

JAY  PEAK

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THE **RESORT**  
**GUIDE**

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**TEAM**  
**HANDBOOK**

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## PURPOSE OF THE TEAM HANDBOOK

This handbook is designed to acquaint you with our company and to give you a ready reference to answer many of your questions regarding your employment with us. Of course, please remember that the business conditions change, and this handbook is only a summary of the team member benefits, personnel policies, and employment rules that are in effect at the time we publish the handbook.

**This handbook does not create an “employment contract” or other contractual rights. Although the company intends that the benefits, policies and regulations outlined in this handbook will generally remain in effect, the company reserves the right at any time to amend, curtail, or to otherwise revise the benefits, policies or regulations outlined in this handbook.**

This handbook applies to all team members. If it conflicts with any contract, such as insurance summary plan descriptions, that contract, not the handbook, shall control.

**This handbook supersedes all prior inconsistent handbooks or policies and may be changed from time-to-time as necessary.**



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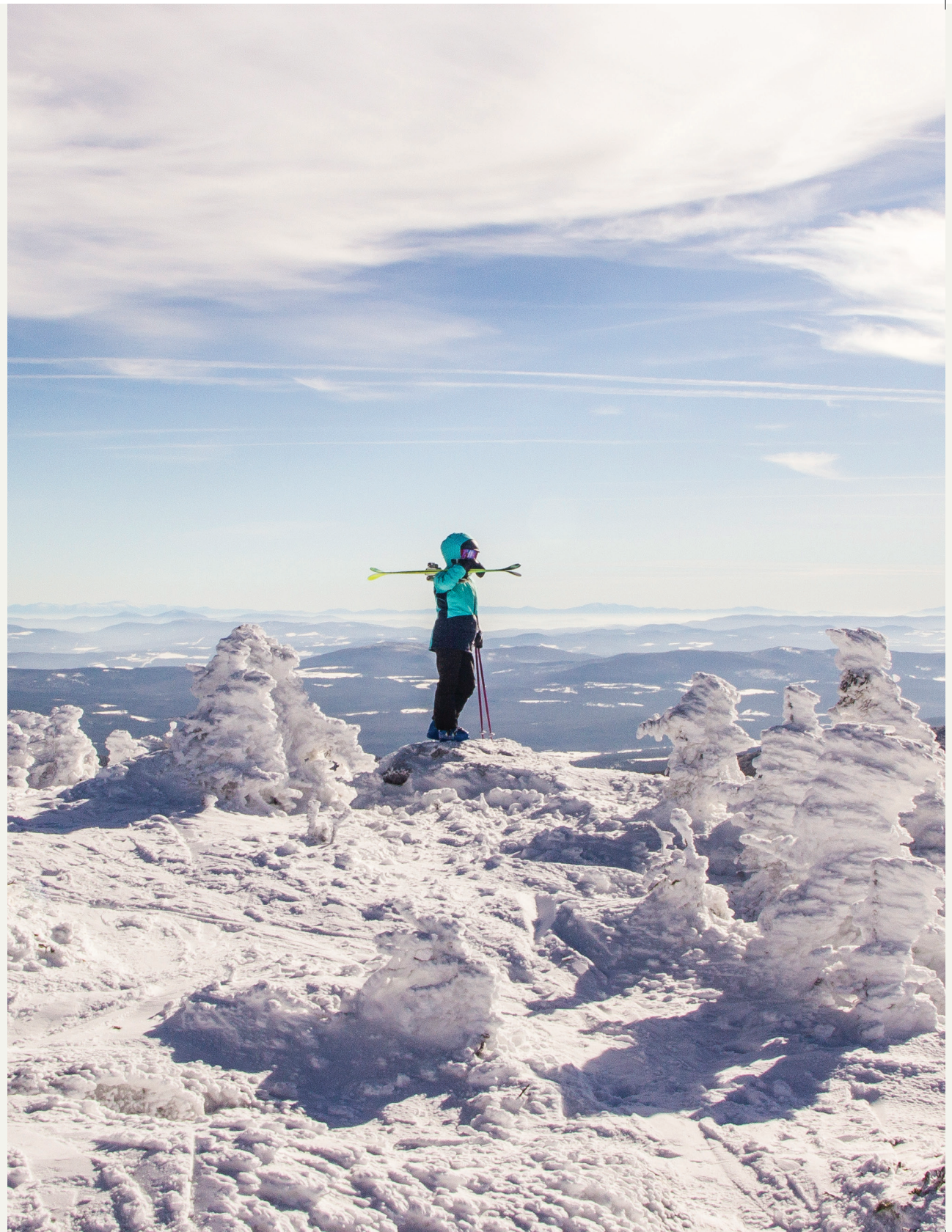
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## VISION

We strive for an authentic, community driven Resort that derives its vitality from the on-mountain experience, respect for its history & what has come before it, and its team members whose energy and spirit are its foundation.

## MISSION STATEMENT

Our focus and responsibility is to our guests and to our family of team members. All that we do is centered toward making them comfortable, safe and valued. We do this when we make decisions in alignment with our core values. We take special pride in helping our guests create unique memories by virtue of offering them a wide variety of recreation options, the highest level of authentically-great service, and honestly welcoming them to what we feel is the most special corner of the world.



## CORE VALUES

Forethought and thorough analysis precede each and every decision we make at the resort. We benchmark decisions and actions in the context of these following six core values.

### ROOTS & GROWTH

Our greatest strengths are rooted in the people who make up the Jay Peak team of employees. And while our unique past informs our future, it is guided by each person's dedication to growing and learning. Our commitment to always search for improvement, both personally and professionally, sets the Jay Peak team apart.

### MAKING CONNECTIONS

We are about nurturing relationships, understanding and appreciating differences and tying individual stories into the larger one we are building together. Our interests, motivations and collective sense of wellbeing are inextricably linked to the feeling that we all belong to a greater narrative.

### CREATING EXPERIENCES

Jay is a unique and special place and we want to share it with everyone who values unique and special places. We go beyond simply offering services; we aim to enhance experiences and create memories with genuine, quality engagement.

### SAFETY & WELLBEING

It's more than just keeping you safe. The resort has an uncompromising dedication to the welfare of our employees and guests. We work hard to challenge industry standards and constantly improve upon our own internal benchmarks. We believe that any definition of our own success must connect to safe work spaces for employees, the safest possible environment for our guests and a belief that the wellbeing of both is something that requires constant focus.

### COMMUNITY – INSIDE & OUT

The Raised Jay attitude is at our core, steeped in deeply Vermonter values (hard work, authenticity, respect, generosity) and extends beyond the resort footprint to encompass regions that make up the broader Jay Peak community. As our circles of community widen, so do our successes.





# GENERAL INFORMATION

## CUSTOMER SERVICE

Creating memorable customer service for our guests is as simple as going above and beyond the call of duty. Order takers simply fill guests' requests, while great customer service professionals ask if the guest would like another product or service to complement their requests. Here are some ways to provide great customer service to our guests.

- » Engage the guest immediately with warmth and enthusiasm (saying good morning, good afternoon & good evening).
- » Use the guests' name if you recognize them and personalize their experience.
- » Anticipate what the guest will need to have a good day.
- » Use the 10-foot rule and make eye contact with our guests.
- » Listen empathetically when a guest has a concern.
- » Use your knowledge to suggest appropriate products and services.
- » Customize your suggestions to the individual guest profile.
- » Take initiative to solve a problem for a guest.
- » Thank the guest for their valued patronage and suggest a return visit.
- » Invite the guest to return and provide assistance with their reservation.
- » When giving directions at our resort, don't just point them in a direction – escort them on their way to ensure they find their requested location.
- » Smile and provide great guest service from beginning to end.
- » Smile and you almost always get one back.

## EXCEEDING OUR GUEST EXPECTATIONS

Think about your own experiences. For the price you pay for services, you expect quality, value, service, cleanliness, and timely delivery. If you do not have your expectations met, you most likely will not return and may tell others about your bad experience. If your expectations are exceeded, you most likely will return and will tell others how great it was. The resort has a reputation for exceeding the expectations of our guests, so it's no wonder a large percentage of our business is from return

guests and referrals. Our goal is to set the standard in our industry. We want the resort to be known for legendary service. That's where you come in. Let's work together to go above and beyond and astonish our guests with impeccable service.

## TEAM MEMBER PARKING

Jay Peak Resort provides free shuttle transportation to and from work from assigned parking locations. If you drive to work you may be asked to park in alternative sites in order to accommodate guests on weekends and holidays, and other days designated by management. When parking, please take precautions to make your car visible to road maintenance and snow removal personnel and respect parking attendant instructions. Jay Peak Resort encourages you to share your ride to work. It saves on emissions, parking space, traffic and supports our commitment to the environment.

## MEDIA INQUIRIES & LOGOS

All media inquiries must be referred to the Director of Communications or General Manager. Team members should not speak to the media on behalf of the company. We appreciate your understanding of this policy; it's to protect the best interests of all of us. Jay Peak logos are the property of the companies and cannot be used without written permission. Please contact the Marketing department for details.

In the event of an emergency or disaster, communication is essential. However, the General Manager will handle all press/media and directives. Team members are not authorized to make any statement to any media or outside representatives about the cause of the disaster, relief efforts, injuries or other information. This is necessary to control accuracy and keep the situation in perspective. If you are contacted by any media representatives, immediately refer them to management.

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## EMPLOYMENT-AT-WILL

Jay Peak Pacific is an at-will employer and employment is not for any specific period of time. This means that the resort may terminate a team member's employment at any time or for any reason with or without cause. Similarly, a team member may voluntarily leave employment at any time or for any reason. The at-will nature of the employment relationship cannot be changed, waived or modified except in a written agreement, signed by the team member and the President of Jay Peak Pacific or their designee. Any oral or written statements or promises to the contrary made to a team member by any other team member of Jay Peak Pacific are expressly disavowed by Jay Peak Pacific.

## COMMUNICATION

The doors to managers, Human Resources and Senior Management are always open. We welcome your thoughts, suggestions and concerns. We may ask that you participate in a team member climate survey. They provide valuable insight into planning for the future. Bulletin boards, newsletters, and memos are a few of the avenues we use to communicate with our staff. Company information is confidential and we ask that you maintain the confidentiality of resort material.

## THE BOOT ROOM

Important notices and items of general interest are continually posted on our employees-only website. Make it a practice to review it frequently. This will assist you in keeping up with what is current at Jay Peak Resort. [www.jaypeakresort.com/thebootroom](http://www.jaypeakresort.com/thebootroom)

## FLEXIBILITY

Whether you work at a year-round resort or a seasonal resort, our business is often subject to outside variables like weather, road conditions and fluctuations in guest and business volume; things that are outside of our control. That's why we look for and hire people who are adaptable and flexible. There may be extra long workdays or very short workdays, depending on demand.

## EQUAL EMPLOYMENT OPPORTUNITY & DIVERSITY

We're committed to getting the best person for the job. The resort is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, color, national origin, ancestry, gender, pregnancy, childbirth or related medical condition, religions, disability, physical or mental condition, age, marital status, sexual orientation, gender identity, citizenship status, military service obligation, HIV status, place of birth or any other characteristic protected by federal, state or local law. Our management team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, team member activities and general treatment during employment.

The company will endeavor to make a reasonable accommodation to the known physical or mental limitations of qualified team members with disabilities unless the accommodation would impose an undue hardship on the operation of our business. If you need to request a reasonable accommodation because of a disability or on-the-job injury, please contact Human Resources. We will discuss the matter with you, investigate your request, and to the extent possible, attempt to reasonably accommodate you.

The company will endeavor to accommodate the sincerely held religious beliefs of its team members to the extent such accommodation does not pose an undue hardship on the company's operations. If you wish to request such an accommodation, please speak to your manager.

Any team members with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of their manager and Human Resources. The company will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. To ensure our workplace is free of artificial barriers, violation of this policy will lead to discipline, up to and including discharge.



## LOST & FOUND

Jay Peak Resort utilizes a system called Chargerback to log lost items and get them back to their owners.

When an item is found by a team member it is important that it be “bagged & tagged” and brought to the department contact responsible for Chargerback items. High value items should be turned over to Security at the end of every day.

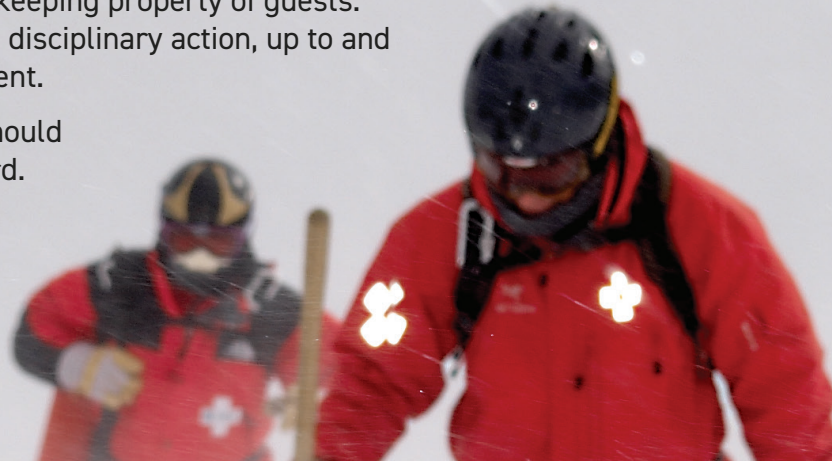
Team members are prohibited from keeping property of guests. Violators of this policy are subject to disciplinary action, up to and including discharged from employment.

