AND THE LIVES OF THEIR FAMILIES. Not to mention they pay a lot of money to go on these trips. They do expect you to be a professional, in attitude, behavior and appearance. Do not abuse the leeway that you are given in choice of dress and appearance. Take a shower, clean your clothes, and remember that you must wear shirts and shoes around the office at all times for safety. Your professional demeanor will reflect in better tips, better trips, and more repeat business hours for SPS, and therefore more work for you.

Appearances also include the way we act towards one another and guests. Please save everyone the embarrassment of watching you kissing, groping, or engaging in any other public displays of affection between boyfriend-girlfriend or any other combination thereof. And remember that disagreements between guides ruin a trip faster than almost anything else, so there must be absolutely no fighting at lunch or anywhere else, (verbal or physical) and no public degradation of others, guests or guides alike. If there is a problem this must be dealt with after the trip in the post trip meeting with a supervisor present.

Substance Abuse, Smoking, and Drug/Alcohol Testing Policy

It is the company's goal to establish and maintain a safe and healthy work environment that is free from the effects of drugs and alcohol. Employees who work while under the influence of drugs or alcohol present a safety hazard to themselves, their co-workers and the public and will not be tolerated. Moreover, the presence of drugs and alcohol in the workplace limits our ability to perform at the highest levels and provide our guests with quality service. If you have any reservations about working in an environment where drug/alcohol use will not be tolerated, you should rethink whether or not you wish to be employed at SPS.

The following clarifies the company's position regarding the use or possession of alcohol and drugs.

The possession, use or being under the influence of alcohol or controlled substances at work or on the premises of any company or property or facility, in company vehicles or the sale of controlled substances at any time on or off the job is prohibited and will result in immediate termination.

Any employee who is charged by a law enforcement agency with an illegal drug activity, either on or off the job, may be considered to be in violation of this policy. In deciding what action to take, management will take into



consideration the nature of the offense charged, the employees present job assignment, the employee's record with the company, the disposition of the charge by law enforcement officials or the courts, and other factors, including the impact of the offense charged upon the conduct of company business.

The company reserves the right to submit employees for drug testing if cause exists that indicates their ability to perform work may be impaired, and after an accident without notice. No advance notice is required to test for reasonable causes or post-accident testing. Reasonable cause is any reason management deems appropriate due to commonly accepted physical and behavioral observation.

A positive test result or refusal to submit to a drug screen will result in immediate termination with a no-hire status.

Smoke free work place

Smoking or chewing tobacco is not permitted in view of the guest or student or in the offices, restrooms, meeting rooms, company vehicles, and buildings except where designated. We ask for your cooperation in refraining from smoking to promote the health and wellness of all persons in the workplace.

Tips

Tips account for a large portion of your income. There is no textbook way to ensure that you will get tipped. However, if you are informative, hardworking, professional and most of all entertaining, your crew will recognize this and most often will reward you. Tips should NEVER be discussed around guests. It looks and sounds tacky and it will not help your situation. If you do not receive a tip it should be an indication to you that maybe you should examine your efforts and approach.

Pay Periods

You will receive your payment from your supervisor or manager.

Employee Information

Please be sure to let us know of any changes in address, phone, email, or name changes as soon as possible.

Communications

A very important factor in the successful operation of any business is communication between employees and management. WE will communicate as much as we can about our philosophies, goals and objectives. At the same time, we would like you to let us know how you feel about what is going on around you.



We value your input to solve problems, both in the experience for our guests, students, and personally as an employee. Please feel free to express your ideas and your likes and dislikes.

Employee Complaint and Problem Resolution

Periodically each of us has a complaint or problem that may arise from a variety of situations in the workplace. It is our decide to provide our employees with a working environment that is relatively free from conditions that might interfere with or affect job performance or create offensive or intimidating work situations. We would like to resolve these problem situations as quickly as possible. Only through working together can we maintain a sound working environment and the friendly, progressive image of SPS.

Should you have a complaint or problem or need help in resolving it, please take the following steps:

- First: Talk it over with your direct supervisor. He/she knows more about you and your job than any other member of the management and is in the best position to deal with your concerns. If you feel you cannot discuss the situation with your supervisor, please contact a manager.
- Second: You and your supervisor take the problem to the next level of management.
- Third: Should the problem remain unresolved, you as an individual or you and your supervisor may request the assistance of the owner(s).

