

Snowman Studios Inc. Employee Handbook

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SECTION 1 – GENERAL INFORMATION

1.1 INTRODUCTION

This Employee Handbook is designed to acquaint you with Snowman Studios Inc. and provide you with information about working conditions, benefits, and policies affecting your employment. The information contained in this Handbook applies to all employees of Snowman Studios Inc. The handbook outlines general operations as it pertains to both employees and visitors. Following the policies described in this Handbook is considered a condition of continued employment. However, nothing in this Handbook alters an employee's status. The contents of this Handbook shall not constitute nor be construed as a promise of employment or as a contract between the Snowman Studios Inc. and any of its employees. The Handbook is a summary of our policies, which are presented here only as a matter of information.

You are responsible for reading, understanding, and complying with the provisions of this Handbook.

1.2 DESCRIPTION OF SNOWMAN STUDIOS INC.

Snowman Studios began in 1989 and incorporated in 2011.

Snowman Studios Inc. is owned and operated by Scott and Tracy Snowman. Snowman Studios Inc. is an S-Corporation - Service Based Business. Snowman's Reindeer Farm is part of this Service Based Business.

Services fall into three categories:

Artistic: Fine Art Commissions, Commercial and Residential Murals, Graphic Design and Art Restoration

Signs: Commercial and Residential Sign Production, Sculpted, Hand-painted, Dimensional Letters, Auto Vinyl, Digital Message Boards, Repair and Maintenance, Illuminated Cabinets. Max height of install capability is 2 stories.

Education: Software training and design consulting. Educational and interactive presentations on reindeer and other animals. Guest speaking on art, education and business topics.

1.3 GOALS AND BELIEFS

Goals of the Primary Service Business:

- to provide clients with the best quality designs, products and services to help them meet their personal and professional goals.
- to create beauty and improve the lives of people in Central Illinois
- to improve knowledge and understanding through education

Goals of Snowman's Reindeer Farm:

- to offer guests a fun, safe, and memorable experience to celebrate the Holiday Season
- to educate visitors about animals
- to promote tourism in Fulton County

What we BELIEVE:

The Snowman Family believes in SANTA. The reindeer come from the North Pole and Santa visits often. Santa will be at the farm to greet families during the time period between Black Friday and Christmas Eve. Our reindeer do fly on Christmas Eve if Santa needs them. We won't know if they are flying ahead of time, but we find out Christmas morning. Santa leaves a note and a special solid brass sleigh bell for each reindeer when they fly on Christmas Eve.

1.4 RULES, POLICIES AND GUIDELINES

#1: VISITORS MUST FOLLOW ALL DIRECTIONS GIVEN BY FARM STAFF

General Admission: Admission includes access to reindeer and mini-donkey exhibits (most are inside and climate controlled), small activities available for kids (these change weekly), outdoor games, access to picture spots, visit/photos with Santa (on certain days) and educational information.

Bio Security: All visitors must SANITIZE HANDS AND FEET before entering the property. The foot bath is an industrial tray that you walk through so the bottom of your shoes are sterilized. This is liquid and does contain bleach. If children step through, allow them to walk off the solution before picking them up or ask the gate biosecurity person to give you a paper towel to dry. You may also request to wipe the bottom of your shoes with the spray solution on a paper towel instead of stepping through the bath if you have delicate shoe material that might be damaged by bleach contact. Hand sanitizer is provided upon entry and throughout the property. Always sanitize hands again after feeding animals.

Outside Animals: Pets are not allowed inside the entrance gate of Snowman's Reindeer Farm. Service animals are allowed, but guests are to alert the Ticket Booth Attendant upon arrival, who will contact one of the farm owners to give you special assistance. Reindeer are prey animals and see dogs as a predator. Donkeys naturally view dogs as a threat as well. Both reindeer and mini-donkeys can become extremely frightened and hurt themselves trying to get away from other animals. To keep our animals safe and calm, service animals will not be able to enter the reindeer barn or donkey barn where the spaces are tight and our animals are in a confined space for exhibition. All other areas of the farm are suitable for service animals: the main pasture (reindeer visible, but not confined), outdoor game areas, Gift Shop, Visitor Center, Snack Bar and Train Depot.

Food: No outside food is allowed on the property. No unauthorized food may be given to any animal at Snowman's Reindeer Farm. **FOOD ALLERGY NOTICE:** Please be advised that food and animal feed served at Snowman's Reindeer Farm may contain these ingredients: milk, eggs, wheat, soybean, peanuts, tree nuts.

Contrary to what people have been led to believe in the movie industry, reindeer DO NOT eat candy canes. None are sold on the property and none may be brought in.

We ask that all visitors properly dispose of trash in designated receptacles throughout the property to ensure the safety of the animals at Snowman's Reindeer Farm.

We offer seasonal snacks and drinks at our snack bar for an extra charge.

Behavior On Property: No climbing, horseplay, running, throwing objects (including snow). NO drugs, alcohol, smoking or vaping are allowed on the property. No entry after hours. No unsupervised feeding of animals. When inside the barn visiting the animals: Keep your head behind the fence at all times so you don't accidentally get knocked in the face by an antler. Visitors must stay in designated common areas on the property. Individuals found in undesignated areas will be asked to leave.

Train Depot: \$3.00 per person. (Not included in general admission) Must be at least 32" tall to ride train. Under 32" must be accompanied by adult. Weight Limit for ALL riders: 115 lbs. (175 lb. max per side) Use your safety belt and stay in your seat until the train has completely stopped.

Keep all body parts INSIDE the train at all times. Do not force a child to ride if frightened. Follow all directions given by conductor. Riders may be refused based on behavior.

