

ARAMARK Parks and Destinations

ALASKA

Employee
Housing
Handbook

Revised 11/13/2008

Employee Code of Conduct

Employee conduct should be orderly and respectful of the rights, safety and privacy of others. Employees are expected to keep the facilities clean, treat company property with care, and avoid conduct or actions that offend or disturb others. These rules and regulations of the Code of Employee Conduct are binding upon employment and all employees agree to subscribe to them.

EMPLOYEES as CITIZENS

Employees have the right to be treated with respect and dignity. This Code of Conduct is intended to provide guidelines to develop employees as citizens. In the same manner that citizens of a community accept responsibility for their actions, so do employees living in a housing community.

1. RESPECT AUTONOMY

Individuals have the right to decide how they will live their lives, as long as their actions do not interfere with the welfare of others.

2. DO NO HARM

We all have an obligation to avoid inflicting either physical or psychological harm on others and avoid actions that risk harming others. Inappropriate behavior related to consumption of alcohol or other drugs will not be tolerated. Failure to adhere to ARAMARK's drug & alcohol policy will not be tolerated.

3. BENEFIT OTHERS

There is an obligation to improve or enhance the welfare of others.

4. BE JUST

To be just in dealing with others assumes equal treatment of all; to afford each individual their due portion, and in general to observe the Golden Rule, "Do unto others as you would have done unto you."

5. BE FAITHFUL

One should keep promises, tell the truth, be loyal and maintain respect and civility in human disclosure. Only insofar can we expect to be seen as trustworthy.

6. RESPECT OUR ENVIRONMENT

Engage in activities that minimize our impact on the Denali environment, including recycling, energy conservation and all other programs we have adopted to promote environmental stewardship.

HOUSING GUIDEBOOK

Welcome to Denali National Park!

On behalf of ARAMARK Parks and Destinations-Alaska, we would like to formally welcome you to Denali National Park. At the start of the season we will be holding meet and greet meetings where you can come and meet your fellow co-workers and get to know more about the location. Our goal is to provide you with a comfortable and affordable place to live during your employment at ARAMARK Parks and Destinations-Alaska. Living in employee housing will give you the unique opportunity to interact with a variety of employees with different backgrounds and interests. Denali National Park is more than a place to work, eat and sleep...it is a place to expand your horizons, form life-long friendships, and create experiences that will stay with you for the rest of your life. To make the experience as memorable for you and for everyone else around you, it is expected that you will consider and respect the feelings, attitudes, safety, welfare and interests of others. It is important to avoid infringing on other people's rights. We require that all employees be responsible individuals both on and off the job. If you follow the simple guidelines below, your stay in employee housing should be an enjoyable one.

EMPLOYEE HOUSING AGREEMENT

The Employee Housing Agreement is a legal and binding agreement.

We urge you to read your copy of the entire document.

Employees are responsible for all conditions stipulated in the agreement, this Guidebook, the Employee Handbook, as well as local, state and federal laws.

Employees are required to vacate housing immediately after employment has been terminated either by the employee or ARAMARK Parks and Destinations-Alaska. Employees who successfully complete their work agreement will have twenty-four hours to move.

ROOM CONDITION REPORT (RCR)

For your protection, a Room Condition Report is to be completed for the housing unit you are assigned. This form outlines all aspects of your unit and furnishings, including its present condition. You are responsible for returning the RCR to the Housing Office where it will remain on file until you check out of employee housing. At check-out, RCR's will be used to determine changes in your unit's condition (beyond normal wear and age), and to ensure that all furnishings are accounted for.

KEYS

You will be issued one key for your housing unit. If you forget your room key or lose it, contact HR or your Resident Advisor to unlock your room or buy a new key. If you need this assistance while the housing staff is off duty, contact the front desk or security. There is a \$10 charge for a lost key.

RESIDENT ADVISORS (RA'S)

Resident Advisors are selected housing residents who will provide assistance within the employee housing areas. Your RA will be your first point of contact for any problems you may have with your housing unit. RA's will assist with check-in, check-out, unlock your door if you forget or lose your key, check the area for safety hazards, maintain building cleanliness inside and out, and arrange group activities to make your summer in Denali National Park more enjoyable. Cleaning equipment and supplies can also be checked out from your RA.

