

Employee Handbook



Revised June 2024

Introduction

Welcome to Lake Elmo Aero, LLC. This handbook outlines Lake Elmo Aero, LLC (referred to hereafter as “Lake Elmo Aero” or “company”) policies and practices.

This handbook is designed to acquaint each employee with Lake Elmo Aero and provide information about working conditions, employee benefits, and some of the policies affecting your employment. Each employee is expected to read, understand, and comply with all provisions of the handbook. It describes many of the responsibilities as an employee and outlines the programs developed by Lake Elmo Aero to benefit employees. One of our objectives is to provide a work environment conducive to both personal and professional growth.

At Lake Elmo Aero we realize that our greatest strength lies in the talents and abilities of our employees. Therefore, we are committed to creating an environment where people are valued as individuals and treated with respect and fairness. We continually strive to create opportunities which will allow our employees to achieve their personal and professional goals. It is important to understand that each of us contributes directly to Lake Elmo Aero’s growth and success. For us to succeed, we all must:

- Be committed to a performance standard of doing each task and building each product right today and better tomorrow.
- Understand our customer’ requirements and be committed to meeting them every time.
- Recognize that our employees are the most important assets and be committed to a culture of communication, cooperation, teamwork, compromise, and fairness.

An employee handbook cannot anticipate every circumstance or question about policy. Lake Elmo Aero therefore reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time, as it deems appropriate, in its sole and absolute discretion. Employees will be notified of such changes as soon as possible after they occur.

Lake Elmo Aero adheres to the policy of Employment at will, which permits the organization or the employee to terminate the employment relationship at any time, for any reason, with or without cause. Neither the policies contained in the employee handbook, nor any other written or verbal communication by a supervisor, are intended to create a contract of employment or a warranty of benefits.

We hope your experience here will be challenging and rewarding.

Mission Statement

At Lake Elmo Aero, our mission is to promote general aviation flying and education by providing high quality flight instruction, line service, and aircraft maintenance.

Company History

Lake Elmo Aero was founded at the Lake Elmo Airport in Lake Elmo, MN in August of 2018 by Leighton Thron and Dag Selander. Lake Elmo Aero then acquired Valters Aviation's property and started business on October 1, 2018.

Hiring Practices

Equal Employment Opportunity/ Non-discrimination

Lake Elmo Aero is committed to providing a work environment that is free from discrimination. In order to provide equal employment and advancement opportunities to all individuals, employment and developmental decisions at Lake Elmo Aero are based on merit, qualifications, and abilities. Lake Elmo Aero prohibits discrimination in employment against any applicant or employee because of that individual's race, color, creed, religion, ancestry, gender, national origin, age, disability, sexual orientation, marital status, genetic information, or any other characteristic protected by law. Lake Elmo Aero prohibits the harassment, including sexual harassment, of any employee on the basis of his/her protected status.

Lake Elmo Aero will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training. Any applicant or employee who needs a reasonable accommodation to perform the essential functions of his/her job should request such an accommodation in a timely fashion from management.

An employee with questions or concerns about any type of discrimination or harassment in the workplace is encouraged to bring these issues to the attention of business owners Leighton Thron or Dag Selander (referred to hereafter as "management"). Lake Elmo Aero prohibits reprisal against employees for raising concerns and making reports. If you believe that you or someone else has been subject to discrimination or harassment prohibited by this policy, you immediately should report it to a member of the management team. Anyone found engaging in any unlawful discrimination, harassment, or reprisal may be subject to disciplinary action, up to and including, termination of employment. See also Lake Elmo Aero's Policy against Discrimination, Harassment, and Retaliation described elsewhere in this handbook.

Classification of Employees

Employees are classified for purposes of benefits entitlement to and administration of benefits.

Regular Full Time Employees

Employees regularly scheduled/bill work 35 or more hours per week on a continued basis for an indefinite period of time. Full Time employees include both those paid on an hourly basis and those paid on a salary basis. Regular full-time employees are eligible to participate in Lake Elmo Aero's benefit program.