Touching The Animals: You can touch and pet the reindeer including gently touching the antlers. (You can also touch and pet the mini-donkeys). Please don't poke their eyes or pull their antlers. You can feed the reindeer, but only with the food we provide and under our staff's supervision. Please don't throw objects into the pen. We do not force our animals to do anything they don't want to do. If they are sleepy or shy, we don't force them to get up or move toward you. Most of the time they willingly interact with visitors and enjoy the contact. Occasionally they smell or sense something they don't like and will back up. They also do not respond well to yelling or screaming, so keep in mind that gentle inside voices will improve your opportunities for interaction. The happiness of our animals is our top priority so we let them interact with you in their own way. Our staff will talk to you about them and help

you learn about the many unique aspects of reindeer as you watch, observe, interact and take pictures of them. You may also ask any staff member to take a picture for you. We reserve the right to refuse service or ask anyone to leave the property who is not following the farm rules, being abusive to the animals or staff or is disrupting the operations of the farm in any way with their behavior.

Parking and Surfaces: Handicap parking is available near front gate. All parking lots are gravel with uneven surfaces. Bring a stroller if needed for young children. All areas are lit. Parking is free. We cannot accommodate large bus parking (school bus or charter bus) during our regular public hours. Most surfaces inside the farm are concrete and close together. All buildings are wheelchair accessible.

Restrooms: Our restrooms are handicap accessible porta potties located outdoors near the Snack Bar.

Pictures: You may take pictures while on the property, including flash photography. There is no extra charge for pictures with Santa.

Professional photo shoots are not allowed at Snowman's Reindeer Farm unless done through Taylor Snowman Photography (daughter of the owners) 309-338-8209.

Payment Types: We take all debit and credit cards including American Express.

Dress: Dress in layers. Our buildings are covered and some are heated. Areas that contain reindeer are kept cool for their comfort.

Comfortable shoes are recommended. Some lines are possible during the holiday season so be sure to bring warm coverings for head, ears, and hands.

Seating: There are benches and chairs positioned throughout the property. However, during high traffic parts of the season, there is limited indoor seating.

Finding Us: GPS isn't always accurate. Look for the blue reflective tourism signs directing you to Snowman's Reindeer Farm - all located within 1 mile of the farm. Look for our SIGNS - Main Entrance

1.5 POLICY CHANGES

This Handbook supersedes all previous employee handbooks, Handbooks and memos that may have been issued from time to time on subjects covered in this Handbook. However, since our business and our organization are subject to change, we reserve the right to interpret, change, suspend, cancel, or dispute with or without notice all or any part of our policies, procedures, and benefits at any time. We will notify all employees of these changes. Changes will be effective on the dates determined by the Company, and after those dates all superseded policies will be null. Corporation owners are the only individuals authorized to edit or change the policies of Snowman Studios Inc. If you are uncertain about any policy or procedure, speak with your direct supervisor.

1.6 EMPLOYMENT APPLICATIONS

We rely upon the accuracy of information contained in the employment application and the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

1.7 EMPLOYMENT RELATIONSHIP

You enter into employment voluntarily, and you are free to resign at any time for any reason or no reason. Similarly, Snowman Studios Inc. is free to conclude its relationship with any employee at any time for any reason or no reason.

SECTION 2 – EMPLOYEE STATUS AND JOB DESCRIPTIONS

2.1 EMPLOYEE STATUS DEFINITIONS

“EMPLOYEES” DEFINED

An “employee” of Snowman Studios Inc. is a person who regularly works for Snowman Studios Inc. on a wage or salary basis. “Employees” may include regular part-time, and temporary persons, and others employed with the Company who are subject to the control and direction of Snowman Studios Inc. in the performance of their duties.

REGULAR PART-TIME

Employees who have completed the six month probationary period and who are regularly scheduled to work less than 35 hours per week.

SEASONAL PART-TIME

Those who are hired specifically to work during a specific season or series of events. Those whose performance is being evaluated to determine whether further employment in a specific position or with the company is appropriate or individuals who are hired as seasonal employees or to temporarily perform the duties of a regular part-time employee.

Employment beyond any initially stated period does not in any way imply a change in employment status.

Temporary employees retain that status until they are notified of a change. They are not eligible for any of the company’s benefit programs. The Reindeer Farm season goes from October – Christmas Eve, which is when most seasonal employees will be scheduled to work.

2.2 JOB DESCRIPTIONS AND RESPONSIBILITIES

The following descriptions are general overviews of job duties and all positions include: other duties as assigned as part of the list of responsibilities.

PRESIDENT AND 50% OWNER – TRACY SNOWMAN

- Responsible for book keeping, insurance, payroll, client contracts, invoices, estimates, purchasing, product development, fine art creation, mural work, sign design, employee training and supervision, public relations, advertising, and marketing.

VICE-PRESIDENT –SCOTT SNOWMAN 50% OWNER:

Responsible for product development, production and installation work on signs and murals.

- Property construction projects as well as maintenance of grounds, buildings and equipment.
- Supervises employees, parking lots and animal husbandry.

REINDEER FARM STATIONS

Ticket Booth: Greets visitors and collects fees for admission.

Parking Lot Attendant: Directs traffic and welcomes visitors. Supervises parking and ensures safety of pedestrians as they move through property to the front gate.

Bio Security and Cleaning: Supervises biosecurity coming in and out of the property. Makes sure footbath and hand sanitizers are filled properly. Also is responsible for property walkways and restroom cleaning.

Flying Reindeer Snack Bar: Prepare, serve and clean up drinks and snacks for visitors. Must take basic food service class for certification and provide a valid copy of Food Handlers Certificate. Cash register operation required. Responsible for stocking/re-stocking, cleaning of snack bar and all equipment used in snack bar.

