

TEAM MEMBER HANDBOOK



DEER VALLEY
RESORT

This Handbook supersedes and replaces any and all prior handbooks, manuals, policies, procedures, practices, or benefits. Where this Handbook conflicts with Benefit Plan Documents or the full Policies, the Benefit Plan Documents and the full policies will prevail over the Handbook.

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WELCOME TO THE TEAM



Dear Fellow Staff Member,

Thank you for choosing to spend your winter with us here at Deer Valley! Whether it's your first season, your tenth season or more, we are honored to have you on our team and are grateful for your dedication as a Deer Valley staff member. I too joined the resort just this summer and am looking forward to meeting you.

I was fortunate enough to visit Deer Valley many times before relocating to Park City and experienced first-hand the renowned guest experience, across all resort offerings, that has come to be widely known as the “Deer Valley Difference.” Resort founders, Edgar and Polly Stern, opened Deer Valley Resort in 1981 with a vision for a ski resort built on a foundation of exceptional hospitality like what was only found in a five-star hotel at the time. Now over 40 years later, Deer Valley’s reputation extends beyond the ski industry as a year-round, world-class destination steeped in unprecedented service and amenities. As we go into our 43rd winter season, it is up to this team of almost 3,000 talented staff members to uphold the resort legacy and continue creating memorable mountain experiences for our guests.

Deer Valley is a special place and I sincerely hope you find your time working and recreating on this mountain rewarding. It is my job, along with the leadership team, to make sure you have the resources and support you need to have a positive and fulfilling experience here. Please reach out to your department leadership team or Human Resources if we can be of any assistance as you settle into your role at Deer Valley and the greater Park City community.

In the following pages you will see our resort mission and vision statements. Your leadership team worked diligently and thoroughly to evolve these while holding true to the pillars on which Deer Valley was built. Please familiarize yourself with these statements and the supporting values to gain a deeper understanding of what is truly important at the core of this company.

We are committed to our “Three Circle Model” and encourage you to “Take care of the guest. Take care of the company. Take care of each other.” Each role at the resort is crucial to our success and we are strongest when we work together.

I look forward to working (and skiing!) alongside all of you this winter in this incredible place.

Todd Bennett
President & COO
Deer Valley Resort



DEER VALLEY
RESORT

OUR CULTURE

Company culture is the personality and feel of the work environment as viewed by staff. Culture includes “buy-in” to company values, ethics, expectations and goals. A company’s culture has a huge impact on how everyone performs their job. Deer Valley Resort’s unique culture IS our competitive edge in the ski industry.

We summarize our unique culture using our Mission, Vision and Values Statements and Three Circle Business Model.

Our Mission: We deliver elevated mountain experiences.

Our Vision: To be the undisputed leader in guest service.

Our Values:

- **Team**

We work collaboratively to achieve results. Better together, we support each other and share our successes.

- **Integrity**

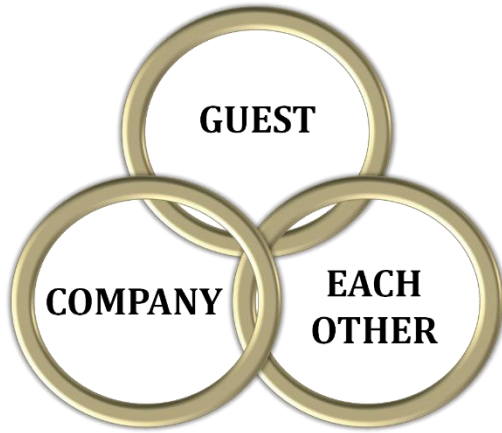
We choose to do the right thing. Even though we may not always agree, we communicate candidly and don’t hide from the truth. We own both our successes and failures.

- **Excellence**

Never satisfied with “good enough” we are always looking for ways to innovate and improve to exceed expectations...and a good idea can come from anyone, anywhere, and at anytime.

- **Respect**

We build relationships based on feelings of mutual trust; embracing diversity, equity and inclusion. Our commitment to the environment, our people, and the profitability of our business will ensure a sustainable future for our company and the economic and social well-being of the communities in which we live, work and play.



The Three Circle Model

- Take Care of the **Guest**
- Take Care of the **Company**
- Take Care of **Each Other**

Our Business Model is a simple concept that guides our daily decisions and helps to maintain the balance between all three areas of your work experience.

The following are core values based on the Three Circle Model and performance expectations for all Deer Valley staff members.

Taking Care of Our Guests – Attention to Detail

Demonstrate attention to detail and accuracy in delivering products and/or services. Commit to excellence and look for ways to improve product quality and service. Take initiative to be self-directed in problem solving, prioritizing workload, and organizational skills (monitor quality levels, find root cause of quality problems, own/act on quality problems).

Taking Care of Our Guests – Guest Service

Demonstrate availability and approachability to both internal and external guests by greeting them with a smile, eye contact, and taking the initiative to appropriately assist in a positive and respectful manner. Communicate professionally to guests with clear, concise and accurate information. Follow through on guest requests. Answer guest questions about Deer Valley Resort, Park City and surrounding area. Handle service complaints or problems politely and efficiently. Follow departmental guest service procedures and demonstrate the ability to make sound guest service decisions within the realm of your responsibilities and know when to take issues to the proper supervisor on duty.

Taking Care of the Company – Following Policies and Procedures

Follow Deer Valley Resort company policies and departmental procedures including but not limited to: uniform and grooming/professional appearance, workplace cleanliness and

organization, behavior standards. Respect and follow safety policies and regulations (i.e. workplace injury and hazard reporting, etc.). Encourage others to utilize safe and healthy work practices.

Taking Care of the Company – Attendance/Dependability

Have dependable and reliable attendance, on time and ready to work when scheduled. Communicate with supervisor in a timely manner when encountering problems that may limit ability to meet expectations. Meet your scheduling commitments with limited schedule special requests. Exhibit willingness to adapt to changes in resort's fluctuating business needs (available to work when needed or take extra days off). Follow proper timekeeping procedures.

Taking Care of Each Other – Professional Relationships

Display respect for and cooperate with other staff at all times. Demonstrate willingness to interact professionally with staff inside and outside your immediate department. Actively and positively resolve any workplace conflict in a professional manner.

Taking Care of Each Other – Teamwork

Contribute to a positive, enjoyable workplace by making constructive contributions and share knowledge with others. Complete a fair share of work and demonstrate teamwork skills. Be willing to offer and ask for help from other team members as workload dictates.

ALTERRA MOUNTAIN COMPANY'S VISION, VALUES, AND ETHICS

VISION

We are one company of many unique brands building a global mountain community.

VALUES

- We appreciate effort but value **performance**
- We build relationships by acting with **integrity**
- We communicate and make decisions by **collaboration**
- We protect our **environment** to ensure our future
- We have **fun** doing what we do

ETHICS

- We really like people. We don't just treat our guests, Team Members, and financial stakeholders like our friends – they are our friends
- We think doing the right thing is more important than following the rules
- We think talk is cheap and that results are what really matters
- We collaborate to make the right decisions
- We know that consensus is no substitute for leadership
- We take pride in doing what others think is impossible
- We take calculated risks to win
- We are honest and transparent
- We question the status quo
- We are passionate and have a strong point of view but listen with an open mind
- We think of our work as more of a lifestyle than a job
- We are all different, but we have a lot in common

ABOUT THIS HANDBOOK

CONTRACT DISCLAIMER

This Team Member Handbook (“Handbook”) sets forth the guidelines, policies, practices, and procedures of Deer Valley Resort Company, LLC (“Company”), which underlie the employment and performance of duties of all employees (“Employees” or “Team Members”) and is not intended to be, nor shall it be, construed as a promise, contract, or representation of continued employment for any specific duration for any employee.

All Team Members are expected to become familiar with the information in this Handbook and any other policies, procedures, practices, and benefits of the Company. These guidelines will be helpful in assisting you during your employment.

This Handbook supersedes and replaces all prior handbooks, manuals, policies, procedures, practices, or benefits. Where this Handbook conflicts with Benefit Plan Documents or the full Policies provided in Workday, the Company’s intranet sites, or elsewhere, the Benefit Plan Documents and full Policies will prevail over this Handbook.

Handbooks cannot anticipate every circumstance or question. After reading the Handbook, if you have questions, please talk with your direct Supervisor or Human Resources representative. Because the Company is a growing, evolving organization, it reserves the right to add to, modify, suspend, or delete provisions of this Handbook or any other policy, procedure, practice, or benefit at any time without notice. For this reason, Team Members should check with Human Resources to obtain current information regarding the status of any policy, procedure, or practice.

The language used in this Handbook and any verbal statements made by Management do not constitute an express or implied contract, guarantee, promise or covenant of employment for any set term or specific duration or for termination only for cause. No representative of the Company other than the President or CEO has the authority to enter into an agreement of employment for any specified period and such agreement must be in writing and signed by the President or CEO.

No content in this Handbook is intended to interfere with, coerce, or restrain any Team Member from exercising their right to engage in activities protected by §7 of the National Labor Relations Act, such as the right to discuss terms and conditions of employment.

Please note that this Handbook may include hyperlinks to Company policies. These policies are hereby incorporated herein in their entirety by this reference. You must click on each hyperlink and read each of the policies. If you experience any difficulty locating the online policy or prefer to receive hard copy policies, please contact Human Resources.

NOTICE OF PROPRIETARY INFORMATION

This Handbook is the property of the Company. The information contained herein is proprietary to the Company and may not be copied or reproduced without the express written permission of the Company's President. This Handbook has been prepared for the express use of personnel employed by Company. Accordingly, all Team Members must return their Handbook to the Human Resources Department on their last day of employment with Company.

TRANSLATED VERSIONS

In accordance with applicable law, a translated version of this Handbook may be provided to those Employees whose primary language is something other than English. If any discrepancies exist between the English version and any translated version of this Handbook, the English version of this Handbook shall be the controlling document and shall prevail over such translated version in the event of discrepancy, conflict, or ambiguity.

CHANGES TO THIS HANDBOOK

No Handbook can anticipate every circumstance, question, or scenario. Similarly, no Handbook can describe, in full detail, every guideline, policy, practice, and procedure for every department and position. Circumstances will undoubtedly require that certain guidelines, policies, practices, and procedures described in this Handbook change from time to time. Therefore, in accordance with applicable law, Company, in its sole discretion, reserves the right to add, modify, supplement, suspend, or delete any of the provisions of this Handbook, or any other guideline, policy, practice, procedure, or benefit at any time, other than its employment-at-will provisions.

No change, modification, or alteration of any part of this Handbook will be valid, however, unless duly authorized by the Company. Any oral or written representations, assurances, or promises which differ from the guideline, policies, practices, procedures, and benefits contained in this Handbook by anyone without prior authorization from the Company are, therefore, unauthorized, and invalid.

Any change, modification, or alteration to this Handbook will be distributed to Team Members in writing, either physically or on the Company's intranet, so, throughout their employment, Team Members are required to keep this Handbook available to add or modify material promptly in order to ensure their Handbook always remains current. Team Members should also check with their respective Supervisor, Human Resources, and/or the Company's intranet to obtain current information regarding the status of any particular guideline, policy, practice, procedure, or benefit.

ADDITIONAL INFORMATION & RESOURCES

The Company utilizes Workday, which includes Company and resort specific information, and other relevant resources. All Team Members should familiarize themselves with the site, which can be found at <https://myworkday.com/wday/authgwy/alterra/login.html>

ANONYMOUS REPORTING HOTLINE

Team Members are encouraged to speak up if they witness a violation of Company policy or law and to promptly report these violations to a Supervisor or to Human Resources. While knowing the identity of a reporter can assist the Company to address the situation quickly by asking questions and gaining immediate feedback from the reporter, the Company understands and respects that in certain circumstances a reporting Team Member may wish to remain anonymous.

To submit a report to the Anonymous Employee Reporting Hotline (“Hotline”) Team Member may submit a report via telephone or internet at:

Tel: 1-866-869-9344 (U.S. & Canada)
Online: www.alterramtnco.ethicspoint.com

The Hotline is an anonymous reporting option that is operated by an independent third party. Unless a reporter elects to disclose their identity, their identity will remain anonymous to the Company.

The Hotline is available 24/7/365 and is offered in English, French and Spanish. The Company encourages Team Members to submit good faith reports, so that we can work together for a better workplace.

The Hotline should not be used as a forum to share business ideas, suggestions, or general Team Member feedback.

The Company prohibits any form of retaliation against any Team Member for making a report or for assisting in a report or investigation. If you perceive retaliation against you for any kind of report that you may have made or for your participation in an investigation, please contact Human Resources or the Hotline.

EMPLOYMENT

AT-WILL EMPLOYMENT

Despite any disciplinary procedures, guidelines, policies, practices, and other procedures described in this Handbook, all employment with the Company is “at-will,” which means the employment relationship may be unilaterally terminated at any time by the Team Member or the Company, with or without cause and with or without advance notice, except as prohibited by law. Further, unless otherwise prohibited by applicable law, the Company can demote, transfer, suspend, or otherwise discipline any Employee, in the Company’s sole and absolute discretion.

Nothing in this Handbook or any other personnel document creates or is intended to create a promise or representation of continued employment, or for continued or indefinite employment at a specific location, department, position, or rate of pay. Additionally, no representative of the Company other than the President or CEO has the authority to enter into any agreement of employment with any Team Member for any specified period and any such agreement must be in writing and signed by the President or CEO.

EQUAL OPPORTUNITY EMPLOYMENT

The Company is an equal opportunity employer. The Company is committed to fostering a diverse and dynamic workforce. It is the policy of the Company to recruit, hire, train, assign, promote, and transfer the best qualified individual for each job opening and provide such employment opportunities without regard to sex, race, religious creed, color, gender, gender identity, gender expression, national origin, ancestry, citizenship, nationality, age, physical disability, mental disability, medical condition, marital status, pregnancy, sexual preference, sexual orientation, genetic information, veteran status, or any other characteristic protected by applicable state or federal law. The Company makes all employment decisions, including selection, training, job assignment, compensation, promotion, transfer, discipline, termination, and access to benefits without regard to these protected statuses.