Guests inquiring about a lost item should be provided with a Lost & Found Card.

[www.jaypeakresort.com/lost-found](http://www.jaypeakresort.com/lost-found)

## MISSING PERSONS

Anyone reporting a missing person should be directed to the resort's Guest Services Center, Security and/or Ski Patrol with the utmost consideration. This may include a phone call or escorting the guest to where they can receive assistance. Lost children may need extra attention and so may their parents. Kindness and compassion should be shown at all times.



## IN THE EVENT OF AN EMERGENCY AT JAY PEAK

1. Remain calm.
2. Notify the resort's SECURITY, DISPATCH or ANY SUPERVISOR. If after hours, and no supervisor is present, CALL 911.
3. Tell dispatch, supervisor or 911:
  - » Your name.
  - » The department in which the emergency occurred.
  - » Your location.
  - » Type of emergency.
  - » Any injuries.
  - » Answer any questions that dispatch may have for you.
  - » Let dispatch hang up first to be sure they have no additional questions for you.
4. Until additional help arrives, remain at a safe distance from the scene to aid in crowd control. If you are asked to help further, follow the directions of the person in charge. **DO NOT RISK YOUR OWN SAFETY.**
5. If evacuation is recommended, follow standard evacuation procedures:
  - » Remain calm.
  - » Locate safe and accessible exits.
  - » Lead guests and team members out of the building or area in an orderly manner.
  - » Secure the building or area until it is safe for re-entry.
6. Report to your supervisor so that all team members will be accounted for. Do not leave the area without notifying the supervisor in charge.

## TEAM MEMBER BENEFITS & PRIVILEGES

The Resort views their team members as their most valuable asset, and we strive to provide comprehensive benefits and resort privileges for all. These benefits and resort privileges are assigned by “Team Member Groups” and “Perk Levels” as outlined within this section. While the resort intends to maintain these team member benefits and resort privileges, it reserves the absolute right to modify, amend or terminate these benefits at any time and for any reason.

### RESORT EMPLOYEE IDENTIFICATION & SEASON PASS

Your Resort Employee I.D. will be issued when you begin work. This photo I.D. acts as your passport to benefits and privileges at the resort and in local area businesses which Jay Peak has partnered for a specific discount program. Keep in mind, you must have your Resort Employee I.D. with you to take advantage of any of the privileges and perks offered to Jay Peak Resort team members.

Your dependents may also be eligible for privileges. A dependent is defined as a spouse or a legal dependent under the age of 21. The Human Resources department can provide more specific information.

We expect you to do the right thing, on and off the hill. Allowing someone else to use your Resort Employee I.D./Season Pass is considered an abuse of this privilege and may result in disciplinary action including suspension of privileges or termination of employment.

Team members unable to perform normal work duties due to illness, injury, personal business or other reasons will not be allowed to use skiing, snowboarding, cross-country or other privileges until they return to work. Those separated for reasons other than for lack of work must surrender their Resort Employee I.D./Season Pass as well as any dependent passes at that time.

### DISCOUNTED AMENITY VOUCHERS

In addition to your Resort Employee I.D./Season Pass you will receive a number of amenity vouchers to take advantage of deep discounts on things like Lift Tickets and Waterpark, Climbing Gym & Movie admissions. These vouchers are yours to keep or yours to share with friends, family or whomever else you'd like to treat.

### ON-SNOW TEAM MEMBER PRIVILEGES

Your Resort Employee I.D. is also a Season Pass which allows you to ski, snowboard or cross-country ski free of charge. While enjoying your on-snow privileges you are expected to represent Jay Peak. All policies and procedures listed here are applicable to skiing and riding at the resort.

### DISCOUNTED LIFT TICKETS AT OTHER SKI RESORTS

We encourage you to get out there and sample what other resorts have to offer. Bring the ideas from the best ones home to us. In the industry it's known as “benchmarking” and the ideas you share just may help us become more attractive to our guests.

Some resorts will offer a discount to resort team members as long as our resort is currently open. Present a “Letter of Introduction” with your Resort Employee I.D. at another resort to receive any potential discounts offered. This letter and more details can be obtained at the Human Resources office. Please abide by all resort regulations and guidelines when visiting other resorts. Act as a great ambassador for Jay, and have fun.

### PERK LEVELS

Resort perks are assigned in two categories: Perk Level 1 and Perk Level 2. Your Perk Level will be listed at the top of your team member I.D. card. Team members are only eligible for perks when active (working regular hours) and not during periods of unpaid leave or after termination.



JAY PEAK

NO  
LOOSE CLOTHING  
LOOSE SCARVES  
IF UNFAMILIAR  
WITH USE  
OF LIFT  
ASK ATTENDANT  
FOR  
INSTRUCTION  
REMOVE POLE  
STRAPS  
FROM WRIST  
UNTIL UNLOADED

THIS LIFT  
CLOSES AT  
4:00 PM

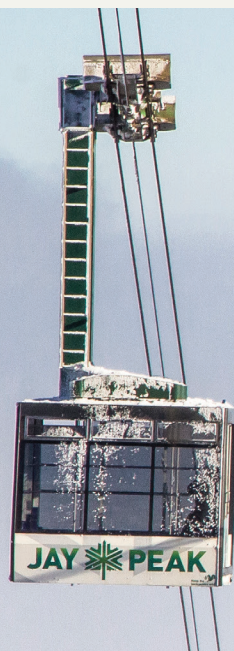
ENTER  
THROUGH GATE  
ONLY

## TEAM MEMBER GROUPS

The “Team Member Group” definitions are meant to help clarify employment groups so that you better understand your employment status. These groups do not guarantee employment for any specified period of time and the right to terminate the employment relationship at will at any time is retained by both the team member and the resort.

- » **GROUP 1: Full-Time Year-Round Salary (FTYRS)** - team members who are not in a temporary or introductory status, who are EXEMPT (paid on a salary basis and who are exempt from overtime and recordkeeping requirements of state and federal law) and who are regularly scheduled to work the resort’s full-time schedule without a break in service.
- » **GROUP 2: Full-Time Year-Round Hourly (FTYRH)** - team members who are not in a temporary or introductory status, who are NON-EXEMPT and who are regularly scheduled to work the resort’s full-time schedule of not less than 40 hours per week for an annual total of 2,080 hours.
- » **GROUP 3: Part-Time Year-Round (PTYR)** - team members who are not in a temporary or introductory status, and who are regularly scheduled to work less than the resort’s full-time schedule. Team members in this category would work on a year around basis and on average would have less than 40 hours per week. Annual hours would be less than 2,080 hours.
- » **GROUP 4: Seasonal & On-Call (SOC)** - team members are those who are in a position of seasonal nature for the summer or winter season. Each seasonal position is less than 6 months in duration. This also includes team members that are not regularly scheduled to work, but are called to work when the need arises.

Each team member is designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. NONEXEMPT team members are entitled to overtime pay under the specific provisions of federal and state laws. EXEMPT team members are excluded from specific provisions of federal and state wage and hour laws. A team member’s EXEMPT or NONEXEMPT classification may be changed only upon written notification by Jay Peak Pacific management after examination of FLSA testing criteria.



## **HEALTH INSURANCE**

The resort is proud to offer a competitive package of health & welfare benefits to Group 1 and Group 2 team members. Additionally, medical insurance is available to qualifying Group 3 team members. We encourage all team members to obtain coverage under some type of medical insurance plan.

## **DENTAL, VISION & OTHER INSURANCE PLANS**

The details of Jay Peak Resort's insurance plans are outlined in the official plan documents, which are available for review from the Human Resources department and included in the Benefit Guide.

## **RETIREMENT - 401(K) PLAN**

All team members age 21 or older are eligible to participate in the company's 401(k) plan which includes a company match. Once enrolled, you may choose to invest in a variety of investment options. Complete details of the 401(k) plan, match, enrollment information and educational materials on your investment options, are available from the Human Resources department.

## **SICK TIME**

Jay Peak Resort provides a sick pay benefit to all employee groups to be used for health-related absences.

## **PAID TIME-OFF**

The resort offers a competitive paid time off benefit to Group 1 and Group 2 team members that includes vacation time. This benefit is provided to allow you to get some time away to relax, refresh and reconnect with friends and family.

## **JURY DUTY**

All team members will be allowed time off to perform such civic service as required by law. You are expected, however, to provide the company with proper notice of your request to perform jury duty and with your verification of service. You also are expected to keep management informed of the expected length of your jury duty service and to report to work for the major portion of the day if you are excused by the court. If the required absence presents a serious conflict for management, you may be asked to try to postpone your jury duty. Team members in Group 1 & 2 are granted a maximum of 15 days of paid jury duty leave per year and exempt team members will be paid their full salary for any week in which they perform any work for the company. All other team members will be compensated for lost pay in accordance with state law. If you are excused from jury duty early or are not required to be present in court, notify your supervisor and report back to work to fulfill your scheduled shifts.

## **EMPLOYEE ASSISTANCE PROGRAM (E.A.P.)**

The resort believes in the importance of providing our team members with resources to assist them with challenging life matters. The resort provides an E.A.P. that is available to all team members of the resort as well as their immediate household members. This completely confidential service helps individuals address problems that interfere with a healthy, happy lifestyle (ie. drug & alcohol abuse, marital & family issues, financial difficulties and emotional concerns).

The E.A.P. can be contacted via phone or through an online app. For more specific information, please visit the HR office.

## RECOGNITION

In addition to seasonal and annual review processes, there are several opportunities for your hard work to be recognized by those around you. The following three programs are just the start of how we encourage our managers and supervisors to reward hard work and thoughtful guest service.

### RAISED JAY DAILY RECOGNITION

Commemorative items in a variety of designs are handed to team members immediately following an act recognized as supporting our values in an exceptional way. This on-the-spot recognition can come in a variety of ways, including showing exceptional team work, finding a way to turn a troubled guest into one of our biggest fans, or taking care of something that doesn't generally fall within your normal job description. We encourage you to keep the commemorative item as a reminder of a time when you made a valuable difference to someone's day. The Manager or Supervisor who nominates you will let HR know of your exceptional contribution and you will be eligible for a \$15 move up card, which can be used across the resort.

### EMPLOYEE OF THE MONTH

Team members and managers may recognize those team members who consistently bring their best to the table each and every day. These team members are living and exhibiting those same values we outline at the beginning of this guide. Those recognized do so much more than just "going above and beyond," they consistently deliver our message that Jay Peak is where our guests should return to again and again. They show up shift after shift and live and breathe our culture. Do you recognize these virtues in one of your teammates? Nomination forms are available from your manager. Please remember that we receive dozens of nominations each month, and the more descriptive you can be of the talents you observe, the more likely they will be chosen. Each month we hold an informational meeting for all staff and it will be at this meeting that the finalists and winner of the month will be announced. Finalists receive a gift card, and winners receive a package including a variety of prizes. In addition, the employee of the month will have their photo displayed on our recognition wall in the Hotel Jay Lobby.

### EMPLOYEE OF THE YEAR

Just as we choose to recognize the efforts of those exceptional team members in the moment and on a monthly level, the Employee of the Year is an honor reserved for a select few. Those who show tenacity day after day, season after season. We recognize the grit and determination to make a difference in those they work with, the guests we serve, all while utilizing the values we strive for. Employee of the Year is a designation held by a choice group who take it to the limit every day, and keep coming back for more. Each year this group of team members is recognized as the best of the best, at an annual gala in their honor.

### THE LEGACY PROJECT

A project devoted to acknowledging the dedication, loyalty and service of 5 decades of Jay Peak employees. We gather annually to recognize every employee who achieved a 5-year service marker at a lavish gala event complete with mouth-watering menu, drinks and thoughtful gifts.



# EMPLOYMENT PROCEDURES & PAY PRACTICES

## BEFORE YOUR JOB BEGINS

Starting a new job is always exciting and on some levels, challenging. There also may be some prerequisites before you can begin work in your position. This includes a background check, specific training, a post-offer physical, or having your equipment inspected and adjusted before it is used while on duty. Certain jobs may include motor vehicle record checks (as required by the Department of Transportation). Human Resources or your supervisor will inform you of your particular post-offer requirements and assist you in completing them.

## VERIFICATION OF EMPLOYMENT

Verification of employment and references are handled exclusively by Human Resources. Jay Peak Resort will provide general information concerning the team member such as date of hire, date of termination, and positions held. Your written authorization is required to release any information other than your hire and termination dates and the title of the position you held at termination to a third party.

## EMPLOYMENT OF MINORS

Youth is a wonderful thing, so we gladly employ people under the age of 18 with great attitudes. State and federal laws may restrict the number of hours you can work and the type of job you can hold at Jay Peak Resort. Check with the Human Resources department for details.