Regular Part Time Employees

Employees regularly scheduled/bill work less than 35 hours per week on a continuous basis for an indefinite period of time. Regular Part Time employees are not eligible to participate in Lake Elmo Aero's benefit program.

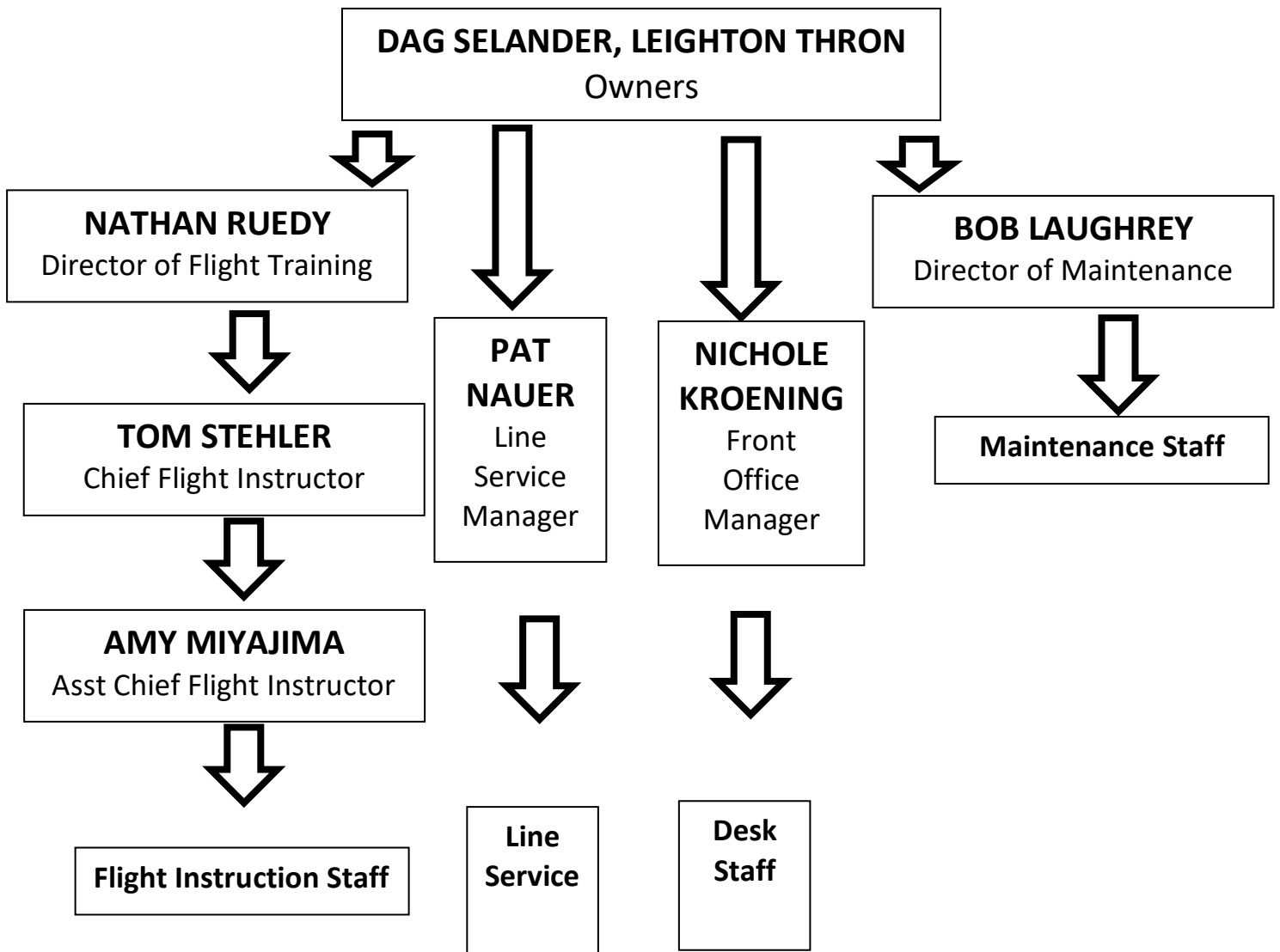
Non-Exempt

An employee who is covered by a minimum wage, overtime, and other provisions of applicable law.