Harassment or discrimination based on any of these protected classifications is unlawful and is a violation of Company policy. Additionally, the Company prohibits retaliation against any Team Member for filing a complaint under this policy or for assisting in a complaint investigation. If any Team Member feels they have been subject to retaliation for making a complaint under this policy or participating in an investigation, such Team Member is strongly encouraged to follow the Company’s Complaint Resolution Procedure outlined in this Handbook.

AMERICANS WITH DISABILITIES ACT & REASONABLE ACCOMODATIONS

The Company complies with the American Disabilities Act (ADA), as amended, and all applicable state and local laws to ensure qualified individuals with a disability are not discriminated against in any terms, conditions, or privileges of employment. Any Team Member who requires an accommodation in order to perform essential job functions should immediately request such accommodation from Human Resources or their Supervisor. On receipt of an accommodation request, the Company will engage in an interactive process with the Team Member to identify any barriers interfering with the equal opportunity of the requestor to perform essential job functions and identify possible accommodations to eliminate any such barriers. If a reasonable

accommodation is identified, which does not result in an undue hardship to the Company, such accommodation will be made.

All accommodation decisions are based on the merits of the situation and applicable job criteria, not the disability of any individual. Discrimination based on disability is unlawful and is a violation of Company policy. Any Team Member who feels they have been discriminated against based on a disability is strongly encouraged to follow the Company’s Complaint Resolution Procedure outlined in this Handbook.

BACKGROUND CHECKS

The Company may require Team Members to undergo a background check after a conditional offer of employment has been made. Background checks may include criminal, credit, or Motor Vehicle Record (MVR) checks.

Any action based on negative reports from a required physical or background check will be considered on a case-by-case basis, relative to the Team Member's position, and in accordance with applicable federal, state, and local laws.

Falsification or lack of disclosure of any information may result in rescission of offer or termination of employment.

JOB DESCRIPTIONS

Written job descriptions provide an overview of the duties, skill sets, and requirements associated with your job. A copy of a job description should be provided during the hiring and onboarding process and may also be requested from Human Resources or a direct Supervisor. Job descriptions provide an overview of the scope of responsibilities for a role but are not an exhaustive list of all functions and responsibilities that may be required. It is important to understand that with the evolution of any job, duties may evolve, expand, change, or be reduced to meet the needs of the business. Team Member adaptability and flexibility is required.

The Company reserves the right to modify, increase, decrease, suspend, and or eliminate any of the duties or responsibilities and/or any position in its entirety.

EMPLOYEE CLASSIFICATIONS

These employment categories and classifications are designed to allow Team Members to understand their employment status and their eligibility for corresponding benefits. All employment remains “at-will,” however, and these classifications do not alter that status or guarantee employment for any specified period. Accordingly, the right to terminate the employment relationship at will, at any time, for any reason, with or without notice, is retained by both the Team Member and the Company.

Year Round	Those who are regularly scheduled to work (typically a minimum of 30 hours per work week) throughout the year. They are not temporary Team Members.
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Flex Year Round	Those who are regularly scheduled to work (typically a minimum of 30 hours per workweek) up to 9-11 months out of the year. They are not temporary Team Members.
Season to Season	Those employees who work more than 1,560 hours, by blending together 2 or more jobs (e.g., summer and winter). They are not temporary employees and generally they are eligible for the Company's benefit package, subject to the terms, conditions, and limitations of each benefit program.
Year Round 8 (YR8)	<p>Those employees who have successfully completed 8 consecutive seasons (<i>i.e.</i>, winter and summer) in a full-time seasonal position. In order for consecutive seasons to count toward attaining YR8 status, in each season an employee must: be classified as full-time; be available to work full-time (30+ hours per week) for the duration of the operational dates typical for the department position; end each season as a reduction in force (RIF); and work a minimum of 450 hours from May 1 - October 31 for Summer AND from November 1 – April 30 for Winter. To maintain YR8 status the employee must continue to work consecutive seasons and continue to fulfill the criteria above.</p> <p>It is the responsibility of the employee to track their hours throughout the season and to seek additional employment at Deer Valley, if needed, to attain the 450 hours required during each timeframe. YR8 positions may have periods of business leave, layoff, or reduced hours designated by the company based on business need. These periods of business leave or layoff are determined by the company and is not considered personal leave unless specifically requested and approved by the Manager and the Division VP.</p>
Seasonal	Seasonal Team Members are those Team Members that are only hired during specific times of the year (as example winter season). Seasonal employees may be hired to work full-time or part-time. Full-time seasonal staff are regularly scheduled to work more than 30 hours per week while part-time are regularly scheduled to work less than 30 hours per week.
Occasional	Not scheduled on a regular basis. Typically, the employee will work at least 2-3 days a month or more as the business needs. They are available year-round but work occasionally during peak periods.
Temporary	Hired to work during peak season, or for a short amount of time. Temporary employees are laid off after their employment detail is complete. Temporary employees typically work full-time hours for less than 6 weeks. Temporary employees can work full-time or part-time.

EXEMPT EMPLOYEE STATUS

Depending on their primary job duties, some Team Members may be classified as exempt employees. Exempt employees are paid a guaranteed salary for all hours worked, are not required

to take meal or rest periods, and are not entitled to overtime pay. Exempt employees may be required to work, without additional compensation, before or after regular work hours, on weekends, or on holidays, depending on the Team Member's job responsibilities and the Company's activities and business needs.

The Company prohibits deductions from an exempt employee's salary except as allowed by the Fair Labor Standards Act (FLSA) or other applicable law. Team Members should immediately report any improper deductions to their Supervisor or Human Resources. All reported or suspected improper deductions will be promptly and thoroughly investigated. If the Company determines that improper deductions were made from an Exempt Employee's salary, the Company will promptly reimburse any improperly deducted amounts.

NON-EXEMPT EMPLOYEE STATUS

Team Members subject to the provisions of federal and state law requiring the payment of daily and weekly overtime are considered non-exempt. Non-exempt employees must accurately record all time worked, are paid hourly wages, are required to take meal and rest periods, and are entitled to overtime pay, in accordance with applicable law.

TRANSFERS & RE-CLASSIFICATION

The Company reserves the right to transfer and/or reclassify any employee to meet its business needs.

Active Team Members may request a transfer to another department. Such transfer requests may be denied at the Company's sole discretion. Should the Company entertain a Team Member's transfer request, such requests should be discussed with Human Resources, the Team Member's then-current Supervisor, and the prospective Supervisor in the new department of interest. Communication between all parties is required before any transfer can be approved. Advance notice may be required before a job transfer can be completed. Transfer requests may only be approved and effectuated by the Company at its sole discretion, which may be unreasonably withheld. Nothing in this policy or this Handbook guarantees transfers or consideration of transfer requests.

PROMOTIONS

It is the policy of the Company to promote qualified employees on a non-discriminatory basis. While preference in filling available positions may be given to current Team Members, when possible, certain non-discriminatory qualification requirements or preferences may make such internal promotions impractical, inconvenient, or impossible. Nothing in this policy or this Handbook guarantees promotions.

OUTSIDE EMPLOYMENT & BUSINESS ACTIVITIES

Team Members may work for more than one employer or operate their own business outside of their role with the Company, provided such work does not detract from, or interfere with, the Team Member's work with the Company and is not with or for a direct competitor. It is, however,

Company policy that any “outside” employment or business activity be considered secondary to any employment with the Company and, while on-the-clock or otherwise engaged by the Company, Team Members are expected to devote their energies to their jobs with the Company. Employment that directly conflicts with the Company's essential business interests and disrupts business operations is strictly prohibited. Similarly, activities that divert business from the Company or any of its affiliates must also be avoided.

In order to ensure that a conflict of interest will not arise, Team Members must inform their Supervisor or Human Resources if holding another job or operating another business may adversely affect the Company's business interests; disrupt operations; affect the Team Member's employment, scheduling, or performance with the Company; or is with or for a competitor. The Company assumes no responsibility for any additional employment or business activity. The Company's Workers' Compensation Insurance will not pay for illness or injury arising from any outside employment or outside business or personal activities.

Any Company authorization for any Team Member to engage in any additional employment or business activity can be revoked at any time.

RE-EMPLOYMENT

Employees who are rehired within twelve months of their separation date will be given credit for service completed before their prior separation from the Company for purposes of computing their length of service for Company-sponsored benefits.

EMPLOYMENT OF RELATIVES/SIGNIFICANT OTHERS

The employment of a spouse, significant other (generally the person with whom a Team Member is living in a committed relationship or cohabitating), or other relatives or close personal friends in the same department should be given careful consideration and may not be allowed.

When Team Members work with their relative, spouse, significant other, or close personal friend, it may create issues of safety, security, workplace morale, or a potential conflict of interest. As such, the Company will attempt to prevent any circumstances where: (a) the job function of one or both individuals involve cash handling or (b) when one individual is in a direct Supervisory position over the other.

Any job offer to relatives/significant others must be reviewed and approved in advance and in writing by the Human Resources leader. This may result in the transfer of one or more Team Members or termination of one of more Team Members if no other options are available.

PERFORMANCE EVALUATIONS

Team Members will receive periodic performance evaluations conducted by their Supervisor. A Team Member's first performance evaluation will typically take place within their first year of employment. The frequency of performance evaluations may vary depending on length of service, job position, past performance, changes in job duties, recurring performance problems, and/or external factors.

Performance evaluations provide an objective, consistent, and fair way to gauge each Team

Member's on-the-job effectiveness and communicate expected standards of performance. Performance evaluations may provide an analysis of factors such as the quality and quantity of a Team Member's work, knowledge of the job, initiative, work ethic, and attitude toward others. Performance evaluations are intended to inform Team Members of their current progress, areas for improvement, and future objectives and/or goals, and may also be used to discuss career development potential and opportunities.

When performance evaluations are completed, Supervisors will meet with Team Members to present the completed performance evaluation and discuss its contents.

Favorable performance evaluations do not guarantee wage increases or promotions, which are solely within the Company's discretion and routinely depend upon multiple factors in addition to an individual Team Member's performance.

PERSONNEL FILES

Personnel files are the property of the Company. Employees may ask your Human Resources office for an appointment to review their own personnel file but may not remove items from their file. They may take notes on the contents of their personnel file and may also have copies of any employment-related documents that they have signed.

Team Members can request to inspect or receive a copy of their personnel record from Human Resources. Any such requests must be made in writing. Team Members will be provided personnel record access in accordance with applicable law. Where applicable, Team Members may designate a representative to inspect or receive a copy of their personnel record, however, any such designated representative must be authorized by the Team Member in a signed writing and the Company may take reasonable steps to verify the identity of any such designated representative. In accordance with applicable law, certain documents may be excluded or redacted and there may be limitations on the number of inspection requests.

The Company will take reasonable steps to restrict disclosure of personnel records to authorized individuals within the Company. Disclosure of personnel information to outside sources, other than to a team member's designated representative, will be limited; however, the Company will cooperate with official requests from law enforcement; local, state, or federal agencies conducting official investigations; and as other legal requests.

SELF SERVICE PORTAL – UPDATING PERSONNEL RECORD INFORMATION

Team Members have access to a "self-service portal" called Workday where Team Member information such as addresses, emergency contacts, banking, payroll and benefits information (including pay statements and W-2's), and a variety of other important Team Member resources can be found.

Team Members have a responsibility to make sure certain information in their personnel records are current and are, therefore, required to provide updates via the Self-Service Portal in Workday. Changes include but are not limited to:

- Name
- Address
- Telephone number

- Marital Status (for benefits and tax withholding purposes only)
- Number of dependents (for tax and insurance purposes)
- Addresses and telephone numbers of dependent(s) /spouse / former spouse (for insurance purposes only)
- Beneficiary designations for any of the Company's insurance and disability plans
- Persons to be notified in case of emergency

If a change of dependents or marital status results in an increase or decrease in the number of dependents, a new Form W-4 for income tax withholding purposes must be completed within ten (10) days of such change.

DUTY TO NOTIFY EMPLOYER OF CONVICTION

If a Team Member is convicted of a crime during the course of their employment, they must notify Human Resources no later than five (5) days after being convicted.

EMPLOYMENT VERIFICATION & REFERENCE CHECKS

All employment verification requests and reference checks for outside employment (verbal or written), must be directed to Human Resources. Supervisors and other Team Members are not to confirm any employment information on behalf of the Company. The Company's responses to such requests will be restricted to a Team Member's dates of employment and their last or current job title unless additional information needs to be provided to protect the Company and/or the prospective employer. A written request is required for any other information regarding current or past employees with an authorization, from the requestor, to release such information.

WAGE & SALARY ADMINISTRATION

WORKDAY & WORKWEEK

The Company's regular workday is the twenty-four (24) consecutive hours beginning at 12:00 a.m. through 11:59 p.m. each calendar day. The Company's regular workweek is the seven (7) consecutive days beginning at 12:00 a.m. on Saturday through 11:59 p.m. on the following Friday. Team Members in certain positions and departments may have varied workdays and/or workweeks.

Regular and daily hours of operation may vary by role and work schedules may fluctuate according to guest volume, weather, scheduling needs, and other business factors. Working hours may be adjusted, reduced, or expanded to meet business needs, including the requirement to work overtime. Some roles may require non-traditional working hours, including on weekends and holidays, and may require split and/or varying shifts at any time of day. The Company reserves the right, in its sole discretion, to change work hours and schedules and require overtime work and work on Saturdays, Sundays, and holidays.

Team Members should consult their Supervisor regarding hours of operation and work schedules.