LINENS

If you requested, you will be provided a set of sheets, a blanket, and a pillowcase for your use during your stay in employee housing. These items must be returned when you check out. **Towels are not provided.**

CLEANING

You will need to keep your unit in a clean and orderly condition at all times. When two or more people live in a small area, it is important that each person do their part to make the area comfortable and livable for others. Cleaning equipment (brooms, vacuums) and supplies (soap) may be checked out from your Resident Advisor. Dispose of your trash in the covered dumpsters provided near your living area. To prevent harm and possible death to wildlife, it is important to properly dispose of all garbage.

PHONES

Phones are not installed in all employee housing units. Public pay phones are available for personal outgoing calls. Be aware that guests and other employees may also want to use these phones. Relatives may get messages to individuals through the switchboard by calling the McKinley Chalet Resort (907) 683-8290, Grande Denali Lodge/Denali Bluffs Hotel (907) 683-8787 or McKinley Village Lodge (907) 683-8900. Phone messages will go through the HR department and be posted on the employee's door. Prepaid calling cards are available for purchase at all of our retail outlets.

INTERNET

Terminals are made available in common employees areas at each property for employees to access the Internet. Employees are not permitted to use terminals that have been provided in guest areas. Please respect posted time limits and other restrictions when using the terminals provided. Since the Internet is provided over a shared network significant security risks exist. The use of credit cards, online banking and other services that require the transmission of personal information is not recommended. Anyone caught attempting to collect personal information from the shared network is subject to discipline and/or termination.

The use of file sharing services is not permitted on the Internet services provided. Bandwidth is limited. ARAMARK Parks and Destinations – Alaska reserves the right to restrict access without notice to any websites or services that are consuming bandwidth to an extent that the overall performance of the Internet services provided are adversely affected.

Although wireless access points are provided for Internet access in many employee common and residential areas, wireless access is not provided to all employee housing. All of the usage limitations and cautions noted above also apply to wireless access. ARAMARK Parks and Destinations – Alaska reserves the right to restrict access to the wireless network.

MAIL

After you arrive in the Park, you may go to the U.S. Post Office and rent a mail box with one key for \$35.00 plus \$1 key deposit for 6 months. You may write to the Post Office before your arrival to reserve a box. The address is: **Denali Park Post Office, Denali Park, AK 99755. The Denali Park Post Office phone number is: 907.683.2291.**

VEHICLES

Employee vehicles must be registered with Human Resources. Be sure to ask for a Parking Agreement when checking in. A parking permit will be issued and must be displayed in the left corner of the rear window of the vehicle. Employee parking areas are located on the beach below the Beluga housing units, the lower lot on the service road, and northwest of the guest buildings at McKinley Village. When driving (or walking) be aware that bus traffic is very heavy especially when tours are departing or returning. For your safety, always yield to busses and trucks, and, as a courtesy, to our guests.

WILDLIFE

We have the unique opportunity to witness, up close, various species of Alaskan wildlife. Please respect our coexistence with creatures that might be in the area. DO NOT ATTEMPT TO PET, FEED OR APPROACH ANY OF THESE ANIMALS FOR ANY REASON. Feeding animals disrupts their hunt for food and endangers their survival. These animals can be dangerous and should be afforded the utmost respect. By all means, enjoy our unique setting from a safe distance, but please do not disturb the animals.

Coolers, food, beverages and garbage (until disposed of in the dumpsters) must be kept inside the housing units so it will not be accessible to wildlife. If you live within the boundary of Denali National Park and Preserve, the National Park Service will conduct frequent inspections of employee housing areas. Fines may be issued to occupants for improper storage of food items and garbage.

DRUGS AND ALCOHOL

Employees who are 21 years of age may responsibly possess and consume alcoholic beverages in their housing unit. Employees under 21 who possess and/or consume alcoholic beverages in employee housing or on ARAMARK Parks and Destinations-Alaska property will be terminated. Whether or not a person drinks alcoholic beverages is a personal decision, but individuals are held personally accountable for their actions. Any person who exhibits offensive behavior, misconduct, excessive noise or creates a public disturbance will be subject to disciplinary action which may include termination of employment. Distribution, sale or providing alcoholic beverages to minors or hosting a gathering where alcohol and minors are present is expressly prohibited. Persons under 21 are not allowed to enter bars. All employees must comply with bartender requests for identification. Consuming or purchasing alcohol while wearing your ARAMARK Parks and Destinations-Alaska uniform is not permitted. Controlled or illegal drugs may not be possessed or consumed in the State of Alaska.

