

Employee Resource Guide

Welcome to your employee resource guide! This document serves to address the most frequently asked questions around "where-to-find-what". Below you'll find a list of all the resources available to you, followed by a [Travel with LandSea FAQ](#) and a [Delayed and Cancelled Flight Protocol](#).

Please note that the Employee Handbook remains your primary resource for all information pertaining to your employment with LandSea and should be reviewed carefully prior to reaching out with questions. Think of the handbook as your textbook, and this as your cheat sheet.

In all cases, your camp manager should be your first point of contact for any questions prior to reaching out to Head Office (HO).

Resource	Description	Assistance	Login Details
 https://www.aramark.com/mypayinfo	MyPay is Aramark's self-service payroll platform that provides employees with 24/7 access to manage their pay and personal information. You can view and print your pay statements, tax information, manage your direct deposit and update your personal information.	Payment Service Center paymentservices@aramark.com or call 1-800-729-5432	Aramark Employee #: Password: Set by you
 https://app.workhub.com/anonymous/login	For access to: - Job specific training - Certificates - Safety Information - Bulletins - Employee Handbook	Jeff LaPointe jlapointe@landseacamps.com	Email: Your personal email Password: Set by you
 https://www.manulife.ca/personal.html	Aramark Manulife's Health and Welfare benefit packages. There is a variety to choose from, and you can pick the one that best suits you.	Manulife Call 1-800-268-6195	Email invite from Manulife will be sent following three-month probationary period.

Travel with LandSea FAQ

LandSea's Staff and Travel Coordinator, is pleased to provide support with booking and coordinating the travel of all LandSea field staff. Navigating the movement of 200+ employees throughout Canada amidst weather events, flight cancellations, and ongoing post pandemic hurdles is no small task. We kindly ask that you familiarize yourself with the below Travel FAQ, prior to reaching out with questions about your travel.

HOW DO I GET MY FLIGHT INFO?

Once you have completed onboarding with the HR team, our staff & travel coordinator will book your travel tickets. Your travel information and tickets will then be emailed directly to you. Please reply to that email, to let us know you have received this information; failure to confirm your travel can result in loss of booking privileges.

Please review all flight/bus ticket details to ensure they are correct before confirming and respond via email ASAP if you notice any errors.

To confirm your flight, please reply to the email you received, with a simple "confirmed" or "thank-you."

HOW EARLY DO I ARRIVE AT THE AIRPORT?

LandSea always asks you to arrive a minimum of 2 hours before a flight, and 30 minutes before a bus. This time allows for seamless check-ins, security clearance, and boarding. This also allows enough time that you are not rushing or in a panic. This often means early mornings on days you travel to work.

IS MY FLIGHT MORNING OR NIGHT?

Airlines use army time, which is a 24-hour clock.

00:00 = 12:00am (Midnight)

13:00 = 01:00pm, etc.

HOW DOES LANDSEA PICK FLIGHTS?

Many factors determine the flight that is booked for you. We try to book with larger airlines like Air Canada & WestJet, as often the budget airlines and third-party booking platforms (ex. Expedia, Kayak, etc.) do not allow for changes to be made as easily & cancellations are often not refunded. We also venture to book the most direct & economical flights, to save you time and money. There are also other factors to consider, like travel time from site to the airport. If you ever have questions about why a certain flight was selected, please reach out. There is often a reason behind the choice, other times, it was the only flight option that worked for the logistical plan.

HOW DO I GET TO CAMP FROM THE AIRPORT?

A few days before any travel day, our staff & travel coordinator will send out an email that we call 'Logistics'. This email outlines the bigger picture of the travel day, including arrival times, who is picking you up, and the timeline for the day.

These emails have a lot of information, please be sure to read them in full every time you receive one. The shuttle companies and drivers that we use to get staff to and from camp, are given your contact numbers, so that it is easy for you to find each other at the airports.

CAN I BOOK MY OWN FLIGHTS?

LandSea is more than happy to have you book your own flights; however, you will need to ensure that the flight you book aligns with each days' travel logistics. If you would like to do this yourself, please reach out to LandSea's Travel and Logistics Coordinator to learn the parameters that your flight must meet for you to arrive in time for the pre-arranged shuttle. If you book a flight that does not line up with logistics, you could miss your ride to camp.

