

SILVERWOOD

ROCK

THE FUN

2021

CAST & CREW

**SEASONAL CAST MEMBER
HANDBOOK 2021**



The Purpose Of The Handbook

This Silverwood Theme Park Cast Member Handbook establishes policies, procedures, benefits, and working conditions that will be followed by all Silverwood Theme Park Cast Members as a condition of their employment at Silverwood Theme Park.

The Silverwood Theme Park Cast Member Handbook is not a contract of employment nor is it intended to create contractual obligations for the Silverwood Theme Park of any kind.

The policies and procedures outlined in this handbook will be applied at the discretion of Silverwood Theme Park. Silverwood Theme Park reserves the right to deviate from the policies, procedures, benefits, and working conditions described in this handbook. Furthermore, the Silverwood Theme Park reserves the right to withdraw or change the policies, procedures, benefits, and working conditions described in this handbook at any time, for any reason, and without prior notice.

Silverwood Theme Park will make every effort to notify Cast Members when an official change in policy or procedure has been made but Cast Members are responsible for their own up-to-date knowledge about Silverwood Theme Park policies, procedures, benefits, and working conditions.

No provision in this handbook can be waived without written permission from the Silverwood Theme Park General Manager, or designee. Such a waiver, if granted, applies only to the Cast Member for whom the waiver was granted at the time of the waiver.

Silverwood Theme Park values the talents and abilities of our Cast Members and seeks to foster an open, cooperative, and dynamic environment in which Cast Members and Silverwood Theme Park alike can thrive. Silverwood Theme Park provides an “Open Door Policy” in which Cast Members are encouraged to take problems to the next level of management if they are unable to resolve a situation with their direct supervisor.

Silverwood Theme Park is an equal opportunity employer. Religion, age, gender, national origin, sexual orientation, race, or color does not affect hiring, promotion, development opportunities, pay, or benefits. Silverwood Theme Park provides for fair treatment of Cast Members based on merit. Silverwood Theme Park complies with all applicable federal, state, and local labor laws.

Employment at Silverwood Theme Park is on an “at will” basis, which means that you, the Cast Member, or Silverwood Theme Park, may terminate the employment relationship at any time, for any reason, with or without cause. Only a written agreement, signed by the General Manager of Silverwood Theme Park, can change the “at will” nature of the employment of any individual.

Please review the policies, procedures, working conditions, and benefits described in this handbook. You will be asked to affirm that you have read, understand, agree to abide by, and acknowledge your receipt of this employee handbook.

A handwritten signature in blue ink, appearing to read "Paul Norton".

Paul Norton
General Manager

A handwritten signature in black ink, appearing to read "Michele Sheets".

Michele Sheets
Director of Human Resources

WELCOME TO SILVERWOOD

As a Cast Member of Silverwood Theme Park, you are our most valuable asset. You play the leading role in creating a memorable experience for our guests. Our goal is to ensure that our Guests have FUN!!!

This handbook highlights Silverwood's benefits, policies and procedures. A Silverwood employee is referred to as a Cast Member and will be referred to as Cast Member in this handbook. This is not a legal contract of any kind. In fact, circumstance may require that benefits, policies and procedures described in this handbook change from time to time. Consequently, Silverwood reserves the right to revise any provisions in the handbook at any time, without notice, at its discretion, as it deems appropriate. Only written amendments signed by the General Manager or designated officials at Silverwood may make acceptable modifications of this document. No commitment regarding employment is made or implied herein.

Please read this handbook carefully. Each section contains important information that applies to you and your employment at Silverwood.

What Is Silverwood?

Silverwood is an amusement park covering more than 213 acres of land with an additional 600 acres available for expansion. Silverwood was designed for all ages to enjoy. Buildings were built with great care and pride to reflect the ambiance of years gone by. A narrow gauge railway, professional shows, super roller coasters, exciting rides and a Water Park complete with slides and wave pools provide for great family fun. New rides, shows, and attractions will be a continuing element of Silverwood's future.

It all started when **Gary Norton**, founder of ISC Systems Corporation, purchased a small private airport called the **Henley Aerodrome** in 1981. Being an avid pilot with a passion for vintage aircraft, Mr. Norton sought his own airstrip and a place to store his growing collection of classic planes.

Then in 1986, after successfully outbidding Disney for an original **1915 steam engine train**, Norton began thinking of his property as more than his own personal playground. He imagined a transportation-inspired museum and theme park where people could see and appreciate all kinds of rare planes, trains, and automobiles.

As the park was being built, the name was changed to Silverwood in order to broaden the park's appeal and pay homage to the region's mining and lumber industry.

After 18 straight months of back breaking work, Silverwood opened on **June, 20th 1988**. Over 100,000 guests enjoyed the park's unique Victorian-themed shops and restaurants, movie theatre, and train rides that first season. Realizing that he needed to continually expand the park in order to keep attendance thriving, Norton added the **Country Carnival** in 1990. Over a dozen new attractions were added, including the **Thunder Canyon** raft ride, **Log Flume**, **Bumper Boats**, and the historic **Corkscrew** roller coaster. Attendance jumped as the park now had a stronger appeal to families with children.

In 2003, the **Boulder Beach Water Park** opened, complete with a giant wave pool, water slides, a **lazy river**, and a massive kid's area known as **Polliwog Park**. Silverwood became the place to be on a hot Northwest summer day. A high-speed complex known as **Velocity Peak** was added to the water park in 2004.

In 2006, a 140 foot tall drop tower called **Panic Plunge** gave visitors a new reason to scream in Roller Coaster Alley.

In 2007, Silverwood celebrated its 20th anniversary season and expanded once again. Four brand new attractions nearly doubled the size of the Boulder Beach Water Park, including a family raft ride called **Avalanche Mountain**, a new kid's play area named **Toddler's Springs**, a second **22,000 gallon wave pool**, and a special **VIP area** called **Cabana Island**.

Silverwood added **Aftershock Roller Coaster** in 2008. The 191 foot tall inverted boomerang roller coaster built by a Dutch company, **Vekoma**, is really two thrills in one, because not only does it take riders forwards through a cobra roll and inverted loop at over 65 mph, but backwards as well.

Scarywood Haunted Nights made its debut in 2009. Proving to be a huge success, Scarywood saw a sizeable expansion in 2010 and 2011.

In 2011, Silverwood saw two new exciting rides for our youngest guests, the **Frog Hopper** and the **Butterflyer** were added in the children's area of the Park. Additionally, a new family raft ride, **Ricochet Rapids**, was added to the existing **Avalanche Mountain** in Boulder Beach.

Silverwood celebrated 25 years of making memories in 2012, as well as a brand new front entrance including a new retail store. The first of its kind **Spin Cycle** and the **Barnstormer** debuted in 2013.

2014 brought further additions to Silverwood's "**Family Zone**" with several new family rides, including a new spinning coaster. The park saw several infrastructure improvements in 2015. **Riptide Racer** became the newest attraction in Boulder Beach in 2016.

The inspiration behind the new **Stunt Pilot** coaster comes from the beloved air shows that dominated the skies in the park's early beginnings. On June 20, 1988 guests from all around lined up to experience the train ride, pony rides, and the aircraft museum. In the first year of operation, there were about 110,000 visitors! One of the earliest features at the park was the air shows. This is the iconic memory of early visitors to the park, and many guests have asked to bring this show back.

The air shows will rise again with Silverwood's new single-rail roller coaster, Stunt Pilot. Climbing over 105 feet in the air, Stunt Pilot will take riders down a near-vertical dive down with hairpin turns, aerobatic maneuvers, and 3 inversions as the coaster speeds through heart-stopping obstacles before returning back to the hanger. It has been over 10 years since Silverwood added a roller coaster to the park, and this metal monster will give riders a memorable experience worth the wait. Developed by **Rocky Mountain Construction**, Stunt Pilot will take flight in 2021.