## EMPLOYMENT OF RELATIVES

A familial relationship among team members can create an actual or at least a potential conflict of interest in the employment setting, especially where one relative supervises another relative. To avoid this problem, the resort may refuse to hire or place a relative in a position where the potential for favoritism or conflict exists.

In other cases such as personal relationships where a conflict or the potential for conflict arises, even if there is no supervisory relationship involved, the parties may be separated by reassignment or terminated from employment, at the discretion of the company. Accordingly, all parties to any type of intimate personal relationship must inform management.

If two team members marry, become related, or enter into an intimate relationship, they may not remain in a reporting relationship or in positions where one individual may affect the compensation or other terms or conditions of employment of the other individual. The company generally will attempt to identify other available positions, but if no alternate position is available, the company retains the right to decide which team member will remain with the company.

For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the team member is similar to that of persons who are related by blood or marriage.

## JOB POSTING

As an equal opportunity employer, we fill positions with the most qualified candidate for the job. We encourage you to grow with us and we promote team members from within whenever appropriate. Job openings at our resort are posted in the Human Resources department and on our website, [jayepeakresort.com/jobs](http://jayepeakresort.com/jobs). For more information, stop by or call the Human Resources department.

## DEPARTMENTAL TRANSFERS

Want to try something new? Broaden your experience by checking out another department. Departmental transfers are generally based on job performance and need. If you're interested in applying for a different job at either resorts, discuss it with your supervisor first, then apply through Human Resources.



## **ATTENDANCE & PUNCTUALITY**

We expect you to be here when you're scheduled and show up on time, alert and ready for action. Both our staff and our guests are counting on you. Unnecessary absences and lateness are expensive, disruptive and place an unfair burden on your fellow team members and your supervisors. If you're sick or are going to be late, you must personally notify your supervisor at least one hour before your scheduled start time. Calling into a co-worker or leaving a voicemail is not sufficient or acceptable protocol. Excessive absenteeism or tardiness will result in disciplinary action up to and including discharge. Absences of three days due to sickness or injury may require a doctor's notice. We consider absences of three consecutive working days without notification abandonment of employment and voluntary resignation. We work in a geographic area affected by challenging weather (we get a lot of snow), so plan ahead to avoid being late. Guests arrive, snow or shine. We do, too.

## **APPEARANCE**

### **PERSONAL GROOMING**

When you look good, we look good. You're expected to show up for work clean and well-groomed, with hair and uniform to match.

### **UNIFORMS**

Uniforms make identifying staff easy for our guests. If you're working, you need to be flying our colors by wearing your uniform. You are responsible for keeping your uniform clean and wrinkle free.

Depending on your position, you may be issued returnable uniform items such as parkas, pullovers, shirts, vests, fleece or pants. Issued uniforms are to be returned at the end of your employment.

Be sure to check the number of the items issued to you as you are responsible for returning the same items you checked out. Pants must be consistent in color with uniform guidelines, full length and regular size; no pants fitting too tightly, excessively baggy, too long, low or too short.

All clothing must be in good condition, not badly faded or tattered. Footwear must be safe and appropriate for your job. Shorts may be permitted in some positions. Uniforms are to be worn on duty only. You may be asked to change out of issued jackets or pants before free skiing or riding or participating in other personal activities on or off either of the properties. Uniform jackets and name tags are absolutely not permitted while socializing in bars or while drinking alcohol or using drug/tobacco products. Please don't wear any other company's promotional clothing while you're on the job.

### **NAME TAGS**

It is important for our guests to know who you are. Name tags are a great way to identify you as an team member of Jay Peak Resort and someone that can help make their experience the best it can be. Be sure to wear your name tag at all times when at work. If you lose your name tag, notify your manager to order a replacement immediately.

### **CLEANLINESS OF FACILITIES**

We expect you to keep our resort neat, clean and professional looking and to take action or inform others if you see an area that needs some attention. Using a clean bathroom or public area is a whole lot nicer than the alternative.

## PERFORMANCE REVIEWS

We've found that regular job performance reviews give us an opportunity to thank team members for jobs well done and to provide feedback on how to improve job performance. However, please understand that a positive performance evaluation does not guarantee an increase in salary, a promotion, or continued employment. Compensation increases and the terms and conditions of employment, including job assignments, transfers, promotions, and demotions, are determined by and at the discretion of management.

Generally speaking, Group 1 & 2 team members receive a minimum of one performance review a year. All other team members will receive a performance review at the end of each season. If necessary, performance reviews may occur more frequently.

In addition to these formal performance evaluations, the company encourages you and your Supervisor to discuss your job performance on a frequent and ongoing basis. We strive for positive coaching and gratitude.

## PERSONNEL RECORDS

If you change your name, address, phone number, marital status, tax status, or emergency contact, please notify Human Resources. Also, please inform the Human Resources department of any specialized training, skills or certifications that you acquire, as well as any changes to visa status. Unreported changes of address, marital status, etc. can affect your withholding tax and benefit coverage. Further, an "out of date" emergency contact or an inability to reach you in a crisis could cause a severe health or safety risk.

You can review your file by making an appointment with Human Resources during regular business hours. Copies of documents can be provided with the approval of the Human Resources Director. All personnel files are confidential and, except to satisfy legal requirements like subpoenas and requests from government agencies, we do not release any information outside the resort without the team member's written approval.



## PAYDAYS & PAYCHECKS

Payday occurs every other week, generally on Thursdays. The paycheck will reflect wages earned the previous two (2) work weeks from Sundays at 12 a.m. through Saturdays at 11:59 p.m. Payroll advances are not permitted and you can't cash payroll checks at the resort. For your convenience, there are multiple ATM machines at Jay Peak Resort.

Direct deposit is offered to all resort staff with a self-enrollment process. Everyone that chooses to use direct deposit will not receive pay stubs due to our company-wide green initiative. Pay stubs are accessible through the online portal.

If you lose or destroy your paycheck, you must complete a lost paycheck affidavit to initiate the stop-payment process. This replacement process generally takes 5 to 10 business days. Your payroll stub itemizes deductions made from your gross earnings. By law, the company is required to make deductions for Social Security, federal income tax and any other appropriate taxes. These required deductions also may include any court-ordered garnishments. Your payroll stub will also differentiate between regular pay received and overtime pay received. If you believe there is an error in your pay, bring the matter to the attention of the Human Resources or Payroll departments immediately. Your paycheck will be given only to you, unless you request that it be mailed, or authorize in writing another person to accept your check for you.



## HOURS OF WORK

Time is money. The hours you work depend upon your job and the department in which you work. In the recreation industry, we operate seven days a week, including weekends and holidays. Weather and business level fluctuations preclude us from guaranteeing hours. It's your responsibility to check the schedule or ask your supervisors about working hours. All schedule changes must be cleared with your supervisor. It's important that you are at your workstation on time and "clock in" just before the start of your shift and "clock out" immediately after your shift, or when you are no longer on duty. "Clock in and out" refers to punching in or out, or signing in or out, depending on your department's time keeping system.

### TIME MUST BE RECORDED AS FOLLOWS:

- » Immediately before starting work.
- » Immediately after finishing work.
- » Immediately before and after any other unpaid time away from work.

If you are unable or forget to clock in or out, see your supervisor immediately. Under no circumstances may any team member record another team member's time card or ask another team member to record their time card. Recording another team member's time card may result in discipline, up to and including immediate termination.

Your supervisor must approve early departure or overtime for any reason. Please clock in and out for yourself only. You should only punch in at the time clock that is closest to where you report to work. Any falsification of records or failure to comply with taking responsibility for time-keeping may result in disciplinary action, up to and including termination.

It is our policy and practice to accurately compensate team members and to do so in compliance with all applicable state and federal laws. To ensure that you are paid properly and that no improper deductions are made, you must review your pay stubs promptly to identify and report all errors.

## OVERTIME

During busy periods, additional work is required from all of us. Your Supervisor is responsible for monitoring business activity and requesting overtime work if it is necessary. Effort will be made to provide you with adequate advance notice in such situations. Failure to report for scheduled overtime work may result in discipline, up to and including immediate termination.

### OVERTIME HOURS

All hours worked in excess of 40 hours in a workweek are overtime hours. For purposes of calculating overtime hours, only actual hours of work will be counted. Paid time off is not counted as hours worked for purposes of calculating overtime hours.

### OVERTIME COMPENSATION

Overtime compensation varies depending on the team member's pay plan, job duties, DOT status, and other regulatory factors. Certain team members are exempt from overtime premium pay, so we pay those team members straight-time pay for overtime hours. Our hourly non-exempt team members receive straight-time pay plus half-time pay (the time-and-one-half rate) for overtime hours. In any event, all overtime work performed by such team members will be paid properly.

All team members (other than salaried-exempt team members) must receive approval from their supervisor prior to performing overtime work or they may be subject to disciplinary action up to and including immediate termination.

Weekly overtime will be paid according to state and federal law. If you hold two or more positions at the resort, the combined hours are treated as one job for the purpose of overtime.

For purposes of calculating overtime for non-exempt (hourly) team members, the workweek begins on Sunday and ends on Saturday.

## BREAKS AND LUNCH PERIODS

Jay Peak provides its team members with "reasonable opportunity" to eat and use toilet facilities in order to protect the health and hygiene of its team members. Federal law mandates that if an employer provides a lunch period, it is counted as "hours worked" and must be paid UNLESS the lunch period lasts at least thirty minutes and the team member is completely uninterrupted and free from work.

**NOTE:** YOUR DEPARTMENT MAY HAVE AN "AUTOMATIC DEDUCTION" POLICY ON LUNCH BREAKS. PLEASE BE SURE TO REVIEW THIS WITH YOUR MANAGER.

### LACTATION BREAK

The company will provide a reasonable amount of break time to accommodate a team member's need to express breast milk for the team member's infant child. The break time should, if possible, be taken concurrently with other break periods already provided. Non-exempt team members should clock out for any time taken that does not run concurrently with normally scheduled rest periods, and such time generally will be unpaid in accordance with state law. The company will also make a reasonable effort to provide the team member with the use of a room or other location in close proximity to the team member's work area, for the team member to express milk in private.

Team members should notify their supervisor to request time to express breast milk under this policy. The company reserves the right to deny a team member's request for a lactation break if the additional break time will seriously disrupt operations.

No provision of this policy applies or is enforced if it conflicts with or is superseded by any requirement or prohibition contained in a federal, state, or local law, or regulation. Anyone with knowledge of such a conflict or potential conflict should contact the Human Resources department.

**NOTE:** IN VERMONT A MOTHER IS PERMITTED TO EXPRESS BREAST MILK FOR THEIR NURSING CHILD FOR UP TO THREE YEARS AFTER THE CHILD'S BIRTH.

## SAFE HARBOR POLICY FOR EXEMPT (SALARY) TEAM MEMBERS

If you are classified as an exempt salaried team member, you will receive a salary which is intended to compensate you for all hours you may work for the company. This salary will be established at the time of hire or when you become classified as an exempt team member. While it may be subject to review and modification from time to time, such as during salary review times, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work you perform.

Under federal and state law, your salary is subject to certain deductions. For example, unless state law requires otherwise, your salary can be reduced for the following reasons:

- » Full-day absences for personal reasons.
- » Full-day absences for sickness or disability.
- » Full-day disciplinary suspensions for infractions of our written policies and procedures.
- » Family and Medical Leave absences (either full- or partial-day absences).
- » To offset amounts received as payment for jury and witness fees or military pay.
- » The first or last week of employment in the event you work less than a full week. Any full work week in which you do not perform any work.
- » Your salary may also be reduced for certain types of deductions such as your portion of health, dental or life insurance premiums; state, federal or local taxes; social security; or voluntary contributions to a 401(k) or pension plan.
- » In any work week in which you performed any work, your salary will not be reduced for any of the following reasons:
  - » Partial day absences for personal reasons, sickness or disability.
  - » Your absence on a day because your employer has decided to close a facility on a scheduled work day.
  - » Absences for jury duty, attendance as a witness, or military leave in any week in which you have performed any work.
  - » Any other deductions prohibited by state or federal law.

However, unless state law provides otherwise, deductions may be made to your accrued leave for full- or partial-day absences for personal reasons, sickness or disability.

If you believe you have been subject to any improper deductions, you should immediately report the matter to your supervisor. If the supervisor is unavailable or if you believe it would be inappropriate to contact that person (or if you have not received a prompt and fully acceptable reply), you should immediately contact the Human Resources department.

## LEAVING THE COMPANY

If you decide to leave your job with Jay Peak Resort, please discuss it with your manager prior to your departure to schedule your final day and checkout. A two-week notice before leaving is always appreciated. When you separate from the resort for any reason, all company property including, but not limited to, keys, security cards, parking passes, laptop computers, uniforms, etc. must be returned at separation. Team members also must return all of the company's Confidential Information upon separation. To the extent permitted by law, team members will be required to repay the company for any lost or damaged company property. Failure to return the company's property could result in the resort seeking legal action to obtain said property and/or its cash value from the employee. Information regarding unemployment benefits is available in Human Resources.

