

D. PERSONAL APPEARANCE

Deer Valley is a public-contact, service-oriented business. All our staff members must maintain a demeanor and appearance consistent with Deer Valley's first-class image and the expectations of our guests. Every staff member must be well groomed and attired in a neat, clean manner appropriate for their job.

The following guidelines are in place to provide a consistent professional appearance at work. It is not possible to name all scenarios regarding appearance and grooming in these guidelines. There may be occasions when your interpretation of the standards differs from our intent. In these cases, you will be asked to modify your appearance for business, brand, culture, health or safety reasons.

Additional guidelines, other than the ones below, may be imposed at any time to ensure compliance with health and safety standards applicable to your particular job. If you have a health or religious reason that would prevent you from following the standards below, please see your supervisor and speak with the VP of Human Resources. Departure from our grooming and appearance standards without discussing it through the proper channels in advance may result in disciplinary action up to and including termination of your employment.

1. GROOMING/ APPEARANCE STANDARDS

Consistently maintaining a clean, well dressed and neatly groomed appearance provides for a great first impression by our guests. This ensures that we send the message to our guests that we are approachable and ready to take excellent care of their needs. Our presentation is critical to our brand and culture. Thank you in advance for following these guidelines.

- Staff are expected to follow regular personal hygiene/personal care standards in order to avoid offensive odors.
- Excessive perfume or cologne odor is not acceptable.
- Hands and fingernails must be clean. Nails should be conservative in length and well maintained. Conservative and well-maintained colored nail polish may be worn except where prohibited by health standards. Please see your supervisor for details on where nail polish is restricted.
- Makeup or cosmetics must promote a professional image and must be conservative in nature. Extreme colors and excessive amounts of make-up are not acceptable, and you may be asked to remove it if it attracts undue attention.

HAIR STANDARDS

- Hairstyles must not be distracting or draw undue attention. Neat and well-groomed hairstyles are required while on duty. Hair that does not meet our standards may not be hidden in a hat to avoid our policy.
- For health and safety purposes (i.e. working with or around machinery, or in the kitchens), you may be asked to tie your hair back and restrain it at all times while on duty.
- Excessive styles such as mohawks, partially shaved heads, shaved geometric patterns or designs, large spikes, styles that cover the eyes or face, or other distracting styles will not be allowed.
- Keeping in mind your overall professional image should not draw undue attention. You may be asked to modify your hairstyle if it doesn't meet these standards.

FACIAL HAIR

- Facial hair of a conservative style and natural color is allowed and can create an overall neat and polished look. Neatly trimmed facial hair that does not exceed ½ inch in length

and in one of the three styles (depicted in Appendix D) is acceptable. No other interpretations will be allowed.

- Facial hair must be groomed and defined, including, where applicable, clearly groomed neck and cheek lines. If you do not shave or groom daily, you are not in compliance with this policy. This policy does not allow patchy beards.
- Mustaches cannot extend more than ½ inch beyond the corner of the lips.
- Conservative and neatly trimmed sideburns are allowed and must NOT extend in length beyond the earlobe. No flares or mutton chop styles will be permitted.

JEWELRY STANDARDS

- Jewelry, including rings, necklaces and watches, must be conservative in nature and not draw undue attention. Some jewelry might present a safety or health hazard for your position, and you may be asked to remove the jewelry.
- Conservative earrings are allowed but no more than three per ear. Tunnels, barbells, spikes and spirals are not allowed.
- One tasteful and unobtrusive nose stud or nose ring is allowed. Tongue, lip, eyebrow, or other facial piercings of any other kind are not permitted.
- Earlobes that have been gaged to ½ inch are allowed but must be plugged with ONLY flesh tone filler gages while on duty.
- You will be asked to remove or adjust your jewelry if your appearance doesn't meet these standards.

TATTOOS

- Non-offensive visible tattoos, in moderation, which do not distract from our professional image, will be allowed.
- Tattoos with offensive words or images, racist or other discriminatory messages, nudity, violent imagery and those that depict anything illegal are strictly prohibited.
- The company has the final judgement of what constitutes acceptable tattoos and you may be asked to completely conceal a tattoo with clothing or uniform pieces while on duty if the tattoo does not meet these standards.