PAY PERIODS

Each payment includes pay for regular work performed through the completion of the previous pay period. When a payday falls on a holiday observed by the Company, Employees will be paid on the preceding business day.

Employees should immediately report any errors, overpayments, or improper deductions from their pay to their Supervisor or Human Resources. In accordance with applicable law, the Company reserves the right to increase or decrease a Team Member's rate of pay, with reasonable notice to the affected Employee. Such factors as the economy or business conditions may require a temporary or long-term decrease in pay.

PAYDAYS

Team Members are paid on a weekly or biweekly basis depending on their respective pay period. The normal payday is on Friday following the end of the pay period. Check with Payroll or Human Resources for payday and pay period calendar.

PAYROLL DEDUCTIONS

The Company will make certain deductions required by law from each Team Member's paycheck. These include state and federal income taxes, social security, and state disability insurance payments, if applicable. Additionally, the Company has an obligation to comply with all court-ordered wage garnishments. Other deductions may be made from a Team Member's paycheck with their written authorization and approval from Company. These voluntary deductions may include amounts for certain benefit elections, Company reimbursement via payroll deduction, or other agreement between a Team Member and the Company.

DIRECT DEPOSIT & PAY CARD PROGRAMS

Team Members are required to receive their pay electronically. If an employee does not have a bank account, pay cards are available for issue.

TIMEKEEPING & TIMESHEETS

The Company utilizes electronic timeclocks to track and pay Team Members for time worked. Non-exempt employees are required to record hours worked by “punching-in” when they begin each shift or meal period, and “punching-out” at the end of each shift and meal period. Additionally, all absences that occur during each pay period must be recorded. Employees must also record their time whenever they leave the workplace for any reason other than Company business.

Non-Exempt Employees are prohibited from working “off-the-clock.” Any Non-Exempt Employee that is asked to work “off-the-clock” must immediately report the incident to Human Resources so a proper investigation can be conducted.

To ensure payroll accuracy, Team Members must immediately inform their Supervisor of any missed punches or schedule revisions, which must also be approved in writing by the Team Member and their Supervisor. The Company will make a good faith effort to correct mistakes in pay when these mistakes are brought to the Company’s attention. Generally, off-cycle paychecks will not be issued for corrections to hours worked in excess of the current pay period, but rather on the paystub for the next regular pay period, as an itemized correction.

Timesheets are legal documents and official Company property. Falsifying or improperly altering timesheets, failing to accurately record the time a shift or meal period begins or ends, making time entries on another Team Member’s timecard, punching in or out for another Team Member, or asking anyone else to do any of the preceding is prohibited and may result in disciplinary action, including but not limited to termination.

Time is recorded in one-minute increments. Team Members may not work without being paid for their time, regardless of whether the work is performed at the workplace, off-site, or in their home. That said, while non-exempt Team Members will be paid for all time worked, working any time other than scheduled shifts will be deemed a violation of Company policy unless otherwise pre-approved by their Supervisor. Accordingly, Team Members may only work overtime when it is approved, in advance, by their Supervisor.

Under no circumstances should a Team Member punch or record another Team Member’s timecard. Such an offense will be grounds for immediate disciplinary action, up to and including termination. Non-exempt Team Members are required to accurately record all hours worked.

MEAL PERIODS

Employees must “punch-out” prior to their meal periods and “punch-in” after such meal periods. Employees will be relieved of all duties during their meal periods and are encouraged to not do any work for the Company during this time. Meal periods are unpaid and, therefore, employees

may leave the premises, provided they promptly return to their work area at the end of their meal period. Meal periods will be scheduled by Supervisors.

On-Duty Meal Period: In limited situations, certain Team Members may be required to work an on-duty meal period due to the nature of their duties. Team Members will not be permitted to take an on-duty meal period, however, unless their Supervisor directs them to take an on-duty meal period and they agree to an on-duty meal period in writing.

Meal Period Interruptions: On the rare occasion where an employee's meal period is interrupted for urgent business reasons, the employee is entitled to either reschedule their meal period for a full 30 minutes of uninterrupted time, if it is agreeable to their Supervisor, or be paid for that meal period. In such a circumstance, the employee must report any such interruption to their Supervisor, as well as Human Resources.

REST PERIODS

Rest periods are paid and counted as hours worked and, thus, employees are not required to record their rest periods however, employees may be required to sign documentation confirming they have been provided and/or taken all rest periods during each respective pay period.

LACTATION ACCOMMODATION

The Company accommodates lactating Team Members by providing a reasonable amount of break time to any Team Member who desires to express breast milk, subject to exception allowed under applicable law. The break time shall, if possible, run concurrently with any meal or rest period already provided to the Team Member. Any break time provided to express breast milk that does not run concurrently with any meal or rest period already provided to the Team Member shall be unpaid. The Company will provide Team Members who need a lactation accommodation with the use of a room or other private location that is located close to the Team Member's work area. Team Members with private offices may be required to use their offices to express breast milk.

Team Members who desire lactation accommodations should contact their Supervisor or Human Resources. Discrimination based on sex includes discrimination based on breastfeeding and medical-related conditions.

PERSONAL TIME

Non-exempt employees who engage in skiing, riding, mountain biking, or other activities on the Company's premises, outside of their ordinary job duties, must do so only while off-duty, clocked-out, and out of uniform.

PAY FOR ATTENDANCE AT MANDATORY MEETINGS, COURSES, LECTURES, AND TRAININGS

Non-exempt Employees will be compensated for their attendance at meetings, courses, lectures, and trainings when (i) attendance is mandatory or paid attendance is preauthorized by their Supervisor; and (ii) the meeting, course, lecture, or training is directly related to the Team Member's job. Any Team Member who is required to attend such a meeting, course, lecture, or training will be notified of the necessity of their attendance by their Supervisor or provided written preauthorized by their Supervisor.

Team Members who perform productive work during such attendance will be compensated at their regular rate of pay. If a Team Member does not perform any productive work during such attendance, however, may be paid for attendance at the then-prevailing minimum wage. Attendance is considered hours worked for any requisite overtime calculation, which may be calculated using the weighted average approach if the employee is paid at two or more regular wage rates during the pay period.

TRAVEL TIME PAY

From time to time, Non-Exempt Team Members may be required to travel on Company business. The Company's general policy with respect to the compensation of Non-Exempt Team Members for business-related travel time is as follows:

1. Travel from the Team Member's home to work is not considered work time.
2. Where a Non-Exempt Team Member is asked to travel to a site other than their normal work site, only that part of the travel which exceeds the Team Member's normal commuting time to work will be compensated.
3. Travel by a Non-Exempt Team Member from one job site or location to another during the normal workday is compensable.
4. Non-Exempt Team Members traveling out of town during their normal workday will be compensated for all hours traveling and working, less their normal commuting time to and from work.
5. Non-Exempt Team Members who travel out of town where the travel occurs outside of their regularly scheduled working hours, and where they are a passenger on an airplane, boat, train or bus, is not counted as hours worked (unless the employee is performing work while traveling). If the Team Member is required to drive to the out-of-town location or travel as a passenger in another Team Member's vehicle, however, such Team Member will be paid for the travel time.

Non-Exempt employees may be paid for their travel time at a pay rate lower than the usual rate of pay. This rate may be as low as the minimum wage.

OVERTIME

The nature of our business sometimes requires Team Members to work overtime. Supervisors will notify Team Members when they are required to work overtime. The Company expects and appreciates Team Member cooperation and will try to provide affected Team Members with advance notice of any required overtime.

Overtime pay is calculated on the basis of hours worked and not on the basis of hours paid. If overtime work should occur in a pay period in which Vacation or other paid absence falls, the paid absence will not be considered time worked for the purposes of calculating overtime pay.

Team Members are not permitted to work overtime unless it has been authorized in advance by their Supervisor. Non-exempt Employees will be paid for overtime worked but failure of a Non-exempt Employee to receive authorization prior to working overtime is a violation of Company policy. Non-exempt Employees may not take time off in lieu of receiving overtime pay.

The Company pays all overtime wages required by law and Supervisors are expressly forbidden from instructing, coercing, or encouraging Team Members to work overtime "off-the-clock." Any

Non-exempt employee that is asked to work “off-the-clock” must immediately report the incident to Human Resources.

ATTENDANCE AND RELIABILITY

Punctuality and regular attendance are essential functions of every Team Member's job and promote the efficient operation of the Company. Team Member attendance and punctuality will be considered along with overall work performance in granting any pay increases or any consideration for promotion or transfer.

Poor attendance, excessive tardiness, and excessive early departures are disruptive to productivity and negatively impact guest service. Poor attendance and tardy violations may lead to disciplinary action up to and including termination.

Some business units may have more restrictive policies, processes, and/or procedures regarding attendance and punctuality. It is critical for every Team Member to be aware of their Supervisor's expectations on this matter. Team Members should check with their Supervisor regarding any specific notification requirements and should follow the Time Off Request procedure for planned time-off.

PUNCTUALITY

Punctuality is an essential part of all Team Members' job performance. All Team Members are expected to be at their desks or workstations at the start of their scheduled shifts, ready to perform their work. If a Team Member is going to be unavoidably late, the employee must notify their Supervisor as to the expected time of arrival as soon as possible. The Company does not condone "making up time" in lieu of arriving late or being absent. The Company reserves the right to deduct wages for tardiness, early departure, or unexcused absence.

ABSENCE & TARDINESS

On occasion, it may be necessary for a Team Member to be late or absent from work. The Company is aware that emergencies, illnesses, or pressing personal business that cannot be scheduled outside work hours may arise. It is the responsibility of all Team Members to contact their Supervisor and all affected parties if they will be absent or late.

An "absence" occurs when an employee misses one or more consecutive scheduled workdays for a single reason (*e.g.*, Flu, family illness, or hospitalization). The Company requires at least 24-hour notice in advance notification of absences. When illness or emergency situations necessitate absence without prior notice, Team Members must notify their direct Supervisor immediately, if feasible, no later than two (2) hours before a work shift begins. Leaving messages with other Team Members or voicemail messages is not considered acceptable notice. In the case of absences for medical reasons, the Supervisor may request medical certification to justify excusing an absence, in accordance with applicable law.

"Tardiness" occurs when an Employee is not present in the assigned work area by the start of the Employee's daily work schedule, or when an Employee fails to return to the assigned work area immediately after their scheduled rest or meal break, except when instructed by their Supervisor.

Unapproved absences, tardiness, and/or early quits may result in disciplinary action up to and including termination.

UNAUTHORIZED/UNEXCUSED ABSENCE

An absence shall be considered “unauthorized” or “unexcused” whenever the Employee's Supervisor and/or department has not been properly notified and the Employee has not been given consent. Responsibility for excusing an unauthorized absence shall rest with the direct Supervisor. Supervisory discretion should be exercised depending on the severity of the violation. The Supervisor should take into consideration any mitigating circumstances and the Employee's overall attendance record when making the decision. Unexcused absences may be recorded as leave without pay at the discretion of the Supervisor. Otherwise, it must be charged to the Employee's Sick Leave or Vacation accrual as appropriate.

An “unauthorized” absence also occurs when a Supervisor does not accept as reasonable an Employee's explanation for an absence or lateness. However, a Supervisor may only designate a medical-related absence as unauthorized after gaining concurrence from Human Resources.

The Employee will be notified through the online request portal that the absence was not excused because it was unauthorized and that it will be submitted as unapproved leave without pay.

EXCESSIVE ABSENCE

Absence is considered “excessive” when an Employee is away from work to the extent that completion of normal work requirements is adversely affected. These absences may have been previously excused or unexcused and caused by medical or other reasons. An employee must be notified that absences are excessive before such incidents can be considered for disciplinary action. A Supervisor will not designate medical-related or Family Medical Leave Act absences as excessive without the concurrence of Human Resources.

PATTERN OF ABSENCE

A “pattern of absence” exists when an Employee's absences occur with a common factor (day of week, day before/after holiday, etc.) at least three times within six (6) months. For instance, an Employee who is regularly absent from work on a Monday, a Friday, or the day before or after a holiday may be viewed as displaying a pattern of absence. Employees exhibiting a pattern of absence will be subject to disciplinary action.

NO CALL - NO SHOW

An incident of “no call - no show” occurs when an Employee both fails to report for work at the start of a scheduled work shift and fails to notify their Supervisor two hours before the start of the work shift that they plan to be absent. Merely leaving a voice message, texting, or e-mailing does not constitute notifying a Supervisor (calling in). Employees must receive confirmation from their Supervisor in order for such communication to be considered a "notification".

Employees who fail to “notify” for three (3) consecutive scheduled days will be considered to have voluntarily terminated their employment. Repetitive but non-consecutive incidents of no call-no show will result in disciplinary action up to and including termination. No Call – No Show separations may result in a “do-not-rehire” status for the Team Member.

EXCESSIVE TARDINESS

Tardiness will be considered “excessive” when it occurs more than three (3) times in a given pay period for two consecutive pay periods. Excessive tardiness may be grounds for disciplinary action including termination, depending upon its severity, frequency, and impact on individual or departmental work performance.

FAILURE TO REMAIN ON-DUTY

An incident of failure to remain on-duty occurs when an Employee does not obtain permission to leave the work site during scheduled work time or takes or exceeds a break period without authorization. Incidents of failure to remain on duty will be treated in the same manner as “unauthorized” or “unexcused” absences.

TIME-OFF REQUEST

All employees must report all requests for absence, early-outs, and any changes to the regular schedule to their Supervisor and complete and submit the appropriate request form to Human Resources. Except where otherwise expressly directed by a Supervisor, Team Members are required to submit a formal request for planned time-off to their direct Supervisor in advance via a “Time Off Request” electronically at <https://myworkday.com/wday/authgwy/alterra/login.html> Only those requests that have been received via Workday and expressly approved by a direct Supervisor can be considered “fully approved.” If a Team Member does not receive express approval from their direct Supervisor for their time off request, then the request is to be considered “denied”.