Customer Complaints

Instant handling of guest complaints can have a lasting effect on our business. Guests' feelings when they leave one of our locations affect not only their decision to come back, but also what they say to others about their experience. Guests report their bad experiences to more people than they do their good experiences. Quick and proper handling of a complaint often provides a happy ending. Should you encounter an irate guest or a guest with a complaint, **please follow these procedures:**

- Use your compassion, for example, stating I understand how you feel, helps the guest feel as if they are being heard. Try to handle the problem. If you cannot, call your supervisor, manager or trip leader.
- If the problem cannot be solved to the guests' satisfaction, contact a higher level of management or the owner(s).
- If the guest has lost valuable property notify the General Manager immediately.
- Please do not tell the guest that "SPS will take care of it" or "Its my fault." If you cannot resolve the situation, refer the guest to a manager.



- If an injury is involved on the tour, on roadways or while on a commercial company tour, call the office immediately. The owners and management need to be notified immediately.

Meetings

Departmental supervisors and/or managers are encouraged to hold regular staff meetings with employees to explain and pass along changes in company policy and other news. These meetings are excellent forums for employees to discuss departmental and company business by offering their input on various issues. Attendance is expected since your input is valuable to SPS.

Departmental and Company Communication Boards

Throughout the season you will be notified of items of interest such as schedules, news releases, changes in policy, announcements and memorandums. Please check to communication board in your area frequently for new items and information.

Press Inquiries

In the event of an incident or at other times, a member of the press seeking information may contact you. You are expected not to respond to these inquiries. Please advise any press member to contact an owner of the company directly.

Safety, Risk Management and Loss of Control

Safety Program

The goal of the safety program is to establish and maintain a proactive approach to loss prevention resulting in reductions and/or elimination of property losses and personal injuries to both our employees and our guests.

SPS safety program is a combination of training programs, rules, regulation, philosophies, and operating procedures that involve everyone. Our health and welfare depend on understanding the environment that we work in and the relationship of safety and our overall operations.

Safety programs involve proactive training to identify and learn to avoid known hazards. To this end, it is management's expectation that safety practices shall be taken in to consideration before work/trip activities begin. Work should be conducted with an attitude of "Safety First" including concern, awareness, and a cooperative effort to maintain high safety standards at all times.



Reporting Unsafe Conditions

If possible, correct or mark any unsafe condition when it is observed or reported to you. Please report any unsafe condition to your supervisor or any member of management

Accident Reporting Procedures

In the event that an accident does occur, the following reporting guidelines should be followed:

Guest Related Accidents

- If a guest reports an incident or injury: notify your trip leader, and if possible, a member of the management team for assistance.
- If a guest-related accident involves an employee, company property or equipment, you should notify your supervisor.
- Do not discuss your observations in the presence of or with a guest, or with anyone outside of SPS.
- Incident forms and/or witness statements must be filled out by the employee witnessing the accident and by any employee who might have relevant information. The forms are available from your supervisor and must be returned to your supervisor or manager.

Company Vehicles, Equipment, and Property Loss

- As an employee, you are expected to obey all federal and local laws. You are also expected to report accidents involving company vehicles and equipment to your supervisor. All losses to company property, including theft, fire and accidental damage must be reported immediately to Management.

Personal Property Loss

- SPS does not cover personal property losses, including rafting equipment. All employees are encouraged to contact the insurance agent of their choice to arrange for personal coverage.

Incident Inquiries

An accident or injury relating to SPS operations may generate inquiries from the press, insurance adjusters, attorneys, etc. Before responding to any such inquiry, it is essential that you first bring the inquiry and circumstances surrounding the inquiry to the attention of the owner(s). We appreciate your cooperation in this regard.



Benefits

Comp Raft Trips

All employees are entitled to comp raft trips. The number of comps given relates to one's position within the company (i.e. full-time versus part-time and years with the company). All comps are for half-day trips only.

Comp trips are not transferrable to others. You will not receive request pay for comp trips. All comp trips are on a "space available" basis only. This is similar to flying "stand by." SPS will not add a boat to an existing trip or increase vehicle usage to accommodate comps.

If the number of guests reserved for a trip is reduced due to no-shows and reduces the number of boats scheduled, the employee may choose to guide a boat without pay in order to accommodate his or her comps only with the permission from his/her supervisor.