The Silverwood name and logo and other Silverwood related logos are protected Silverwood trademarks. Prior written approval must be received from Silverwood's General Manager or designated official, before using any Silverwood related logos, lettering, names, etc. If you have a question, be sure to ask to avoid a problem.



GENERAL EMPLOYMENT POLICIES

At-Will Employment

Employment at Silverwood Theme Park is on an “at will” basis, which means that either the Cast Member or Silverwood Theme Park may terminate the employment relationship at any time, for any reason, with or without cause. Only a written agreement, signed by the General Manager of Silverwood Theme Park can change the “at will” nature of the employment of any individual.

Drug-Free Workplace Policy

Silverwood Theme Park is dedicated in providing a healthy work environment free of the harmful effects of drugs or substance abuse, through our Drug Free Workplace Policy. This policy requires the compliance of all Cast Members with the following rules:

Cast Members shall not manufacture, distribute, transfer, dispense, purchase, possess, use, be in consumption or under the influence of any illegal drug or alcohol while working, while on our property or while operating Silverwood Theme Park vehicles, machines, or rides or at any event we sponsor.

Violation of these rules will result in disciplinary action up to and including immediate termination and may have additional legal consequences for the individual.

Silverwood Theme Park’s random drug testing policy includes testing for the presence of illegal drugs and alcohol in the following situations: post-employment random testing, post-accident testing, reasonable suspicion testing, and follow-up and return to duty testing.

Equal Employment Opportunity (EEO)

Silverwood Theme Park is an equal opportunity employer. Religion, age, gender, national origin, sexual orientation, race, or color does not affect hiring, promotion, development opportunities, pay, or benefits. Silverwood Theme Park provides for fair treatment of Cast Members based on merit. The Silverwood Theme Park complies with all applicable federal, state and local labor laws.

Open Door Policy

Silverwood Theme Park values the talents and abilities of our Cast Members and seeks to foster an open, cooperative and dynamic environment in which Cast Members and the Silverwood Theme Park alike can thrive. The Silverwood Theme Park provides an “Open Door Policy” in which Cast Members are encouraged to take problems to the next level of management if they are unable to resolve a situation with their direct supervisor. Also new this year, you can email HR anonymously through the link on your Insider account.

Sexual Harassment Policy

It is the policy of Silverwood Theme Park that sexual harassment in the workplace is unacceptable and will not be tolerated. All Cast Members are expected to avoid any behavior or conduct towards any other Cast Member that could be interpreted as sexual harassment. All complaints will be taken seriously and investigated. If the complaint is found to have merit, corrective action will be taken.

Sexual harassment is defined generally as unwelcome sexual advances, either verbal or physical, whenever:

- Submission to the conduct is either an explicit or implicit condition of employment.
- A Cast Member’s reaction to the conduct is used as a basis for employment decisions affecting that Cast Member.
- The conduct has the purpose or effect of interfering with the Cast Member’s work performance or environment.

Thus, no Cast Member should be subjected to unsolicited and unwelcome sexual overtures. Nor should any Cast Member be led to believe that an employment opportunity or benefit in any way depends upon “cooperation” of a sexual nature.

Sexual harassment is not limited to express demands for sexual favors. It also may include such actions as:

- Sex-oriented verbal “kidding”, “teasing”, or jokes.
- Repeated offensive, sexual flirtations or propositions.
- Continued or repeated verbal abuse of a sexual nature.
- Graphic or degrading comments about an individual or his/her appearance.
- The display of sexually suggestive objects or pictures.
- Subtle pressure for sexual activity
- Physical contact such as patting, pinching, or intentionally brushing against another person’s body.

Sexual harassment does not refer to occasional compliments of a socially acceptable nature. It refers to behavior which is not welcome, which is personally intimidating, hostile, and offensive, which debilitates morale, or which interferes with our work effectiveness.

Any Cast Member of Silverwood Theme Park who feels he/she has been the victim of sexual harassment has the right and responsibility to notify his/her supervisor, department Manager/Director or the Director of Human Resources at the earliest opportunity.

Any Cast Member of Silverwood Theme Park who believes they witnessed sexual harassment directed at or perpetrated by any Cast Member of Silverwood Theme Park should report it through avenues identified in the preceding paragraph.

Silverwood Theme Park also believes that our Cast Members will not be subjected to a hostile work environment. If Cast Members feel at any time during the workday that another Cast Member or guest treats a Cast Member in a way which is hostile, please report this to Cast Member’s Supervisor immediately.

As a part of Silverwood Theme Park’s policy concerning sexual harassment and hostile work environment, it is management’s responsibility to obtain sufficient information to understand the nature of the complaint and determine the proper course of action. Only after a thorough review will action be taken regarding the complaint.

Weapons Policy

Cast Members may not, at any time while on any property owned, leased or controlled by Silverwood Theme Park, including anywhere that Silverwood Theme Park business is conducted, such as customer locations, client locations, restaurants, Silverwood Theme Park event venues, and so forth, possess or use any weapon. Weapons may include, but are not limited to, guns, knives, explosives, and any chemical whose purpose is to cause harm to another person.

Regardless of whether a Cast Member possesses a concealed weapons permit or is allowed by law to possess a weapon, weapons are prohibited on any Silverwood Theme Park property or in any location in which the employee represents the Silverwood Theme Park for business purposes, including those listed above.

Possession of a weapon can be authorized by the Silverwood Theme Park's General Manager to allow security personnel or a trained employee to have a weapon on Silverwood Theme Park property when this possession is determined necessary to secure the safety and security of Silverwood Theme Park Cast Members. Only the General Manager, or his designee, may authorize the carrying of or use of a weapon.

Cast Members who violate this policy will be subject to disciplinary action, up to and including employment termination.

Employee / Cast Member Search Policy

Safety is a core value of Silverwood's Mission Statement. We are committed to safeguarding the security of people, the security of our property and facilities, and the property of our employees and guests. From time to time we may conduct workplace searches to preserve the security of our people and our business. Silverwood reserves the right to conduct searches to monitor compliance with rules concerning security of company and individual property, as well as drug and alcohol possession. There is a lowered level of expectation of privacy in the workplace.

By requesting a search, Silverwood is not accusing any employee of theft or some other crime.

As a condition of employment:

- Silverwood reserves the right to ask you questions and conduct personal searches of employees and all other persons in any of our properties or facilities.
- We will always treat everyone in a respectful and professional manner.
- You may be required, upon the company's request, to submit to a search of any package, bag, purse, pocket, toolbox, lunchbox, or any other container.
- We have the right to search any desk, file, computer file, locker, cabinet, or other container provided to employees regardless of whether secured with a personal or company issued lock or password.
- We have the right to search any vehicle brought onto company premises.
- To avoid inconvenience, employees are encouraged to bring only necessary items to work. When removing items from the property, you must obtain a Permission-to-Remove Form from the Internal Control Department.
- You should not bring anything to work that you would not be willing to have searched upon request.
- You are not required to submit to a search. Refusal to do so, however, may subject you to discipline, up to and including termination.



EMPLOYMENT STATUS AND PERSONNEL RECORDS

Cast Member Seasonal Employment Period

Operating dates for the 2021 Silverwood Theme Park season begins on May 1st, 2021 and ends September 26th, 2021. Scarywood Haunted Nights seasonal period begins September 30th, 2021 and ends October 30th, 2021. Dates of exact employment will vary individually. Employment at Silverwood Theme Park is on an “at will” basis, which means that either the Cast Member or Silverwood Theme Park may terminate the employment relationship at any time, for any reason, with or without cause.