Jolly Old Elf Shoppe: Handles cash register and works with customers in gift shop. Answers questions and assists customers with selections. Responsible for stocking/re-stocking shelves, organizing and cleaning gift shop area.

Arts & Crafts: Assists visitors with games, art and craft activities as needed. Responsible for all prep and clean up.

Reindeer Barn: Talks to visitors about reindeer and is present with the reindeer to help with feeding and petting. Responsible for following all safety guidelines at the farm that relate to the safety of the animals and visitors. Only NON-smokers will be hired to work directly with animals due to residual smells that may affect the animals.

Donkey Barn: Talks to visitors about donkeys and is present with the donkeys to help with petting. (no feeding) Responsible for following all safety guidelines at the farm that relate to the safety of the animals and visitors. Only NON-smokers will be hired to work directly with animals due to residual smells that may affect the animals.

Kiddie Train Operator/Engineer: Takes payment for children riding train, guides visitors into train and out, operates train. Dresses in costume and plays part of official engineer of the Little Reindeer Railway. Responsible for following all safety guidelines at the farm that relate to the safety of the railway visitors.

Farm Hand: May have hours year round. Work include cleaning and maintaining pastures, animals or grounds. Responsible for following all safety guidelines at the farm that relate to the safety of the animals and visitors. Only NON-smokers will be hired to work directly with animals due to residual smells that may affect the animals.

Santa Barn Assistant: Helps monitor traffic flow in and out of Santa barn. Takes pictures for guests.

GENERAL EMPLOYEE RESPONSIBILITIES

Each person employed at the Reindeer Farm must be:

- Able to work with customers in a friendly, professional manner
- Able to stand for 3-4 hours straight
- Able to follow multiple directions
- Able to perform basic sweeping, shoveling and cleaning tasks
- Able to learn basic retail procedures
- Able to learn and remember basic information about company products and services
- Able to move from place to place spanning over 100 yards
- Able to withstand cold temperatures outdoors for extended periods of time
- Able to solve problems and think quickly
- Able to provide own transportation to and from work
- Able to lift 25lbs, reach, bend, stoop, and climb a short ladder (Farm Hand must be able to lift 75 lbs)
- Able to answer phone and talk to customers

Each person will be expected to take responsibility for the following tasks as needed:

- Opening, closing and cleaning their assigned station.
- Vacuum and/or mop floors
- Sweep and/or shovel Sidewalks
- General cleaning including windows, doors and bathrooms
- Pick up garbage
- Answer business phone, make and/or return phone calls
- Welcome and attend to customers
- Answer questions

SECTION 3 – EMPLOYMENT POLICIES

3.1 NON-DISCRIMINATION

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Snowman Studios Inc. will be based on merit, qualifications, and abilities. Snowman Studios Inc. does not discriminate in employment opportunities or practices because of race, color, religion, sex, national origin, age or disability. Snowman Studios Inc. will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training. Employees with questions or concerns about discrimination in the workplace are encouraged to bring these issues to the attention of their supervisor. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in unlawful discrimination will be subject to disciplinary action, including termination of employment.

3.2 CONFIDENTIALITY

The protection of confidential business information, practices and trade secrets is vital to the interests and success of Snowman Studios Inc. Such confidential information includes, but is not limited to, the following examples:

- Client, visitor and vendor information
- Compensation data
- Financial information
- Marketing strategies
- Animal health information
- Pending projects and proposals
- Proprietary production processes
- Business contacts, vendor or client information
- Personnel/Payroll records
- Conversations between any persons associated with the company

Employees who improperly use or disclose confidential business information will be subject to disciplinary action, including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

3.3 NEW EMPLOYEE ORIENTATION AND TRAINING

Orientation is a formal welcoming process that is designed to make the new employee feel comfortable, informed about the company, and prepared for their position. New employee orientation is conducted on-site by the owners and is mandatory for all new employees. Orientation includes an overview of the company history, an explanation of the company core values, vision, and mission; and company goals and objectives. In addition, the new employee will complete any necessary paperwork needed to process payroll. Employees are presented with all applicable codes, keys, and procedures needed to navigate within the workplace. The new employee's supervisor then introduces the new hire to staff throughout the company, reviews their job description and scope of position, explains the company's evaluation procedures, and helps the new employee get started on specific functions.

3.4 PROBATIONARY PERIOD

All new employees are considered temporary for the first 6 months of employment. When an employee completes the probationary 6-month period, the employee will be notified of his/her new status with Snowman Studios Inc., if applicable (regular part-time employees).

3.5 HOURS OF OPERATION AND SCHEDULES

The hours of operation vary throughout the year based on seasonal needs. Most of the events held at Snowman's Reindeer Farm occur between October 1 and Christmas. Employees are asked to provide supervisors of any dates they need off at the start of the season. Once the schedule has been made, changes will be made only if enough notice is given to get another employee to cover. If you switch shifts with someone, you must notify Tracy

Snowman in advance. The number of hours per week for each employee will be determined by owners based on time of year, level of need and employee availability. Employees will be consulted when putting together the schedule and every effort will be made to accommodate personal schedules/events. Schedules will be posted via email to each employees email account (provided to employer at time of application during the last week of each month for the month ahead. There may be times when employees can work off site upon mutual agreement of owners and employee. During the season between October 1 and Christmas Snowman's Reindeer Farm is generally open 2-3 hours (shift) at a time between Friday evening and Sunday evenings. Shifts per weekend range from 1-5. No employee is guaranteed a set amount of hours or shifts.