Your performance and attitude determine your eligibility to be rehired the following season or for another open position at the resort. The decision to rehire a former team member is made on an individual, case-by case basis. There must be an opening for which you are qualified and you must complete an employment application. As noted previously, all team members are employed at-will.

## STATE UNEMPLOYMENT BENEFITS

Due to the seasonal nature of our business, you may be concerned about unemployment benefits. To apply for unemployment, call your state's Unemployment Office. Employees leaving in good standing may be referred to other seasonal jobs. Employees who lose their jobs because of business conditions, including end of season termination, may be eligible to collect unemployment insurance until they find other employment. Employees who quit without good cause or are discharged for misconduct or refusing an offer of suitable work may not be eligible to collect unemployment insurance. All final unemployment determinations are made by the state Department of Labor.

## VOTING LEAVE

In the event a team member does not have sufficient time outside of working hours to vote in a statewide election, the team member may take working time to vote. This time should be taken at the beginning or end of the regular work schedule, whichever allows the most free time for voting and the least time off from work.

## CIVIC LEAVE

The company will provide unpaid leave to a team member for the purpose of attending their town's annual meeting. The team member must inform the company of the intent to take leave at least seven days in advance.

If the employee's absence would disrupt essential operations of the company, leave may be denied.

## WITNESS LEAVE

Employees are given the necessary time off without pay to attend or participate in a court proceeding in accordance with state law. We ask that you notify your supervisor of the need to take witness leave as far in advance as is possible.



## **NATIONAL GUARD LEAVE**

A team member who serves in the reserve components of the armed forces, of the ready reserve, or an organized unit of the National Guard is permitted up to 15 days of unpaid leave in a calendar year for the purpose of engaging in military drill, training, or other temporary duty under military authority. The team member will provide the company with as much advance notice as possible of the need for leave.

## **VICTIMS OF CRIME LEAVE**

The company will grant reasonable and necessary leave from work, without pay, to team members who are victims of a crime to attend or participate in legal proceedings pertaining to the crime. Affected team members must give the company reasonable notice that leave under this policy is required.

## **MILITARY LEAVE**

If you are called into active military service or you enlist in the uniformed services, you will be eligible to receive an unpaid military leave of absence. To be eligible for military leave, you must provide management with advance notice of your service obligations unless you are prevented from providing such notice by military necessity or it is otherwise impossible or unreasonable for you to provide such notice. Provided your absence does not exceed applicable statutory limitations, you will retain reemployment rights and accrue seniority and benefits in accordance with applicable federal and state laws. Please ask management for further information about your eligibility for Military Leave.

If you are required to attend yearly Reserves or National Guard duty, you can apply for an unpaid temporary military leave of absence not to exceed the number of days allowed by law (including travel). You should give management as much advance notice of your need for military leave as possible so that we can maintain proper coverage while you are away.

## **PERSONAL LEAVE OF ABSENCE**

If you are ineligible for any other company leave of absence, the resort, under certain circumstances, may grant you a personal leave of absence without pay. A written request for a personal leave should be presented to management at least two (2) weeks before the anticipated start of the leave. If the leave is requested for medical reasons and you are not eligible for FMLA, medical certification must also be submitted. Your request will be considered on the basis of staffing requirements and the reasons for the requested leave, as well as your performance and attendance records. Normally, a leave of absence will be granted for a period of up to thirty (30) days. Under unusual circumstances a personal leave may be extended if, prior to the end of your leave, you submit a written request for an extension to management and the request is granted. During your leave, you will not earn paid time-off or sick days. If you are eligible for and participating in the team member benefit plan, we will continue your health insurance coverage during your leave if you submit your share of the monthly premium payments to the company in a timely manner, subject to the terms of the plan documents.

## FAMILY AND MEDICAL LEAVE

### THE LEAVE POLICY

Under the federal Family Medical Leave Act, you are eligible to take up to twelve (12) weeks of unpaid family/medical leave within any 12-month period and be restored to the same or an equivalent position upon your return from leave (subject to the terms of the Family and Medical Leave Act (FMLA) provided you: (1) have worked for the company for at least twelve (12) months and a total of at least one thousand, two hundred and fifty (1,250) hours in the last twelve (12) months; and (2) are employed at a worksite that has fifty (50) or more employees within seventy-five (75) miles. The 12-month period is a rolling 12 months and will be measured backward from the date a team member uses any FMLA leave.

### REASONS FOR LEAVE

You may take family/medical leave for any of the following reasons: (1) the birth of a son or daughter and in order to care for such son or daughter; (2) the placement of a son or daughter with you for adoption or foster care and in order to care for the newly placed son or daughter; (3) to care for a spouse, domestic partner, son, daughter, or parent ("covered relation") with a serious health condition; or (4) because of your own serious health condition which renders you unable to perform any of the essential functions of your position. Leave because of reasons (1) or (2) must be completed within the 12-month period beginning on the date of birth or placement. In addition, spouses or domestic partners employed by the company who request leave because of reasons (1) or (2) or to care for a team member's parent with a serious health condition may only take a combined total of twelve (12) weeks leave during any 12-month period.

### NOTICE OF LEAVE

If your need for family/medical leave is foreseeable, you must give the company at least thirty (30) days' prior written notice. If this is not possible, you must at least give notice as soon as practicable. Failure to provide such notice may be grounds for delay of leave. Additionally, if you are planning a medical treatment you must consult with the company first regarding the dates of such treatment. The company has Request for Family/Medical Leave forms available from the Human Resources department.

### MEDICAL CERTIFICATION

If you are requesting leave because of your own or a covered relation's serious health condition, you and the relevant health care provider must supply appropriate medical certification. You may obtain Medical Certification Forms from the Human Resources department. When you request leave, the company will notify you of the requirement for medical certification and when it is due (at least fifteen (15) days after you request leave). If you provide at least thirty (30) days' notice of medical leave, you should also provide the medical certification before leave begins. Failure to provide requested medical certification in a timely manner may result in denial of leave until it is provided.

The resort, at its expense, may require an examination by a second health care provider designated by the company, if it reasonably doubts the medical certification you initially provide. If the second health care provider's opinion conflicts with the original medical certification, the company, at its expense, may require a third, mutually agreeable, health care provider to conduct an examination and provide a final and binding opinion. The company may require subsequent medical recertification. Failure to provide requested certification within fifteen (15) days, if such is practicable, may result in delay of further leave until it is provided.



## FAMILY AND MEDICAL LEAVE (CONT.)

### REPORTING WHILE ON LEAVE

If you take leave because of your own serious health condition or to care for a covered relation, you must contact the company on the first and third Tuesday of each month regarding the status of the condition and your intention to return to work. In addition, you must give notice as soon as practicable (within two (2) business days if feasible) if the dates of leave change or are extended or initially were unknown.

### LEAVE IS UNPAID

Family/medical leave is unpaid leave, although you may be eligible for short- or long-term disability payments, and/or workers' compensation benefits under those insurance plans or policies. If you are entitled to receive money from these sources, your leave will be considered "paid leave" for the period during which you receive that money. If your leave is "unpaid" leave you may be required to substitute paid time off (paid time-off and/or sick leave) for "unpaid" FMLA leave. The substitution of paid leave time for unpaid leave time does not extend the 12-week leave period. Further, in no case can the substitution of paid leave time for unpaid leave time result in your receipt of more than 100% of your salary. Your family/medical leave runs concurrently with other types of leave (i.e., paid time-off, state family leave laws, etc.)

### MEDICAL AND OTHER BENEFITS

During an approved family/medical leave, the resort will maintain your health benefits as if you continued to be actively employed. If paid leave is substituted for unpaid family/medical leave, the company will deduct your portion of the health plan premium as a regular payroll deduction. If your leave is unpaid, you must pay your portion of the premium. Unless previous payment arrangements are made, your health care coverage will cease if your premium payment is more than thirty (30) days late. If your payment is more than fifteen (15) days late, we will send you a letter to this effect. If we do not receive your payment within fifteen (15) days after the date of this letter, your coverage may cease. If you elect not to return to work for at least thirty (30) calendar days at the end of the leave period, you will be required to reimburse the company for the cost of the health benefit premiums paid by the company for maintaining coverage during your unpaid leave, unless you cannot return to work because of a serious health condition or other circumstances beyond your control.

### INTERMITTENT AND REDUCED SCHEDULE LEAVE

Leave because of a serious health condition may be taken intermittently (in separate blocks of time due to a single health condition) or on a reduced leave schedule (reducing the usual number of hours you work per workweek or workday) if medically necessary. If leave is unpaid, the company will reduce your salary based on the amount of time actually worked. In addition, while you are on an intermittent or reduced schedule leave, the company may temporarily transfer you to an available alternative position which better accommodates your recurring leave and has equivalent pay and benefits.



## RETURNING FROM LEAVE

If you take leave because of your own serious health condition (except if you are taking intermittent leave), you are required to provide medical certification that you are fit to resume work.

## NO WORK WHILE ON LEAVE

The taking of another job while on family/medical leave or any other authorized leave of absence is grounds for immediate termination, to the extent permitted by law.

## EXEMPTION FOR HIGHLY COMPENSATED TEAM MEMBERS

The company may choose not to return highly compensated team members (highest paid 10% of team members at a worksite or within 75 miles of that worksite) to their former or equivalent positions following a leave if restoration of employment will cause substantial economic injury to the company. (This fact-specific determination will be made by the company on a case-by-case basis). The company will notify you if you qualify as a “highly compensated” team member, if the company intends to deny reinstatement, and of your rights in such instances.

## MILITARY CAREGIVER LEAVE

Unpaid Military Caregiver Leave allows eligible team members to care for certain family members who have sustained serious injuries or illnesses in the line of duty while on active duty. The family member must be a “covered service member,” which means: 1) a current member of the Armed Forces, National Guard or Reserves, 2) who is undergoing medical treatment, recuperation, or therapy; is otherwise in outpatient status; or is otherwise on the temporary disability retired list, 3) for a serious injury or illness that may render them medically unfit to perform the duties of the member's office, grade, rank, or rating. Military Caregiver Leave is not available to care for former members of the Armed Forces or the National Guard or Reserves, or for service members on the permanent disability retired list.

To be “eligible” for Military Caregiver Leave, the team member must be a spouse, son, daughter, parent, or next of kin of the

covered service member and also meet all other eligibility standards as set forth within the FMLA Leave policy.

An eligible team member may take up to 26 workweeks of Military Caregiver Leave to care for a covered service member in a “single 12-month period.” Within the “single 12-month period”, an eligible team member may take a combined total of 26 weeks of FMLA leave including up to 12 weeks of leave for any other FMLA-qualifying reason (i.e., birth or adoption of a child, serious health condition of the team member or close family member, or a qualifying exigency).

## QUALIFYING EXIGENCY LEAVE

Eligible team members may take unpaid “Qualifying Exigency Leave” to tend to certain “exigencies” arising out of the duty under a call or order to active duty of a “covered military member” (i.e. the team member's spouse, son, daughter, or parent).

Persons who can be ordered to active duty include retired members of the Regular Armed Forces, certain members of the retired Reserve, and various other Reserve members including the Ready Reserve, the Selected Reserve, the Individual Ready Reserve, the National Guard, state military, Army Reserve, Navy Reserve, Marine Corps Reserve, Air National Guard, Air Force Reserve, and Coast Guard Reserve.

Although Qualifying Exigency Leave is available to an eligible team member whose close family member is called up from status as a retired member of the Regular Armed Forces, it is not available for a close family member on active duty or on call to active duty as a member of the Regular Armed Forces. Also, a call to active duty refers to a federal call to active duty, and state calls to active duty are not covered unless under order of the President of the United States pursuant to certain laws.

Qualifying Exigency Leave is available under the following circumstances: short-notice deployment, military events and related activities, childcare and company activities, financial and legal arrangements, counseling, temporary rest and recuperation, post-deployment activities, mutually agreed leave.

## VERMONT PARENTAL , FAMILY & SHORT-TERM FAMILY LEAVE

Team members who have been employed with the company for at least 12 months and have worked an average of at least 30 hours per week are eligible for up to 12 weeks of unpaid parental leave during any 12-month period following the birth of their child or within a year following the initial placement of a child 16 years of age or younger with the team member for adoption. Team members are also eligible for unpaid family leave for their own serious health condition or for the serious illness of the team member's child, stepchild or ward of the team member who lives with the team member, foster child, parent, spouse (including a party to a civil union), or parent of the team member's spouse.\*\*

You must provide your supervisor with reasonable written notice of any intent to take leave, except in the event of a medical emergency. Written notice must include the expected starting date of the leave and its estimated duration.

During such leave, team members may use up to six weeks of accrued paid leave; however receipt of accrued paid leave does not extend the duration of the leave.

Taking leave pursuant to this policy does not affect your right to receive paid time-off, sick leave, bonuses, advancement, seniority, benefits, or other advantages incident to your employment that existed on the day leave began.

A team member is entitled to return to his/her previous or equivalent position in terms of pay, seniority, and benefits.

This leave may run concurrently with the federal Family and Medical Leave Act and/or any other leave where permitted by state and federal law.