Cast Member Information Changes

When a Cast Member moves, changes telephone numbers or has other changes in personal information, he or she should keep the human resources office informed of such changes so we may maintain accurate and up-to-date records. It is the Cast Member's responsibility to be sure that the Payroll / Human Resources Departments have his or her present address and phone number and current dependent/marital status for tax and benefit purposes. When changes occur, these departments should be notified as soon as possible.

Cast Member References

The Silverwood Theme Park Human Resource Department will provide dates of employment and position(s) held for current or former Cast Members provided that the request is in writing and authorized by the employee.

Managers, supervisors and trainers are not authorized to provide references and/or recommendations regarding Cast Member employment.

Personnel Records and Release of Personnel Records

Your personnel file will be established digitally and on paper and maintained by Silverwood. These files will include the job application and related hiring documents, training records, performance and disciplinary documentation, a record of hours worked, compensation received, and deductions taken from pay, garnishments, absences, leaves of absence, any letters of commendation, and any other employment records. While any medical records kept in relation to the employment relationship are part of the personnel file, they are kept in separate locked files to eliminate unnecessary access or release.

Cast Member personnel records are confidential. We are required to comply with subpoenas, court orders and government requests directing us to provide information from a Cast Member's personnel records, without specific written authorization from the individual. Additionally, as part of the enforcement of court ordered child support payments, Silverwood must report all persons hired or returning from leave or layoff to the Idaho State Support Registry, along with relevant details of their employment.

Cast Members may view certain contents of their personnel file with advance written notice to Human Resources staff. An appointment will be made to view the documents in Human Resources, generally within three business days. Documents that relate to the Cast Member's qualifications for hire such as the application, promotion, disciplinary action, and transfer may be viewed. Additionally, the Cast Member may review policy sign-off forms and training records. Under no circumstances will a document be allowed to leave the human resources office. Photo copies are not permitted.

Rehire / Reinstated Cast Members

The General Manager or Manager of Human Resources must approve all requests to rehire or reinstate former Cast Members that did not leave the Company in good standing.

EMPLOYMENT PRACTICES

Solving Cast Members Concerns

In any situation, it is possible for problems to arise. It is Silverwood Theme Parks' sincere desire to provide an effective and acceptable means for employees to bring problems or concerns about work related issues to the attention of management.

If a Cast Member has a problem or concern, a meeting with the Cast Member's direct Supervisor should be scheduled. If a Cast Member is unable to resolve the issue, arrange a meeting with Cast Member's Department Manager. He or she may wish to include the Director of the department.

At any point during the process, Cast Members may contact the Human Resource Department for further direction and assistance as Cast Members are encouraged to take problems to the next level of management if they are unable to resolve a situation with their direct supervisor. Also, you can email HR anonymously through the link on your Insider.

Employment of Relatives

Relatives may be hired for full-time, seasonal, temporary, or part-time positions; however, relatives in the same department may not directly report to or supervise each other without express permission from the General Manager or Director of Human Resources. Compatible work schedules cannot be guaranteed.

Work Schedules

The Department Manager will create the work schedule for each Cast Member assigned to the department. It is the Cast Member's responsibility to know his/her scheduled hours each week. Cast Member work schedules will be available on the Silverwood Insider website which Cast Members may access – **www.silverwoodinsider.com**.

Cast Members should not assume that work hours will remain constant throughout the season, as scheduling must be adjusted to meet the changing demands/hours of the business. Silverwood Theme Park reserves the right to modify work schedules or hours worked by Cast Members on a daily basis if required.

Cast Members that must be absent on a day scheduled to work, must work out an acceptable change with the Department Manager prior the schedule conflict End of Season/Discharge/Resignation

Cast Members may terminate employment at the Cast Members own request. If this occurs, as a courtesy we would request at least two weeks notice prior to Cast Member termination date; however, under at will employment, no such notice is required.

All Cast Members must return I.D. cards, keys, name tags, parking pass, uniforms with deposit, and all other Silverwood Theme Park property when employment is terminated.

CAST MEMBER RESPONSIBILITIES

Appearance and Grooming Standards

The overall appearance of the Cast Member's uniform and the care in personal hygiene must be outstanding at all times. The following standards have been developed to help Cast Members maintain the Silverwood Theme Park image.

Hair: Un-natural hair colors, partially shaved heads, a pattern shaved into the hair, and any hairstyle that impairs vision is not acceptable. Silverwood will not permit unnatural dyeing, bleaching, or tinting of hair. Complimentary highlighting is acceptable.

Mustaches / Beards / Goatees: These are permitted if they are maintained in a neatly trimmed manner.

Sideburns: should be neatly trimmed and may be permitted to extend to the ear hole, following the natural contour. Flares or muttonchops are not permitted.

Make-up: a minimum amount of makeup to preserve a "natural" appearance. Extreme color or overuse of eye shadow, mascara, or lipstick is not acceptable.

Fingernails: Clean, presentable, well-groomed fingernails are a must. In food service areas, nails must be natural with no polish.

In non-food services areas, woman may have acrylic or natural nails extending no more than one quarter inch beyond the fingertip. Woman may have colored nails (subject to approval), with the exception of neon colors and/or 3D art. Polish and acrylics must be well-maintained. Men must have clean and well-groomed nails not to exceed the fingertip.

Hygiene: it is expected that all cast and crew members will maintain a high level of personal hygiene at all times.

Tattoos: No tattoos on neck, face or hands. One tattoo that is 2" x 2" is acceptable on the arm or leg so long as it has been approved by HR. All other tattoos that cannot be covered by the Cast/Crew Members Costume / Uniform or a wrist watch should be covered by a nude or black sleeve. Bandages may not be used to cover tattoos.

Accessories

Certain jewelry items may not be permitted for Cast Members who work in specific areas due to safety precautions. Please check with the Department Manager for jewelry that is acceptable.

Unless otherwise specified, the following are acceptable jewelry standards:

- **Rings:** Cast Members may wear two rings per hand as long as they do not interfere with Cast Member's work duties or present a safety hazard.
- **Earrings:** Earrings are limited to three per ear. The first set may be a hoop no larger than a quarter. The 2nd and 3rd sets must be posts. Dangles are not permitted. Gauged ears cannot exceed "00" in size and flesh colored plugs must be worn.
- **Body Piercing:** With the exception of one small stud in the nose, no visual body piercing is allowed while on duty. This includes, but is not limited to, tongue, lip, eyebrow, and belly rings. Cast Members may use a clear or flesh colored plug if the exposed surface is flat as opposed to ball shaped.
- **Necklaces:** All necklaces and chains must be worn under the Cast Member's shirt or blouse. Cast Members may wear a petite silver or gold chain under the uniform shirt that is visible on the neck but medallions, charms, crosses, etc. attached to the chain must not be visible to our guests. No rope, bead, hemp, or shell necklaces can be worn while in uniform.
- **Bracelets:** No bracelets or "support bands" may be worn while on shift. Medical bracelets are, of course, permitted.
- **Key chains and Lanyards:** Must not be visible on the outside of a Cast Members uniform.

Silverwood understands that style and professionalism is subjective; therefore, Silverwood reserves the right to council all Cast Members on what is and what is not acceptable in regards to Silverwood's grooming and appearance standards. Those Cast Members who are not in compliance with our grooming and appearance standards may face disciplinary action up to and including termination.

Attendance and Dependability

Excellent attendance is an expectation of all Cast Members at Silverwood Theme Park. Cast Members' manager will set schedules based on the park attendance expectations, staffing demands and hours of operation.

If a Cast Member is unable to work any portion of an assigned schedule for any reason, it is the Cast Member's responsibility to notify his/her supervisor immediately. If the Cast Member is unable to contact his/her manager, then contact the Human Resource Department for assistance in notifying the manager.