For the purposes of ensuring continuity of staffing and services, Employees are advised to plan in advance for absences, early departures, and any other changes to their work schedule, and notify their Supervisors, accordingly.

EMPLOYMENT PRACTICES

OFF-DUTY USE OF FACILITIES

Team Members are prohibited from remaining in restricted workspaces or making use of Company facilities while not on duty and/or without prior permission from the Company. Team Members are expressly prohibited from using Company facilities for personal use without prior permission. This policy is not intended to limit the ability of Team Members to use the resort in a manner and at time that is available to the regular public and is not intended to limit the ability to use the Company's email systems to communicate with other Team Members regarding the terms and conditions of their employment during non-working times, including such topics as wages, job performance, workload, supervisors, or staffing.

COMPANY PROPERTY & RIGHT TO INSPECT

The Company provides offices, desks, cabinets, computers, equipment, lockers, and other property that Employees use in the performance of their job duties. These items are the sole and exclusive property of the Company. Employees are expressly prohibited from using Company property for personal use.

In order to prevent possession of illegal drugs, stolen property, weapons, or other improper materials at the workplace, the Company may conduct inspections of its facilities. Accordingly, the Company reserves the right to inspect such property at any time, whether during work hours or not and with or without advance notice. This policy applies to all Company property, regardless of whether it is for an Employee's exclusive use and regardless of whether an Employee is allowed to maintain a lock or other means to limit access to the property.

To facilitate enforcement of this policy, Employees may be questioned, and their personal possessions inspected upon entering and/or leaving the premises. Any Employee who wants to avoid inspection of any articles or materials should not bring such items onto Company premises. Employees are expected to cooperate in such inspections, and consent to such inspection is required as a condition of employment. Refusal to consent to this policy and any such inspections may result in disciplinary action, up to and including termination of employment.

COMPANY EQUIPMENT & PROPERTY ACCESS POLICY

Company telephones (including mobile phones), fax machines, computers and e-mail systems are to be used for Company-related business purposes only. Although Employees are able to use codes or passwords to restrict access to telephone or e-mail messages that are left on the Company's systems, it must be remembered that Company systems are intended solely for Company business use. The Company, therefore, may access any messages left or transmitted over its telephone system or computer e-mail systems. Because the Company reserves the right to obtain access to all voice mail, e-mail, and other computer messages left on or recorded on its system, Employees should not assume that such messages are confidential or that access by the Company or its designated representatives will not occur. Upon lawful request, any codes or password(s) an Employee uses to access Company property must be disclosed to the Company.

The Company reserves the right to open and inspect Employees' office desks, drawers, lockers, cabinets, computers, and related equipment as well as any of their contents, effects, articles, or files, with or without advance notice or consent.

EMPLOYEE PROPERTY

Employees are encouraged to avoid bringing expensive items or personal possessions that have sentimental value to work and to take all precautions to safeguard all such items and possessions if brought to work. Employees who bring any kind of personal items and possessions to work do so at their own risk. The Company accepts no responsibility for any items or possessions that are stolen, lost, or damaged in any way.

COMPANY PROPERTY IN VEHICLES

Employees driving on company business in their own vehicle, a company vehicle, or a rental car must ensure that any company property is safely stowed and out of view when leaving the vehicle. Company property is the responsibility of the Employee to whom it has been assigned. If Company property is stolen from a Company vehicle or an Employee's vehicle, the Employee is subject to disciplinary action for not complying with this policy. The Company is not responsible for the theft of any personal items from any company vehicle, or any vehicle used for company business.

TEAM MEMBERS REQUIRED TO DRIVE

Team Members whose job duties require them to drive a Company vehicle or their own vehicle for Company-related business will, prior to driving any such vehicle, be required to show proof of valid driving license and adequate insurance coverage or proof of insurability under the Company's policy.

Any vehicle used in the course of employment must be operated in a safe and professional manner, including wearing seatbelts at all times and otherwise complying with all applicable traffic laws, rules, regulations, and safe operating standards.

Team Members who drive their own vehicles on Company-related business will be reimbursed at the rate of the IRS standard mileage rate per mile.

The Company participates in a system that regularly checks state driving records of all Team Members required to drive as part of their job.

Any Team Member who is required to drive as part of their job and whose license is suspended or revoked, who fails to maintain personal automobile insurance coverage, or who is uninsurable under the Company's policy, may be transferred, suspended, or terminated.

MOBILE PHONE USE WHILE DRIVING OR OPERATING MACHINERY

Team Members are prohibited from using any mobile telephone ("Mobile Phone") while driving a motor vehicle or operating machinery while working, unless the Mobile Phone and the vehicle/machinery are equipped with a manufacturers' installed hands free, Bluetooth system and in accordance with applicable law. Additionally, Employees are prohibited from using a Mobile Phone or any electronic wireless communication device to write, send, or read text-based messages (e.g., text messages, instant messages, email, etc.) while driving motor vehicles or operating machinery while working. This policy also extends to the use of Mobile Phones and electronic

wireless communication devices for Company-related purposes while driving or operating machinery during non-work hours.

When possible and not risking exposure of confidential information to non-privileged persons, an Employee should allow their passenger to handle phone calls and communication. If passengers are not present, and the communication is vital to the Company's business interests, Employees should safely pull off to the side of the road, bring the vehicle to a complete stop, and put the vehicle in park, or safely stop any machinery, before placing or accepting a phone call or sending or reading a text message, instant message, or email.

Please note that stopping at a stop sign, red light, or in a traffic jam is still considered "driving" under applicable law.

Under no circumstances are employees allowed to place themselves or others at risk to fulfill business needs. Any employee who violates the Company's mobile phone use while driving or operating machinery policy, does so at their own risk and any liabilities, traffic violations, citations, or fines that may result will be the sole responsibility of that Employee.

Violators of this policy will be subject to discipline, up to and including termination.

COMPANY MOTOR VEHICLE USE

The Company follows a corporate Driver's Standards program. Prior to driving any Company vehicle or motorized equipment, a Team Member must be able to comply with the Driver's Standards and authorize a Motor Vehicle Record (MVR) check. The determination of whether a Team Member is required to drive motorized vehicles on the job is made by a direct Supervisor. Until Driver's Standards and licensing requirements are met, and, where required, an MVR has successfully been completed, a Team Member may not operate any Company motorized vehicles.

When operating motorized vehicles, seatbelts must be worn at all times, and the use of mobile phones or other handheld electronic devices is prohibited unless used via an installed hands free, Bluetooth system and in accordance with applicable law. Failure to follow Company safety practices and local laws may result in disciplinary action, including without limitation, termination.

Always show courtesy to other drivers and remember you are a representative of our Company.

Some jobs require operation of specialized equipment such as vans, buses, ATVs, snowmobiles, which may require special licensing, training, and/ or certification testing. Failure to obtain or maintain motor vehicle licenses required in connection with a Team Member's job position, or failure to keep these motor vehicle licenses in good standing, may result in a change of job position or termination of employment. The Company is not obligated to accommodate a change of job position for Team Members who do not maintain their required motor vehicle licenses in good standing.

Any Team Member operating a vehicle for business reasons must be familiar with and follow all local regulations. If questions arise about the operation of specific equipment, consult a direct Supervisor or Health & Safety.

In addition to rules and practices regarding the safe operation of vehicles, the following rules specifically apply to operating all types of motorized vehicles:

1. Any Team Member under the influence of or impaired by any illegal drug or alcoholic beverage or any legal drug which may impair an Employee's abilities while on the job must not operate any vehicle.
2. Employees must have a current, valid driver's license and proof of insurance.
3. Non-employees may not be transported at any time in any vehicle being used for Company business except those who have a legitimate business justification for being transported, such as an official Company visitor.
4. Any mechanical defects should be reported by Employees to their Supervisor for appropriate corrective action prior to operating any vehicle for business purposes.
5. Employees driving vehicles on Company-related business must immediately report to their Supervisor any accident and any moving or nonmoving violation for which they are cited while driving a vehicle. The Company accepts no responsibility for citations issued to employees by any law enforcement agency while driving a vehicle on Company-related business under any circumstance. All liabilities created by any citation will be the responsibility of Employees who receive them.
6. All Employees operating their own or Company-owned motor vehicles on Company-related business are required to obey all traffic regulations.

IN THE EVENT OF A MOTOR VEHICLE ACCIDENT

Employees who are involved in an accident in the course of using any vehicle on Company business are expected to adhere to the following procedure:

1. Do not admit liability and do not make a statement to anyone except the Police or appropriate Company management personnel.
2. Obtain the names and addresses of witnesses, vehicle owner(s), injured person(s), insurance carrier, and other driver(s)
3. Write down the driver's license number and issuing states of all parties.
4. Note these items:
 - a. Speed of each vehicle with its direction of travel
 - b. Signal given by each driver, if any
 - c. Point and time of accident
 - d. Any mechanical aspect of the other vehicle which may have caused the accident (e.g., no brake lights, etc.)
5. Promptly contact their Supervisor.
6. Promptly report all damage to Health & Safety.

Under no circumstances are Employees allowed to place themselves or others at risk to fulfill business needs. Any employee who violates the Company's Vehicle Policy does so at their own risk and any liabilities, traffic violations, citations, or fines that may result will be the sole responsibility of that employee.

Violators of this policy will be subject to discipline, up to and including termination.

USE OF COMPANY PHONES

Company telephones and business equipment are to be used for Company-related business purposes only. On occasion, personal calls may be necessary, but must be limited to emergencies or essential personal business and kept as brief as possible.

Team Members should speak with their Supervisor for approval if they have a need to use a Company phone for personal reasons.

USE OF PERSONAL ELECTRONIC DEVICES

Unless previously authorized by the Company in writing, use of personal electronic devices (including for texting, messaging, tweeting, posting, or talking) is prohibited during work time, which does not include breaks or meal periods. Certain roles at the Company may allow use of personal mobile devices to access the Company network, access work email, and more. All Team Members whether authorized to use a mobile phone for work purposes or using a mobile phone on a break period should be mindful of the guests around them and use appropriate language and keep their volume at a reasonable level.

For everyone's safety, all Team Members are prohibited from using a mobile phone or other handheld electronic device while operating a Company vehicle or equipment. This includes texting or surfing the internet. If a Team Member needs to take a call while driving on company business or operating machinery, and the vehicle or machinery does not have a Bluetooth, hand-free option, the Team Member should pull over to a safe place or stop any machinery to take the call.

Non-exempt employees are not required or expected to send, receive, or monitor work email, voicemail, or telephone calls during non-working hours, which shall include email, voicemail, text, and telephone calls sent from or received on a personal mobile device. Non-exempt Employees are prohibited from working off-the-clock and must have prior authorization to work outside their normally scheduled hours. Employees must immediately report any off-the-clock work-related communications to Human Resources.

MOBILE DEVICE USAGE

Eligible employees who have agreed to the Company's Mobile Device Usage and Reimbursement Policy may engage in job-appropriate "employee self-service" and work-related tasks. Employee self-service may include but is not limited to, clocking in and out for lunch, checking the schedule, requesting time off, accessing pay stubs. Work-related tasks may include but are not limited to joining meetings, completing student/athlete evaluations, and communicating with co-workers on work related matters. It is not required that employees use their mobile device for these or other tasks. Should an employee choose not to use their personal device for work related tasks, the employee may opt out of the reimbursement program by contacting Human Resources.

CONFIDENTIALITY POLICY

During employment with the Company, Team Members may be exposed to or generate confidential information otherwise not publicly known which relates to the Company, its affiliates, parent companies, and its customers' affairs. Such confidential information includes but is not limited to information regarding the Company, its customers, buying or pricing methods, merchandise or services, data, know-how, experience and expertise in performance, marketing, and selling of all Company-related merchandise and services. Team Members shall neither

disclose, directly or indirectly, to any Company employee who has no need to know and to any outside person, firm, partnership, corporation, or entity (“Third Parties”), nor use for their own or Third Parties' benefit during and after their employment with the Company, any such past or future confidential information. Team Members must keep any confidential papers in their assigned places. In the event of termination of employment, either voluntarily or involuntarily and for any reason whatsoever, Team Members must promptly return to their Supervisor all Company stationery, keys, customer lists, manuals, records, notes, electronic files, and written materials of any nature whatsoever relating to the Company’s business or that of its customers. Team Members shall not keep in their possession or control any copies of such records, files, or materials.

INTELLECTUAL PROPERTY

During employment with the Company, Team Members may develop intellectual property or other work product (such as designs, software, tools, templates, publications and processes), alone or in connection with others, which: (i) fall within the general scope of their employment (as based on their job description, as it may evolve over time based on duties assigned to them); (ii) use, reference or otherwise leverage confidential or proprietary information belonging to or concerning the Company or its affiliates or business partners; and/or (iii) are materially relevant or useful to the Company (collectively, "Works"). All Works are owned by the Company on a “works made for hire” basis, and Team Members irrevocably assign and transfer all right, title, and interest in the Works to the Company.

All books, records, files, computer programs, software, data, your work product, and related items are the property of the Company. At all times, all such items shall remain the property of the Company. Upon termination of your employment, all property of the Company shall be immediately returned to the Company. No employee may remove such property from the Company upon termination of employment. This Policy applies to all employees.

IMAGE WAIVER

During employment with the Company, Team Members may be photographed or filmed while performing their job duties or while participating in Company events. By accepting employment and signing the acknowledgement at the end of this Handbook, a Team Member gives their permission and consent to the Company and its licensees to use the Team Member’s image, photograph, video and/or audio recording, and likeness throughout the world in perpetuity in any and all media now known or hereafter devised in connection with the promotion, advertising, and publicizing of the Company or any of its constituent entities or any event or activity sponsored by it or any of its constituent entities (collectively “Publicity”). Team Members understand and agree that Publicity may be conducted throughout the world in all forms of media including but not limited to all forms of television, cable, videos, newspapers, magazines, billboards, and the Internet.