If an additional guest shows up with a reserved party or walk-ins arrive unexpectedly and results in an increase of guests and reduction of space, the comps will either be bumped from the trip or the guide may receive permission to take out an additional boat without guide pay if it does not effect vehicle requirements. All non-guide employees will not have the above options. Comp trips cannot be used on busiest days. On other days, it is up to management whether or not comp trips can be used. The key here is good communications, talk to management early to avoid any confusion or disappointments with your comp trips.

Please make sure you inform your comps that their place on a trip is not guaranteed and is subject to cancellation at any time up to the time of departure from the base.

Discount Trips

As an additional benefit, employees are able to purchase trips at 20% off the published brochure rates. Employees are encouraged to limit usage to non-peak time periods and days during the season.

Weekend and holidays are excluded from this benefit.

Employee Store Discounts

Employee discounts are available to all full and part time employees from the date of hire. Any items from the store may be purchased at 20% off retail price, one time a month. Sale items are excluded from this benefit. Employer has the right to limit the number of certain items purchased due to inventory



issues. Employees are not entitled to run a tab for store purchases. Purchases may not be deducted from pay.

Manufacturer Pro Deals

Many manufacturer and vendors offer pro-deals to SPS. All orders are for staff only. Payment for these purchases must be in the form of cash. This is a privilege and should not be discussed with local retailers. Abuse of these offers will result in loss of privileges to all employees.

Participating manufacturers and vendor discounts may vary and employees are encouraged to obtain further details from their supervisor or manager.

Use of Equipment

SPS is pleased to offer employees the use of specific equipment when available and in good repair. This includes a designated raft for guide use, duckies, paddles, oars, helmets, as well as other items. Employees are expected to return all equipment in the same condition and any item or area used is to be left clean. On some equipment this year there will be a rental fee, and that is simply to offset the cost of wear and tear on the equipment and to cover the company's liability when other people use our gear. If gear is lost, stolen or damaged, it is up to the employee to repair or replace the item.

Use of equipment will be limited to off-duty times only and must receive prior approval from your manager. All use is at your own risk of damage to the equipment and personal injury including death.

The prices of renting equipment are as follows:

- | | |
|--|-----------------------|
| 1. Raft, including paddles | \$50 day 1/\$30 after |
| 2. Overnight equipment including raft, paddles | \$75 day 1/\$50 after |
| 3. Duckies | \$25 day 1/\$15 after |

Specific rules must be followed for use of any raft for "off duty" guide use:

1. The craft must have no name recognition,
2. Employees must receive prior authorization for use of equipment from a supervisor or manager. Unauthorized use of any company equipment is subject to disciplinary action up to and including termination.
3. Use is on a "first-come, first-served" basis. There will be a sign up sheet in the office for use of the designated guide raft. This raft is not to be used above 5,000 CFS by any first or second year guide. It may be used by guides with four or more years of experience up to 6,000 CFS.



4. Employees must use their own vehicles for the transport of any rafting equipment. Unauthorized use of any company vehicle is subject to disciplinary action up to and including termination.

Workers Compensation/Taxes****

A company funded workers compensation program may cover injuries to employees while working. All employee injuries must be immediately reported to your supervisor for workers compensation. Any employee given permission by their supervisor to leave their employment to raft, paddle (including employee races), bike, fish, play, etc. will not be covered by workers compensation. It is to your benefit to have your own health insurance to cover any off the job related medical expenses. Filing a claim under workers compensation for a non-work related accident may result in disciplinary action and/or criminal prosecution.

The following procedures apply to reporting work-related injuries:

- REPORT YOUR INJURY TO YOUR SUPERVISOR OR WORKERS COMPENSATION IMMEDIATELY (WITHIN 24 HOURS) EVEN IF MEDICAL ATTENTION IS NOT SOUGHT.
- Workers compensation forms must be completed and forwarded to the General Manager as soon as an injury is reported. The applicable forms may be obtained from your Supervisor, Manager, or Owner.
- The accident report form must be completed and given to workers compensation within 24-48 hours of the time of the accident
- The employer may designate the primary care doctor of first report for your injury. If you need to see a doctor for a work-related injury, SPS has designated certain physicians you may use. Unauthorized doctors and clinics have been instructed to not treat on-the-job injuries until verification is received from the workers compensation office.
- If you see a doctor for your injury, you will need to obtain proof in writing of the medically imposed restrictions that may or may not affect your job. The designated physicians have these forms and it is your responsibility to get this release or disability notice to workers compensation and your supervisor.
- You are responsible for contacting workers compensation immediately if you are unable to work.
- If you desire to have a second physician's opinion regarding your injury,