2. DRESS CODE FOR WORKING HOURS

Whether you are wearing a uniform provided by Deer Valley or your own work attire, you should project a positive, professional image. Clothing may not be "extreme" (too short, too bare, too tight, too baggy, too sheer, soiled, or otherwise inconsistent with a professional appearance). As always, your supervisor will provide guidance regarding what is appropriate to wear for your position. Please direct questions in this matter to your supervisor.

- Your clothing must be neat, clean and appropriate for your job.
- All staff members are required to be in uniform or proper work attire when clocking in and out for their shifts.
- Company issued hats or company approved helmets, when appropriate, are the only acceptable head gear while on duty. Ball caps may be appropriate for some inside positions.
- Footwear requirements will vary by position but all footwear worn on the job must be clean and in good repair. For health and safety reasons, you may be asked to wear closed-toed shoes or footwear specific to the needs of your position.
- In some instances, your VP may establish a more restrictive personal appearance policy. If you have any questions about dress code requirements, ask your supervisor.

STAFF MEMBERS ISSUED A UNIFORM

Deer Valley will furnish certain uniform items to staff who are required to wear a specific uniform. Some positions require staff to wear specific pieces, check with your supervisor regarding what

is appropriate for your position and how it is to be worn. There may be some specific, approved uniform pieces for purchase by the staff member.

Specified uniform items will be issued, cleaned, and returned through, the Equipment Issue department. Some specific uniform items may be exchanged for clean ones at Equipment Issue. Non-returnable items will need to be maintained by the staff member as personal presentation is key to a professional image. Staff are expected to keep their uniforms in good repair. Deer Valley may charge the staff member for any company provided item damaged beyond normal wear and tear, or any item that has been lost. Any staff member who loses a uniform item (or thinks it may have been stolen) should report the situation immediately to the appropriate Equipment Issue office and complete a lost or stolen uniform report. Appropriate deductions may be made from the staff member's final paycheck for uniform items not returned. A staff member who terminates employment prior to the end of the season will be charged for non-returnable uniform items (hats, headbands and turtlenecks) that were issued to him or her.

- Staff may use staff facilities to change in or out of uniform or may wear their uniforms to and from work.
- Staff who choose to wear their uniforms to and from work are strictly prohibited from wearing them in public places off resort property.
- All layered clothing under your uniform pieces should not be visible while in uniform.

STAFF NOT ISSUED A UNIFORM

To maintain Deer Valley's first-class image, all on-duty staff who are not issued uniforms are expected to adhere to our guidelines for proper attire.

- When your position requires your own personal pants to be worn while on duty please note that slacks (to include denim pants of a single color that are free from holes, rips, tears, distressing or embellishment), skirts or dresses in modest lengths, or Bermuda-length shorts (during summer months) are acceptable, as long as they are in good taste and reflect a professional standard. Yoga pants, sweatpants, or other casual knit type pants are not acceptable.
- Clothing with competitor's logos or other non-approved or affiliated brands may not be worn on duty.

1. DRESS AND CONDUCT CODE FOR NON-WORKING HOURS

Employees using Deer Valley facilities while off duty should exercise discretion so they do not draw attention to the fact they are receiving discounted or complimentary benefits. Our off-duty dress code follows the general rules of employee dress. Please keep in mind that there are other modes of dress not covered here that may also be deemed unacceptable.

- During the winter, T-shirts without collars and shorts are not acceptable for any employee using Deer Valley guest facilities. During the summer months, shorts and T-shirts may be worn if they are in good repair and the shorts are of moderate length. Army fatigues are not acceptable at any time.
- Employee grooming standards must be maintained.
- Clothing should be in good condition, clean with no holes or rips.
- When dining at a Deer Valley in guest facing operations, staff must dress in appropriate dining attire.
- When skiing, employees are required to wear appropriate ski attire in good repair, and to adhere to employee grooming standards.

Appendix D

Facial Hair: Acceptable



Facial Hair: Unacceptable