By accepting employment and signing the acknowledgement at the end of this Handbook, a Team Member: (i) waives any right to inspect or approve any item that may use their name, voice, likeness, and/or image in connection with the Publicity, including on merchandise; and (ii) acknowledges and agrees that any use of their name, voice, likeness, and/or image in connection with the Publicity will be without further compensation.

CONDUCT

All Team Members are expected to always abide by certain work rules of general conduct and performance. Managers are expected to monitor and enforce these work rules on a consistent basis. Team Members are subject to disciplinary action for any of the offenses listed below and for failing to perform their job duties in a satisfactory manner.

TEAM MEMBER EXPECTATIONS – STANDARDS OF CONDUCT

It is not possible to list all forms of behavior that are considered unacceptable in the workplace; however, conduct deemed to be unacceptable behavior may result in disciplinary action including, without limitation, termination of employment. Similarly, Team Members may be subject to discipline for poor performance and violation of other policies and procedures. The type of disciplinary action that may be imposed may vary depending on the facts and circumstances surrounding each case. Violations of any of the policies and procedures contained in this Handbook may lead to disciplinary action, including, without limitation, termination of employment.

The type of disciplinary action that may be imposed may range from verbal warning, to written warning, to suspension and/or termination of employment. Nothing in this Handbook creates an obligation to follow any particular disciplinary procedure. Management retains the right and absolute discretion to discipline Team Members based on the facts of each case. Management may skip certain disciplinary steps or repeat certain disciplinary steps depending on particular facts of each situation.

Team Members are expected to conduct themselves in a manner to further the Company's objectives. The following conduct is prohibited and will not be tolerated by the Company. This list of prohibited conduct is illustrative only; other types of conduct that threaten security, personal safety, Team Member welfare, and Company operations may also be prohibited and will result in disciplinary action, up to and including termination.

- Falsification of employment, personnel, or other records. This includes, but is not limited to, application, all reports, time records, and statements under the responsibility of the Team Member.
- Recording the work time of another Team Member or allowing any other Team Member to record their work time.
- Disclosing Confidential Information to outsiders as defined in the Company's Confidentiality policy.
- Gambling, fighting, or making threats to fight on Company property to co-workers and/or guests. Physically abusing, threatening, or intimidating co-workers or guests or behaving in a manner that might be offensive to others.
- Use of profanity or abusive language with other employees or within hearing distance of guest.
- Unethical conduct or conduct that creates a conflict of interest.
- Stealing the Company's property, a client's or customer's property or the property of any Team Member; or misappropriation of Company property or the property of other Team Members or client partners. Company property cannot be removed from the premises without prior approval from a responsible supervisor.

- Reporting to work under the influence of alcohol or illegal drugs; possession, sale or use of marijuana or illegal drugs or chemicals or consumption of alcohol while working on Company business.
- Gross negligence or willful acts in the performance of duties resulting in damage to Company property or injury to others.
- Insubordination, including but not limited to failure or refusal to obey the orders or instructions of a Supervisor or member of management, or the use of abusive or threatening language toward a Supervisor or member of management.
- Violation of the Company's equal opportunity or sexual harassment policies.
- Serious safety violation – failure to wear assigned safety equipment or failure to abide by safety rules and policies.
- Failure to perform assigned work (including overtime) or to comply with work/safety rules.
- Violation of Company policies.
- Violation or misuse of Company's IT policy which includes electronic equipment, but is not limited to Company vehicles, computer programs, software, data, intangibles, unauthorized use of computers or internet for entertainment purposes or non-business reasons.
- Use of threatening or violent behavior.
- Carrying firearms or any other dangerous weapons on Company premises at any time.
- Failure to timely report personal injury resulting from an on-the-job work situation.
- Excessive absenteeism or tardiness. Absences protected by state or federal law do not count as violations of this policy.
- Three consecutive days of absenteeism without notice.
- Sleeping or malingering on the job.
- Inefficient or careless performance of job responsibilities or inability to perform job duties satisfactorily. This includes but is not limited to failing to observe working schedules, including rest and lunch periods, working overtime without authorization, or refusing to work assigned overtime, failure to obtain permission to leave work for any reason during normal working hours, not including meal periods.
- Participating in horseplay or practical jokes on Company time or on Company premises.
- Causing, creating, or participating in a disruption of any kind during working hours on Company property.
- Use of tobacco where prohibited by local ordinance or Company rules. Smoking, vaping, dipping, chewing, and/or use of e-cigarettes is not allowed in guest areas at any time.
- Making or accepting personal telephone calls, including cell phone calls, of more than three minutes in duration during working hours, except in cases of emergency or extreme circumstances.
- Violation of dress and grooming standards.
- Violating any safety, health, security or Company policy, rule, or procedure.
- Committing a fraudulent act or a breach of trust under any circumstances.
- Using audio, camera, or video to record another person(s) while on working time.
- Failure to follow safe skiing and snowboarding guidelines. This includes but is not limited to skiing/snowboarding in avalanche closures or on closed trails, fast or reckless skiing/snowboarding, unloading from a lift at any point other than terminals, unauthorized lift line cutting, and skiing/snowboarding on days in which you have been reported as being ill.

- Sale, misuse, or bartering of vouchers, passes, employee discounts, privileges, restaurant, retail/rental, lodging, or lesson discounts.

AUDIO/VIDEO RECORDINGS – WORKPLACE PRIVACY

Unless otherwise pre-approved to do so by the Company, Team Members may not use any audio, camera, or video recording devices, including mobile phones, while on working time. Team Members also may not use any audio or video recording devices in work areas that the Company has identified as confidential, secure, or private, unless engaged in a protected activity, such as documenting health and safety issues.

The Company uses video surveillance in public areas (*i.e.*, not in restrooms, locker rooms, or changing areas). Such video surveillance does not include sound recording.

TEAM MEMBER APPEARANCE STANDARDS

The Company expects employees to exercise good judgment and commitment to maintain a professional, well-groomed appearance while at work. Department heads have responsibility for implementation and enforcement of this policy. Team Members are expected to become familiar with and adhere to the Company's Personal Appearance Policy.

Failure to comply with the appearance guidelines may result in disciplinary action, up to and including, termination of employment. Unless otherwise prohibited by law, final determination on the acceptability of personal appearance at work is up to a Team Member's department.

ROMANTIC RELATIONSHIPS

The Company prohibits dating, physical relationships, and/or romantic relationships between supervisors and Team Members within their department or span of their control, including not only for direct reports, but also in cases where even an indirect reporting structure in the same department may impact the workplace or performance of one's job functions.

If such a relationship arises, the Team Members must notify their supervisor and Human Resources so that the situation can be reviewed, and options considered to comply with this policy. This may result in the transfer of one or more Team Members or termination of one of more Team Members if no other options are available.

Team Members must, at all times, behave in a professional and ethical manner while working for the Company, traveling for business reasons, or at Company functions. It is important to keep dating situations and romantic/physical relationships separate from the work environment and job performance. Team Members should refer to the Anti-Harassment Policy for more information. The restrictions on romantic relationships apply regardless of the sexual orientation of the Team Members involved. This applies equally to opposite-sex and same-sex relationships.

SUPERVISOR COMMUNICATIONS

Questions about jobs, duties and responsibilities, schedules, etc., should be directed to your immediate Supervisor. If you have a problem and do not feel comfortable talking to your immediate Supervisor, please contact your Human Resources office.

MEDIA COMMUNICATION

The Media/Public Relations Department bears primary responsibility for responding to the media's request for the Company's official comment or statement. All inquiries from the media, whether in a crisis or everyday situations, must be routed to the Resort Designated Department to ensure that the Company's response is consistent (*e.g.*, Resort President, Communications, Marketing, Media/Public Relations). This includes formal and informal requests for comments, interviews, feature stories and snow conditions. The Media/Public Relations Department is also responsible for assisting and escorting, when necessary, visiting media.

For a more detail on media inquiries, please see the Media/Social Media Disclosures policy, in the Code of Conduct section, below.

SOLICITATION/DISTRIBUTION

In an effort to ensure a productive and harmonious work environment, persons not employed by the Company may not solicit or distribute literature in our workplace at any time for any purpose.

Team Members will not be permitted to solicit or distribute literature concerning outside activities on Company property in work areas during work time.

To govern the solicitation of Team Members or the distribution of literature to Team Members on Company property, the following rules have been established:

- Solicitation or distribution of literature by Team Members during working time that in any way interferes with work is prohibited. Working time does not include meal breaks, work breaks, or other periods in which you are not on duty.
- Distribution of literature by Team Members in work areas is prohibited.
- Solicitation or distribution of literature by non-Team Members on Company premises is prohibited.
- Distribution of literature by Team Members in non-work areas during working time that in any way interferes with work is prohibited.

(Working time does not include meal breaks, work breaks, or other periods in which you are not on duty.)

BULLETIN BOARDS

All bulletin boards are owned by the Company and are considered Company property. Only messages that are pre-approved by Human Resources are allowed to be posted on the bulletin boards. Team Members are expected to read the bulletin boards and are considered to have knowledge of all information posted by the Company. Team Members are prohibited from removing, altering, or defacing any posting on the bulletin board.

OFF-DUTY CONDUCT

While the Company does not seek to interfere with the off-duty and personal conduct of its Team Members, certain types of off-duty conduct may interfere with the Company's legitimate business interests. Off-duty conduct by a Team Member that directly conflicts with the Company's legitimate business interests and/or disrupts business operations will not be tolerated.

Team Members are expected to conduct their personal affairs, including social media, in a manner that does not adversely affect the Company's or the Team Member's integrity, reputation, or credibility. A Team Member's illegal or immoral off-duty conduct that adversely affects the Team Member's ability to perform their job or the Company's image, credibility, or legitimate business interests, will not be tolerated. This Off-Duty Conduct policy is not intended to interfere with, coerce, or restrain any Team Member from exercising their right to engage in activities protected by §7 of the National Labor Relations Act.

For more detail on Company-related Media/Social Media activities, please see the Media/Social Media Disclosures policy, in the Code of Conduct section, below.

SECURITY

Security is everyone's concern. The Company depends on alert Team Members to be aware of potential security threats on-property. All Team Members should:

- Be aware of persons loitering for no apparent reason in parking areas, walkways, entrances and exits, and service areas;
- Report any suspicious persons or activities to security personnel;
- Secure their desk, office, or workspace at the end of the day;
- Not leave valuable and/or personal articles unattended in or around their workstation;
- Immediately notify their Supervisor when unknown persons are acting in a suspicious manner in or around the facilities, or when keys, security passes, or identification badges are missing.

VIOLENCE IN THE WORKPLACE

The Company believes all Team Members have the right to work in an environment free from harassment and violence of all types. Team Members are prohibited from possessing weapons, destroying property, or engaging in threatening, harassing, or violent behavior in the workplace.

Team Members are prohibited from possessing or using a weapon on Company controlled property, which may include office space, on-mountain locations, retail locations, restaurants, vehicles, Team Member housing, and parking lots. This prohibition applies regardless of whether one is licensed to carry a concealed weapon. The prohibition includes possession at the office and surrounding locations, including Team Member housing. Prohibited weapons include, but are not limited to, firearms, tasers, explosives, and knives or any other weapon which can cause bodily harm.

Exceptions may include situations where a firearm or weapon is necessary in the course and scope of a Team Member's job or as specifically allowed under applicable law. Team Members should consult with their Supervisor or Human Resources before bringing a firearm or weapon on Company property.

Whether working or not, any employee who is involved in the intentional or willful destruction or abuse of company property is subject to disciplinary action, including termination, as well as prosecution.

Any threatening, harassing or violent behavior should be immediately reported to a Supervisor or Human Resources representative. Reports will receive attention and the incident will be investigated. Based on the results of the inquiry, management will take appropriate action. Team Members should directly contact law enforcement personnel if they believe there is imminent threat to the safety and health of Team Members or property.

The Company has zero tolerance for acts of violence and threats of violence. A threat includes, but is not limited to, any indication of intent to harm a person or damage Company property. Threats may be direct or indirect, and they may be communicated verbally or nonverbally.

Without exception, acts and threats of violence are not permitted. All such acts and threats, even those made in apparent jest, will be taken seriously, and will lead to disciplinary action, including, without limitation, termination, and law enforcement may be called for any such situation.

The Company reserves the right at any time and at its discretion to search all offices, cubicles, enclosures, Team Member housing units, and persons entering its property, for the purpose of determining whether there is a violation of this policy. Any Team Member failing or refusing to promptly permit a search under this policy will be subject to discipline up to and including termination. Law enforcement may be called for any such situation.

OPEN DOOR POLICY / COMPLAINT RESOLUTION PROCEDURE

We believe in honest and open communication. The Company is committed to maintaining a good working relationship with its Team Members. However, in any work environment there will be occasions when problems and complaints arise. It is important that these problems and complaints be discussed so that a resolution can be reached. Most problems can be resolved; but if they are not freely discussed, they can become more serious. Therefore, it is the responsibility of everyone to help maintain a good working atmosphere.

We have adopted the following procedure for handling suggestions, problems, and complaints:

1. Any Team Member who has a suggestion, problem, or complaint should discuss the matter with their Supervisor.
2. If the suggestion, problem, or complaint is not satisfactorily resolved by the immediate Supervisor, or the problem or concern involves your Supervisor, the Team Member may meet with the next line of management official over their area, who will listen to the suggestion, problem, or complaint and attempt to recommend a satisfactory solution.
3. If the suggestion, problem, or complaint has not been resolved, or if the nature of the problem is such that the Team Member does not want to discuss it with a manager, they may discuss it with a member of Human Resources.

Employees may bring issues to a Human Resources representative at any time.