Absences because of personal injury or illness for more than three calendar days require that Cast Members provide a physician's release to the Human Resource Department before Cast Members are able to return to work. ***Failure to work a given schedule for three (3) consecutive days and not contacting human resources or department manager (by the beginning of the third scheduled shift) will be considered job abandonment and a voluntary resignation of employment.***

All timekeeping is generated on the time clock located in the Human Resource Office.

Confidential Information

During employment at Silverwood Theme Park, Cast Members may acquire or have access to data, business information, procedures, products, customer lists, pricing data, sources of supplies, marketing production and merchandising systems and plans, or other trade secrets or confidential matters related to Silverwood Theme Park. At no time during or following employment by Silverwood Theme Park, should Cast Members use such information to benefit oneself or divulge such information to any person, firm, corporation, or entity other than Silverwood Theme Park.

Divulging or disclosing such information could result in irreparable damage to Silverwood Theme Park. At no time may Cast Members copy such information without the knowledge and approval of the General Manager. To divulge, disclose, or copy such information without approval is strictly prohibited.

Communications Systems

The Company's communications systems, including voicemail, telephone, facsimile, computer, network, Internet, and electronic mail systems may be accessed, monitored, reviewed and disclosed to others by the employer. Cast Members have no expectation of privacy in these systems and consent to the employer's monitoring and disclosure practices.

Games

Current Cast Members are not allowed to play any game in the Park in which a prize or ticket may be awarded. Cast Members, however, are permitted to play the arcade games in the Penny Arcade while off-duty and out of uniform, so long as the game does not award prizes or tickets.

Guests of Cast Members

Guests and relatives of Cast Members may only park in the public lot and are not entitled to a discount of parking fees. If the Cast Member is in the vehicle and presents his/her identification card to the parking lot attendant prior to parking the vehicle, then the vehicle may park without cost.

All guests and relatives of Cast Members may only enter the park through the Silverwood Theme Park Front Gate. If the Cast Member is scheduled to work during the guest's visit, family members and friends still must enter through the Front Gate and are prohibited from entering through any Cast Member entrance (Human Resources) with the Cast Member.

Guest Interaction

Our Guests visit us from around the world and have varied backgrounds, assorted beliefs, and different levels of expectations. When initiating conversations:

- Make eye to eye contact with the guest.
- Refrain from uncomplimentary statements about other amusement parks.
- Avoid personal or intimate discussions.
- Face the guest when speaking to them.
- Never use offensive, off-color or insulting words or phrases.

Everyone appreciates a friendly greeting. While an employees' greeting helps to set the friendly tone, a pleasant departing comment makes a guest feel wanted and willing to return. Following each interaction with a guest, please provide a positive departing comment such as; "Thank you"..."Have a nice day"..."Good-bye, thank you for coming", and "Please visit us again." Remember any departing comment without friendliness, eye contact and a smile is lost and ineffective.

The Silverwood Theme Park Cast Member must go beyond good service, to outstanding service, to ensure that our guests have an experience they will never forget. This service must exceed every guest's expectation at every opportunity, thus building a lifetime reputation for friendly, quality, and personalized interaction.

The quality of the Guests' experience will be dictated by the individual attention they receive. Guest satisfaction is a top priority at Silverwood Theme Park. Unsatisfactory interaction with our Guests will not be tolerated.

Lost and Found

Lost and found items must be immediately reported to a supervisor. Under no circumstances is a Cast Member allowed to take an item, no matter the value, for their own keeping. This is considered theft and the Cast Member will be immediately terminated.

Media Policy / Public Statements

All press inquiries and news information, on any subject, are to be referred to Cast Member manager, Human Resources or the Director of Marketing. Cast Members are not permitted to make any public statement about Silverwood Theme Park, its facilities, Cast Members, policies and procedures or any other aspect of employment relationship with Silverwood Theme Park, unless otherwise authorized by the General Manager. News story ideas from Cast Members, however, are encouraged and Cast Members are invited to discuss these ideas with the Director of Marketing.

Name Tags / I.D. Cards / Parking Pass

Human Resources will issue all Cast Members one (1) Silverwood Theme Park Identification Card (I.D.), one (1) name tag after completion of Orientation and one (1) parking pass. All Cast Members will need a Silverwood Cast Member I.D. card to gain admittance into the park and to clock in and out. The name tag is a part of the uniform and must be worn at all times. The parking pass must be visible through the front windshield of any vehicle entering the Cast Member parking lot. Cast Members without a parking pass displayed in the windshield will be denied entrance into the Cast Member parking lot whether scheduled to work or not.

Name tags, parking passes and I.D. cards are the property of Silverwood Theme Park and not to be altered in any way. There is a minimal charge for misplaced name tags, parking passes and/or ID cards. There is no charge for replacement I.D. cards or name tags due to normal wear and tear.

Cast Members without identification cards and name tags will be unable to work until a replacement is issued to the Cast Member in the Human Resources Department.

All name tags, parking passes, and I.D. cards must be returned upon the conclusion of employment.

No Solicitation / Distribution Policy

Silverwood Theme Park feels very strongly that work time is for work. Therefore, there will be no solicitation of any kind by any Cast Member. Distribution of any literature of any type is not allowed on park property.

Personal Phone Calls

In-park phones are for official use only and not to be used for any other purpose. If Cast Members need to make a personal phone call for emergency purposes, Cast Members may visit the Human Resource office.

The Silverwood Theme Park Human Resources Department and Department Managers will document all incoming emergency phone call messages for Cast Members and will notify the Cast Member of any “emergency” messages in a timely manner.

Excessive phone calls will not be tolerated and may result in disciplinary action.

Cast Members are not allowed to use cell phones at any time while on duty. Supervisors are authorized to use cell phones in the park. The following departments may use cell phones in the park for work-related business: first-aid, guest services, housekeeping, human resources, maintenance and security.

Personal Property / Searches / Inspections

As a condition of Cast Member employment, Silverwood Theme Park reserves the right to conduct inspections, at any time without notice, of all bags, purses and other personal property brought upon the premises. Silverwood Theme Park also employs the use of video surveillance in open work areas, undercover officers, random audits, and shopping services to detect and prevent theft.

Purses, wallets, coats, bags, backpacks or similar items **MUST** be left in Cast Members' car or locker. When using a Cast Member locker, the individual must provide their own lock. Silverwood is not responsible for the loss of any item(s) left in any locker or personal vehicle.

Clear, plastic bags are available in Human Resources.

Cast Members are not allowed to carry more than \$10 while working.

Respect of Guests and Co-Workers

Cast Members are expected at all times to be respectful of all guests, managers, supervisors, subordinates, coworkers, and vendors. Lack of respect may be considered a violation of Silverwood's Harassment Policy. In addition, it may be considered insubordination.

Social Media Policy

As a Cast Member of Silverwood Theme Park, or any of its subsidiaries, you are expected to refrain from posting, discussing, or disseminating any non-public information relevant to the Company, its facilities, Cast Members, policies and procedures or any other aspect of employment relationship with Silverwood Theme Park on the Internet. This includes, but is not limited to forums, blogs, personal websites and social media sites such as Facebook, Snap Chat, Tik Tok, or Twitter or any other emerging sites. Your online presence reflects the Company. Be aware that what you post via images or comments can impact the Company. Silverwood does encourage all Cast Members to visit the authorized Silverwood Facebook page.

Silverwood does reserve the right to request that certain subjects are avoided, that you withdraw certain posts, and remove inappropriate content.

The Silverwood name and logo and other Silverwood related logos are protected Silverwood trademarks. Prior written approval must be received from Silverwood's General Manager or designated official, before using any Silverwood related logos, lettering, names, etc.

You are not a spokesperson for Silverwood Theme Park. You are not authorized to speak to the news media regarding operations at Silverwood, unless directed by management to do so. Simply ask the press to contact the company directly and speak to the Director of Marketing.