In addition to the above, a team member may take unpaid leave not to exceed four hours in any 30-day period and not to exceed 24 hours in any 12-month period for any of the following purposes.

1. To participate in pre-school or school activities directly related to academic educational advancement of the team member's child, stepchild, foster child or ward who lives with the team member; or
2. To attend or accompany the team member's child, stepchild, foster child or ward who lives with the team member, or the team member's parent, spouse, or parent-in-law to routine medical or dental appointments; or
3. To accompany the team member's parent, spouse or parent-in-law to other appointments for professional services related to their care and well-being; or
4. To respond to a medical emergency involving the team member's child, stepchild, foster child or ward who lives with the team member, or the team member's parent, spouse, or parent-in-law.

The employer may require that the leave be taken in a minimum of two-hour increments for the reasons one through four listed above. The team member must make a reasonable attempt to schedule such appointments outside of regular working hours. If that is not possible, the team member must provide the employer with at least seven days' advance notice, except in the case of an emergency.

**NOTE:** EMPLOYERS MUST TREAT PARTIES TO A CIVIL UNION AS SPOUSES WITH RESPECT TO ALL STATE MANDATED EMPLOYMENT PRIVILEGES AND BENEFITS, INCLUDING VT'S FAMILY LEAVE STATUTE.

## BEREAVEMENT

We recognize the importance of attending to family matters when someone in your immediate family passes away. Immediate family includes spouse, son, daughter, sister, brother, mother, father, mother-in-law, father-in-law, grandparents, grandchild or other relative living in your residence. We try to be flexible about the amount of time

you take off. Group 1 & Group 2 team members may be compensated for lost pay up to a maximum of three scheduled working days.



# EMPLOYMENT POLICIES & PROCEDURES

## TEAM MEMBER CONDUCT & WORK RULES

To ensure orderly operations and provide the best possible work environment, the resort expects team members to follow rules of conduct that will protect the interests and safety of all team members and the resort.

Our most important rule is to use “good sense” at all times. We also have established some other basic work rules that should not be violated. Unacceptable conduct may subject the offender to disciplinary action, up to and including discharge, in the company's sole discretion.

- » Violation of the drug and alcohol policy
- » Boisterous or disruptive activity in the workplace
- » Violation of safety or health rules
- » Smoking in prohibited areas
- » Excessive absenteeism or any absence without notice
- » Unauthorized absence from work station during the workday
- » Violation of the no harassment or any other personnel policies
- » Breach of Confidence or Security: Because of the nature of our work, we cannot tolerate any breaches of our security measures or of our confidential business relationships.
- » Damage to Property: We have made a tremendous investment in our facilities and equipment to better serve our guests and to make your job easier. Deliberate, reckless, or careless damage to the company's property or our guest property will not be tolerated. If appropriate, damage to property will be reported to law enforcement agencies.
- » Discourtesy or Disrespect: Courtesy is the responsibility of every team member. We expect all team members to be courteous, polite, and friendly to our guests, vendors, and to their fellow team members. No one should use profanity or show disrespect to a guest or co-worker, or engage in any activity which could harm our company's reputation. Guest satisfaction is tied directly to contact with our team members. Remember that “I don't know” is never a suitable way to answer a guest. In the event you cannot answer a question or provide the service a guest requests, escort the guest to your supervisor or someone else knowledgeable in your area.
- » Fighting, Threats, or Weapons: We do not allow fighting, threatening words or conduct, loud or abusive language, or any other actions that could injure a guest, fellow team member, or member of the public, regardless of where such words or actions occur. We also do not allow the possession of weapons, explosives or unauthorized materials of any kind on company premises
- » Fraud, Dishonesty or False Statements: No team member or applicant may falsify or make any misrepresentations on or about any guest documents, employment applications, resume, document establishing identity or work status, medical record, insurance form, invoice, paperwork, time sheet, time card, or any other document. If you observe or are aware of such a violation, please report it to your supervisor or Human Resources immediately.
- » Injuries and Accidents: Every injury, no matter how slight, must be immediately reported to your supervisor for first aid treatment or medical care. If you have a job-related injury/accident, you must see a company-designated doctor. We may require that you present a doctor's release before returning to work.
- » Insubordination or Disrespectful Conduct: We all have duties to perform and everyone, including your supervisor, must follow directions from someone. Team members must not refuse to follow the directions of a supervisor or member of management.
- » Lost and Found: All items must be turned in immediately. High value item such as a cash, purse, wallet, electronics, jewelry, etc. should be turned in to the Security department. Any other guest item that is left in a vacant room or found on property must be turned in to your department's Lost & Found contact.

## TEAM MEMBER CONDUCT & WORK RULES (CONTINUED)

- » Misuse of Property: Team members may not misuse or use without authorization any equipment, vehicle, or other property of guests, vendors, other team members, or the company.
- » Parking: So that most convenient parking spaces can be made available to our guests, team members are required to park in defined and designated areas. Before you begin work, your supervisor will show you the designated parking area. Drop off and pick up of team members by other persons must occur at designated team member parking areas.
- » Poor Performance: We expect all team members to make every effort to learn their job and to perform at a satisfactory level. Team members who fail to maintain a satisfactory level of performance are subject to discipline, up to and including immediate termination.
- » Responsible Beverage Service: The company supports and demonstrates appropriate responsibility in the service of beverages containing alcohol. Those team members who will be involved directly or indirectly with alcoholic beverage service are required to participate in a training session designed to address this area of responsibility.
- » Shortages or Mishandling of Cash, Credit or Other Sales Transactions: Team members who handle cash as a part of their job duties will be held accountable for the cash, credit or other transactional items within their possession. Team members who handle cash as a part of their job duties may be disciplined for shortages, up to and including immediate termination. Please see the Cash Handling Policy for additional requirements.
- » Sleeping or Inattention: To protect the safety of all team members and to properly serve our guests, everyone needs to be fully alert while on the job. We cannot tolerate sleeping or inattention on the job.
- » Solicitation or Distribution: In the interest of maintaining productivity and a proper business environment, team members may not distribute literature or other materials of any kind or solicit for any cause during the working time of any team member involved.
- » Theft: Our society has laws against theft and so do we. Stealing or attempting to steal company property or property belonging to others is strictly prohibited. To protect you, your co-workers, our guests and the company, we reserve the right to inspect all purses, briefcases, packages, lockers, tool boxes, desks, cabinets, vehicles, and any other containers or items on company property.
- » Unlawful Activity: Team members should not engage in any unlawful or unethical activity, including, but not limited to activity either on company property, a job site, or off the job, since such activity can adversely affect the company's reputation.
- » Unsafe Work Practices: We are committed to providing a safe place for you to work, and we have established a safety program to ensure that everyone understands the importance of safety. This program requires all of us to exercise good judgment and common sense in our day-to-day work. Horseplay and practical jokes can cause accidents and injuries and, therefore, are prohibited.
- » Character Assassination: this occurs when a team member berates, diminishes, or impunes the professional or personal reputation of any resort team member. This scenario creates a great deal of personal anxiety and pain, and will not be tolerated in any form at the resort.

Obviously, not every type of misconduct can be listed. Note that all team members are employed at-will, and the resort reserves the right to impose whatever discipline it chooses, or none at all, in a particular instance. The company will deal with each situation individually and nothing in this handbook should be construed as a promise of specific treatment in a given situation. However, the resort will endeavor to utilize progressive discipline and corrective counseling but reserves the right in its sole discretion to terminate a team member at any time for any reason.

The observance of these rules will help to ensure that our workplace remains a safe and desirable place to work. We ask that you use your good judgment and treat others as you would like to be treated.

## PROGRESSIVE DISCIPLINE

The purpose of these guidelines is to state Jay Peak Pacific's position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

The resort's own best interest lies in ensuring fair treatment of all team members and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the team member for satisfactory service in the future.

Although employment with the resort is based on mutual consent and both the team member and company have the right to terminate employment at will, with or without cause or advance notice, the company may use progressive discipline at its discretion.

Any instance of non-compliance will result in corrective disciplinary measures to ensure future misconduct does not occur. Specifically, the following guidelines apply to violations of company policies, procedures or directives from executive or supervisory personnel.

- A) The first incident will result in a written warning to the team member (and placed in their personnel file) and a counseling session will take place with the appropriate supervisor or Human Resources personnel to discuss the incident and to take action to ensure it does not occur in the future.
- B) A second incident will result in a counseling session with the team member and their direct supervisor or senior executive personnel to discuss the incident and may result in the suspension of a team member.
- C) A third incident will result in a counseling session with the team member and their direct supervisor, Human Resources, or other Senior executives. At the company's discretion, specific corrective instructions may be given or the team member will be terminated and removed from active employment at the resort. Furthermore, if direct family, (spouse, children, etc.) are also employed at the resort the company at its own discretion will determine if termination of the family member is also required.

The resort recognizes that there are certain types of team member problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

While it is impossible to list every type of behavior that may be deemed a serious offense, the Team Member Conduct and Work Rules policy includes examples of problems that may result in immediate suspension or termination of employment. However, the problems listed are not all necessarily serious offenses, but may be examples of unsatisfactory conduct that will trigger progressive discipline.

By using progressive discipline, we hope that most team member problems can be corrected at an early stage, benefiting both the team member and the resort.

## SEXUAL AND OTHER UNLAWFUL HARASSMENT

It is Jay Peak Resort's policies to prohibit intentional and unintentional harassment of any individual by another person on the basis of any protected classification including, but not limited to, race, color, national origin, ancestry, gender, pregnancy, childbirth or related medical condition, religion, disability, physical or mental condition, age, marital status, citizenship status, military service obligation, sexual orientation, gender identity, HIV status, place of birth or any other characteristic protected by federal, state or local law. The purpose of this policy is not to regulate our team members' personal morality, but to ensure that in the workplace, no team member is subject to harassment. We want to ensure that you have a positive and comfortable work environment.

If you have any questions about what constitutes harassing behavior or what conduct is prohibited by this policy, please discuss the questions with your immediate supervisor or one of the contacts listed in this policy.

### AT A MINIMUM, THE TERM "HARASSMENT" AS USED IN THIS POLICY INCLUDES:

- » Requests for sexual favors.
- » Offensive sexual remarks, sexual advances, or requests for sexual favors regardless of the gender of the individuals involved; or offensive physical conduct, including touching and gestures, regardless of the gender of the individuals involved.
- » Verbal or physical conduct of a sexual nature when submission to that conduct is made a condition of employment.
- » Verbal or physical conduct of a sexual nature when submission to or rejection of such conduct by an individual is used as a component of the basis for employment decisions affecting that individual.
- » Verbal or physical conduct of a sexual nature that has the effect of interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.
- » Offensive physical conduct, including touching and gestures, regardless of the gender of the individuals involved.
- » Offensive remarks, comments, jokes, slurs, or verbal conduct pertaining to an individual's race; color; religion; national origin; sex (including same sex); pregnancy, childbirth, or related medical conditions; age; disability or handicap; sexual orientation, gender identity, citizenship status; service member status; or any other category protected by federal, state, or local law;
- » Offensive pictures, drawings, photographs, figurines, or other graphic images, conduct, or communications, including e-mail, text messages, social media, and faxes pertaining to an individual's race; color; religion; national origin; sex (including same sex); pregnancy, childbirth, or related medical conditions; age; disability or handicap; citizenship status; service member status; or any other category protected by federal, state, or local law;

We also absolutely prohibit retaliation, which includes: threatening an individual or taking any adverse action against an individual for 1) reporting a possible violation of this policy, or 2) participating in an investigation conducted under this policy.



Our supervisors and managers are covered by this policy and are prohibited from engaging in any form of harassing, discriminatory, or retaliatory conduct. No supervisor or other member of management has the authority to suggest to any applicant or team member that employment or advancement will be affected by the individual entering into (or refusing to enter into) a personal relationship with the supervisor or manager, or for tolerating (or refusing to tolerate) conduct or communication that might violate this policy. Such conduct is a direct violation of this policy.

Even non-team members are covered by this policy. We prohibit harassment, discrimination, or retaliation of our team members in connection with their work by non-team members. Immediately report any harassing or discriminating behavior by non-team members, including guests, contractor or subcontractor team members. Any team member who experiences or observes harassment, discrimination, or retaliation should report it using the steps listed below.

Any team member who believes that (s)he is a victim of sexual harassment or has been retaliated against for complaining of sexual harassment, should report the situation immediately to one of the following members of management who have been designated to receive such complaints: Allyson Bathalon, Director of Human Resources, Planning & Analytics at 802-327-2123 or at 830 Jay Peak Road, Jay, VT 05859. If a team member makes a report to any of these members of management and the manager either does not respond or does not respond in a manner the team member deems satisfactory or consistent with this policy, the team member is required to report the situation to one of the other members of management designated in this policy to receive complaints.

The company will conduct all investigations in a discreet manner. Our company recognizes that every investigation requires a determination based on all the facts in the matter. We also recognize the serious impact a false accusation may have. We trust that all team members will continue to act responsibly.