When a Team Member uses this Open-Door Policy, they will receive an answer promptly. While the Company may not be able to provide the solution that you desire, we will listen to your concerns and have frank and open communication with you regarding any issue you feel needs to be brought to Management's attention.

Team Members are encouraged to use the above procedures. Every effort will be made to render a fair and just decision. Once the decision is made, an explanation will be given to the Team

Member who brought the suggestion, problem, or complaint. Team Members will not be retaliated against for using the Open-Door Policy.

The Company will not discriminate against any employee regarding compensation or terms and conditions of employment for making such a report, or for making a report to a governmental agency with authority over the Company. The Company will not retaliate against any Team Member for participating in such an investigation, hearing, inquiry, or court action addressing such complaints.

CODE OF CONDUCT

CREATING A TEAM OF EXCELLENCE - CODE OF CONDUCT & ETHICS

Code of Conduct (the “Code”) helps employees achieve a high standard by providing a statement of the fundamental principles and key policies and procedures that govern their business conduct. No code of business conduct can replace the thoughtful behavior of an ethical employee. However, a code can focus a company and its employees on areas of ethical risk, provide guidance to personnel to help them recognize and deal with ethical issues, provide mechanisms to report unethical conduct, and help to foster a culture of honesty and accountability.

The Company’s Code of Conduct and Ethics (the “Code”) includes:

1. Anti-Harassment
2. Social Media/Disclosure
3. Privacy: Guest and Team Member PII (Personally Identifiable Information)
4. Anti-Corruption/Conflict of Interest
5. Information Technologies (IT) Information Security

ANTI-HARASSMENT

The Company prohibits harassment based on age, race, sex, gender, color, religion, creed, national origin, disability (including pregnancy), sexual orientation, gender identity or expression, genetic information, marital status, uniform service or veteran status, or any other legally protected status. Harassment or retaliation may constitute discrimination under law and will not be tolerated by the Company.

"Harassment" is defined as verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of their protected characteristic as defined above, and that:

1. Has the purpose or effect of creating an intimidating, hostile, or offensive working environment.
2. Has the purpose or effect of unreasonably interfering with an individual's work performance.
3. Otherwise adversely affects an individual's employment opportunities.

Examples of harassing conduct can include, but are not limited to, the following:

1. Use of epithets, slurs, negative stereotyping, or threatening, intimidating, or hostile acts that relate to race, color, religion, gender, sex, national origin, age, or disability; and
2. Written or graphic material that denigrates or shows hostility or aversion toward an individual or group because of race, color, religion, gender, sex, national origin, age, or disability and that is placed on walls, bulletin boards, or elsewhere on Company premises, or circulated in the workplace.
3. Verbal or nonverbal innuendoes that relate to or reflect negatively upon someone because of their race, color, religion, gender, sex, national origin, age, or disability.

Similarly, sexual harassment involves:

1. Making as a condition of employment unwelcome sexual advances, requests for sexual favors, or other offensive verbal or physical conduct directed toward an individual because of their sex.

2. Making submission to or rejection of such conduct the basis for employment decisions.
3. Creating an intimidating, offensive, or hostile work environment by such conduct.

Conduct which could rise to the level of sexual harassment can include, but is not limited to:

1. Verbal—sexual innuendo, suggestive comments, insults, threats, jokes about gender-specific traits, or sexual propositions.
2. Nonverbal—making suggestive or insulting noises, leering, whistling, or making obscene gestures.
3. Physical—touching, pinching, brushing the body, coercing sexual intercourse, or assault.
4. Such forms of harassment or retaliation may constitute discrimination under law and will not be tolerated by the Company. Any Team Member who is found to have engaged in such conduct will receive disciplinary action up to and including termination, depending upon the circumstances.

Anti-Bullying / Abusive Conduct Prevention

Team Members and anyone working for or on behalf of the Company shall perform their jobs as assigned, and in a manner that meets all expectations, during working times, and free from bullying, which includes any malicious, patently offensive, or abusive conduct including but not limited to conduct unconnected to the Company's legitimate business interests that a reasonable person would find offensive whether or not based on any of the protected characteristics described above. Examples of bullying include repeated infliction of verbal abuse, such as the use of malicious, derogatory remarks, insults, and epithets, verbal, or physical conduct that a reasonable person would find threatening, intimidating, or humiliating, or the intentional sabotage or undermining of a person's work performance.

Reporting Harassment or Bullying

The Company encourages all Team Members to submit good faith reports of suspected violations of this Policy or any other Company policy, so that we can work together for a better workplace. Team Members are encouraged to report suspected violations of this Policy or any other Company policy to their supervisor, manager, local Human Resources leader, or Alterra Mountain Company's Chief Legal Officer. Supervisors and managers who receive complaints of misconduct must immediately report such complaints to Human Resources.

The Company recognizes that, in certain circumstances, Team Members may not feel comfortable making a direct report. For this reason, Alterra Mountain Company has established the Employee Anonymous Hotline (the "Hotline") and Team Members may submit an anonymous report to the Hotline. The Hotline is available 24/7/365 and is offered in English, French, and Spanish.

1-866-869-9344 (U.S. and Canada)
www.alterramtnco.ethicspoint.com

While we prefer all complaints be made internally, so the Company may conduct a prompt and thorough investigation, the Federal Equal Employment Opportunity Commission and the respective State Agencies will accept and investigate charges of unlawful discrimination or harassment at no charge to the complaining party. Information may be located by visiting the agency website at or the respective state governmental body.

MEDIA/SOCIAL MEDIA DISCLOSURES

The media and social media are important tools to the success of the Company. Social media is also important to many of our Team Members. Below are some guidelines intended to assist Team Member's to responsibly curate their social media profiles in the context of their professional life. Nothing in these guidelines is intended to interfere with, coerce, or restrain any Team Member from exercising their right to engage in activities protected by § 7 of the National Labor Relations Act, such as the right to discuss terms and conditions of employment.

1. Team Members must adhere to the Code of Conduct & Ethics and Anti-Harassment Policy, even when using social media. Harassment, discrimination, or retaliation that is not permitted while at work, is not permissible between Team Members online even if it is done after hours, from home or on a Team Member's own device.
2. Only the Resort President or Alterra Mountain Company's CEO, CFO, COO, and CLO, and other individuals specifically designated by these executive officers have the authority to speak on behalf of the Company.
3. Team Members should remember that others may associate them with if their social media accounts reference that the Team Member works for the Company. It's recommended that Team Members curate their social media profiles and related content in a manner that reflects how the Team Member wishes to present themselves to fellow teammates, clients, and business partners.
4. If a Team Member is neither (a) an executive officer nor (b) a Team Member who is authorized to use social media in their professional capacity as part of their job responsibilities, then the Team Member must make clear that they are speaking for themselves and not for the Company. Team Members should NEVER participate in social media discussions or post online content concerning the Company that could be construed by the public as content published by the Team Members acting as an agent of. Team Members should write in the first-person and are prohibited from using their Company email address for private communications.
5. Team Members shall NEVER discuss or post content on social media regarding any of Company's competitively sensitive information, proprietary, confidential, or trade secret information. This includes revenue, future products (such as pass products), pricing decisions, potential partnerships, financial performance, legal actions involving the Company, or any potential mergers, acquisitions, or dispositions.
6. Team Members should NEVER participate in social media discussions related to a crisis event concerning the Company or any other of its resort locations that could be construed by the public as content published by the Team Member acting as an agent of. Only the Resort President or Alterra Mountain Company's CEO, CFO, COO, and CLO, and other individuals specifically designated by these executive officers have the authority to speak on behalf of the Company in the event of a crisis impacting resort operations.
7. Unless a coworker, customer, competitor, or vendor grants express permission, Team Members shall avoid revealing sensitive or personal information about them or information learned in confidence.
8. Team Members shall respect other peoples' works or materials. Any use of copy-written materials, trademarks, logos, statements, or other intellectual property should be used in accordance with the law and contractual rights.
9. Team Members should not let social media interfere with their responsibilities for the Company. Team Members are expected to appropriately manage time spent on social

media during working hours (which does not include rest and meal breaks). Excessive time spent on social media resulting in diminished work output, safety, or levels of guest service may result in disciplinary action.

PRIVACY: GUEST AND TEAM MEMBER PII

The Company has implemented a privacy program to ensure we have the tools and processes in place to keep guests' and Team Members' personal information private. The acceptance of employment and benefits by an employee is viewed as consent for the Company to collect, use, and disclose personal information about employees for purposes that are reasonable and necessary to manage our business effectively, and to meet legal and regulatory requirements. You may choose to withhold any personal information by not participating in optional programs.

ANTI-CORRUPTION / CONFLICT OF INTEREST

Conflicts of interest, or the appearance of a conflict of interest, should be avoided. Conflict situations may arise when any Team Member is in a position to influence company business decisions and/or realize personal gain by an association with another person or organization.

INFORMATION TECHNOLOGIES (IT) INFORMATION SECURITY

The Company owns the computers, servers, and software and all content contained therein, including emails transmitted on the Company's network, documents and data saved on Company servers, web browsing history and voicemail recordings. Data, including email, saved, or transmitted using the Company devices is not private, despite any contrary designation either by the sender or the recipient. Accordingly, Team Members have no expectation of privacy in their e-mail messages, text messages, web browsing history, voicemails, or data files when accessing a Company network or when using a Company device. Team Members are required to abide by the Company's Information Security Policy.

The Company reserves the right to monitor both the use of the technological systems and the content of the communications at its discretion, even if Team Members use a password or the system's delete function. The Company may monitor a Team Member's Internet access and browse history, while on the Company's network. Records of a Team Member's use of Company computers are Company property and are subject to review, disclosure to law enforcement, government officials or other parties through subpoena without notification.

Team Members are prohibited from installing or downloading any unauthorized software. Team Members may not copy software from Company computers and install it on their home or other computers without the express written permission of Management. The Company does not allow the unauthorized use, installation, copying, or distribution of copyright, trademark, or patented material on any Company communication tool.

BENEFITS

BENEFITS OVERVIEW

We recognize that Team Members have different benefit needs. Health & Wellness and Retirement Savings Plan benefits vary by job classification. This manual is not an official plan document for any Team Member benefit plan and is not intended to provide specific information about benefits. It is also not a guarantee of any benefit.

If you have any questions about eligibility, benefits, or coverage regarding any of the benefits described below, you should refer to the official plan documents, summary plan descriptions, or insurance policies. If you have any questions, or need assistance, contact Human Resources. Benefit eligibility requirements may also be imposed by the plans themselves.

The Company reserves the right to modify, amend, or terminate benefits and to modify or amend benefit eligibility requirements at any time and for any reason, subject to any legal restrictions.

Eligible Team Members are responsible for paying any elected benefit coverage whether they are active or on an approved leave of absence. Team Members are required to complete all necessary elections for participation in the benefits programs.

EMPLOYEE ASSISTANCE PROGRAM (EAP)

The Company provides an Employee Assistance Program that provides free counseling and/or legal assistance for eligible Team Members and their dependents. Please stop by Human Resources for more details. Voluntary referral to the EAP will not insulate a Team Member from disciplinary action for prior violations of company Policy, including the Substance Abuse Policy.

PAID TIME OFF

The Company offers eligible Team Members Vacation, Paid Sick Leave, and/or Flexible Time Off.

Vacation

Certain Full-Time (working 30 or more hours a week) Year-Round, Flex Year-Round, or Season-to-Season employees, who do not otherwise receive FTO (as described below) are eligible for paid Vacation leave. Part-time employees (those that work less than 30 hours a week) or Occasional/Temporary/Seasonal employees are not eligible for paid Vacation leave.

Accrual and Usage

Eligible employees will start accruing Vacation time in the pay period that they become eligible. Vacation hours may be used for any reason or no reason at all but Team Members must comply with all Time-Off Request policies and procedures. Your Supervisor or Manager must approve your time-off request through the proper procedures, and it should be requested before the schedule has been completed and as far in advance as possible. Non-exempt employees may take Vacation in one-hour increments. Exempt employees may take Vacation in four-hour increments.

Team Members that do not have enough vacation time may take up to negative forty hours against their balance.

Accrual Rates & Accrual Caps

There are three tiers of Accrual Rates and Accrual Caps (less than 5 years of service; 5-10 years of service; and 10+ years of service). A Team Member's Accrual Rate is based on their Years of Service, which are calculated from their most recent hire date or job change date that granted eligibility.

There is a total Accrual Cap equal to the amount of the Team Member's then-current annual accrual cap, unless otherwise required by applicable law. Accrual will cease once a Team Member reaches their Accrual Cap. Accrual will begin again when the Team Member uses accrued Vacation or enters into a higher Accrual Cap.

Team Members should see Human Resources and/or Workday for their current Accrual Rates and Accrual Caps.

Expiration; Payout Upon Separation

There is no expiration date on Vacation balances. All accrued but unused Vacation time will be paid out upon termination, in accordance with final pay procedures and timelines.

Paid Sick Leave

All regular (*i.e.*, not occasional, or temporary) employees are eligible for 6 days or 48 hours of paid sick leave (PSL) per year. PSL will be frontloaded at the time of hire and replenished to 48 hours every August 1st during your employment. If a Team Member is separated and then rehired or reinstated during the same fiscal year, their PSL balance will be restored to the amount at their previous separation.

PSL may be used for the diagnosis, care, or treatment of an existing health condition of, or preventive care for, an employee or an employee's family member; or for an employee who is a victim of domestic violence, sexual assault, or stalking, in accordance with applicable law.

If foreseeable, Team Members should provide reasonable advance notification to their Supervisor for any PSL-related absence. If use of PSL is unforeseeable, Team Members must notify their Supervisor as soon as practicable.

Upon return from PSL, Team Members must immediately complete the Time-Off Request procedure for their PSL-related absence. Human Resources reserves the right to request documentation, in accordance with applicable law.