Failure to comply with this policy may result in disciplinary action up to and including termination.

Smoking / Tobacco Use

Smoking and tobacco use by Cast Members, including cigarettes, cigars, pipe tobacco and e-cigarettes, as well as chewing tobacco is permitted only during rest or meal periods and only in the outside areas designated for Cast Member use. Cast Members must follow Federal law, and only employees 21 or older will be permitted to smoke in designated areas on Silverwood Theme Park property.

Theft, Misappropriation, and Destruction of Property

Silverwood has a “zero tolerance” policy for theft or misappropriation of property. The theft, misappropriation, or destruction of property will result in immediate termination. We will immediately refer any suspected theft or illegal activity to the appropriate law enforcement authorities for investigation and criminal prosecution.

Mishandling guest or Cast Member lost and found items may be considered theft.

As a condition of your employment, Silverwood reserves the right to conduct inspections of all bags, purses and other personal property brought upon the premises. Silverwood also employs the use of video surveillance in open work areas. Undercover security officers, random audits, and shopping services are implemented to detect and prevent theft.

If you suspect or know of any theft, misappropriation or destruction of property, you are required to immediately notify your Department Manager or Human Resources.

Unauthorized Personnel

Personnel on duty should make every effort to be aware of strangers on the premises. Anyone who notices an unfamiliar or unauthorized person on the premises should contact their manager or director in charge. ***Off-duty Cast Members are not to be on the premises, other than public areas except for official business or picking up paychecks and should remain in the Human Resource office.***

Uniform

Seasonal Cast Members are required to wear specific clothing that has been selected to complement Silverwood Theme Park. The uniform clothing presents a professional appearance to the park guests, identifies Cast Members quickly, and can save Cast Member's personal wardrobe. Cast Members must wash their uniform on a regular basis to maintain the Silverwood Theme Park image.

Personal items such as caps/visors, coats, sweatshirts, head wraps and T-shirts, etc. are not work acceptable. Cast Members will be asked to remove such items before allowed to work.

Cast Members hired to work in the park will be required to purchase the uniform which then becomes your property. Cast Members are expected to wear uniform pieces as intended. The uniform is not to be abused or worn except under the scope of employment.

Due to hygienic concerns, Cast Members hired for lifeguard positions are required to purchase lifeguard apparel for a fee. Lifeguard uniforms are not eligible for uniform refunds.

Other uniform items, which are not mandatory, are available to purchase in Human Resource Department. These items can be purchased by the Cast Member but may not be returned for a refund. All sales are final. Purchased items become a part of the Cast Members uniform and when worn are subject to meeting acceptable guidelines. The Human Resource Department will provide the guidelines for each item.

If a Cast Member arrives for work in a uniform that is not clean, appropriately fitted, or arrives for work in any way that does not provide the professional appearance that is expected at Silverwood Theme Park, he or she will meet with a Human Resource representative to address the issue(s).

Uniform Pant Guidelines

Cast Members may choose to purchase their uniform pants and shorts at vendors other than Silverwood. Please ask HR or supervisor what color your department will be wearing this year. We strongly recommend purchasing from one of the approved vendors on the list below. If you chose to purchase pants/shorts at a different vendor, they MUST adhere to the following guidelines,

Slacks / Shorts: Dressier uniform pant

- Color must be Khaki or black, no stone.
- Fit-must reach the top of the shoe, fit properly, no oversized or super baggy, no tight or tapered (skinny) fit.
- No external cargo pockets, painter pockets, snaps or rivets on the sides.
- Material may **NOT BE DENIM**, sweatpants, exercise pants, yoga pants, athletic attire, etc.
- Stitching on the pants must be same color as the pant.
- No jean style pants that have the appearance of jeans regardless of material.
- Shorts-Cannot be cargo shorts! The length MUST be not be shorter than 3 inches over the top of the knee when standing. No tapered or skinny shorts allowed.

Suggested Vendors:

Amazon and Walmart carry Dickies brand. Target and Old Navy also have uniform pant options.

Nursing Mothers

Silverwood Theme Park as an employer is required to provide reasonable break time for an employee to express breast milk for her nursing child for one year after the child's birth each time such employee has need to express milk. Silverwood is not required to compensate an employee receiving reasonable break time for any work time spent for such purpose. Silverwood must also provide a place, other than a bathroom, for the employee to express breast milk. This area is located near the Human Resources office. Please see an HR representative if you need assistance.

COMPENSATION AND BENEFITS

Cast Member Activities

Throughout the course of employment there may be several Cast Member activities. The events may include the Water Park, Roller Coasters, movie nights and similar. All activities will be held on Silverwood property and are voluntary. Worker's Compensation Insurance will not be applicable at these voluntary activities. Details regarding upcoming events will be posted throughout the Cast Member areas prior to the event.

Cast Member Discounts for Purchases

Cast Members may not make any in park purchases while in uniform and/or during work time. Cast Members may make purchases eligible for Cast Member discounts before or after scheduled work hours and in street clothes as follows:

- **Food and Beverage/Retail**
- 15% off in Lindy's Restaurant. (With the exception of alcohol, which will not be sold to any current Cast Member on or off duty)
- 30% off at other food facilities.
- Regular Priced Merchandise
- 30% off any regular priced merchandise sold in any of our retail outlets. Cast Members may not use the Cast Member discount toward any sale item.

Cast Members must show the Silverwood Theme Park I.D. card before the sale is made on the cash register. The Cast Member Discount is only available while still employed with Silverwood Theme Park.

Bonus Bucks

"Bonus Buck" Incentive Program During the Cast Member Bonus Buck Incentive Program, Cast Members who show exceptional work ethic and **"go the extra mile"** in such areas of customer care, uniform neatness, punctuality and attention to detail, will be awarded with "Bonus Bucks". Bonus Bucks are redeemable in the Human Resource Department for gift certificates, candy, and Silverwood Theme Park merchandise. For complete details regarding this program, contact Human Resources.

Cast Member Parking

Cast Members are offered complimentary parking in the parking lot located behind Silverwood Theme Park off Brunner Road. Cast Members are asked to park in the designated parking areas. Please, at no time park in a blue disabled parking spot without a disable parking placard or in a numbered reserved space.

Motorcycles and bicycles are to be parked in the designated areas near the Human Resource Department.

Cast Members visiting the park on scheduled days off are prohibited from parking in the employee lot. Cast Members parked illegally may be towed at their expense. The Human Resource Department or your Department Manager will be happy to clarify the parking areas in which you may park your car.

Cast Member Tickets

- Cast members can earn a ticket for every 30 hours worked. Tickets cannot be used on the following blackout dates.

Blackout dates: 7/3, 7/17, 7/24, 7/31, 8/7, 8/14, 8/21, 8/28, 9/4, 9/5

Visiting the park with a guest

If a Cast Member would like to visit the park during off-duty hours, please follow these few simple rules:

- Enter the park through the Silverwood Theme Park Front Gate.
- Do not interfere or associate with other Cast Members who are on duty
- Wear street clothing only. No part of the uniform may be worn while visiting the park when off-duty.
- **“Cast Member Only Areas”**, including the Wingover, are strictly off limits when visiting the park off duty.
- Cast Members are prohibited from playing games that the player has the opportunity to win a prize or ticket.
- Consuming alcohol in the Park is not allowed at any time, even while off-duty.

If Cast Members want to visit the park on the same day before or after a shift, Cast Members must leave the park, change out of the employee uniform and enter the park through the Human Resource Department or the Silverwood Theme Park Front Gate using their Silverwood Theme Park Cast Member I.D. card.

Cast Members may not enter the park through the Human Resource Department on scheduled days off.

