Policy Manual

# Introduction

## Purpose

The policies included in this policy manual were developed during the past 20-plus years of Star River Resort’s operation. All employees are expected to read, understand, and follow these policies as they pertain to their particular job assignments. Please review this manual on a regular basis to refresh your memory concerning its contents. **THIS POLICY MANUAL IS NOT A CONTRACT.** You are an employee “at-will.”

Keep in mind that this is a fluid document and will change. As changes are made, they will be posted on the company website and on the staff bulletin board. The manual is reviewed and reprinted in its entirety on an annual basis.

## Revision

Any part of the manual may be revised or deleted at any time. A current copy of the manual, including all revisions, will be available at the front desk.

## Quality Policy

The most important thing to know about Star River Resort is that it is a service business. The safety and enjoyment of our customers is our main company concern. All aspects of our customers’ experiences, which are under our control, must meet with the customers’ satisfaction.

## Mission Statement

Star River Resort is focused on the customer. We plan professionally guided whitewater events that range from gentle, tranquil raft day trips down one of our scenic streams to wild and wet excursions that challenge even the expert rafter. Whatever the adventure, the safety of our employees and customers is always our number one concern.

Many amenities are available with our excursions such as sleepovers at various sites, camping, bicycle tours, hiking, food services, and a variety of other special events. Our simple mission is to:

* Offer the adventure that the customers envision in a safe and exciting environment.
* Provide the best value for the customer’s dollar.
* Help the customers feel as though they are members of the Star River Resort family.
* Have the customer return to Star River Resort because they have experienced excellent service at a fair price.

## Facilities and Equipment

Exceptional service includes providing clean, attractive, organized facilities and equipment to our guests (and each other). Staff should:

* Always park your car in designated areas. The areas with easiest access to facilities are reserved for our guests.
* Clean up litter. Do not contribute to litter. Do not ignore a problem because “it is not my job.”
* Return all equipment to the appropriate locations. Report damaged equipment to the equipment manager.

## Company Safety Philosophy

Star River Resort believes that the safety of both the guests and employees is our first priority. Safe operating procedures result in the protection of both monetary and human value, with the human value being recognized by the employer and the community as having the greater value. Observe these principles concerning safety:

* Establishing and complying with safe work procedures will prevent all injuries and accidents from happening.
* The first consideration in all workplace actions is the prevention of bodily injury and the safeguarding of health. To prevent injury and maintain health, it is essential that employees be in good enough physical condition to do their assigned jobs.
* The written safety plan, provided in this manual, represents Star River Resort’s proactive safety position. It is the responsibility of all Star River Resort employees to communicate and follow established safety practices.
* Failure to follow safety procedures, both on and off the job, will result in disciplinary action. Working safely is a condition of employment of Star River Resort.

Star River Resort complies with appropriate safety laws and regulations established by the:

Occupational Safety & Health Administration (OSHA)

Environmental Protection Agency (EPA)

Department of Transportation (DOT)

West Virginia Department of Natural Resources (WVDNR)

All other applicable federal, state, and local safety and health regulations

Employer Responsibilities

Star River Resort considers its responsibility to provide employees with a safe work environment to be a top priority. The following safety plans reflect Star’s commitment to safety.

It is the responsibility of Star River Resort to provide:

* Appropriate personal protective equipment and training.
* A timely remedy for safety problems as managers become aware of them.
* Facilities and equipment inspections to identify hazardous situations.

Safety Plan Administration

Maria Inez, Operations Department, has overall responsibility for the safety plan. She will coordinate the plan and keep all safety records current.

The plan will be reviewed on a regular basis and changes made as needed. All employees are responsible for making Maria aware of any concerns they have with the safety plan.

## Return-to-Work Policy

Star River Resort appreciates the fact that the success of our company is dependent on our employees. We are aware of our responsibility to employees who suffer work-related injuries. Our Return to Work Policy is designed to address our responsibilities to our employees.

The purpose of this policy is to support the return of injured employees to full duty as soon as possible. Our commitment is to provide employees injured at work with access to appropriate medical care. Early involvement with appropriate medical care is essential to an injured/ill employee’s restoration to their job.

Star River Resort’s Return to Work Policy is designed to achieve the following outcomes.

Return the injured/ill employee:

* to his/her regular job with no restrictions.
* to his/her regular job with appropriate modifications.
* to a different job that meets his/her capabilities.

In the event that an employee cannot return to work at Star River Resort, he/she will be evaluated to determine the best course of action, including the possibility of vocational training.

All employees are required to have a signed copy of the Return to Work Policy on file in the office.