The reporting team member and any team member participating in any investigation under this policy have the company's assurance that no reprisals will be taken as a result of a sexual harassment complaint made in good faith. It is our policy to encourage discussion of the matter, to help protect others from being subjected to similar inappropriate behavior.

In accordance with state law, we conduct training on the sexual harassment policy.

We encourage our team members to file a complaint of sexual harassment using our company's complaint procedure.

If you are dissatisfied with the resolution of your concern, you may also file a complaint by writing or calling the following agencies:

- » Vermont Attorney General's office, Civil Rights Unit, 109 State Street, Montpelier, VT 05602, (802) 828-3171 (voice), (802) 828-3665 (TTY).
- » Equal Employment Opportunity Commission, John F. Kennedy Federal Building, Government Center, 4th Floor, Room 475, Boston, MA 02203, (617) 565 3200 (voice), (617) 565 3204 (TTY).
- » Complaints must be filed within 300 days of the adverse action.

## **OPEN DOOR POLICY**

Team members, please note: Due to the serious nature of harassment, discrimination, and retaliation, you must voice your concerns or complaints about such behavior to the individuals listed in the No Harassment Policy in this Handbook.

The best way of resolving issues is through open communication. We support an open door policy. Start with your supervisor. If you don't feel it is appropriate to discuss your concern with your supervisor, speak to your department manager. Senior Management and Human Resources will become involved as appropriate. The Human Resources door is always open. No member of management is too busy to hear problems or complaints from any team member. We are dedicated to supporting an amicable, enjoyable workplace. Anything less is a compromise of our principles.

## DRUG & ALCOHOL POLICY

Drugs and alcohol have no place in the workplace. The resort is committed to providing a safe, healthy, drug and alcohol-free environment for team members. We believe in operating our resort responsibly, which includes reducing injuries, accidents and property damage. Our drug and alcohol policy applies to all team members and other individuals who perform work for the company and is strictly enforced.

The resort prohibits the unlawful or unauthorized use, abuse, solicitation, theft, possession, transfer, purchase, sale or distribution of controlled substances or drug paraphernalia by an individual anywhere on company premises, while on company business (whether or not on company premises) or while representing the company, is strictly prohibited. Team members and other individuals who work for the company also are prohibited from reporting to work or working while they are using or with the presence of alcohol or any controlled substances in their system, except when the use is pursuant to a licensed medical practitioner's instructions and the licensed medical practitioner authorized the team member or individual to report to work. Alcohol is not permitted in the workplace, on or off-duty, except at company-sponsored events or with management's express authorization and approval.

Off-duty team members who choose to drink alcohol at resort bars must be 21 years of age and carry legal proof of age. We expect that if you choose to consume alcohol at a company sponsored event, or when you are off duty you will do so in moderation. Additionally, team members are not allowed to wear uniforms while drinking or socializing in any establishment.

The use of prescription drugs is permitted on the job if it does not impair a team member's ability to perform the essential functions of the job in a safe and effective manner and when it does not endanger guests or other individuals in the workplace. Team members who operate heavy equipment, company vehicles, or are otherwise in a safety sensitive position and are

taking prescription drugs, must report that information to the department Supervisor and/or Risk Manager.

The resort recognizes that some controlled substances such as marijuana and marijuana-based products may be approved for medical purpose or personal use by Vermont statutes. Any team member who presents a doctor's prescription will not be excused from compliance with our policies, including prohibition from smoking/using marijuana and marijuana-based products at work and possessing or selling marijuana on property. Nor does the use of medical marijuana excuse the team member from other performance standards. Team members must be fit for work regardless of Vermont statute approval to use a controlled substance. All questions regarding this issue should be referred immediately to Human Resources.

There are resources available through your Human Resources department if you need help with a drug or alcohol problem. We encourage you to contact our Employee Assistance Program. Please request contact information from your Supervisor or the Human Resources department. Please approach us for help before you get into trouble at work. Once you have had performance problems and/or disciplinary action applied due to substance or alcohol use, you may be subject to further discipline including termination.

## USE OF TOBACCO PRODUCTS

Team members who wish to use tobacco products must utilize designated break times to do so and may not be within 50 feet of any resort building. Tobacco products include but are not limited to cigarettes, chewing tobacco, e-cigarettes, vapes or pipes. Tobacco use is prohibited in Jay Peak Resort vehicles, equipment and issued uniforms. If you smoke, bring a personal jacket for use during breaks. Handwashing is required prior to returning to work. Use of cigarette receptacles is required at all times. In accordance with state and federal law, minors are not allowed to use tobacco products. Please ask you supervisor for the designated tobacco area nearest to your work location.

## **WEAPONS & WORKPLACE VIOLENCE**

Violence, threats of violence and intimidation have no place at the resort. The resort is strongly committed to providing a safe workplace. The purpose of this policy is to minimize the risk of personal injury to team members and damage to company and personal property.

We do not expect you to physically subdue a threatening or violent individual. Indeed, we specifically discourage you from engaging in any physical confrontation with a violent or potentially violent individual. However, we do expect and encourage you to exercise reasonable judgment in identifying potentially dangerous situations. If you “see something; say something.”

Experts in the mental health profession state that prior to engaging in acts of violence, troubled individuals often exhibit one or more of the following behaviors or signs: over-resentment, anger and hostility; extreme agitation; making ominous threats such as bad things will happen to a particular person, or a catastrophic event will occur; sudden and significant decline in work performance; irresponsible, irrational, intimidating, aggressive or otherwise inappropriate behavior; reacting to questions with an antagonistic or overtly negative attitude; discussing weapons and their use, and/ or brandishing weapons in the workplace; overreacting or reacting harshly to changes in company policies and procedures; personality conflicts with co-workers; obsession or preoccupation with a co-worker or Supervisor; attempts to sabotage the work or equipment of a co-worker; blaming others for mistakes and circumstances; demonstrating a propensity to behave and react irrationally.

If any of the above behaviors or statements are exhibited by a co-worker, it is imperative that you report immediately to your supervisor or the Security department directly.

## **PROHIBITED CONDUCT**

Threats, threatening language or any other acts of aggression or violence made toward or by any company team member **WILL NOT BE TOLERATED**. For purposes of this policy, a threat includes any verbal or physical harassment or abuse, any attempt at intimidating or instilling fear in others, menacing gestures, flashing of weapons, stalking or any other hostile, aggressive, injurious or destructive action undertaken for the purpose of domination or intimidation. To the extent permitted by law, team members and visitors are prohibited from carrying weapons onto company premises, with the exception of authorized personnel such as law enforcement, avalanche control or other approved positions.

## **PROCEDURES FOR REPORTING A THREAT**

All potentially dangerous situations, including threats by co-workers, should be reported immediately to any member of management with whom you feel comfortable. Reports of threats may be maintained confidential to the extent maintaining confidentiality does not impede our ability to investigate and respond to the complaints. All threats will be promptly investigated. No team member will be subjected to retaliation, intimidation or disciplinary action as a result of reporting a threat in good faith under this policy.

If the company determines, after an appropriate good faith investigation, that someone has violated this policy, the company will take swift and appropriate corrective action.

If you are the recipient of a threat made by an outside party, please follow the steps detailed in this section. It is important for us to be aware of any potential danger at our resort. Indeed, we want to take effective measures to protect everyone from the threat of a violent act by a team member or by anyone else.

## TEAM MEMBER SECURITY & SEARCH POLICY

We're committed to keeping team members and guests safe and sound. Team members are expected to cooperate fully in any interviews or investigations of possible violations of our company rules and policies. We reserve the right to require team members, while on duty or on our property, including parking areas, to agree to inspections of their person, vehicles, lockers, desks, file cabinets, handbags or their personal property whenever it is deemed necessary for safety, business or security reasons. A team member's refusal to consent to such an inspection, or to otherwise cooperate in an investigation conducted under this policy, is grounds for disciplinary action up to and including termination. We appreciate your full understanding and cooperation.

## BUSINESS ETHICS AND CONDUCT

The successful business operation and reputation of the resort is built upon the principles of fair dealing and ethical conduct of our team members. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of the resort is dependent upon our customers' trust and we are dedicated to preserving that trust. We expect our team members to perform in such a manner as to gain the trust and confidence of our customers, stakeholders and the general public.

The resort will comply with all applicable laws and regulations and expects its directors, officers, and team members to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and, if necessary, with the Human Resources department for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every Jay Peak Pacific team member. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.



## CONFLICTS OF INTEREST/RELATED PARTIES

Team members are expected to act within guidelines that prohibit actual or potential conflicts of interest whenever possible. This policy establishes only the framework within which Jay Peak Pacific wishes the business to operate. The purpose of these guidelines is to provide general direction so that team members can comply with and seek further clarification on issues related to the subject of acceptable standards of operation as needed. Contact the Human Resources for more information or questions about conflicts of interest.

Transactions with outside firms must be conducted within a framework established and controlled by the executive level of Jay Peak Pacific. Business dealings with outside firms should not result in unusual gains for those firms. Unusual gain refers to bribes, product bonuses, special fringe benefits, unusual price breaks, and other windfalls designed to ultimately benefit either the employer, the team member, or both. Promotional plans that could be interpreted to involve unusual gain require specific executive-level approval.

Unusual gain may result not only in cases where a team member or relative has a significant ownership in a firm with which Jay Peak Pacific does business, but also when a team member or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving Jay Peak Pacific.

An actual or potential conflict of interest occurs when a team member is in a position to influence a decision that may result in a personal gain for that team member or for a relative as a result of Jay Peak Pacific's business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the team member is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if team members have any influence on transactions involving purchases, contracts, or leases, or have ownership interests in a Vermont business, they must disclose this fact in writing to Human Resources as soon as the existence of any actual or potential conflict of interest occurs so that safeguards can be established to protect all parties.



## **PERSONAL WEB SITES, BLOGS & SOCIAL MEDIA SITES (“SOCIAL MEDIA”):**

Personal Web sites and social media sites or blogs (“Social Media”) are popular outlets for self-expression in Internet culture. We respect the right of team members to use these mediums during their personal time. Because our guests regard our team members as ambassadors of their resort we ask that if you post comments or content about our resort or author a Social Media that you disclose that your views do not represent those of Jay Peak Resort and that you are not a representative of Jay Peak Resort. Your position within Jay Peak Resort is one of trust and confidence and we ask that you respect the privacy of trade secrets and confidential and proprietary business information of the organization and its guests, contractors and others with whom Jay Peak Resort has a relationship.

The company respects the right of any team member to maintain Social Platforms. However, to protect the company's interests and ensure team members focus on their job duties, team members must adhere to the following rules:

- » Team members may not post on a Social Media site during work time or with company equipment or property unless it's a specified element of their position.
- » All rules regarding confidential information apply in full to Social Media sites. Any information that cannot be disclosed through a conversation, a note or an e-mail also cannot be disclosed in a Social Media site.
- » Any conduct which under the law is impermissible if expressed in any other form or forum is impermissible if expressed through a Social Media site.

Further, the company encourages all team members to contemplate the speed and manner in which information posted on a Social Media site can be relayed and often misunderstood by readers.

## **SOLICITATION & DISTRIBUTIONS**

In the interest of maintaining productivity and a proper business environment, team members may not distribute literature or other materials of any kind or solicit for any cause during the working time of any team member involved. Furthermore, team members may not distribute literature or other material of any kind in working areas, at any time, whether or not the team members are on working time. Non-team members are prohibited from soliciting or distributing materials to team members on company premises at any time. For just some examples, non-working time would be lunch or break and a non-working area would be the break room.

## MOBILE PHONE USAGE

Jay Peak Pacific provides cell phone devices to some team members as a business tool. They are provided to assist team members in communicating with management and other team members, their clients, associates, and others with whom they may conduct business. Cell phone use is intended for business-related calls only and non-emergency personal calls are not permitted during work hours. Cell phone invoices may be regularly monitored.

The Computer & Email Usage policy applies to use of data and Internet functions of cell phones.

All other team members must turn off all cell phones, pagers or other communication devices during work hours and these may only be used during team member breaks or lunch. If personal cell phones disrupt the workplace, the supervisor or manager may require personal phones to be surrendered upon entering the workplace. Jay Peak Pacific land lines may not be used for personal use, except for emergency purposes.

Team members may have access to a cell phone while in their cars and should remember that their primary responsibility is driving safely and obeying the rules of the road. Team members are prohibited from using cell phones for any purpose while driving and should safely pull off the road and come to a complete stop before dialing or talking on the phone.

As a representative of Jay Peak Pacific, cell phone users are reminded that the regular business etiquette employed when speaking from office phones or in meetings applies to conversations conducted over a cell phone. Cell phone use by team members has the potential to negatively impact guest experience and fellow team member productivity.



## CONFIDENTIALITY POLICY AND INTERNET USAGE

All communication between Jay Peak Pacific and its team members is considered confidential and privileged information that is not to be discussed verbally or distributed in written form to any person not employed by Jay Peak Pacific without the written permission of Jay Peak Pacific or designated team members.

Internet access is provided by Jay Peak Pacific to assist team members in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage. While Internet usage is intended for job-related activities, personal use may be permitted with prior authorization.