Occasional/Temporary employees who work at least 30 hours a year will accrue PSL at a rate of one (1) hour of PSL for every thirty (30) hours worked up to a maximum of forty-eight (48) hours or six (6) days. Occasional and Temporary Team Members will begin accruing PSL upon commencement of employment. Once the maximum of forty-eight (48) hours has been reached, no further PSL will accrue until previously accrued PSL is used. Team Members will not accrue PSL during leaves of absence. PSL carries over from year to year unless there is a 12-month break in service.

No Payout Upon Separation

Team Members will not be compensated for unused paid Sick leave at time of termination.

Flexible Time Off (FTO)

Instead of Vacation, certain exempt managerial and executive employees in Full Time (working 30 or more hours a week) Year-Round, Flex Year-Round, or Season to Season positions will be eligible for Flexible Time Off (FTO). FTO hours may be used for any reason or no reason at all but Team Members using FTO concurrently with another leave (e.g., FMLA), must work with Human Resources regarding length and allocation of leave (see below).

No Accrual Balances or Caps

There is no accrual or balance limit for FTO. FTO is not unlimited time-off and time away must still be approved by your manager with consideration to workload, seasonality, and staffing needs.

FTO concurrent with Other Leave of Absence

Employees who want or need to take FTO for a reason that would otherwise qualify for an approved leave of absence must work with their Human Resources Department to ensure that time off is properly designated. FTO may be used concurrently during time off that qualifies for an approved leave of absence up to the following maximum limits:

- Family Medical Leave (FMLA) or State equivalent, or other State/Province Disability
 - Up to four weeks or 160 hours may be applied to extend salary coverage during any part of an FMLA or State equivalent, or other State/Province Disability Leave that is not otherwise covered by paid disability or other paid leave
- Non-Qualified Medical Leave – up to four weeks or 160 hours
- Military Leave (all types) – up to four weeks or 160 hours
- Personal Leave – up to four weeks or 160 hours, except for a Personal Leave that is taken immediately following another leave of absence
- Other approved leave required or permitted by law – up to four weeks or 160 hours; however, Employees may not receive more than 100% of their base wage

No Payout Upon Separation

As there is no accrued balance, there is no payout of FTO at the time of termination, unless otherwise required by applicable law.

Holidays

Hourly Team Members are eligible for certain paid holidays. Eligible Team Members who work on a designated paid holiday will be paid in accordance with the resort's Paid Holiday Policy.

Hourly Team Members should consult with Human Resources regarding the Paid Holiday Policy and paid holiday schedule.

OTHER TIME OFF

The Company supports Team Member participation in civic duties, community activities, and other family needs when appropriate.

Team Members should consult with Human Resources to ensure understanding of the leave requirements and any impacts on pay or benefits. Team Members must discuss requests for other time off (whether paid or unpaid) in advance with a direct Supervisor and ensure advance approval. Failure to report to work without proper notification to your Supervisor is a violation of this policy and may lead to disciplinary action including termination.

Please see the Leaves of Absence Section for more available paid and unpaid leaves. In addition to the leaves described herein, the Company complies with all applicable state laws relating to various forms of protected absences. Depending on the particular state in which you are employed, Team Members may be legally entitled to time off under various laws.

SAFE WORKPLACE PRACTICES

SAFETY FOR ALL

Team Members are expected to follow all applicable safety regulations, rules, and practices at all times. Team Members should constantly monitor their workplace and surroundings to identify, mitigate, or eliminate hazards; obey proper signage; and communicate safety information as appropriate. Team Members should know and comply with safety regulations and requirements for their job. Team Members should not operate any machinery or equipment without having received the proper training and/or authorization.

Team Members should know the location of emergency phones, first aid kits, and fire extinguishers and be familiar with their building's emergency action plan and designated meeting location in the event of an emergency.

Every Team Member is responsible for knowing and complying with applicable safety codes and regulations. Team Members should direct any safety questions to their Supervisor or Health & Safety.

ACCIDENT REPORTING

Team Members must report all accidents or injuries involving Team Members, guests, or visitors, or damage to Company vehicles, equipment, or materials to their Supervisor as soon as possible and all required paperwork must be completed. Team Members should refer to specific communication protocols, policies, phone numbers, or other details as needed.

Failure to properly and promptly report an injury may result in the denial of your claim. Filing a Workers Compensation related claim for non-work-related accidents or injuries may be illegal and result in disciplinary action and/or criminal prosecution.

ON THE JOB INJURY

Workers' compensation insurance may provide you with medical care coverage and a portion of lost wages following a work-related injury, illness, or disease.

If you sustain a work-related injury or illness, you must notify your Supervisor immediately. A Supervisor's Notification of Injury must be completed. If you fail to timely report your injury to your employer, your workers' compensation benefits may be impacted.

If you sustain work-related injuries which require medical attention beyond first aid, you must be seen by an Authorized Treating Physician or Designated Provider. Referrals, if necessary, may be made. Treatment by unauthorized providers may not be covered and the Team Member may be personally responsible for the cost.

Workers' compensation benefits may be reduced or denied for the following reasons:

- Failure to use a required safety device provided by the Company
- Failure to obey safety rules adopted by the Company for your protection
- Failure to timely report the accident and injury
- Injuries that occur while intoxicated or under the influence of illegal drugs

- Injuries that occur due to horseplay
- If not on a designated route or a route authorized by your Supervisor
- Injuries that occur while skiing/riding off-duty

Consult your Health & Safety department or Human Resources if you need information about workers' compensation policies. The Company may have additional requirements for the reporting of injuries and other accident information.

WORKERS COMPENSATION

The Company, in accordance with state law, provides insurance coverage for Team Members in case of work-related injury or illness. The workers' compensation benefits provided to injured Team Members may include:

- Medical care;
- Cash benefits, tax free, to replace lost wages; and/or
- Assistance to help qualified injured Team Members return to suitable employment.

To ensure that they receive any workers' compensation benefits to which they may be entitled, Team Members need to:

- Immediately report any work-related injury to their Supervisor.
- Seek medical treatment and follow-up care if required.
- Complete a written *Employee's Claim for Workers' Compensation Benefits* (DWC Form 1) and return it to Human Resources.
- Provide the Company with a certification from their health care provider regarding the need for workers' compensation disability leave, as well as their eventual ability to return to work from the leave.

Upon submission of a medical certification that a Team Member is able to return to work after a workers' compensation leave, the Team Member under most circumstances will be reinstated to their same position held at the time the leave began, or to an equivalent position, if available. A Team Member returning from a workers' compensation leave has no greater right to reinstatement than if the Team Member had been continuously employed rather than on leave. For example, if the Team Member on workers' compensation leave would have been laid off had they not gone on leave, or if the Team Member's position has been eliminated or filled in order to avoid undermining the Company's ability to operate safely and efficiently during the leave, and no equivalent or comparable positions are available, then the Team Member would not be entitled to reinstatement.

A Team Member's return depends on their qualifications for any existing openings. If, after returning from a workers' compensation disability leave, a Team Member is unable to perform the essential functions of their job because of a physical or mental disability, the Company's obligations to the Team Member may include reasonable accommodation, as governed by the Americans with Disabilities Act.

The law requires the Company to notify the workers' compensation insurance company of any concerns of false or fraudulent claims.

Company-Provided Physician

The Company provides medical treatment for work-related injuries through a medical provider network. Please contact Human Resources to identify which network the Company has chosen to provide medical care to injured Team Members because of their experience in treating work-related injuries.

Workers' Compensation and FMLA

Team Members who are ill or injured as a result of a work-related incident, and who are eligible for family and medical leave under state and federal law (Family Medical Leave Act (FMLA)), will be placed on FMLA during the time they are disabled and not released to return to work. Eligible Team Members will be on FMLA for a maximum of 12 weeks in a 12-month period the 12-month period measured forward from the date a Team Member first took family leave.

DESIGNATED TRAILS OR TRAVEL ROUTES

The Company and individual departments may designate specific trail routes, both winter and summer, which Team Members must follow while working or traveling to various on-property locations. Designated routes are established not only to describe approved trails or terrain, but also to define any prohibited zones that a Team Member may not access while on-duty and/or in uniform.

Consequence: If a Team Member fails to follow the guidelines above, disciplinary action including, without limitation, termination may result. In addition, failure to comply with designated terrain guidelines may result in reduction or denial of injury-related Workers' Compensation benefits.

HELMETS

Employees who are required to ski or ride while in uniform or in connection with their job duties are required to wear a helmet. Helmets must be worn as intended (*i.e.*, chin strap must be utilized), and the only graphics, designs, stickers, etc. on the helmet that are acceptable are those promoting the Company and which are otherwise appropriate and aligned with the Company's Anti-Harassment Policy and Company's Employee Appearance Standards.

Winter Helmets: Employees, who are required or elect to ski or ride while in uniform or in connection with their job duties, are required to wear a snow sports helmet. This helmet must be compliant with ASTM F2040-06 Standard Specification for Helmets Used for Recreational Snow Sports or any subsequent substitute or replacement for ASTM F2040-06.

Summer Helmets: Certain positions and/or job duties may require the use of a full-face helmet, elbow/knee pads, and/or other protective equipment, as a minimum level of protection.

ATVs and Snowmobiles: Any employee who drives an ATV (All-Terrain Vehicle) for company business is required to wear a helmet at all times while operating the vehicle. Helmets must meet industry standards (*i.e.*, DOT or Snell certified) and must be made available to all employees who drive an ATV for work. Employees are allowed to wear their own personal helmet, provided it meets the minimum standards.

Any employee operating a Company snowmobile will be required to wear a helmet at all times. Employees are allowed to wear their own or Company provided personal snow sports helmet. Any helmet used for operating snowmobiles must meet the minimum Company guidelines.

SPORT EQUIPMENT

Any Team Member using their own sports equipment (*e.g.*, ski, snowboard, bike, climbing, and water sports) should ensure periodic checks at a certified repair shop as required or recommended by the manufacturer. When skiing or riding, make sure bindings are adjusted by a certified technician to match the user's height, weight, and age and skier type.

AVALANCHE/BACK COUNTRY/SNOW SAFETY

While rare within the resort, avalanches may occur both inside and outside of the posted ski area boundary at any time **WITHOUT WARNING**. Employees should educate themselves on how to reduce the risks and always ski or ride with a partner and keep them in sight, especially in or near trees.

Visit www.avalanche.org or contact your Patrol office for more information on avalanche safety.

DRONES/UAV'S

Personal drones and other remote-controlled aircraft are not permitted at the Company including parking lots. There may be occasions where drones are utilized for specific, officially sanctioned purposes such as commercial photography, search and rescue, and other applications around the Company. Team Members should notify their Supervisor if they see a drone and there has not been an official notification about its operation.

OCCUPATIONAL SAFETY AND HEALTH ACT (OSHA)

The Company takes reasonable precaution to offer Team Members a place of employment free from known or recognized hazards that cause or are likely to cause death or serious physical harm. Safety measures and procedures are in place for the protection of all Team Member. Each Team Member is responsible to help prevent workplace accidents. Team Members should review and understand all workplace safety rules and policies and use Company-provided safety and protective equipment. Any unsafe or hazardous conditions should be reported to a Supervisor or Human Resources. Any questions regarding health & safety practices should be directed to your Supervisor or Human Resources.

HAZARD COMMUNICATION

Chemicals and/or dangerous materials may often be found in work areas throughout the Company. Team Members should know and understand what (hazardous) chemicals are in their workplace. Safety Data Sheets (SDS) with information on these products can be found online and/or in a notebook in a given work area.

Team Members that have not been trained to handle chemicals in the workplace – **SHOULD NOT DO SO** – even if they think they know how to handle them. Hazard Communications and SDS training, including training on proper handling and storage of chemicals is required for all Team Members handling chemicals. Team Members should see Health & Safety for more information on handling and storing of chemicals.

Team Members should get immediate help from First Aid, Patrol, Security, or their Supervisor if they or someone else has been exposed to a chemical.

RECREATIONAL ACTIVITIES/PROGRAMS

The Company or its insurer will not be liable for payment of workers' compensation benefits for any injury that arises out of a Team Member's voluntary participation in any off-duty recreational, social, or athletic activity that is not part of the Team Member's work-related duties.

SMOKING

Smoking (including e-cigarettes and personal vaporizers) and the use of tobacco products such as chewing tobacco is not permitted in the view of guests, or on company property, such as inside buildings, vehicles, equipment, or restaurants; near entrances or windows; or while on the mountain, chairlifts, or patios. Smoking is restricted to designated smoking areas.

SAFETY COMMITTEE/SAFETY PROCEDURES

The Safety Committee is comprised of a cross section of Team Members representing many departments and has monthly meetings. Department safety meetings are also held to inform Team Members about safety rules and practices.

DRUGS AND ALCOHOL

The Company strictly prohibits Team Members from reporting for work or working while under the influence of alcohol, marijuana, illegal drugs, or non-prescribed controlled substances.

Prescription Medications

When drugs are prescribed by a medical professional, it is the Team Member's responsibility to inquire of the prescribing professional whether the drug prescribed has any side effects which may impair one's ability to safely perform one's job duties. If the Team Member's prescribing professional indicates that the drug prescribed has any side effects which may impair one's ability to safely perform one's job duties, the Team Member must obtain a statement from the medical professional indicating any work restrictions and their duration. The Team Member must present that statement to the Team Member's supervisor prior to going on duty. If the Company determines that such use adversely affects the Team Member's ability to safely perform the functions of their job, the Company may temporarily reassign the Team Member, grant a leave of absence during the period of treatment, or otherwise attempt to accommodate the Team Member. If the Company determines that such use does not pose a risk, the Team Member will be permitted to work. Improper use of "legal drugs" is prohibited and may result in disciplinary action. Prescription medication must be kept in its original container if such medication is taken during working hours or on Company property.