Exempt

An employee who is exempt from the overtime and other applicable law by virtue of his/her classification as executive, administrative, or professional employee or salaried status. An exempt employee is generally paid on a salaried basis, except for certain exempt "computer-related professionals".

Company Structure *(effective June 2024)*



Employment Practices

Open Door Philosophy

Lake Elmo Aero has an Open-Door Philosophy, which assures you that your concerns will be heard and considered. It is our belief and commitment to maintain direct lines of communication with employees. Our Open-Door Philosophy is designed to identify and correct problems and issues in an efficient, equitable, and timely manner. If you have a concern, bring it to our attention.

Loss Prevention

Lake Elmo Aero is committed to establishing and maintaining an environment free of theft. All employees, therefore, are required to be fully cooperative in any and all programs that help the Company maintain loss prevention. The financial success of our business is to minimize its shrinkage, which is unauthorized loss of its inventory, cash, and other properties. Any employee who removes company property without management approval will be subject to disciplinary action up to and including termination. Any information provided by employees regarding loss prevention will be held in the strictest confidences. Lake Elmo Aero is not responsible for the loss of any personal items including but not limited to: tools, pilot supplies, and personal property.

Employee Vehicle Parking

All flight instructors and line staff should park in the main lot, in the furthest northwest spots practical (the corner furthest from the building's main door).

All maintenance personnel should park behind the building near the maintenance staff door.

Wage Administration

Traditional Work Week

Due to the nature of our business, your work schedule will vary depending on your position. Full time flight instructors are expected to have at least 5 days and available for booking on Flight Schedule Pro. Part Time instructors, mechanics, line service, and desk workers are on a specific schedule approved by management. Full time mechanics' schedules are approved and set by the Director of Maintenance.

Pay Day

All employees are paid bi-weekly on Friday, for the preceding two weeks of hours worked. Compensation will be paid through direct deposit and can be viewed using PayChex app.

Salary Administration

Lake Elmo Aero's compensation program is designed to be competitive with industry standards based on size, nature of company, and geographic location. Salary and wage guidelines are reviewed annually and are adjusted as required to maintain a competitive relationship within the labor market.

Time Keeping – For front desk and maintenance

If you are required to record your work time via a time sheet, please "punch in" when starting work and punch out when leaving. Upon punching in, you should be available and immediately ready to begin working. Accessing the time sheet for another employee, punching someone else in/out, letting someone else access your time sheet information, or in any way falsifying time is not acceptable. Falsification of time is grounds for disciplinary action, up to and including termination of employment.

If you leave company premises, you must punch out on the time clock except when conducting company authorized business that has been specifically authorized by management. Employees may not leave the premises when on their scheduled paid break. Employees may leave the premises during their unpaid lunch break, when properly punching out and with proper authorization from their supervisor.

Rules of Conduct

It is Lake Elmo Aero's philosophy to respect the rights and property of fellow employees and the company as a whole. As such, employees are expected to maintain professional conduct. The following is a list of types of behaviors that are considered unacceptable:

- Threatening, harassing, coercive, or abusive language or behavior toward fellow employees, customers, or vendors.
- Insubordination
- Unauthorized use of corporate credit card.
- Fighting on Company premises.
- Falsification of personnel or company records.
- Working under the influence of alcohol or illegal drugs.
- Possession/sale of illegal drugs.
- Possession of unapproved firearms or other types of weapons on Company premises.
- Dishonesty or theft.
- Use of profane, obscene, or abusive language.
- Unacceptable attendance practices
- Disclosure of Lake Elmo Aero's confidential information or any other action harmful to Lake Elmo Aero's business practices or reputation.

While this list is not exhaustive, it is intended as a guideline for those types of behaviors which may result in immediate termination. Lake Elmo Aero may also contact the appropriate law enforcement agency as deemed necessary.

