

Employee Handbook



Philosophy:

The officers of Finger Lakes Balloon Corporation (DBA Liberty Balloon Company, DBA Balloons Over Letchworth) seek to share the beauty of creation and the joy of flight with our customers, employees, family, friends, and the public at large.

We also recognize a world where operations have risk, and where relationships are challenged. Considering these realities, we endeavor to establish policies that help guide the company's operations and relationships.

Many policies within this handbook are directed and backed by state or federal law. The company assumes that these policies are in place for the good of (and apply to each) officer, employee, volunteer, and other associate of the company. Please read the following carefully and acknowledge with your signature. If you have questions or concerns, direct inquiries to your supervisor, an officer of the company, or directly to the president.

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For the purposes of this handbook, the “Company” represents Finger Lakes Balloon Corporation, Liberty Balloon Company and Balloons Over Letchworth.

Equal Employment:

It is the established policy of the Company to provide equal employment opportunities to all qualified persons and to administer all aspects and conditions of employment without regard to race, religion, color, sex, gender, sexual orientation, pregnancy, age, national origin, ancestry, physical or mental disability, severe/morbid obesity, medical condition, military or veteran status, genetic information, marital status, ethnicity, alienage or any other protected classification, in accordance with applicable federal, state, and local laws. The Company takes allegations of discrimination, intimidation, harassment, and retaliation very seriously and will promptly conduct an investigation when warranted. Equal employment opportunity includes, but is not limited to, employment, training, promotion, demotion, transfer, leaves of absence and termination.

At-Will Employment

Employees are not hired for any definite or specified period of time, even though employee wages are paid regularly. Employees are at-will with the Company and their employment can be terminated at any time, with or without cause and with or without prior notice. Company policy requires all employees to be hired at-will and this policy cannot be changed by any oral modifications. There have been no implied or verbal agreements or promises to an employee that they will be discharged only under certain circumstances or after certain procedures are followed. There is no implied employment contract created by this Handbook or any other Company document or written or verbal statement or policy.

Harassment

The Company prohibits harassment of any kind, including sexual harassment, and will take appropriate and immediate action in response to complaints or knowledge of violations of this policy. For purposes of this policy, harassment is any verbal or physical conduct designed to

threaten, intimidate, or coerce an employee, co-worker or any person working for or on behalf of the Company.

Verbal taunting (including racial and ethnic slurs) that, in the employee's opinion, impairs his or her ability to perform his or her job is included in the definition of harassment.

Corrective Action

A high level of job performance is expected of each and every employee. In the event that an employee's job performance does not meet the standards established for the position, employees should seek assistance from their supervisor or manager to attain an acceptable level of performance. If employees fail to respond to or fail to make positive efforts toward improvement, corrective action may ensue, including termination of employment.

It is the policy of the Company to regard discipline as an instrument for developing total job performance rather than as punishment. Corrective action is one tool the

Company may select to enhance job performance. The Company is not required to take any disciplinary action before making an adverse employment decision, including discharge. Corrective action may be in the form of a written or oral reprimand, notice(s) of inadequate job performance, suspension, discharge or in any combination of the above, if the Company so elects. The Company reserves its prerogative to discipline, and the manner and form of discipline, at its sole discretion.

If employees violate established Company procedures, guidelines, or exhibit behavior that violates commonly accepted standards of honesty and integrity or creates an appearance of impropriety, the Company may elect to administer disciplinary action.

Complaint Procedure

The Company subscribes to the open-door policy. Employees may bring a particular complaint to their supervisor or manager for resolution. When matters

cannot be handled on an informal basis, the Company has established a formal procedure for a fair review of any work-related controversy, dispute or misunderstanding. A complaint may be brought by one or more employees concerning any work-related problem where the complaint has not been satisfactorily resolved in an informal manner. Employees may skip to Step 2 if the complaint is related to their supervisor or manager or if the employee feels they would not provide an impartial resolution to the problem.

Step 1

The complaint should be submitted in writing to a supervisor, manager or designee within three working days of the incident. A written request for a meeting must be submitted simultaneously. Generally, a meeting will be held within three working days of the employee's request depending upon scheduling availability. Witnesses will be allowed as necessary. If the problem is not resolved during this meeting the supervisor, manager or designee will give the employee a written resolution within three working

days. If the employee is not satisfied, the employee may proceed to Step 2.

Step 2

If the employee is not satisfied after Step 1, the employee may submit a written request for review of the complaint and Step 1 solution to the president or their designee. Such a request should be made within three working days following the receipt of the Step 1 resolution. The president or appointed representative will review the complaint and proposed solution and may call a further meeting to explore the problem. This meeting is to be attended by the employee concerned, the employee's supervisor or manager (if appropriate), and any other employee of the Company whom the aggrieved employee chooses. The president or appointed representative will render the final decision within 10 working days after receiving the Step 2 request, assuming scheduling availability. The decision will be given to the employee in

writing and will become part of the employee's personnel file.