Travel with LandSea (Continued)

WHAT IF I MISSED MY FLIGHT?

1. Call your camp manager and let them know.
2. Email admin@landseacamps.com that you missed your flight.
3. Speak to the airline agent to see if they can assist you (depends on the reason for missing your flight – you'll get more if you are kind and polite)

If you miss your flight, it is YOUR responsibility to arrange a new flight and communicate that information immediately so that ground logistics may be adapted. If you are unable to arrange your own replacement flight on a weekend, you will be required to wait until the next business day for assistance, thus missing work shifts. Additional travel subsidies will not be provided for travel missed on account of being late.

HOW DOES THE TRAVEL SUBSIDY WORK?

The LandSea travel subsidy program is in place to help staff with the cost of their travel to and from site. Subsidies are determined by the distance from your home to your camp. These are pre-determined and outlined in your offer letter.

You will receive your travel subsidy once for inbound travel and once for outbound travel.

On your paystub, you will see your travel subsidy added to the pay period you traveled. On the Deductions portion of your paystub, you will see your travel expenses.

WHY DID MY WHOLE FLIGHT GET TAKEN OFF MY PAYCHECK?

We get asked this a lot, despite it being explained in the previous answer, so we'll explain this again for good measure:

Our system keeps detailed accounts of all expenses, including travel. The whole amount of your travel cost will always appear under the Deductions section of your paystub. Under the Earnings tab, you will see your travel subsidy and travel time, if applicable, accounted for here.

WHEN DO I GET MY TRAVEL SUBSIDY?

Your travel subsidy is typically paid on the pay-period following your travel date.

WHAT DO I BRING TO CAMP?

- Towel
- Non-slip shoes
- Black pants
- Black long-sleeve shirt for layering under uniform
- Personal Toiletries (incl. shampoo, conditioner, toothpaste, etc.)
- Warm outerwear and footwear for travel in winter
- Book / activity for downtime
- Device with movies/ shows pre-downloaded for downtime (streaming is not always possible at all camps)

IS MY BAGGAGE PAID FOR?

Baggage costs charged to the individual by a travel carrier is the responsibility of the employee. LandSea will not reimburse baggage costs incurred while traveling to or from camp. Employees are recommended to "pack light" and bring carry-on luggage only.

Delayed and Cancelled Flight Protocol

GENERAL INFORMATION

1. If you have a flight change, delay or cancellation, DO NOT remove your luggage tags. You have paid for your baggage for the entire flight, if you remove the tags, you will have to line up and pay for your bag again.
2. Be patient and polite. Delays and cancellations are stressful, but please know that LandSea is aware that these situations happen, and they are out of our control. If we maintain a polite attitude, everything will go much more smoothly, and the airline staff will be much happier to help someone who is understanding.

DELAYED FLIGHTS

1. Stay calm and listen to the air crew.
2. IF they deboard your plane, line up at the check-in counter for your respective airline, as you will automatically be rebooked on the next available flight and the attendant can help confirm the time and date of your new flight.
3. Email the admin@landseacamps.com with your new flight time and wait to hear from someone about your new logistics to get to or from camp.
4. Email your camp manager and inform them of the delay as well.

OVERNIGHT DELAYS

1. Stay calm and listen to the air crew; *sometimes* the airline will put you into a hotel or offer food vouchers if the wait is long.
2. Email admin@landseacamps.com with your new flight time and outline any information that the airline provided you.
3. If you are delayed in your home city overnight, please head home and make sure you are back 2.5 hours before your departure time the following morning.
4. If you are delayed overnight when departing camp, please email admin@landseacamps.com and someone will assist with finding you overnight accommodation.

CANCELLED FLIGHTS

1. Stay calm and listen to the air crew.
2. Please head back to the check-in counter to be rebooked on the next available flight.
3. DO NOT REMOVE ANY LUGGAGE TAGS FROM THE AIRLINE – if you are rebooked, they will still use your baggage code on your next flight. If you remove it, you will have to line up and pay for a new bag.
4. Please email admin@landseacamps.com when you have **confirmed** the next available flight with the check-in counter.