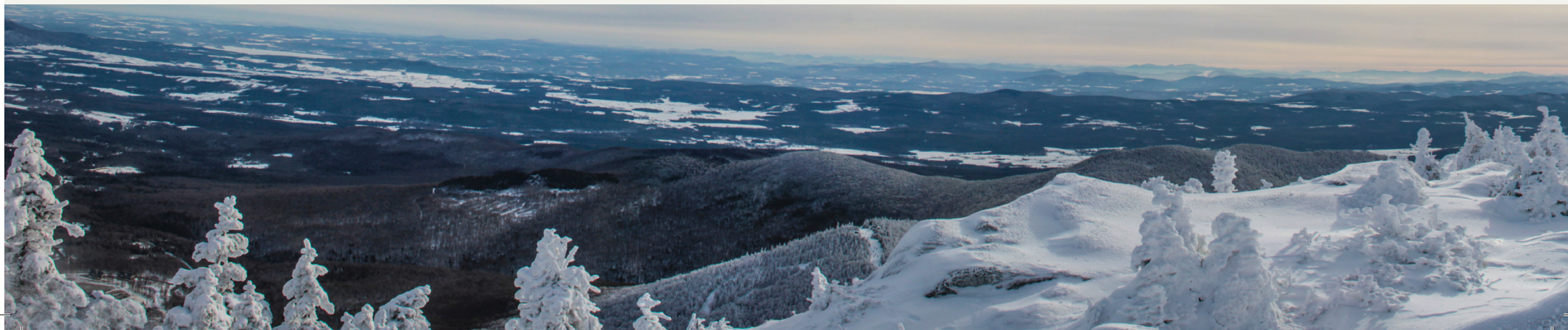
All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of Jay Peak Pacific and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, team members should always ensure that the business information contained in Internet email messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the Internet remain at all times the property of Jay Peak Pacific. As such, Jay Peak Pacific reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any team member or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a general rule, if a team member did not create material, does not own the rights to it, or has not gotten authorization for its use, it should not be put on the Internet. Team members are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights.

To ensure a virus-free environment, no files may be downloaded from the Internet without prior authorization.





Abuse of the Internet access provided by Jay Peak Pacific in violation of law or Jay Peak Pacific policies will result in disciplinary action, up to and including termination of employment. Team members may also be held personally liable for any violations of this policy. The following behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action:

- » Sending or posting discriminatory, harassing, or threatening messages or images
- » Using the organization's time and resources for personal gain
- » Stealing, using, or disclosing someone else's code or password without authorization
- » Copying, pirating, or downloading software and electronic files without permission
- » Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
- » Violating copyright law
- » Failing to observe licensing agreements
- » Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted internet services
- » Participating in the viewing or exchange of pornography or obscene materials
- » Sending or posting messages that defame or slander other individuals or the company
- » Attempting to break into the computer system of another organization or person
- » Refusing to cooperate with a security investigation
- » Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- » Using the Internet for political causes or activities, religious activities, or any sort of gambling
- » Jeopardizing the security of the organization's electronic communications systems
- » Sending or posting messages that disparage another organization's products or services or with the policies, procedures or the company
- » Passing off personal views as representing those of the organization
- » Sending anonymous email messages
- » Engaging in any other illegal activities
- » Playing games such as solitaire, or other entertainment programs while on company time



## COMPUTER & EMAIL USAGE

Computers, computer files, the email system, and software furnished to team members are Jay Peak Pacific property intended for business use. Team members should not use a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and email usage may be monitored.

The Jay Peak computer and email system is to be used by team members for the purpose of conducting Jay Peak business. Non-work and inappropriate work use of computers and email can negatively impact guests experience, negatively impact safety of guests and team members, and distract other team members.

Inappropriate use of Jay Peak computers or email is grounds for dismissal.

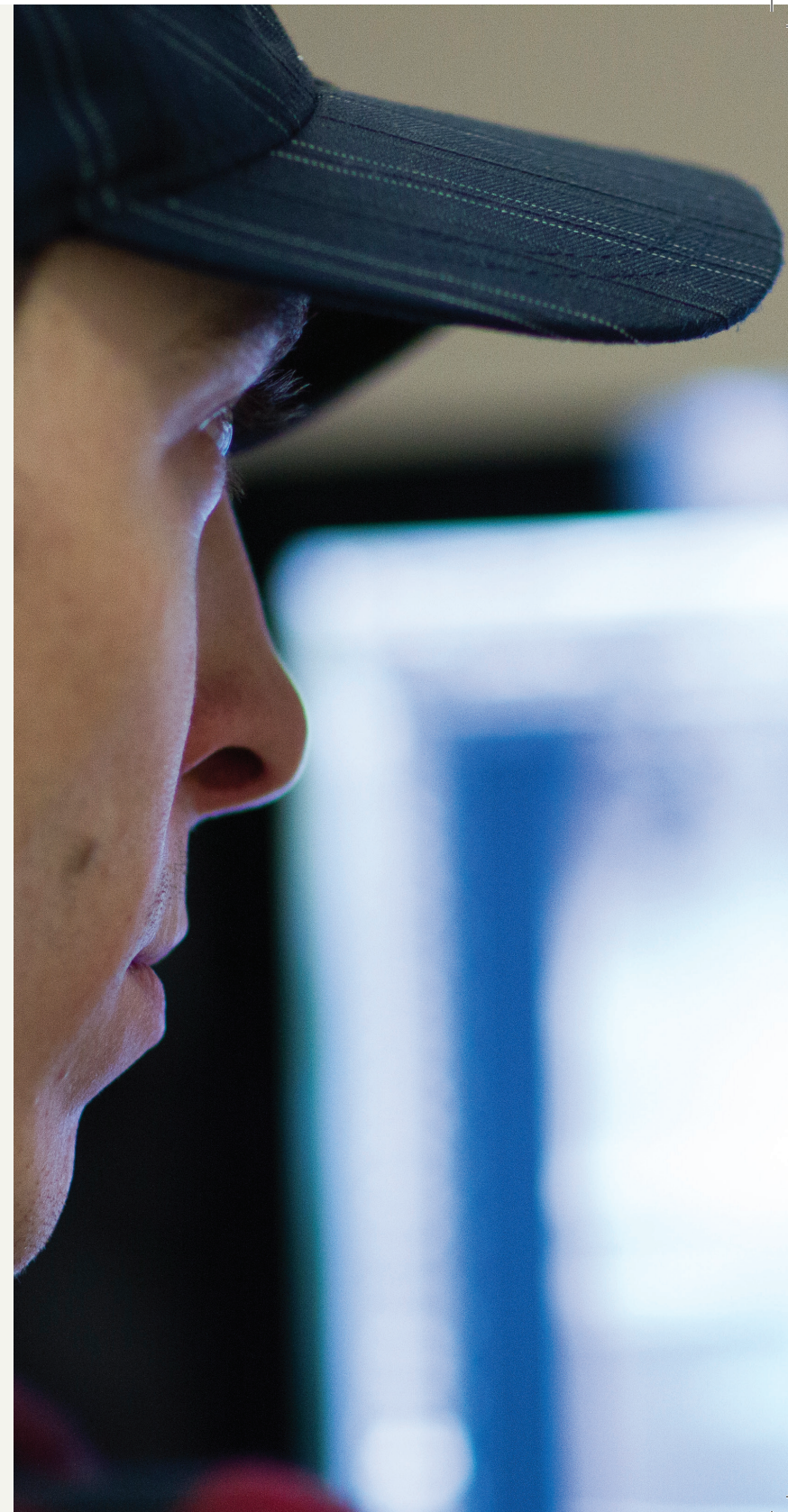
This includes:

- » Communication of sexually explicit images or messages
- » Transmission of chain letters or solicitations for personal gain, commercial or investment ventures, religious or political causes, outside organizations, or other non job-related solicitations during or after work hours
- » Access to internet resources including web sites, news groups, and social media sites that are not directly required by your work for Jay Peak, during work hours
- » Using Jay Peak work email to receive automated notifications for non-work functions

Jay Peak Pacific purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, Jay Peak Pacific does not have the right to reproduce such software for use on more than one computer.

Team members may only use software on local area networks or on multiple machines according to the software license agreement. Jay Peak Pacific prohibits the illegal duplication of software and its related documentation.

Team members should notify their immediate supervisor, the IT department or any member of management upon learning of violations of this policy. Team members who violate this policy will be subject to disciplinary action, up to and including termination of employment.





# SAFETY

## OUR SAFETY POLICY

We are committed to providing a safe and secure working environment for our guests and team members. The resort intends to comply with all health and safety laws applicable to our business. To this end, we must rely upon team members to ensure that work areas are kept safe and free of hazardous conditions. Team members are required to be conscientious about workplace safety, including proper operating methods, and recognize dangerous conditions or hazards. Any unsafe conditions or potential hazards should be reported to management immediately, even if the problem appears to be corrected. Any suspicion of a concealed danger present on the company's premises, or in a product, facility, piece of equipment, process or business practice for which the company is responsible should be brought to the attention of management immediately.

The resort has a Workplace Safety program which lays out rules and guidelines governing workplace safety and health. The company also utilizes department-specific rules and guidelines regarding safe work practices that are particular to the department that you work within. All team members should familiarize themselves with these rules and guidelines, as strict compliance will be expected.

Any workplace injury, accident, or illness must be reported to the team member's Supervisor as soon as possible, regardless of the severity of the injury or accident.

The following section on safety serves as a guideline of general safety practices and policies that you can apply to your employment at the resort. Read it, keep it handy and refer to it as needed.

Individual conditions may vary due to the variety of circumstances, and in such cases some of these guidelines may not fully apply. Training for your specific job includes additional instruction on safe work practices and the proper operation of tools and machinery in your work area.

During your training, you will have an opportunity to ask questions about any aspect of your work that you do not understand, and you are encouraged to do so. In addition to the initial training, your department may hold regularly scheduled safety meetings and inspections to address ongoing safety issues. We encourage and, in some cases may require, your participation and questions.

## OUR COMMITMENT TO YOU

Jay Peak Resort's Workplace Safety Program is designed to reduce injuries, accidents and property damage. We strive to maintain the highest standards and the safest work environment possible.

Our safety program requires that a team member knows their job, the procedures for correcting unsafe conditions, and how to help maintain an accident-free environment. The urgency of any task cannot be at the sacrifice of your safety and welfare.

We are committed to providing the resources and tools necessary to do the job safely. If at any time you feel an unsafe action or condition exists, report it to your supervisor.

You must take an active role for your own safety as well as that of your co-workers and our guests.

## SAFE WORK PRACTICES

All team members in all work areas should follow this list of general safety practices. In addition to the general guidelines for all team members, it is your responsibility to follow the specific rules, policies and training guidelines for your department. Each department supervisor provides specific training necessary for successfully performing your job duties. Obviously not all safe work practices can be listed, our most important rule is to use good sense at all times. You have the right to stop work and reassess the plan or notify your direct supervisor if something unsafe is identified.

- » Think before acting.
- » Know your limits - ask for help when needed.
- » Take the time to do the job right.
- » Report all accidents and unsafe work conditions to your supervisor or the Risk Manager immediately.
- » Attend all regularly scheduled safety meetings.
- » Avoid physical confrontation with guests or co-workers.
- » Avoid horseplay.
- » Recreational skiing or snowboarding shall be off the clock and out of uniform.
- » Always observe "Your Responsibility Code" and all other policies relating to skiing and snowboarding.
- » Use proper body posture when carrying loads or lifting.
- » Exercise caution when climbing, bending or working around machinery or equipment.
- » Use all step stools and ladders safely - do not stand on the top steps of ladders.
- » Use seat belts whenever operating a vehicle.
- » Work in well-lit areas.
- » Promptly clean up all spills.
- » Unauthorized personnel should not be in prohibited work areas.
- » Always use guards where provided for all equipment, machinery and tools.
- » Do not distract the attention of any team member operating a machine or tool.
- » Always familiarize yourself and follow the manufacturer's recommendations whenever using equipment, machinery or tools.
- » Do not operate equipment, machinery or tools unless you have been trained to do so.
- » Keep equipment, machinery and tools in top working shape.
- » Wear proper Personal Protective Equipment (PPE) as recommended for the job you're performing.
- » Do not remove safety warning devices or tags from equipment or machinery.
- » Keep fire exits, stairs, walkways and aisles free of obstacles.
- » Keep all work areas clean and free of clutter.
- » Know how to safely use and clean up any hazardous materials before you work with it.
- » Understand the company's HazCom plan, and know where the Safety Data Sheets (SDS) are located in your department. Read the SDS before using substances.
- » Keep flammables stored properly.
- » Know the location of and use of fire alarms and equipment.
- » Be aware of gas shut-off locations.
- » Keep electrical cords in good working order and do not overload outlets.
- » De-energize and lock-out/tag-out all mechanized devices prior to service, inspection or maintenance.

## DISCIPLINARY ACTION FOR SAFETY VIOLATIONS

Team members who fail to follow prescribed safety rules may be subject to the Jay Peak Progressive Discipline Policy which may include action up to and including termination of employment. For us to be successful, each team member must be committed to our safety effort. Most accidents can be prevented. Whatever your role with Jay Peak Resort, you are important, and our goal is that you work safely each day and never experience an injury.