Pay Periods

The standard workweek for the Company will begin at 12:00 a.m. Monday and end at midnight the following Sunday. The designated pay period for all employees is weekly and paydays are on Fridays. Except as otherwise provided, if any date of paycheck distribution falls on a Saturday, Sunday or holiday, employees will be paid on the preceding scheduled workday.

Overtime

The Company complies with all applicable federal and state laws with regard to payment of overtime work. Non-exempt employees are paid overtime at the rate of one and one-half times the regular rate of pay for all hours worked over 40 in a workweek. Employees are required to work overtime when assigned. Any overtime worked must

be authorized by a supervisor or manager, in advance. Working unauthorized overtime or the refusal or unavailability to work overtime is not acceptable work performance, and is subject to discipline, including but not limited to termination.

Payroll Deductions

The Company is required by law to make certain deductions from all employees' paychecks. Such deductions include federal, state, and local taxes and court-ordered wage garnishments. Voluntary deductions might include premiums for benefits, retirement plan contributions, and disability insurance.

The Company complies with the salary basis requirements of the Fair Labor Standards Act (FLSA) and does not make improper deductions from the salaries of exempt employees. Exempt employees are those employed in a bona fide executive, administrative or professional

capacity and who are exempt from the FLSA's overtime pay requirements.

There are certain circumstances where deductions from the salaries of exempt employees are permissible. Such circumstances include:

- When an exempt employee is absent from work for one or more full days for personal reasons other than sickness or disability;
- When an exempt employee is absent for one or more full days due to sickness or disability if the deduction is made in accordance with a bona fide plan, policy or practice of providing compensation for salary lost due to illness;
- To offset amounts received as witness or jury fees, or for military pay;
- For unpaid disciplinary suspensions of one or more full days imposed in good faith for workplace conduct rule infractions

The Company is not required to pay the full salary in the initial or terminal week of employment; for weeks in which an exempt employee takes unpaid leave under the Family and Medical Leave Act, if applicable; or for penalties imposed in good faith for infraction of safety rules of major significance. In these circumstances, either partial day or full day deductions may be made.

What to Do if an Improper Deduction Occurs

If you believe that an improper deduction has been made, you should immediately report this information to your direct supervisor, or to the person responsible for payroll processing. Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, you will be promptly reimbursed for any improper deduction made.

Drug & Alcohol

The Company is dedicated to providing employees with a workplace that is free of drugs and alcohol. For the safety

of our employees and clients, the Company reserves the right to test any employee for the use of illegal drugs, marijuana, or alcohol under state, federal, or local laws. This may be done in cases where the employee's job carries a risk of injury or accident due to such use, or if there is an apparent inability to perform the duties required of that position. Specific jobs may, at the Company's discretion, require regular drug testing. Drug or alcohol tests may be conducted after an accident or with reasonable suspicion of impairment while on the job. Under those circumstances, the employee may be driven to a certified lab for the test at the Company's expense.

Any employee found to use, sell, possess, or distribute drugs that are illegal under state, federal or local laws, including marijuana, or any unauthorized drugs (including excessive quantities of prescription or over-the-counter drugs) while on the Company premises, performing Company-related duties, or while operating any Company equipment is subject to disciplinary action, up to and

including termination of employment. Any suspected illegal drugs confiscated will be turned over to the appropriate law enforcement agency.

Any employee taking medication should consult a medical professional to determine whether the drug may affect their personal safety or ability to perform the essential functions of the job and should advise their supervisor or manager of any job limitations. Upon notification of job limitations, the Company will make reasonable efforts to accommodate the limitation.

The moderate use of alcohol at Company approved meetings, with business meals, travel, and entertainment or in an appropriate social setting is not prohibited by this policy. To the extent any federal, state, or local law, rule, or regulation limits or prohibits the application of any provision of this policy, then to the minimum extent necessary and only for that geographical area, this policy is deemed to be amended in compliance.

Reasonable Accommodations

It is the policy of the Company to comply with all the relevant and applicable provisions of the federal Americans with Disabilities Act (ADA) and Pregnancy Discrimination Act (PDA), as well as state and local laws concerning the hiring and employment of individuals with temporary and ongoing disabilities. Pregnant workers may also have impairments related to their pregnancies that qualify under the ADA. The Company will not discriminate against any qualified employee or job applicant because of a person's physical or mental disability with respect to any terms, privileges or conditions of employment, including, but not limited to hiring, advancement, discharge, compensation and training.