3.6 BREAKS

Most employees do not work for more than 4 hours at a time so breaks are not scheduled. Employees working more than 4 hours may take a 15 minute break for every 4 hours of work time. Other breaks may be authorized per your supervisor.

3.7 PERSONNEL FILES AND DATA

Employee personnel files include the following: job application, documents required in application and payroll processing, résumé, salary history, records of disciplinary action and documents related to employee performance reviews. Personnel files are the property of Snowman Studios Inc.

Employees who wish to review their own file should contact their supervisor. With reasonable advance notice, the employee may review his/her personnel file in Company's office and in the presence of their supervisor. It is the responsibility of each employee to promptly notify their supervisor of any changes in personnel data such as: Mailing address, telephone numbers, and individuals to be contacted in the event of an emergency. An employee's personnel data should be accurate and current at all times.

3.8 INCLEMENT WEATHER/EMERGENCY CLOSINGS

At times, emergencies such as severe weather, fires, or power failures can disrupt company operations. Other emergency closings could include, but not be limited to: illness of owners, animals or regulatory requirements by a government agency. Decisions to close the property will be made by the owners and announced to employees through any or all of the following means: phone, text or email. Time off from scheduled work due to emergency closings will be unpaid for all employees. Announcements of closings will be made public on the company owned website and Facebook page.

3.9 EMPLOYEE PERFORMANCE AND PLANNING SESSIONS

Supervisors may conduct informal performance reviews and planning sessions as needed, but generally will occur on an annual basis after the probationary period has ended for regular part-time employees.

Performance reviews and planning sessions are designed for the supervisor and the employee to discuss his/her current job tasks, encourage and recognize attributes, and discuss positive, purposeful approaches for meeting work-related goals.

3.10 OUTSIDE EMPLOYMENT

Employees may hold outside jobs in non-related businesses or professions as long as the employee meets the performance standards of their job description with Snowman Studios Inc. Unless an alternative work schedule has been approved by Snowman Studios Inc., employees will be subject to the company's scheduling needs, regardless of any existing outside work assignments. Snowman Studios Inc. buildings, property, office space, equipment, and materials are not to be used for outside employment.

3.11 CORRECTIVE ACTION

Snowman Studios Inc. holds each of its employees to certain work rules and standards of conduct (see Section 4). When an employee deviates from these rules and standards, Snowman Studios Inc. will take corrective action.

Corrective action at Snowman Studios Inc. is generally done in a progressive way. That is, the action taken in response to a rule infraction or violation of standards typically follows a pattern increasing in seriousness until the infraction or violation is corrected. The usual sequence of corrective actions includes an oral warning, a written warning, probation, and finally termination of employment. In deciding which initial corrective action would be appropriate, a supervisor will consider the seriousness of the infraction, the circumstances surrounding the matter, and the employee's previous record.

Though committed to a progressive approach to corrective action, Snowman Studios Inc. considers certain rule infractions and violations of standards as grounds for immediate termination of employment. These include but are not limited to: cruelty to animals, theft in any form, insubordinate behavior, vandalism or destruction of company property, unauthorized presence on property during non-business hours, the use of company equipment and/or company vehicles without prior authorization by owners, untruthfulness about timesheet, personal work history, skills, or training, divulging Company business practices, and misrepresentations of Snowman Studios Inc. to a customer, a prospective customer, the general public, or an employee. Legal action may be taken or criminal charges filed with law enforcement, if the situation warrant such a response.

3.12 EMPLOYMENT TERMINATION

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are a few examples of some of the most common circumstances under which employment is terminated:

Resignation – voluntary employment termination initiated by an employee.

Termination – involuntary employment termination initiated by Snowman Studios Inc.

Layoff – involuntary employment termination initiated by Snowman Studios Inc. for non-disciplinary reasons.

When an employee intends to terminate his/her employment with Snowman Studios Inc., the owners request that the employee give at least two (2) weeks written notice. Since employment with Snowman Studios Inc. is based on mutual consent, both the employee and Snowman Studios Inc. have the right to terminate employment at will, with or without cause during the Introductory/Probationary Period for New Employees. Any employee who terminates employment with Snowman Studios Inc. shall return all files, records, keys, and any other materials that are property of Snowman Studios Inc. No final settlement of an employee's pay will be made until all items are returned in appropriate condition. The cost of replacing non-returned items will be deducted from the employee's final paycheck. Furthermore, any outstanding financial obligations owed to Snowman Studios Inc. will also be deducted from the employee's final check.

3.13 SAFETY

Snowman Studios Inc. provides information to employees about workplace safety and health issues through regular internal communication such as:

Each employee is expected to obey safety rules and exercise caution and common sense in all work activities. Employees must immediately report any unsafe conditions to their supervisor. Employees who violate safety standards, cause hazardous or dangerous situations, or fail to report, or where appropriate, remedy such situations, may be subject to disciplinary action including termination of employment. In the case of an accident that results in injury, regardless of how insignificant the injury may appear, employees should notify their supervisor and fill out an Accident Report.

Each employee is expected to use proper safety procedures to ensure a safe and healthy environment, which includes but is not limited to:

- Using a step stool or ladder when doing work. (not standing on chairs, counters, etc.)
- Locking doors while handling money in cash register for opening and closing the business
- Washing hands after using restroom or handling money
- Making sure floors are dry before customers come in.
- Keeping dampness off floors by mopping or using fans
- Keeping all rugs flat
- No smoking anywhere on the property.