College Scholarship Program

Silverwood Theme Park each year awards college scholarships to qualifying Cast Members. The successful applicants will be chosen by a panel of independent judges based on answers to application questions, a 400 word essay, and a personal interview. The scholarship money will be paid directly to the winner's college, once proof of registration is confirmed by the Manager of Human Resources.

All applicants must be a current Cast Member of Silverwood Theme Park for the current season and must be enrolled in classes totaling 9 credits or more, or in a certified trade school program.

At the program announcement, qualifying applicants may pick up an application and receive more detailed information in the Human Resource Department.

Meal and Break Periods

Meal and break periods are intended to provide Cast Members with an opportunity to relax. An unpaid meal period of 30 minutes is provided for all Cast Members who work a shift of five hours or more. Thirty (30) minutes will automatically be deducted from time paid each day. It is our practice for Cast Members to have a second break in addition to the unpaid meal break if Cast Members work longer than eight hours.

The Department Manager will arrange time for Cast Members to take breaks and schedule another Cast Member to replace the person on break. Cast Members must never leave their assigned workstation unattended.

Food belonging to any Cast Member is not allowed at any work station inside Silverwood Theme Park. Beverages may be kept at a Cast Member's workstation in a Human Resources issued bottle.

Payroll Period and Paycheck Distribution

Payroll periods are two weeks long and run from Monday until the second following Sunday. The payroll schedule for the current year can be obtained in the Human Resources office.

Paychecks are available for pick up in the Human Resources Department beginning at 12:00 noon on designated Fridays and ending at closing time on that Sunday. Cast Members will be required to show a form of photo identification to a Human Resource Representative to receive a paycheck. If Cast Members are asked to pick up another Cast Member's paycheck, that Cast Member must make arrangements with Human Resources prior to pick up.

All paychecks not picked up will be mailed on the following Monday via USPS to the address on file in the Human Resource Department.

Report lost, ruined or paycheck errors to the Human Resources Department as soon as possible.

Pay advances and loans to Cast Members are not available at any time.

Payroll Deductions

Payroll deductions and/or credits are reflected on the top portion of the Cast Members bi-weekly paycheck. Those deductions may include Social Security, State and Federal taxes, benefits, and salary adjustments.

The payroll stub will also reflect hours worked for the current pay period and Year to Date (YTD). The Human Resource Department and/or the Department Manager will assist in clarifying all credits and deductions on paychecks. Cast Members are encouraged to retain paycheck stubs since copies requested through Silverwood may take up to three (3) days to receive.

Time Keeping Requirements

All Cast Members must clock in and out for each scheduled shift at the computer located in the Human Resource Department using the Silverwood Theme Park I.D. card.

The “start time” is the time a Cast Member is scheduled to arrive at the assigned area or department to work. The “end time” is the time Cast Members are scheduled to stop work in the area or department he or she was assigned to. Cast Members are expected to leave the area workstation as scheduled. Department Managers will pre-authorize any additional time worked beyond Cast Members’ scheduled time.

Time clocks in Human Resources are used to generate time-keeping records.

By “swiping” the Silverwood Identification Card, Cast Member hours are electronically calculated for payroll and attendance. If a Cast Member forgets to clock in/out, they should see the assigned Supervisor immediately.

Under no circumstance is a Cast Member allowed to clock-in or out for another Cast Member. Doing so may result in disciplinary action. Silverwood Theme Park is a seasonal employer exempt from Federal and State overtime and holiday requirements. All hours that Cast Members work are at employee agreed hourly rate with no change on holidays or shifts lasting more than eight (8) hours.

Yearly Service Pins

Cast Members hired to work for a second season / year will receive a years of service pin.

Cast Members may also receive a new pin signifying years worked each year thereafter. The Award Pin shall be worn on lapel or above (not on) the name tag on the Cast Members uniform.

SEPARATION FROM SILVERWOOD THEME PARK

End of Season

Silverwood Theme Park will end Boulder Beach operations for the 2021 season at the close of business on Monday, September 6th, 2021. Silverwood Theme Park will end operations for the 2021 season at the end of business on Sunday, September 26th, 2021. The majority of remaining seasonal Cast Members will be separated from the Company at the close of business on Monday, September 27th, 2021. Of course, these dates are subject to change based on business needs.

Cast Members will be given instructions regarding returns of Silverwood Theme Park property and refunds for uniforms with deposit prior to the last day of employment

Job Abandonment

A Cast Member that misses three (3) consecutive scheduled shifts without notifying his/ her department manager or Human Resources will be considered a “quit” and will be terminated from department work schedule. All earned park tickets will be forfeited as well as any incentive bonus bucks, and payroll bonuses. The Cast Member personnel file will reflect a job abandonment status.

Voluntary Resignation

If for any reason a Cast Member would like to end seasonal employment, it is requested that the Cast Member notify his or her department manager and a Human Resource Representative as soon as a tentative date is determined.

As a courtesy we would request at least two weeks’ notice prior to the termination date; however, under at will employment, no such notice is required.

Cast Members will be given instructions regarding returns of Silverwood Theme Park property and refunds for uniforms with deposit prior to the last day of employment and complete all separating paperwork including an “exit interview”.

PLACES IN THE PARK

First Aid

The First Aid office in the dry park is located in between Sweet Treats and Casselli's Pizzeria (TOI). The First Aid office in the water park is next to the gift shop. Please notify a supervisor if Cast Members need to use the First Aid Office. If the First Aid Attendant is not in the office, contact the nearest Cast Member wearing a radio. They will have a First Aid Attendant report to the office.

The First Aid attendant on staff will respond immediately to any calls requiring First Aid. The closest supervisor or Manager will respond and assist the First Aid Attendant as needed.

Guest Lockers

Rental lockers are available at the Carousel, the Country Carnival Entrance, near Thunder Canyon, and the Water Park.

Information Center

Park information, stroller and wheel chair rental, lost and found, and Guest Assistance is available at the Information Center located in the grassy area across from the Train Depot and between the TOI (Theatre of Illusion) and Victorian Coffee House. Guests can also purchase and load **cash bands** at this location.

Restrooms

Restrooms are located in numerous locations throughout the Park. Both male and female restrooms are equipped with diaper changing facilities.

Restrooms are located in the following areas:

- Lindy's Restaurant
- Main Street between the Saloon and the Theater
- Between the Theatre of Illusion (TOI) and the First Aid Station
- Across from Sugar Shack in the Country Carnival
- Pavilions **
- Aftershock Roller Coaster **
- East end of the Log Flume
- Water Park (three locations) **

** includes family restroom

UNUSUAL GUEST SITUATIONS

Handling a Guest's Personal Belongings

Cast Members must not handle or agree to watch or hold a guest's personal belongings at any time while working. Suggest that the guest place the item in a locker or have another member of the guest's group hold or watch the items.

Watching a Guest's Child

Cast Members may not agree to watch, hold, or care for a guest's child at any time while working. Tell the guest that you will contact a Supervisor or Manager to assist them.

Suspicion of Theft

If a Cast Member observes or suspects a Cast Member or guest is stealing, the Cast Member should immediately notify a Supervisor, Manager and/or Security Officer and let that person address the situation.

Guest Complaints

Any complaint made by a guest requires that the Cast Member give the guest full attention and...

- Listen and make eye contact
- Identify the specific complaint and the details of the situation
- Thank the guest
- Respond to the problem immediately

Cast Members should refer any problems or inquiries, beyond the Cast Members' control to a Supervisor or Manager.

Guest Dress Code

Guests are required to wear a shirt and shoes while in the Dry Park. Shoes are required on all rides. Please refer guests to ride specific guidelines posted at each ride.

Intoxicated Guests

If a guest appears intoxicated, inform a Supervisor, Manager or call Dispatch at extension 4444 for assistance.