Drug and alcohol laws are strictly enforced by ARAMARK Parks and Destinations-Alaska and by state and federal authorities. Federal "zero" tolerance laws and policies regarding controlled or illegal drugs and alcohol are strictly enforced within the boundaries of Denali National Park and Preserve.

OPEN CONTAINER POLICY

Under NO circumstances may alcohol be in an open container unless in a specified common area space or in the room of someone over 21 years of age. It is illegal for those of legal age to purchase, serve, or otherwise provide alcoholic beverages for those under the age of 21. Persons who are over 21 and are drinking in the rooms of underage residents or providing underage residents alcohol will be subject to disciplinary action, up to and/or including termination.

ANY VIOLATION OF THE DRUG & ALCOHOL POLICY COULD RESULT IN IMMEDIATE TERMINATION!

WEAPONS

Weapons, firearms, explosives and other dangerous or unauthorized materials are not allowed in employee housing, in the workplace, or anywhere on ARAMARK Parks and Destinations-Alaska property.

EMPLOYEE RECREATION AND PARTIES

Each employee housing area has a small employee recreation area. Organized events take place during the summer. Watch for announcements of special events and movies on Bulletin boards in departments and Employee Dining Halls. Other group parties are not permitted unless they have been approved in advance by Human Resources. VCR tapes are available for check-out for up to 48 hours from the HR offices at each property. You will need to leave your Driver's License, so be sure to have it with you.

NO SMOKING

All employee housing units are NO SMOKING areas. Any one smoking must be at least 50 feet away from all employee buildings/dorms and 25 feet away from any food establishment unless in a designated smoking area. Remember that tampering with smoke alarms can result in injury or death should there be an emergency. Tampering and/or disarming smoke alarms is grounds for termination as well as a federal offense. All safety devices will be checked during the periodic inspections of all housing units.

INSPECTIONS

Inspections are conducted approximately every two weeks by the Housing Supervisor, Resident Advisor and Security. The purpose of this inspection is to check the conditions of all the units to assure that employees are living in a safe and healthy environment. During these inspections, all the fire alarms, smoke detectors, extinguishers and other life safety equipment are checked to verify that they are operational. All units are also checked for cleanliness. Residents who refuse to correct deficiencies found during the inspections will be subject to the consequences as outlined in the Employee Handbook.

WE RESERVE THE RIGHT TO INSPECT YOUR ROOM AT ANY TIME, WITHOUT NOTICE.

ROOM DECORATION AND MODIFICATION

Wall hangings are allowed, but please use tacks or push pins to hang them. Painting, repairs, alterations, improvements or additions are not allowed unless approved by the General Manager. Employees will be responsible for reimbursing ARAMARK Parks and Destinations-Alaska for any costs it incurs as a result of any changes made to their housing unit or for extraordinary cleaning or repair costs not attributable to normal wear and tear. Your Room Condition Report states the condition of your housing unit and the furnishings in it. You may not remove or trade any of the furnishings without approval of the Housing Manager or Human Resources. At check-out, the furnishings in your room will be checked and if articles are missing, or if there is evidence of excessive damage or misuse, you will be charged for replacement or repair of these items.

Requests to change or trade room furnishings may be made to the Housing Manager or Human Resources.

MAINTENANCE

Please report all maintenance problems to your Resident Advisor or to Human Resources immediately. Please do not contact maintenance personnel directly. A maintenance request form must be filled out each time a request is made.

QUIET HOURS

Noise should be kept to a minimum. Remember we live together as a small community and must be considerate of our fellow employees and our hotel guests. Specific quiet hours are in effect from 10:00 P.M. to 7:00 A.M. seven days a week. Noise in your unit should be low enough not to be heard outside the unit or in a neighboring unit between those hours.

RELIGIOUS SERVICES

Currently, there are several churches in proximity to Denali National Park and they are located in Healy, Alaska. This is about 12 miles north of the Chalet property.