Attendance and Punctuality

Consistent and punctual attendance is an essential function of every employee's position. **Employees are expected to report to work on time and stay for the duration of their workday. Instructors MUST show up for all lessons 15 minutes prior to scheduled lesson start.**

Work safety

Employees must be cautious and obey safety rules. Unsafe conditions should be reported to a supervisor immediately. Disciplinary action, including termination of employment, may result from violating safety standards, creating dangerous situations, or failing to report or remedy such situations.

In case of aircraft accident/incident on ground, immediately notify 911 if bodily injury is suspected.

A supervisor should be notified immediately in case of accident-related injuries anywhere on the job, no matter how insignificant.

Company Cell Phone Policy

The Lake Elmo Aero, LLC cell phone policy offers general guidelines for using personal and company cell phones during work hours. This policy applies to all Lake Elmo Aero, LLC employees.

Cell Phone Use Guidelines:

- Never use a cell phone while operating equipment (including airplanes).
- Do not use cell phones during meetings.
- Do not use cell phones to record or transmit confidential or sensitive information.
- Personal electronic device usage in flight must comply with 14 CFR 91.21 and 47 CFR 22.925.

Disciplinary action

Lake Elmo Aero, LLC holds each of its employees to certain work rules and standards of conduct.

Though a committed and fair approach to disciplinary action, Lake Elmo Aero, LLC considers certain rule infractions and violations of standards as grounds for verbal warning or termination of employment, as described below.

Warning

If appropriate, a warning will be granted to any employee whose actions warrant a disciplinary response. Any warning will be accompanied by guidance and/or terms for future improvement. A warning may be given for any reason deemed appropriate by Dag Selander, Leighton Thron, or their designee, including but not limited to:

- Infractions/violations of Lake Elmo Aero rules, policies, or FAA regulations.
- Unprofessional behavior.
- Unsafe actions.
- Demonstrated poor judgement.

Termination

Termination is the immediate dismissal of an employee. Termination may result from:

- Grossly unsafe or negligent actions.
- Grossly unprofessional behavior.
- Willful violation of Lake Elmo Aero rules or FAA regulations.
- Falsification of flight or work time in regard to billing, logging or pay.
- Failure to meet guidance and/or terms of a previously given warning.
- **In any case, after two warnings have already been given and a third is to be issued, unless specifically waived by management.**

Employee Communications

Procedure for handling complaints

Under normal working conditions, employees who have a job-related problem, question or complaint should bring such a concern to management as soon as practical.

Performance Reviews

Performance reviews will be conducted annually.

Flight Instructors

Flight Instructors are the most prominent, direct representatives of Lake Elmo Aero, and aviation in general, to the majority of our customers. As such, the Flight Instruction staff will be held to a high standard of professionalism, experience, safety, and customer service.

Basic Expectations

- Must show up on time (15 minutes prior to arranged start time) for all scheduled flight slots with students. Last-minute cancellations should be avoided at all costs.
- Must demonstrate professionalism while performing job duties.
- Must follow FAA regulations and Lake Elmo Aero operating procedures.
- Must maintain appropriate student-instructor relationships at all times.
- Must be in uniform, as designated below.
- Must perform all job duties in accordance with Safety Policy and Procedures manual.

Uniform/Dress Code

- Shirts: Lake Elmo Aero polo shirt. Must be tucked in with two buttons fastened.
- Pants: Gray or black, with black belt.
- Shorts: Black, gray or khaki with black belt.

- Shoes: Business casual or better with pants. No athletic sneakers with shorts.
- Name Badges should be visible at all times.
- Cirrus-qualified instructors (CSIP/TCI) may wear official Cirrus branded clothing equivalent to Lake Elmo Aero standards (polo shirt, baseball cap, etc).
- Game day jerseys/apparel may be worn as appropriate for local or supported sports teams.

Student-Instructor Relationships and Responsibilities

Flight instructors will spend many hours one-on-one with a given student. It is vitally important that a student's needs are met; they should feel safe and confident that they are making progress. Some expectations are as follows:

- Instructors should show consistent interest in furthering both the student's performance and their own instructional abilities.
- Instructors should provide criticism in a constructive and confidential manner.
- Instructors should take student's needs and concerns into account, and if necessary, contact management for support.
- Instructors should act appropriately with all students whenever representing Lake Elmo Aero, not only when in the aircraft.
- Instructors should use the published Lake Elmo Aero instructing syllabi as their baseline for instruction material.