Physically Challenged Guests

Silverwood Theme Park provides special considerations for Physically Challenged Guests. Guests may pick up our special visitors guide at the Front Gate or Information Center.

Wheelchair rentals are located at the Information Center for a small fee. There are a limited number of wheelchairs, so they are available on a first come, first serve basis.

All buildings and restrooms in the Park are accessible by wheelchairs.

Physically Challenged Guests who wish to ride our attractions can do so by following these instructions:

1. Any Guest using a wheelchair or who is unable to stand in line may be allowed to enter the attraction via the exit gate with 3 companions to assist in loading and unloading. A member of the group must contact the operator for assistance prior to coming up to the exit.
2. Groups larger than four are requested to wait in line while those unable to negotiate the line wait near the exit. When those in line are ready to board, the operator will assist in bringing everyone together.
3. Guests who require assistance out of their wheelchairs and into cars, boats, trains, must be accompanied by someone able to do so. Our operators are not permitted to lift, carry, or assist in the transport of a guest.
4. Due to safety considerations, some guests may be denied the opportunity to board certain rides. Our guidelines are based upon any guest's ability to utilize all safety restraints and devices as designed and maintain a proper riding posture throughout the course of the ride.

SAFETY AND EMERGENCY

Information

It is the policy of Silverwood to maintain a safe workplace. Accordingly, every Cast Member of the park is required to comply with park, Federal and State safety and health rules.

Silverwood has three specific safety programs. They are an **Emergency Operations Plan**, a **Hazardous Communication Program**, and **Lockout/Tagout** program (Control of Hazardous Energy Source and Electrical Hazards Lockout and Tagout). These programs are designed to ensure your safety and depend upon your compliance with these programs. The Emergency Operations Plan, Hazardous Communication Program (MSDS) and Lockout/Tagout Programs are reviewed during the Cast Member orientation and copies of each plan are available through Human Resources. Cast Members are required to know the information. Additionally, formal safety policies and procedures are outlined for each operating area. Failure to know and follow these programs may result in disciplinary action, up to and including termination.

Common sense will protect you. Wear goggles and gloves when working with chemicals. Wear a respirator when working with aromatic chemicals. Don't use equipment or chemicals which you have not been properly trained to use.

Cleaning, Housekeeping

- If a spill occurs, take the initiative and clean it up immediately.
- Aisles, traffic ways and exits must be kept properly marked, clean and clear of obstructions.
- All work areas must be kept in a clean condition and free of hazards.
- All fire hazards will be handled immediately.

No Cast Member should touch spilled blood or bloody material following an injury or accident unless Cast Members have been trained in the cleanup and disposal of such wastes. If Cast Members have any questions about clean-up procedures or what to do in the event of a minor or even serious injury, please contact a Supervisor or Manager.

Guest Safety

Some of our Guests are so involved in the excitement of Silverwood they forget to follow simple safety rules.

Always be on the alert for our Guests' safety. Safety is a top priority at Silverwood and must be regarded as a major responsibility of every Cast Member regardless of your job description and location. Children require a watchful eye. Should you discover a hazardous condition in your area or anywhere at Silverwood, immediately report it to your supervisor or a manager.

Guest Accident Reporting

Your first responsibility in an accident is for the safety of yourself and Guest involved. Go to the nearest telephone and dial 4444. State who you are and your location and ask for help to be sent to your location. Be concerned but do not move the person unless they are in a life-threatening situation. Survey the situation and protect yourself and others from injury. Do not give medication; this includes aspirin. Remember to remain calm. This will reassure the Guest or Cast Member that you are competent and in control. Try to assist them until help arrives.

When assisting the Guest, avoid commenting about the incident and let our First Aid staff ask questions and investigate the incident. Avoid statements that blame or place guilt. This means, don't accept or place responsibility on anyone or anything. Your only concern is to make the person comfortable.

A Manager and First Aid attendant will be responsible for obtaining the necessary information. If you have any information or statement to make, tell a manager after the situation and your responsibility is over. Do not discuss the situation with anyone except your manager.

No Cast Member should touch spilled blood or bloody material following an injury or accident unless you have been trained in the cleanup and disposal of such wastes. If you have any questions about clean-up procedures or what to do in the event of a minor or even serious injury, please contact your Supervisor or Manager.

First Aid

The First Aid office in the dry park is located in between Sweet Treats and Casselli's Pizzeria. The First Aid office in the water park is next to the gift shop. Please notify your supervisor if you need to use the First Aid Office. If the First Aid Attendant is not in the office, contact the nearest employee wearing a radio. They will have a First Aid Attendant report to the office.

The First Aid attendant on staff will respond immediately to any calls requiring First Aid. The closest supervisor or Manager will respond and assist the First Aid Attendant as required.

Train Safety

The train engines and cars of the Silverwood Theme Park Central Railway cannot be easily stopped. Be aware of the close proximity of the train and always watch for hazards. If Cast Members see a potential hazard anywhere around the railway tracks, tell the conductor, engine crew or a supervisor. Never cross the tracks when barriers are in place and learn the whistle signals; One whistle = train is stopping. Two whistles = train is moving forward and three whistles = the train is backing up.

In Case of Fire

Do not panic. Remove all Guests and Cast Members from the danger area immediately. Call the Dispatch Center (ext. 4444) or a manager, and tell them:

- Who you are
- Where you are
- Exactly where the fire is
- The nature and extent of the fire.

Fire Extinguishers

Hand held fire extinguishers are located throughout the park in all of the buildings and at all the rides. Familiarize yourself with their locations in relation to your work area. Red extinguishers can be used for structure fires. Green extinguishers are for grease fires.

When a fire extinguisher is used or removed from its location, notify your supervisor so it can be refilled or replaced. Under no circumstances are fire extinguishers to be abused, removed from their holders or used for any purpose other than fires.

Cast Member Injury Reporting

The First Aid Attendant will fill out a Cast Member Injury Form with you and then submit the form to Human Resources. Human Resources will examine the form. If it is missing information, they will contact you.

Each Cast Member is responsible for reporting their on-the-job accidents to their supervisor and Human Resources. If an injured Cast Member requires medical treatment beyond what

Silverwood's First Aid department can deliver, the Cast Member will be directed to the appropriate facility. A member of the Human Resources staff will coordinate each step of the process should you need to seek outside medical treatment. This staff member will coordinate your office visits and your return to work.

Whenever an injured Cast Member returns to active employment, a Work Release from the health care provider must be given to the Human Resources office. Generally, this information comes to Silverwood directly from the health care provider. You may not return to work without a proper work release. In certain circumstances, you may receive a limited work release which may affect your job duties.

SAFETY RULES AND REGULATIONS

Dress Code and Personal Protection Equipment

There are a few basic safety regulations that apply to all departments.

1. Jewelry should not be worn around moving or rotating machinery or electrical components.
2. Loose clothing should not be worn around moving or rotating machinery.
3. Appropriate footwear, eye protection, and hearing protection must be used.

Equipment

1. Safety devices must never be removed or neutralized.
2. Machine guards must always be in place, except for maintenance purposes. The guards must be replaced immediately after servicing or repair.
3. Properly trained and authorized personnel will make all repairs to equipment, rides, games, or attractions. Cast Members must not attempt to repair or adjust equipment unless they are qualified and authorized.
4. No ride, machine, vehicle, or other equipment will be operated by anyone not properly trained and authorized to do so.
5. Ladders that are defective will not be used and must be reported immediately to your Supervisor or Manager.
6. No employee may ride on a vehicle unless a seat is provided. This also applies to wagons, golf carts, truck beds and trailers.
7. Do not attempt to operate machinery that is not functioning properly or that has been locked or tagged out.

What is “Lock Out / Tag Out”?