- Fire Extinguishers are located in all buildings. Employees are expected to familiarize themselves with locations.
- Only authorized personnel are allowed inside pens with animals. Employees who are authorized must follow all safety guidelines as assigned by owners. Being an employee of Snowman Studios Inc. , does not automatically provide authorization. ONLY designated, trained employees who are hired to work directly with the animals will be authorized inside pens.
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3.14 HEALTH-RELATED ISSUES

Employees who become aware of any health-related issue that could affect their job performance should notify their supervisor of health status. This policy has been instituted strictly to protect the employee. A written “permission to work” from the employee’s doctor is required at the time or shortly after notice has been given. The doctor’s note should specify whether the employee is able to perform regular duties as outlined in his/her job description. A leave of absence may be granted on a case-by-case basis. If the need arises for a leave of absence, employees should notify their supervisor.

3.15 SECURITY

KEYS

Some employees are issued keys to their work areas and are responsible for their safekeeping. Some keys are issued only during farm opening so employees can enter their building. In those situations keys must be returned at the end of the shift in the location designated by supervisor. The last employee, or a designated employee, who leaves the building at the end of the shift assumes the responsibility to ensure that all doors are securely locked, thermostats are set on appropriate evening and/or weekend setting, and all appliances and lights are turned off with exception of the lights normally left on for security purposes. Employees are not allowed on Company property after hours without prior authorization from the owners.

CASH

Some employees are given a cash bag at the start of their shift. Those employees are responsible for the security of that cash. Registers should be opened and cash put in (and taken out at end of shift) with doors locked. If an excess of cash builds up during the shift (draw looks full), notify a supervisor for mid-shift cash removal. Employees handling cash will be responsible for counting the cash in at their station at the end of their shift and placing a note with the total inside the bag that will be returned to supervisor in designated location.

VISITORS

All employees are expected to keep a watchful eye on visitors during their shift. If an employee sees any suspicious, abusive, destructive or dangerous behavior, notify your supervisor immediately. If you believe the behavior you are observing constitutes an emergency, call 911. If you observe someone shop lifting or stealing, do not confront them directly. Take note of the incident and description, then contact your supervisor as soon as possible.

3.16 INSURANCE AND BENEFITS

Since all Snowman Studios Inc. employees are part-time, no paid sick days, medical or life insurance benefits are provided. As per state and federal law, workman's compensation insurance is provided. All employees should be sure that their own personal insurance policies cover the loss of anything occasionally left at Snowman Studios Inc. Snowman Studios Inc. assumes no risk for any loss or damage to personal property.

3.17 SUPPLIES AND EXPENDITURES

Only authorized persons may purchase supplies in the name of Snowman Studios Inc. No employee whose regular duties do not include purchasing shall incur any expense on behalf of Snowman Studios Inc. or bind Snowman Studios Inc. by any promise or representation without written approval. Expenses incurred by an employee must have prior approval by a supervisor.

3.18 PARKING

Employees must park their cars in areas indicated and provided by the Company. Park car on far side (west) of property tightly together to leave maximum space for visitors to park. Employees are expected to sign in for work at their designated shift time, so they must allow time for walking from one side of the property to the Visitor Center.

3.19 VISITORS IN THE WORKPLACE

To provide for the safety and security of employees, visitors, and the facilities at Snowman Studios Inc., only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps ensure security, decreases insurance liability, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances. Authorized visitors will be escorted to their destination and must be accompanied by an employee at all times.

3.20 IMMIGRATION LAW COMPLIANCE

Snowman Studios Inc. employs only United States citizens and those non-U.S. citizens authorized to work in the United States in compliance with the Immigration Reform and Control Act of 1986.

Each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with Snowman Studios Inc. within the past three years or if their previous I-9 is no longer retained or valid.

SECTION 4 – STANDARDS OF CONDUCT

4.1 GENERAL EXPECTATIONS AND GUIDELINES

The work rules and standards of conduct for Snowman Studios Inc. are important, and the Company regards them seriously. All employees are urged to become familiar with these rules and standards (also refer to Section 1.4). Employees are expected to follow the rules and standards faithfully in doing their own jobs and conducting the Company's business. Please note that any employee who deviates from these rules and standards will be subject to corrective action, up to and including termination of employment (see Section 3.11, Corrective Action). While not intended to list all the forms of behavior that are considered unacceptable in the workplace, the following are examples of rule infractions or misconduct that may result in disciplinary action, including termination of employment.

- Cruelty to animals
- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records (See Section 5.3)
- Working under the influence of alcohol or illegal drugs (See Section 4.7, Substance Abuse)
Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace (See Section 4.7, Substance Abuse)
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of company-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking in the workplace
- Sexual or other unlawful or unwelcome harassment (See Section 4.3, Harassment, Including Sexual Harassment);
- Excessive absenteeism or any absence without notice (See also, Section 4.2 Attendance/Punctuality)
- Unauthorized use of technology, or other company-owned equipment (See Section 4.4, Technology Use)
- Using company equipment for purposes other than business (i.e. playing games on computers or personal Internet usage) (See Section 4.4, Technology Use)
- Unauthorized disclosure of business "secrets" or confidential information
- Violation of personnel policies

- Unsatisfactory performance or conduct
- Employees are expected to focus completely on their job with no personal phone calls or texting taking place during their shift.

4.2 ATTENDANCE AND PUNCTUALITY

Snowman Studios Inc. expects that every employee will be regular and punctual in attendance. This means being in the appropriate station, ready to work, at their starting time each shift. Absenteeism and tardiness places a burden on other employees and on the Company. If you are unable to report for work for any reason, notify your supervisor before regular starting time. You are responsible for speaking directly with your supervisor about your absence. It is not acceptable to leave a message on a supervisor's voice mail, except in extreme emergencies. In the case of leaving a voice-mail message, a follow-up call must be made later that day. The company phone number is 309-647-0569. The person in charge of scheduling is Tracy Snowman 309-338-3608. You may call or text this number regarding attendance matters.