Professionalism and Conduct

Flight Instructors must hold themselves to an extremely high standard of professionalism and behavior and should conduct themselves accordingly. Some expectations are as follows:

- All flight and ground instruction activity performed by employees must be billed through Lake Elmo Aero. Exceptions to this policy may be granted by management in very specific case-by-case circumstances, such as family.
- Amorous relationships in the workplace should be treated with caution. This includes those between employees, as well as between instructors and their students. If at all possible, students in such relationships should be assigned to another instructor. If the relationship involves multiple instructors, this should be disclosed to management.
- Instructors should arrive with material prepared ahead of time.
- All flight lessons should be considered a one-on-one experience. Any observing passengers (with the exception of other active students) must be approved by management.

Duty Limits

In accordance with 14 CFR 61.195, instructors must not exceed 8.0 Hobbs hours per day of flight instruction. This does not include any ground or simulator instruction.

Job Descriptions

A&P Aircraft Mechanic

- Maintain customer and Lake Elmo Aero aircraft
- Follow checklists for annual, repairs, inspections, and general maintenance. Accurately and efficiently troubleshoot when needed to determine the proper course of action.
- Pay close attention to hours estimated on each individual line item.
- It is the mechanic's responsibility to ask questions regarding tasks and ask for clarification or help from the Shop Lead.
- The mechanic will only work on items approved by the customer and complete them within approved time estimates. If additional time or parts are needed it is the mechanic's responsibility to communicate additional time needed to operations manager for customer approval.
- It is the mechanic's responsibility to have customer's aircraft clean to Lake Elmo Aero, LLC standards, with customer belongings, replaced, logbook entries completed prior to customer arrival.
- Work as efficiently as possible.
- Work to meet customers' schedule requirements; mechanics are responsible to be aware of the shop schedules and outside vendor schedules.
- Coordinate with Shop Lead for priority and work to be performed.
- Research parts and part numbers for discrepancies on aircraft.
- Record parts and services used in Advantage accurately. Report consumable and hardware parts low or out of stock Shop Lead
- It is the Mechanics' responsibility to ensure work is cross-checked at the appropriate times.
- Ensure all parts removed from aircraft are properly tagged and identified. And forwarded to parts manager for disposition
- Update discrepancies with notes throughout and logbook entries during the completion of discrepancies.

Flight Instructor

Provide excellent flight instruction and mentorship to our students in a safe and comfortable environment and work together with other instructors to overcome challenges in

the learning process. Our flight instructors work to ensure compliance with applicable Transportation Security Administration (TSA) procedures, Federal Aviation Regulations (FARs), and Lake Elmo Aero's policy with training students. Be ambassadors to safety by following applicable procedures and by maintaining a general safety mindset.

- Ensure student records are kept in an orderly and accurate manner.
- Periodically audit all records pertaining to students in their care and correct any errors while following applicable Lake Elmo Aero procedures.
- If a certified Cirrus Instructor, acquire and maintain all qualifications as stipulated in Cirrus Training Center Procedures Manual.

Line Personnel

Provide line services to all customers utilizing our facility. To uphold Lake Elmo Aero's high standard of quality in workmanship and customer service.

- Make arrivals (passengers, pilots, and crew) feel appreciated by giving exemplary customer service.
- Fuel customer and training aircraft.
- Clean training aircraft.
- Maintain good ramp conditions.
- Tow aircraft for servicing/repairs/storage/parking.
- General building and hangar maintenance.
- Other duties as assigned.

Front Desk Staff

- Greeting people who walk in the door inquiring about services and answer their questions
- Answering phone calls and emails
- Assisting flight students in setting up their training and getting them more information about our program
- Answering inquiries/questions about what it takes to learn to fly and get a pilot license
- Scheduling new students and renters
- Invoicing flight lessons and taking payment
- Monthly billing to customers
- General cleaning of the facility (lobby, bathrooms, etc)
- Being a test proctor for PSI testing.