Lockout is achieved through a device such as a key or combination lock arrangement that secures a valve or lever in the “off” position, blocking the flow of energy from the power source to the equipment.

Tag Out on the other hand, involves the use of warning signs attached to energy-isolating devices. The tags are intended to warn co-workers and others not to turn the power back on. Tag out is used when lockout is impossible or impractical—sometimes used in conjunction with lockout.

Cleaning, Housekeeping

1. If a spill occurs, take care of it immediately.
2. Aisles, traffic ways and exits must be kept properly marked, clean and clear of obstructions.
3. All work areas must be kept in clean condition and free of hazards.
4. All fire hazards will be handled immediately.
5. No Cast Member should touch spilled blood or bloody material following an injury or accident unless you have been trained in the cleanup and disposal of such wastes. If you have any questions about clean-up procedures or what to do in the event of a minor or even serious injury, please contact your Manager.

Personal Conduct

1. No horseplay
2. No interfering with Cast Members at work
3. No unsafe work practices

Mandatory Reporting

1. Report all injuries or illnesses to your Supervisor/Manager and the First Aid Office.
2. Report all “near misses” to your Supervisor/Manager.
3. Report all unsafe practices and conditions to your Supervisor/Manager.
4. Report any prescription drugs you must take in a life threatening situation such as a seizure or a heart attack on the medical information form through Human Resources. It is the Cast Members’ responsibility to keep all medical information up to date. All medical information is kept confidential.

Hazardous Communication Standard “The Right to Know”

OSHA is a governmental regulation agency that monitors the safety practices of employers. They have set up a standard that all companies must follow. Manufacturers of chemicals must publish information about their product if a user becomes exposed. If you would like to review the standard, please see Human Resources.

Safety Data Sheets (SDS)

The Safety Data Sheet (SDS) (formally MSDS) is an information form completed by the manufacturer of a chemical product. The SDS includes:

- The manufacturers name and address.
- Chemical and trade (common) name of the product.
- Hazardous ingredients of the product.
- Physical properties of the product.
- Effects of over exposure.
- Special handling precautions.
- Emergency actions to take in case of accidental exposures or spills.

Silverwood uses an online service that keeps track of all of our SDS sheets. All telephones that are capable of making outside phone calls have an emergency number sticker next to them. The number is **1-800-451-8346**. In case of emergency, we can contact them 24 hours a day and receive an immediate response. If you have any questions, please see your Manager or Human Resources.

Emergency Action Plan (EAP)

Silverwood has an extensive Emergency Action Plan (EAP). The plan is designed to cover natural disasters, such as tornadoes, severe thunderstorms, lightning strikes etc., to man-made problems such as power outages, accidents, fires, rescues, medical problems, etc. It also designates who will talk and handle the media, the responsibilities of the Management and the Supervisors and what actions Cast Members from every venue will take when something happens.

Your primary responsibility in case of an emergency is to follow the instructions and guidance provided by your supervisor/manager, security, or MOD.

A copy of Silverwood's EAP can be viewed in Human Resources, the Operations office, and the Training Center.

DIRECTORS / SENIOR LEADERSHIP

Gary Norton	Owner/Founder
Paul Norton	General Manager
Juston Henry	Assistant General Manager / Director of Revenue
Annie Van Valin	Director of Finance/ Controller
Michele Sheets	Director of Human Resources
Brad Lewandowski	Director of Information Systems
Matt Stevens	Director of Maintenance, Construction and Facilities
Jordan Carter	Director of Marketing
Sam Gage	Director of Operations
Steve Carey	Director of Sales

MANAGERS / LEADERSHIP TEAM

Dani Linehan	Aquatics Manager
Erin Cunningham	Benefits / Payroll / Workers Comp Manager
Cassi Taylor	Cast Member Services Manager
RaeAnn Kuykendall	Cast Member Services Supervisor / Scarywood Backstage Manager
Nikki Rossman	Custodial Guest Services Manager
Chris Lempesis	Facilities Manager
Chalee Atkinson	First Aid Manager
Shelby Fettig	Food & Beverage Manager
Brianna Michelbook	Food & Beverage Area Manager
Riley Fettig	Food & Beverage Area Manager
Alyx Arndt	Food & Beverage Area Manager
Christine Fisher	Front Gate Manager
Auston Henry	Games / Locker Manager
Sheila Suchodolski	Group Sales Manager
Cynthia Ohman	Guest Relations Manager
Zach Schafer	Guest Services Manager
Dan Hague	Landscape & Horticulture Manager
Mark Munkhoff	Landscape Manager
David Norton	Lindys Manager
Amanda Noah	Marketing Manager
Katrina Pertle	Morning Custodial Manager
Charles Mitchell	Operations Admin Manager
Michael Thompson	Operations Manager
Mike Norton	Pavilion Manager
Stephanie Sampson	Public Relations Manager
David Lee	Revenue / Food & Beverage Manager
Lynn Lowry	Revenue / Retail Manager
Eric Taylor	Rides Manager
Brad Harmon	Security Manager
Joy Books	Sign Design Manager
Heidi Carrillo	Training Manager
Christine Norton	Vault Manager / Finance Manager
Kelsey Blagden	Warehouse Manager

Cast Member Covid-19 Response Action Plan 2021

Silverwood is taking precautionary steps to protect our staff and guests from the COVID-19 virus.

1. Every Cast Member (Full time and Seasonal) will have their temperature checked upon arrival to work. Any Cast Member with a temperature higher than 100.4 degrees will be sent home until fever free for more than 24 hours.
2. Masks will be required for all Cast Members where social distancing rules are not possible.
3. Cast Members handling cash, credit cards or anything from guests will wear gloves.
4. If you are sick or become sick during work, please go home. If your manager thinks you are sick, they can ask you to visit HR and have your temperature checked. The CDC recommends anyone with a temperature over 100.4 to go home. Please return to work when you have been fever free for more than 24 hours.
5. If you are tested for Covid-19, please stay at home and quarantine yourself until you get the results.
6. If you do have a cough or are sneezing, please cover your nose and mouth with your elbow or shoulder.
7. Disinfecting common touch points such as doorknobs, handrails, and shared phones will be done frequently throughout the day.
8. If a Cast Member tests positive for Covid-19, fellow Cast Members will be informed of exposure. Due to HIPPA privacy, the name of the infected Cast Member will not be disclosed. Cast Members who may have had close contact with the infected person may be asked to self-quarantine for 14 days.
9. Most importantly, you **MUST WASH YOUR HANDS** frequently throughout the day. Especially if you are going into the Wingover, using the restroom, or working on a project with another employee.

EMPLOYEE ACKNOWLEDGMENT

ACKNOWLEDGMENT OF RECEIPT AND UNDERSTANDING OF SEASONAL EMPLOYEE HANDBOOK

My signature below shall acknowledge and certify that I have received, read and understand the Silverwood Seasonal Employee Handbook. Additional copies are available in the Human Resources Office, the Training Office, and online at **www.silverwoodinsider.com**.

I understand that my employment and compensation at Silverwood, Inc. is employment at-will, is for no definite period, and may be terminated with or without cause at the will of the Company or the employee. This handbook in no way creates an employment contract between the employer and the employee.

I understand that the handbook contains important information regarding the company's general personnel policies and on my privileges and obligations as an employee. I have familiarized myself with the material in the handbook and understand that statements contained in the employee handbook are not a contract and that my employment with Silverwood, Inc. is at-will. I agree to comply with the policies and procedures of Silverwood as defined in the seasonal handbook.

I clearly recognize and understand that the employer, at its sole and absolute discretion, may change the employee handbook at any time with or without prior notice. I have been informed that this handbook supersedes any and all prior handbooks issued.

Employee Signature

Print Name

Date



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