Employees who become disabled should notify their supervisor or manager if the conditions of the disability impair their ability to perform the essential functions of their position. Where necessary and feasible, reasonable

accommodations will be made for qualified disabled employees to perform the essential functions of the job in question, as long as the accommodation does not cause the Company undue hardship. The Company will also make reasonable accommodations for employees who have work-related limitations stemming from pregnancy, childbirth or a related medical condition. This may include temporary transfer to a less strenuous or less hazardous position, if an employee so requests upon the advice of their health care provider, as long as the accommodation does not cause the Company undue hardship.

All employees are required to comply with safety standards. Applicants who pose a direct threat to the health or safety of other individuals in the workplace, which cannot be eliminated by reasonable accommodation, will not be hired. Current employees who pose a direct threat to the health or safety of the other individuals in the workplace will be placed on appropriate

leave until a decision has been made by management in regard to the employee's immediate employment situation.

Lactation Accommodations

The Company provides a supportive environment to enable breastfeeding employees to express breast milk during work hours for up to one year following the birth of a child. Accommodations under this policy include a place, other than a bathroom, that is shielded from view and free from intrusion from co-workers and the public which may be used by an employee to express breast milk.

Discrimination and harassment of breastfeeding mothers in any form is unacceptable and will not be tolerated.

Confidentiality

There must be no disclosure of any confidential information or trade secrets to anyone outside the Company without the appropriate authorization.

Confidential information may include internal reports,

policies, procedures, and other internal business-related communications. Trade secrets may include information regarding the development of systems, processes, products, design, instruments, formulas, and technology. In addition, always respect financial disclosure laws and third-party intellectual property.

It is an employee's duty and responsibility to safeguard all confidential information. This includes the dissemination of information by any available means, including but not limited to telephone, fax, and email.

When any inquiry is made regarding an employee or any former employee, the inquiry must be forwarded to a supervisor or manager without comment from the employee. When any inquiry is made regarding any client, the inquiry must be forwarded to a supervisor or manager.

Confidential information may be disclosed and/or discussed only on a "need to know" basis. Conversation of a confidential nature must never be held within earshot of the public or clients.

This policy is intended to alert employees to the need for discretion at all times and is not intended to inhibit normal business communications. In addition, nothing in this policy is intended to infringe upon employee rights under Section Seven of the National Labor Relations Act (NLRA).

Inspections & Searches

Any items brought to or taken off Company premises, whether property of the employee, the Company, or a third party, are subject to inspection or search unless prohibited by state law. Desks, lockers, workstations, work areas, computers, USB drives, files, e-mails, voice mails, etc. are also subject to inspection or search, as are all other assets owned or controlled by the Company. The Company may monitor any telephone conversation employees have on Company owned or controlled equipment, premises, or property. Any inspection or search conducted by the Company or its designees may occur at any time, with or without notice.

Leaves of Absence

Once an employee has been employed as a full-time regular employee of the Company for 90 days they may request a personal leave of absence without pay. The employee must submit their request in writing and state the date the leave is to begin, the date of return to work, and the reasons for the leave. The employee will receive either written approval or denial of the request. If approved, employees must use their leave of absence for the approved reason or purpose. Sick leave, vacation time, seniority, and other benefits are not earned during an unpaid leave of absence. Any paid holidays that fall within the leave of absence are not paid. If an employee fails to return to work on the scheduled date of return, the employee will be considered to have abandoned their position and voluntarily terminated their employment.

- The company considers a scheduled shift to be a firm commitment to work. If employee is incapacitated or

otherwise unable to work a scheduled shift, employee will notify crew coordinator as early as possible prior to scheduled shift, to allow opportunity for replacement crew to be scheduled.

Dress & Grooming

The company subscribes to the idea that a modest, neat and clean appearance is an important aspect of our service and presentation to customers and the general public. Considering this, employees should present themselves well-groomed and wearing attire appropriate for the work of handling balloon equipment. Loose-fitting clothing may present hazards around fans and burners, so clothing should fit well. When handling ropes or equipment, leather or equivalent gloves should be worn.

Social Media

The company designates certain and specific individuals to represent the company on social media. To maintain

clear communication and a high company standard, only designated company handles are to represent the company on social media. Employees will naturally post and comment regarding flights; it is part of the enjoyment and perks of the job. In doing so, employees should consider how customers and the public may perceive those posts and comments, and represent themselves thoughtfully, as if representing the company.

Company Devices

Company devices should be used only for direct business purposes. Any company network, including the WiFi at the park in the cabin will be used only for company devices. This network is secure and must remain so.

NY Hero Act

The company is committed to preventing the spread of infectious disease. In case of infectious disease outbreak,

refer to company's Airborne Infectious Disease Exposure Prevention Plan.

Acknowledgement:

I have read and understand the company's Employee Handbook and agree to abide by the policies therein.

X

Date:
