

CLIMBWELL OPERATIONS & EMPLOYEE MANUAL

TABLE OF CONTENTS

1. Introduction to the Climb Well Manual
 - 1.1 Welcome to Climb Well
 - 1.2 Company History
 - 1.3 Mission Statement
2. Climbing Safety and Risk Management
 - 2.1 Accident/Incident Management
 - 2.2 First Aid and First Aid Training
 - 2.3 Belay Proficiency Testing
 - 2.4 Bouldering Safety Practices
 - 2.5 Instruction & Group Programs
 - 2.6 Children and Climbing
 - 2.7 Facility Monitoring
 - 2.8 Personal Climbing Gear
3. Customer Service
 - 3.1 Check in & Customer Orientation
 - 3.2 New Customer Orientation
 - 3.3 Participant Agreement
4. Facility Operations
 - 4.1 Opening & Closing the Facility
 - 4.2 Customer Check in
 - 4.3 Data Entry
 - 4.4 Point of Sale Fee Collection
 - 4.5 Confidentiality
 - 4.6 Equipment Rentals
 - 4.7 Group Check in
 - 4.8 Climbing Route Setting
 - 4.9 Facility Maintenance
 - 4.10 Climbing Equipment Inspection
5. Facility Programming
 - 5.1 Memberships, Instruction and Other Programming
6. Personnel Policies
 - 6.1 Compensation
 - 6.2 Performance Reviews
 - 6.3 Staff Associates
 - 6.4 Position Descriptions
 - 6.5 Overtime

- 6.6 Payroll and Scheduling
- 6.7 Expense Reimbursement
- 6.8 Attendance Policy
- 6.9 Time off/Paid Time
- 6.10 Benefits
- 6.11 Work Policies
- 6.12 Employment Practices
- 7. Sample Documents
 - 7.1 Position Descriptions (manager and staff)
 - 7.2 Sample Climbing Lesson Plan
 - 7.3 Incident Reporting
 - 7.4 Employee At Will Acknowledgement
 - 7.5 Facility Rules
 - 7.6 Employee Training Checklist
 - 7.7 Belay Test Record
 - 7.8 New Customer Orientation
 - 7.9 Customer Information and Orientation