## USE OF FACILITIES, EQUIPMENT & PROPERTY (INCLUDING INTELLECTUAL PROPERTY)

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. When using property, team members are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards and guidelines.

Please notify your Supervisor if any equipment, machines, or tools appear to be damaged, defective, or in need of repair. Prompt reporting of loss, damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to team members or others. The Supervisor can answer any questions about a team member's responsibility for maintenance and care of equipment used on the job.

Team members also are prohibited from any unauthorized use of the company's intellectual property, such as audio and video tapes, print materials and software. Improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in discipline, up to and including discharge.

Further, the company is not responsible for any damage to team members' personal belongings unless the team member's Supervisor provided advance approval for the team member to bring the personal property to work.

## TEAM MEMBER SKIING & SNOWBOARDING

As a team member of Jay Peak Resort, you may enjoy the privilege of skiing and snowboarding on breaks and on your days off. If you take advantage of this privilege, take care to respect the following rules:

1. Observe "Your Responsibility Code" as well as state and local skiing and snowboarding statutes outlined in the resort's trail map.
2. "Clock out" before taking a ski or snowboarding break.
3. All recreational skiing and snowboarding is considered "off the clock" activities and resulting injuries are not covered by Workers Compensation.
4. A team member that must ski or snowboard for their job, or report to the job site by skiing or snowboarding, shall take designated routes or the easiest route between areas.
5. All team members who ski or snowboard while off-duty shall not be in uniform.
6. All team members must respect closed trails and all posted signs, warnings and closures.



## YOUR RESPONSIBILITY CODE

Skiing and snowboarding are, without a doubt, some of the most exciting activities we have available to us. And there's no denying they carry with them an element of danger. When you choose to participate in these sports on our mountain, you are accepting the risks involved. These include all the things that could cause you to lose control, fall, collide with another person, object or the snow, and become injured or die as a result. Please read and understand "Your Responsibility Code" and follow it when enjoying the sport.

As a team member you can help enforce the code by example and by talking with others on the mountain. All team members must sign a liability release before being issued their Resort Employee I.D. or season pass.

Common sense and personal awareness can help reduce risk. Observe the code listed below and share with other snow sport enthusiasts the responsibility for a great skiing experience.

- » Always stay in control and be able to stop or avoid other people or objects.
- » People ahead of you have the right of way. It is your responsibility to avoid them.
- » You must not stop where you obstruct a trail or are not visible from above.
- » Whenever starting downhill or merging into a trail, look uphill and yield to others.
- » Always use devices to help prevent runaway equipment.
- » Observe all posted signs and warnings.
- » Keep off closed trails and out of closed areas.
- » Prior to using any lift you must have the knowledge and ability to load, ride and unload safely.

## VEHICLE POLICY

During your employment the company may provide you with a vehicle or ask you to use a personal vehicle to include snowmobiles, groomers, UTVs or any other motorized vehicle.

As the driver of a company vehicle or a personally owned vehicle while on company business, you are responsible for reading and abiding by the company's Vehicle Operation, Licensing and Insurance Policy.

The purpose of this policy is to ensure the safety of those individuals who drive a company-owned and/or a personal vehicle or piece of equipment while on company business. Please refer to this policy for additional information.

Here are a few guidelines under our driving policy:

- » Jay Peak Resort vehicles are for company use only.
- » Do not drive if you are impaired in any way.
- » ONLY authorized team members are permitted to drive Jay Peak Resort vehicles.
- » Clean the vehicle after each use.
- » Use of cell phones is prohibited while driving company vehicles.
- » If you notice any problems with any company vehicle, report the problem immediately.
- » Accidents of any kind must be reported immediately, no matter how minor.
- » Smoking or chewing tobacco products as well as vaping is strictly prohibited within Jay Peak Resort vehicles.
- » Animals are not permitted within Jay Peak Resort vehicles.

## CELL PHONE USAGE WHEN DRIVING

Team members with cell phones must refrain from using their phones while driving. Safety must come before all other concerns. Regardless of the circumstances, including slow or stopped traffic, team members should proceed to a safe location off the road and safely stop the vehicle before placing or accepting a call. If acceptance of a call is absolutely necessary while the team member is driving, the team member must use a hands-free option and advise the caller that they are unable to speak at that time and will return the call shortly.

Team members who do not drive company cars but use a cell phone for business use also must abide by the above regulations.

Under no circumstances should team members feel that they need to place themselves at risk to fulfill business needs.

Since this policy does not require any team member to use a cell phone while driving, team members who are charged with traffic violations resulting from the use of their phones while driving will be solely responsible for all liabilities that result from such actions.

## PERSONAL PROTECTIVE EQUIPMENT

Some jobs at Jay Peak Resort require an team member to utilize Personal Protective Equipment (PPE). We will provide the necessary PPE and expect each team member to use it properly every time it is needed. Personal Protective Equipment includes, but is not limited to: ear plugs, dust masks, work gloves, work goggles/glasses, hard hats, helmets, and respirators. Take the time to get appropriate, well-fitting PPE prior to undertaking a task. Personal Protective Equipment is each team member's shield against health and safety hazards.

## ACCIDENT INVESTIGATIONS

Accidents happen. And when they do, you are asked to refrain from making any comments about the cause, result or losses of an accident to an injured person(s), the general public, press or media. If you witness an accident involving team members or guests, report it IMMEDIATELY to your supervisor so that a full investigation can be conducted. You play a vital role in helping management sort out the facts of who, what, where, when and how the incident occurred. Thorough investigative reports are critical for eliminating future injuries and losses. Post-accident investigations can include reports, team member statements, witness statements, photos, and preservation of evidence. We expect full cooperation in these investigations and appreciate your help in completing them.

## WORKERS' COMPENSATION

If you are injured on the job, report it to your supervisor immediately. All team members of Jay Peak Resort are covered by Workers' Compensation for injuries or illnesses that arise out of and occur within the scope of employment. Work related injuries must be reported to your supervisor immediately in order to preserve your right to benefits. These benefits may provide you with:

- » Appropriate medical care.
- » Assistance with wage loss during your temporary absence from work.
- » Compensation for permanent disability that may result from the injury.
- » A return to suitable, gainful employment as soon as your condition allows.

We are committed to getting you back to work. If you are unable to return to your assigned job because of a work related injury, every attempt will be made to provide modified duty until a physician provides a full release. If light duty or modified work has been offered and you refuse this work, you could lose your right to some Workers' Compensation benefits as well as your job.

Any leave of absence due to a workplace injury runs concurrently with all other company leaves of absence. Reinstatement from leave is guaranteed only if required by law. Team members who need to miss work due to a workplace injury must also request a formal leave of absence. See the Leave of Absence sections of this handbook for more information.



## **OUR SAFETY COMMITTEE**

Jay Peak Resort may designate a Health and Safety Committee made up of managers, supervisors and line staff. The committee brainstorms remedies to common concerns and discusses techniques and solutions to identifiable hazards. Your supervisor may ask you to represent your department on the safety committee. Of course, safety is everyone's job, not just committee members. All team members are welcome to participate.

## **DEPARTMENT SAFETY MEETINGS**

Departments will hold meetings to discuss work hazards and unsafe practices that may lead to team member or guest injuries and property damage. Safety meetings will be conducted by a variety of people and will sometimes include training from outside specialists or by video. Your participation is encouraged and your ideas are welcome. Attendance will be taken to document participation.

## **WORKPLACE INSPECTIONS**

Departments will conduct scheduled safety inspections of all work areas to look for hazards, identify areas that may need improvement, and to document our identification and correction of problems. Regularly scheduled workplace inspections will be conducted in your department and you may be asked to participate. If hazardous conditions are noted, immediately report them to your supervisor. If you are capable of safely correcting the hazard, take the initiative to do so. If the hazard poses a substantial and imminent risk of injury, notify your supervisor immediately.

## **HAZARD COMMUNICATION PLAN**

Jay Peak Resort has a Hazard Communication Plan that provides you with information on the various substances and materials that are used on site. Your department has a Safety Data Sheets (SDS) book, which has information on substances used in your area. SDS forms list safe work practices, potential harmful effects of the chemical or substance, first aid measures and information needed for cleaning up spills.

The SDS book is your guide to the substances you use. If you have any questions about any chemical or substance you are using, inspect the form and obtain the recommended personal protective equipment prior to using the substance. Please ask your supervisor before using any material or substance. If you inhale, ingest or absorb any chemical or material that causes a problem with any of your senses or bodily functions, please notify your supervisor immediately. Report any spills or problems with chemicals immediately.

## **DISASTER PLANNING & EMERGENCY PROCEDURES PLAN**

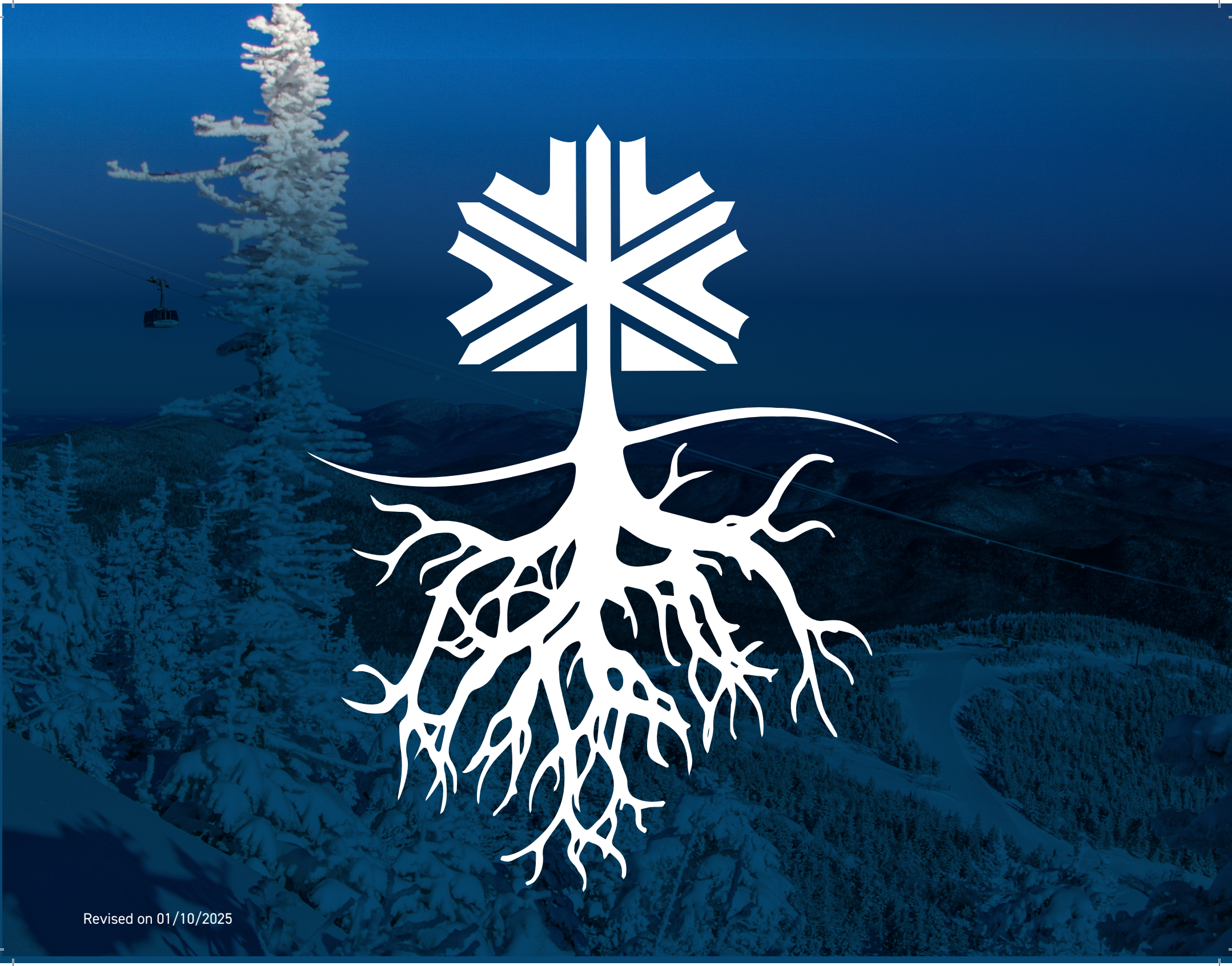
Jay Peak Resort has an Emergency Procedures Plan. The plan is designed to prepare and guide you to protect the health, safety and welfare of team members, guests and company property. Part of the Emergency Procedures Plan includes training to explain your role in an emergency. It is impossible to fully predict the extent to which a disaster or emergency may affect the area because each situation is different. So the information set forth in the Emergency Procedures Plan is meant as a guideline only and contains responses for various types of disasters such as fire, avalanche, lift evacuation, search and rescue and other emergency operations.



## **NOTES:**

### **QUESTIONS? CONTACT:**

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