Should undue tardiness become apparent, disciplinary action may be required.

If there comes a time when you see that you will need to work some hours other than those that make up your usual work week, notify your supervisor at least 48 hours in advance. Each request for special work hours will be considered separately, in light of the employee's needs and the needs of the Company. Such requests may or may not be granted. When you are unable to work owing to illness or an accident, please notify your supervisor. This will allow the Company to arrange for temporary coverage of your duties, and helps other employees to continue work in your absence. If you do not report for work and the Company is not notified of your status, it will be assumed after two consecutive days of absence that you have resigned, and you will be removed from the payroll.

If you become ill while at work or must leave the office for some other reason before the end of the workday, be sure to inform your supervisor of the situation and must sign out on the timesheet in the Visitor Center.

4.3 HARASSMENT, INCLUDING SEXUAL HARASSMENT

Snowman Studios Inc. is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated. If you believe you have been the victim of harassment, or know of another employee who has, report it immediately. The report forms are located on the desk in the Visitor Center where all employees sign in. Employees can raise concerns and make reports without fear of reprisal. Reports of harassment, including sexual harassment will be handled in a timely and confidential manner.

4.4 TECHNOLOGY USE

PHONES

The landline telephones on property at Snowman Studios Inc. are intended for the use of serving our customers and in conducting the Company's business. Personal usage during business hours is discouraged except for extreme emergencies. To respect the rights of all employees and avoid miscommunication in the office, employees must inform family members and friends to limit personal telephone calls, including calls and texts made to employee's personal mobile phones, during working hours. For safety purposes, it is recommended that employees keep their personal mobile phones ON in case of on-site emergencies while working so that communication is possible.

WALKIE-TALKIES and INTERCOM

Snowman Studios Inc. utilizes both walkie-talkie and intercom technologies on property. Some employees are assigned walkie-talkie units, while others have access to intercom units.

INTERNET

Employees may use the Internet when appropriate to access information needed to conduct business of the Company. Employees may use e-mail when appropriate for Company business correspondence.

Use of the Internet must not disrupt operation of the company computer network. Use of the Internet must not interfere with an employee's productivity. Employees are responsible for using the Internet in a manner that is ethical and lawful.

PRIVACY

All Internet, voicemail and text messages sent to employees from Snowman Studios Inc. are private and may not be shared, forwarded, recorded, printed or published in any way.

Snowman Studios Inc. reserves the right to access and monitor all files and messages on its systems.

4.5 PUBLIC IMAGE AND DRESS CODE

A professional appearance is important anytime that you come in contact with customers or potential customers. Employees should be well groomed and dressed appropriately for our business and for their position in particular.

WHAT TO WEAR

- Red and black buffalo plaid, Christmas themed or Company insignia clothing.
- Jewelry sold in our gift shop (not required, but no jewelry should be worn unless sold on-site)
- Comfortable, warm shoes. Absolutely NO sandals or flip flops even if working during a summer event.
- DRESS IN LAYERS in case you have to work at one of the outside stations. Be sure to include warm shoes, gloves and hat.
- A clean cut and professional look is expected for hair, nails and face.
- Reindeer Farm ID tag should always be worn.
- Animal Handlers: no loose clothing or items that could get caught, break, fall off or be ingested by an animal.

PROHIBITED

No excessive make up, extreme hair cut/style, facial piercings or excessive visible tattoos that may be intimidating, threatening or frightening to visitors. This will be determined at the discretion of the owners. No t-shirts with advertising other than representing Snowman Studios Inc., torn garments, any combination of clothing where under garments are visible, flip flops, sandals, faded or worn looking items, items that reveal parts of the body that may make clients uncomfortable such as cleavage, midsection or upper thigh, or see-through material.

NOTE: Anyone arriving to work not properly dressed will be sent home without pay.

4.6 WORK TIME BEHAVIOR

- Professional manners and a high level of politeness when working with customers and fellow workers are expected.
- Profanity, yelling or hostile behavior will not be permitted.
- The use of "please" and "thank you" will be used in all dealings with clients and customers.
- All employees are expected to conduct themselves in ways that promote and support the success of the company. Employees are expected to work exclusively on Snowman Studios Inc. tasks during work hours.

4.7 SUBSTANCE AND TOBACCO USE

Snowman Studios Inc. is committed to providing a safe and productive workplace for its employees, animals and visitors. Employees may be asked to submit to drug and/or alcohol testing before or during employment.

In keeping with this commitment, the following rules regarding alcohol and drugs of abuse have been established for all staff members, regardless of rank or position, including both regular part-time and temporary/seasonal employees. The rules apply during working hours to all employees of the Company while they are on Company premises or elsewhere on Company business. The manufacture, distribution, possession, sale, or purchase of controlled substances of abuse on Company property is prohibited.

Being under the influence of illegal drugs, alcohol, or substances of abuse on Company property is prohibited.

Working while under the influence of prescription drugs that impair performance is prohibited. So that there is no question about what these rules signify, please note the following definitions:

- Company property: All Company owned or leased property used by employees.
- Controlled substance of abuse: Any substance listed in Department of Drug Enforcement Administration (DEA) of the Controlled Substance Act, as amended.
- Drug: Any chemical substance that produces physical, mental, emotional, or behavioral change in the user.