- Workers compensation will not pay for any medical procedures, treatments, or prescriptions unless they are pre-approved and have been prescribed by, or at the direction of your workers compensation primary care physician. The workers compensation office will assist you in acquiring pre-approval



- All doctors and hospital bills for work-related injuries would be administered through this program. If you receive any bills in the mail, turn them into workers compensation immediately.

Social Security****

Seasonal Workers****

Seasonal status affects both you, as a worker and the unemployment tax rate of SPS, should you ever file a claim for unemployment benefits. It is therefore important that you read and understand the following.

As an employer SPS is required to notify each seasonal worker in writing of the worker's seasonal status and the beginning and ending dates of the seasonal period for which they are employed. Therefore, since SPS employs you and you work within seasonal periods, you are hereby notified that you are a seasonal worker.

Seasonal workers whose employment ends at or near the end of the season are normally not eligible for unemployment compensation unless unemployed during the following season.

Any eligibility to receive unemployment benefits and the amount of benefits, if any are determined by Costa Rican Law.

You should not interpret any of the above notification of seasonal status as a contract of employment; it is merely a notice of your seasonal status.

Miscellaneous Procedures/Policies

Company Events and Parties

The company is concerned with the safety of its employees at company events and parties. For SPS to participate in and contribute to any funds to employee-oriented activities, the following standards have been set:

- Parties "on-site" must be pre-approved if alcohol is being consumed.
- Responsible consumption of alcohol is expected.
- Company vehicles, equipment or tools will not be used or operated after consuming alcoholic beverages.

Company Vehicles

The following rules pertain to company vehicles. Please be advised that this is not a complete list.



- Company vehicles are for use only while on the job on behalf of the company as directed by the employee's immediate supervisor or manager, or owner.
- Use of a company vehicle after normal working hours will be authorized ONLY by the general manager or owner(s).
- Non-employee riders in company vehicles are restricted to business use only with supervisory or management approval.

Motor vehicle driving history records are requested on job candidates and current employees who are in positions that may require operation for company vehicles. Your employment in certain positions, such as bus drivers requiring a CDL, is conditional upon review of the driving record as well as your continued driving record.

The following actions, while not a complete list, are strictly prohibited and may result in disciplinary action up to and including termination:

Operating a company vehicle:

- In violation of applicable laws and regulation
- Without proper training or a proper driver's license
- While using or under the influence of drugs or alcohol

Should you be given a traffic citation or if you are involved in an accident while in a company vehicle, please notify your supervisor or manager immediately. Any traffic citations or parking tickets issued are your responsibility and not the responsibility of the company.

Reimbursed Expenses

Whenever possible, reimbursable expenses must be pre-approved. For reimbursement, a receipt must be presented to the employee's manager.

Personal Packages and Mail

Due to the volume of business shipments and mail that is handled by SPS, do not have your personal packages delivered to SPS. The local post office is available for company use in matters regarding personal mail. If mail or packages delivered to SPS is not readily deliverable because the employee is no longer located at that address, we reserve the right to open mail and packages for forwarding purposes only.

Use of Company Telephones





The company telephone and voicemail system is for business use only. Personal use of telephones and company fax machines is not permitted without authorization from your supervisor or manager. Due to the heavy volume of calls we receive from guests, office workers must limit their personal calls to a minimum. Friends and relatives should be discouraged from calling during work hours unless there is an emergency. We ask that all telephones be properly used and answered in a friendly manner.

Use of Company Computers, Email, and Internet Access

Company computer systems are for business purposes only. It is inappropriate for staff to utilize SPS email for personal messages, classified advertisements, jokes, etc. Employee's are not allowed to change ANY settings on the computer. Playing computer games (including software packages the company has purchased) and "surfing the web" during working hours is a violation of this policy and subject to disciplinary action.

Return of Company Property

Upon termination, employees must verify the return of all equipment, keys and other company property they may have in their possession. Cost for non-returned items may be deducted from an employee's final paycheck.