These include: Holy Mary of Guadalupe Catholic Church (907) 683-2535
Morning Star Baptist Church (907) 683-2704
Church of Jesus Christ Latter Day Saints (907) 683- 2020
Valley Full Gospel Chapel (907) 683-2303
In His Shadow Ministries (907) 683-4055

In Glacier Bay/Gustavus, there are two churches. They are:
Church of Jesus Christ of Latter Day Saints (907) 697-2170
Gustavus Chapel (907) 697-2263

COMMON AREAS

Common areas include any part of the building or grounds outside of your individual unit, including dining, laundry and shower areas. These areas are for the use and enjoyment of all the residents living in employee housing. Reasonable courtesy and respect for others should be exercised when using common areas. All dining, laundry and shower areas are alcohol-free and will result in disciplinary action if violated. Inviting non-ARAMARK Parks and Destinations-Alaska employees to use the common areas designated for employees will result in disciplinary action up to and including termination.

NO PETS

Fulltime year-around staff may have pets upon approval of the Operations Vice President. All other ARAMARK Parks and Destinations-Alaska employees are not permitted to have pets on ARAMARK Parks and Destinations-Alaska property unless approved by their property GM/DM. Harboring a pet or stray animal or feeding wildlife is also prohibited.

MEALS

If you live in Employee Housing without kitchens you must be on the meal plan. State law prohibits cooking in rooms without kitchen facilities. Three meals per day are served at each of three dining halls at a charge of \$12.50 per day. Meal service times will be posted in each dining hall. Meal privileges may not be transferred nor will refunds be made for missed meals. Employees on the meal plan must show their ID at every meal – so be prepared.

Employees are encouraged to use the dining hall nearest their housing area.

Coffee, tea and other beverages are available to employees not on the meal plan, but they cannot take other food items.

Employees not on the meal plan may purchase meals for themselves upon presentation of their ID card. All employees may purchase meals for their guests. Cost for employees not on the meal plan is as follows: Breakfast \$7, lunch \$8, and dinner \$10.

Shirts and shoes are required to be worn in the dining halls.

Meal status can only be changed at the beginning of a pay period.

SHOWER AND LAUNDRY FACILITIES

Shower and laundry facilities are located at each employee housing area. These are available at no charge to the employees residing Nonresident employees may use these facilities by signing up with Human Resources. The cost is \$2.00 per day and will be paid by payroll deduction.

While doing your laundry, it is a good idea to watch closely; losses occur when so many people share the same facility.

ROOM CHANGES

WITH ALL EMPLOYEES STARTING AROUND THE SAME TIME, THERE WILL BE NO ROOM CHANGE REQUESTS GRANTED UNTIL TWO WEEKS AFTER YOUR START DATE.

Room changes may be requested through Human Resources or the Housing Manager. Room change requests will only be accommodated on space available basis. If a room change request is based on an existing roommate conflict situation, you will be expected to work toward resolution of this conflict before changes are granted.

Should the situation arise where you and your roommate(s) are having difficulties living together, it is important that you strive to make the situation better by doing the following:

1. Talk to your roommate(s). Failure to communicate is often the primary reason roommates do not get along.
2. If talking to your roommate(s) does not alleviate the situation, it is then time to contact HR or your Housing Manager. The RA will set up a roommate meeting. During this meeting, you and your roommate(s), in conjunction with HR or your Housing Manager, will discuss issues and create alternatives to help work through the difficulties in your unit. Roommates who have been separated will not be moved back together at any time during the season.
3. A form must be filled out and signed by all parties involved included the manager that approved the request, and turned into the Housing Manager.

Employees are NOT permitted to change rooms without the permission of HR or your Housing Manager. Failure to do so will result in disciplinary action.

GUESTS

Guests are permitted in the housing units for up to four (4) hours when visiting an employee if they have registered with Human Resources. Guests visiting more than four (4) hours must be approved by Human Resources and have the consent of the other occupants of the housing unit. All guests must respect the privacy and property of roommates and follow all housing guidelines. The maximum time guests are allowed to stay on property is one week.

Terminated employees may not be guests in any housing unit. Residents of employee housing who harbor a terminated employee will be subject to discipline up to and including termination.

PROTECTING YOUR PROPERTY

The security of your property depends on you and your fellow residents. Do not prop doors open. ARAMARK Parks and Destinations-Alaska does not assume responsibility for lost, stolen or damaged personal belongings.

CHECK-OUT

When you are ready to check out, follow these steps with Human Resources or your Housing Supervisor:

Clean and vacuum your area, and do a final walk-through with HR or your Housing Manager.

Turn in your key, uniforms, nametag, ID card, linens, and any property, materials or written information issued to you.

Be prepared with an address for your last check as well as an address in February for your W-2.