- Drug paraphernalia: Equipment, a product, or material that is used or intended for use in concealing an illegal drug, or otherwise introducing into the human body an illegal drug or controlled substance.
- Illegal drug:
- Any drug or derivative thereof whose use, possession, sale, transfer, attempted sale or transfer, manufacture, or storage is illegal or regulated under any federal, state, or local law or regulation.
- Any drug, including – but not limited to – a prescription drug, used for any reason other than that prescribed by a physician.
- Inhalants used illegally.
- Under the influence: A state of not having the normal use of mental or physical faculties resulting from the voluntary introduction into the body of an alcoholic beverage, drug, or substance of abuse. Consistent with the rules listed above, any of the following actions constitutes a violation of the Company’s policy on drugs and may subject an employee to disciplinary action, up to and including immediate termination. Using, selling, purchasing, transferring, manufacturing, or storing an illegal drug or drug paraphernalia, or attempting to or assisting another to do so, while in the course of employment. The use of tobacco products is not permitted anywhere on the Company’s premises.
- The use of tobacco products is not permitted anywhere on the Company’s premises.

4.8 CRIMINAL BACKGROUND

Employees may not have any pending or past criminal record. Employees may be required to pass a criminal background check at their expense before or during employment.

4.9 IN CASE OF EMERGENCY

In Case of EMERGENCY:

Employees may use their own judgement to determine a state of emergency. If it is determined that law enforcement, ambulance or fire assistance is needed CALL 911. Employees may use their personal cell phone or the land line located in the Visitor Center. The second step would be to call one of the owners on their cell phone or track them down. Tracy Snowman 309-338-3608 or Scott Snowman 309-338-3609

BURGLARY/HOLD-UP: Never argue or fight an assailant. Give them what they ask for. Remain calm. When you feel safe again, call 911 and notify your supervisor. An Incident Report would need to be filed at Snowman Studios Inc and submitted to supervisor.

ACTIVE SHOOTER: Based on Recommendations from The Department of Homeland Security

1. Evacuate
 - a. Have an escape route and plan in mind
 - b. Evacuate regardless of whether others agree to follow
 - c. Leave your belongings behind
 - d. Help others escape, if possible
 - e. Prevent individuals from entering and area where the active shooter may be
 - f. Keep your hands visible
 - g. Follow instructions of any law enforcement officers
 - h. Do not attempt to move wounded people
 - i. Call 911 when you are safe
2. Hide Out
 - a. If evacuation is not possible, find a place to be out of the active shooter’s view such as inside another room or behind a large item
 - b. If evacuation is not possible, remain calm, call 911 if possible. If you cannot speak, leave line open and allow dispatcher to listen
 - c. Provide protection if shots are fired in your direction
 - d. Do not trap yourself or restrict your options for movement
 - e. If active shooter had not already entered your hiding place, lock or blockade the door if possible

- f. Silence your cell phone and remain quiet
- 3. Take Action Against Shooter
 - a. As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by: acting as aggressively as possible throwing items, improvising weapons, yelling

ACCIDENT IN PARKING LOT

If injury has occurred a staff member may immediately call 911 if they deem necessary. Notify your supervisor as soon as possible. Police generally do not have jurisdiction in private parking lots, but could be involved if there is an altercation between drivers. Drivers must exchange insurance information. If you witness a “hit and run” try to remember or record the license plate number and description of anyone you see involved. An Incident Report would need to be filed at Snowman Studios Inc and submitted to supervisor.

UNRULY VISITOR OR STAFF MEMBER

Depending on the seriousness of the situations, any staff member may immediately call 911 if they deem necessary. Notify your supervisor as soon as possible. Do not attempt to break up a fight or put yourself in harm. An Incident Report would need to be filed at Snowman Studios Inc and submitted to supervisor.

INJURY

If anyone is hurt, employees must use their own discretion on whether to call 911 or if it is something that can be handled internally. First Aid kits are located in Visitor Center, Donkey Barn, Gift Shop, Snack Bar and Ticket Booth. Any accident/injury needs to be documented by filling out an Incident Report (located on desk in Visitor Center)

WEATHER

If the emergency is weather related and sirens go off in Canton during OPEN hours urging people to take shelter, all employees are asked to guide people to either the Gift Shop, Donkey Barn or the Visitor Center. If possible, secure cash stations by locking drawer and/or locking building (Ticket Booth or Snack Bar). All employees must take shelter as well. Move as far from windows as possible. Employees should do all they can to ease stress of visitors. Examples: hand out free graham crackers/snacks, water, small flashlights, play music or sing songs. Staff should try and keep visitors informed of storm status by checking farm ipad at the shelter location or may use personal cell phone for information. ABSOLUTELY NO ONE in Reindeer Barn, Santa House, Snack Bar or Ticket Booth.

SECTION 5 – WAGE AND SALARY POLICIES

5.1 RATE OF PAY

The rate of pay will be determined based on three factors: level of education, relevant job experience, skill levels, and longevity with Snowman Studios Inc. All employees are considered temporary for the first 6 months (probationary period). Internships can be counted toward the six-month trial period. Generally speaking, the Illinois minimum wage is the starting rate of pay. Some employees may start higher based on factors listed above.

5.2 WAGE AND SALARY INCREASES

Each employee’s hourly wage will be reviewed at least once each year. The employee’s review date will usually be conducted on or about the anniversary date of employment or the date of the previous compensation review. Such reviews may be conducted more frequently for a newly created position, or based on a recent promotion. Increases will be determined on the basis of performance, adherence to company policies and procedures, and ability to meet or exceed duties per job description and achieve performance goals. Although the Company’s salary ranges and hourly wage schedules will be adjusted on an ongoing basis, Snowman Studios Inc. does not grant “cost of living” increases. Performance is the key to wage increases in the Company.

5.3 TIMEKEEPING

Accurately recording time worked is the responsibility of every employee. Time worked is the time actually spent on a job(s) performing assigned duties. Snowman Studios Inc. does not pay for extended breaks or time spent on personal matters. The Shift Sign-In/Out Sheet located on the desk of the Visitor Center is a legal instrument. Altering, falsifying, tampering with time records, or recording time on another team member's time record will result in disciplinary action, including termination of employment. Authorized personnel will review time records each week. Any changes to an employee's time record must be approved by his/her supervisor. Questions regarding the timekeeping should be directed to Tracy Snowman.

SIGN IN/OUT: Sign in and out on the clipboard located in the Visitor Center on the desk. Employees must sign in at designated work time, unless authorized to sign in early. Once signed, in go directly to your station and begin the procedures for set up. At the end of a shift, employees sign out and are then free to visit, get free left over cocoa from the snack bar.

5.4 PAY DATES

- All employees are paid via direct electronic deposit to their designated account (provided by employee when hired).
- January to October: Snowman Studios employees will be paid on the 5th of the month unless that day falls on a weekend, in which case pay will be the Friday before. Holidays may sometimes affect the pay date deposit. Snowman Studios Inc. utilizes Nagle Accounting Service to process payroll so every attempt will be made to make sure deposits are done before a legal holiday, but depending on the schedule of Nagle Accounting, on occasion, deposits may occur after a holiday.
- During November and December, payroll is processed Bi-Weekly on Thursday to provide employees with faster payment during the holiday season.
- Snowman Studios Inc. is closed on New Year's Day, Easter, July 4th, Thanksgiving, and Christmas Day. The business may be closed during the month of January if needed due to weather.
- A list of pay dates will be provided to employees via email as well as instruction for accessing their pay stub information.

SECTION 6 – BENEFITS AND SERVICES

6.1 INSURANCE

Snowman Studios Inc. only hires part-time and seasonal employees, therefore no employer health or life insurance plans are offered. Snowman Studios Inc. employs fewer than 30 employees.

6.2 SOCIAL SECURITY/MEDICARE

Snowman Studios Inc. withholds income tax from all employees' earnings and participates in FICA (Social Security) and Medicare withholding and matching programs as required by law.

6.3 HOLIDAYS

Snowman Studios Inc. is closed on New Year's Day, Easter, July 4th, Thanksgiving, and Christmas Day. There are no paid holiday benefits for Snowman Studios Inc. employees.

6.4 JURY DUTY/MILITARY LEAVE

Employees will be granted time off to serve on a jury or military leave without pay. However, all regular employees will be kept on the active payroll until their civic duties have been completed. A copy of the jury duty summons and all other associated paperwork are required for the personnel file.

SECTION 7 – COMMUNICATION

7.1 COMMUNICATION ON THE JOB

Use Walkie-Talkie (if assigned), Intercom System, Landline phone located in Visitor Center 309-647-0569 or Personal Cell phone to communicate internally while on the job. Tracy: 309-338-3608 Scott: 309-338-3609. Any employee with questions regarding any part of their job should speak directly and respectfully to one of the owners.

7.2 REACHING YOUR SUPERVISOR

You may call or text Tracy Snowman: 309-338-3608

Phone the Corporate Office: 309-647-0569

Email: contact@snowmanstudios.com

7.3 STAFF MEETINGS

These informative meetings allow employees to be informed on recent company activities, changes in the workplace and employee recognition. Generally, an annual staff meeting will occur in September in preparation for the October – December season. Brief meetings may occur throughout the season at the start of the shift in the Visitor Center as needed. Employees will be notified of staff meetings via email and/or text.

7.4 EMPLOYMENT POSTERS AND INFO

All relevant employment posters are placed in the Visitor Center near the employee sign in desk to provide employees access to important posted information and announcements. The employee is responsible for reading necessary information posted in the employee sign in area. Information specific to your station may be found inside or taped to cash bag.

7.5 SUGGESTIONS/COMMENTS

Snowman Studios Inc. encourages employees who have suggestions that they do not want to offer orally or in person to write them down and leave them on the sign in desk. If this is done anonymously, every care will be taken to preserve the employee's privacy. Employees may also make suggestions, comments about their work station and leave inside cash bag at the end of the day such as items that have sold out, materials needed or any other issues that the owners need to know.

7.6 PROCEDURE FOR HANDLING COMPLAINTS

Under normal working conditions, employees who have a job-related problem, question or complaint should first discuss it verbally with their immediate supervisor. At this level, employees usually reach the simplest, quickest, and most satisfactory solution. If the employee is not comfortable making a complaint in person encourages employees to contact Snowman Studios Inc. in writing via email: contact@snowmanstudios.com

7.7 PROCEDURE FOR ADDRESSING QUESTIONS

The guests visiting the Reindeer Farm are of all ages and come from up to 5 hours away. Employees need to be attentive and friendly while keeping a close eye on everyone to make sure everyone is following safety procedures. If employees get questions they cannot answer, they are advised to send them directly to one of the owners or take down the person's name and number so that the owners can get back to them. Employees can also hand out business cards to give guests the information they need to contact the owners on their own. If an employee encounters a visitor who is asking questions regarding the business that seem to go beyond the scope of the average visitor question, please direct the visitor to one of the owners. This could include but not be limited to: individuals scouting the business for duplication, news reporters, PETA or other animal rights groups. Excessive questions are often a sign that the person is more than just an average tourism visitor. ONLY the owners of Snowman Studios Inc. should address those questions or concerns.

EMPLOYEE HANDBOOK ACKNOWLEDGEMENT FORM

I have read and agree to abide by the Snowman Studios Inc. Employee Handbook

Date: _____

Employee Name (Print): _____

Employee Signature: _____