Medical and Recreational Marijuana

Marijuana is recognized to be an illegal drug by the Federal Government, whether used for medical purposes or otherwise. The Company follows federal law and prohibits the use or being under the influence of marijuana by Team Members while working. The Company prohibits the consumption, use, sale, purchase, distribution, dispensing, or possession of marijuana, marijuana derivatives, or paraphernalia in the workplace, including being under the influence of or having any detectable level of marijuana in your system. A non-negative drug screen result may be

considered to be a violation of the Company's Drug and Alcohol Policy and will result in disciplinary action up to and including termination.

Medical Reason: If a Team Member has a medical condition that requires the use of prescribed medical marijuana for its treatment, the Team Member must notify their direct Supervisor or a member of Human Resources prior to commencing their shift. The Company will work with such Team Members to discuss reasonable accommodation, if any. The Company will comply with all applicable medical marijuana laws but will not allow Team Members to perform work while under the influence of marijuana.

Drug and Alcohol Screening

By accepting employment at the Company, each Team Member consents to drug and/or alcohol screening in accordance with applicable law.

To promote a safe and productive work environment, the Company may conduct drug and alcohol screening and at the discretion of the Supervisor, department Manager, Director, Vice President, President, and Human Resources in the following circumstances:

- Following work-related accidents (including exposure to hazardous materials where the employee or others require medical treatment); following work-related accidents that involve damages and expenses in excess of \$500.
- Reasonable suspicion that a Team Member is under the influence of drugs or alcohol during work hours based on observations of a management official.
- The Team Member requires medical treatment beyond initial first aid in a situation where, if the Team Member had been under the influence of drugs or alcohol, that could have contributed to the accident.
- As part of any Department of Transportation requirement (for Commercial Driver License holders) or when applicable.
- As part of a Team Member's conditional return-to-work agreement.

"Reasonable suspicion" may include, but is not limited to, the following:

- Team Member observed using or possessing drugs, drug paraphernalia, or alcohol, including through behavior, speech, or performance.
- Abnormal conduct or erratic behavior by a Team Member.
- Violation of safety rule, other unsafe work practice or incident which leads management to believe the Team Member's functioning is impaired.
- Arrest for drug related offenses including possession of illegal drugs, controlled substances, drug paraphernalia or information provided by reliable and credible sources including law enforcement, or otherwise independently corroborated, regarding a Team Member's use or possession of the foregoing or other violations of this policy.
- Any other information or indicators that lead management to a reasonable belief that drug, or alcohol use may be affecting job performance and conduct in the workplace.

An independent, certified laboratory may be utilized to test and evaluate drug and alcohol screenings. Confidential results are provided to and maintained by Human Resources.

Violation of the Company's Drug & Alcohol Policy may subject a Team Member to disciplinary action, including immediate termination. The determination of what disciplinary action is

appropriate for a violation of this Policy rests solely with the Company. Discipline may be based not only on a violation of this Policy, but also on prior poor performance, workplace misconduct, other rule violations and any other factors which the Company determines to be relevant.

To ensure that illegal drugs and alcohol do not enter or affect the workplace, the Company reserves the right to search all vehicles, containers, lockers, desks, bags, or other items on Company property in furtherance of this Policy in accordance with applicable law. Individuals may be requested to display personal property for visual inspection upon Company request. Failure to consent to a search or display personal property for visual inspection will be grounds for termination or denial of access to Company premises.

Testing Procedure:

1. The Company will determine which drug testing will be performed and the cutoff levels at or above which a test result will be considered positive proof of drug and/or alcohol usage in accordance with applicable law.
2. If a Team Member refuses to consent to testing, fails to appear for testing, tampers with the test, or otherwise fails to cooperate with the testing procedure, they will be considered to have tested positive.

If a drug or alcohol screen results in a non-negative result, or if the Team Member intentionally dilutes and adulterates testing samples or specimens, the Team Member will be subject to disciplinary action, up to and including termination. If a Team Member is found to be in possession of illegal drugs or otherwise in violation of this policy, the Team Member will be subject to disciplinary action, up to termination regardless of the results of any drug or alcohol test.

Permitted Use of Alcohol in the Workplace at Company Authorized Events

On occasion, alcoholic beverages may be served on- or off-Company premises, in conjunction with an authorized Company event. At such functions it remains the Team Member's responsibility to consume alcohol responsibly and in moderation. Any authorized alcohol consumption in the workplace must be done once a Team Member's work shift is completed for the day. Alcohol may not be consumed in locker rooms, in work areas, or in offices unless expressly approved by an authorized Manager or Director.

NOTE: Team Members under the legal drinking age are prohibited from participating in any alcohol consumption.

SERVICE ANIMALS

The Company permits bona fide "Service Animals" in our buildings and on resort property. They can generally be identified by the colorful vests they wear, however there is no legal requirement that a service animal or service dog wear a vest or have any "papers" evidencing certification.

For more information on Guest or Team Member Service Animals, please consult Human Resources.

LEAVES OF ABSENCE

FAMILY AND MEDICAL LEAVE ACT (FMLA)

The Family and Medical Leave Act (“FMLA”) provides eligible team members (employed for at least 12 months, worked a minimum of 1,250 hours during the 12 months preceding the need for leave, and work at a location with 50 or more team members within a 75-mile radius) the opportunity to take unpaid, job-protected leave for certain specified reasons. The maximum amount of leave a team member may use is either 12 weeks in a rolling 12-month period or 26 weeks within a single 12-month period depending on the reasons for the leave.

To be eligible for FMLA leave, you must:

1. have worked at least 12 months for the Company in the preceding seven years (limited exceptions apply to the seven-year requirement);
2. have worked at least 1,250 hours for the Company over the preceding 12 months; and
3. currently work at a location where there are at least 50 team members within 75 miles.

Reason for FMLA leave include, but are not limited to:

1. The birth of a team member’s child and to bond or care for such child, or placement for adoption or foster care of a child.
2. To care for an immediate family member (spouse, child under 18 years old, or child 18 and over that is incapable of self-care, or parent) with a serious health condition.
3. Because of a serious health condition which renders the team member unable to work.
4. Because of any qualifying exigency arising out of the fact that the team member’s spouse, son (of any age), daughter (of any age) or parent, who is serving in any branch of the military (including the National Guard or Reserves), has been deployed or called to active duty in a foreign country (“active-duty leave”).

FMLA time can be taken consecutively or intermittently.

Benefits during FMLA

During the approved FMLA Leave, the team member’s coverage under the Company benefits will continue, and the team member will remain responsible for his/her share of the insurance premium. In most circumstances, upon return from FMLA Leave a team member will be restored to his original or equivalent position with equivalent pay, benefits, and other employment terms. If, however, an event occurs that would have terminated or altered the employment of the team member had he not been on leave (e.g., a reduction in force, elimination of a shift), the employment, leave rights, employment conditions, or restoration rights of that team member will terminate at the same time as if the team member had not been on leave.

Paid time during FMLA leave

A team member may be required to use any accrued unused vacation time when on a leave of absence under the FMLA. All paid time off will run concurrent with any unpaid time off under FMLA. Any team member that is on FMLA Leave for his/her own serious health condition and qualifies for short-term disability (STD) benefits, may request to supplement pay through available vacation time while on STD up to 100% of the team member’s regular base pay.

Team members will only be entitled to a total of 12 weeks or 26 weeks of FMLA leave. The FMLA prohibits employers from discharging, interfering with, or discriminating against team members that exercise rights under the FMLA.

In order to use paid leave for FMLA leave, the Team Member must comply with the Company's normal paid leave policies. For more information on those specific circumstances requiring or allowing the substitution of paid leave contact Human Resources.

Notice of need for leave

Applications for FMLA must be provided at least thirty days, or as soon as practical, before the leave is to commence. Appropriate forms must be submitted to initiate family or medical leave and also to return to active status. If a Team Member requests family or medical leave, they must provide the appropriate certification for medical conditions within the designated timeline. If notification and appropriate certification are not provided on a timely basis, approval for leave may be delayed or denied.

Proper documentation supporting the leave must be provided to approve/deny the claim.

Please contact your local Human Resources office how to file an application for FMLA.

Failure to return from leave

If a team member takes FMLA Leave in excess of the weeks for which a team member is eligible or fails to return from leave as scheduled, the team member will not be guaranteed a position with the Company upon their return. The team member may be entitled to a non-FMLA Leave extension for his/her own serious health condition or may be subject to disciplinary action, up to and including termination, depending on the circumstances. The Company complies with the ADA and will participate in the reasonable accommodation process with any team member that is on a medical leave of absence due to his/her own medical condition.

Recertification

Under certain circumstances as provided by law, including, but not limited to, situations in which the need or nature of the approved leave changes, the Company may, in its sole discretion, require recertification of the team member's serious health condition. The Company may also request recertification once every six months when FMLA Leave is taken for any serious health condition that lasts longer than one year. Additionally, for any conditions or situations lasting greater than one year, the team member will be required to renew this request for FMLA Leave and eligibility decisions will be reviewed. In these situations, the team member will have 15 days in which to provide, at his expense, a completed Recertification form.

Substitution of Paid Leave

Generally, FMLA leave is unpaid. The Company may require, or a Team Member may choose, to use accrued paid leave while taking FMLA leave. In order to use paid leave for FMLA leave, the Team Member must comply with the Company's normal paid leave policies. For more information on those specific circumstances requiring or allowing the substitution of paid leave contact Human Resources.

Reinstatement

Under most circumstances, upon return from family/medical leave, a Team Member will be reinstated to their original job or to an equivalent job with equivalent pay, benefits, and other employment terms and conditions. However, a Team Member has no greater right to reinstatement than if they had been continuously employed rather than on leave. For example, if a Team Member on family/medical leave would have otherwise been laid off had they not gone on leave, or if their job is eliminated during the leave and no equivalent or comparable job is available, then the Team Member would not be entitled to reinstatement. In addition, a Team Member's use of family/medical leave will not result in the loss of any employment benefit that the Team Member earned before using family/medical leave.

Reinstatement after FMLA may be denied to certain salaried “key” Team Members under the following conditions:

- A Team Member requesting reinstatement was among the highest-paid 10 percent of salaried Team Members employed within 75 miles of the worksite at which the Team Member worked at the time of the leave request.
- The refusal to reinstate is necessary because reinstatement would cause substantial and grievous economic injury to the Company's operations.
- The Team Member is notified of the Company's intent to refuse reinstatement at the time the Company determines the refusal is necessary.
- If leave has already begun, the Company gives the Team Member a reasonable opportunity to return to work following the notice described previously.

Time Accrual

Team Members should contact Human Resources or the Benefits Manager with any questions regarding accrual of other Company provided paid leave benefits (such as Vacation or sick leave) during unpaid FMLA leave.

Carryover

No carryover of unused leave from one 12-month period to the next 12-month period is permitted.

Intermittent Leave

Team Members may take Family and Medical Leave Act leave intermittently (in blocks of time, or by reducing their normal weekly or daily work schedule) if the leave is for their serious health condition or a qualifying family member and the reduced leave schedule is medically necessary as determined by the health care provider of the person with the serious health condition. The smallest increment of time that can be used for any such intermittent leave is one (1) hour.

EXTENDED MEDICAL LEAVE

On occasion, a Team Member may need a medical leave of absence that extends beyond limits under any state or federal mandatory leave law. In addition, there may be circumstances when a Team Member needs a medical leave allowed under disability laws and in accordance with this policy.

In these situations, an extended medical leave of absence may be granted for medical disabilities (other than pregnancy, childbirth, and related medical conditions) with a doctor's written certificate

of disability. Extended disability leaves will also be considered on a case-by-case basis, consistent with the Company's obligations under federal and state laws.

Team Members should request any leave in writing as far in advance as possible.

A medical leave begins on the first day a Team Member's doctor certifies the Team Member is unable to work and ends when their doctor certifies they are able to return to work. The Team Member's Supervisor or Human Resources will supply the Team Member with a form for their doctor to complete, showing the date of disability, restrictions of the employee and estimated date of return to work. A Team Member returning from medical disability leave must present a doctor's certificate declaring fitness to return to work.

Upon return from medical leave, the Team Member will be offered the same position they held at the time their leave began, if available. If the former position is not available, a comparable position will be offered. If neither the same nor a comparable position is available, return to work will depend on job openings existing at the time of the scheduled return. The Company makes no guarantees of reinstatement, and a Team Member's return will depend on their qualifications for existing openings. The Company will comply with all reinstatement obligations under applicable law.

Team Members should contact Human Resources regarding any accommodation requests.

JURY DUTY AND WITNESS LEAVE

If summoned for jury duty, employees should notify their immediate Supervisor or Manager promptly to arrange for proper scheduling during a potential absence.

Full Time (working 30 or more hours a week) Year-Round, Flex Year-Round, or Season to Season employees are eligible for Paid Jury Duty with the appropriate documentation.

Documentation must be attached to the request and approved by your manager. Eligible employees will be paid for the first three (3) days of jury duty at their regular rate of pay and average hours worked. If jury duty lasts longer than three (3) days, Team Members will be paid the difference between their jury duty stipend and their regular normal rate of pay for normal hours worked for the first ten (10) days. Any jury service longer than 10 days will be unpaid unless required by applicable law.

Fees Paid by the Court

Team Members may retain any mileage allowance or other fee paid by the court for jury services.

MILITARY SPOUSE LEAVE

Team Members who work more than 20 hours per week and have a spouse in the Armed Forces, National Guard, or Reserves who have been deployed during a period of military conflict are eligible for up to 10 unpaid days off when their spouse is on leave from (not returning from) military deployment.

Team Members must request this leave in writing from Human Resources the Benefits Manager within two business days of receiving official notice that their spouse will be on leave. Team

Members requesting this leave are required to attach to the leave request written documentation certifying the spouse will be on leave from deployment.

PAID PARENTAL LEAVE

The Company will provide eligible Team Members up to six (6) weeks of paid parental leave following the birth of an employee’s child, or the adoption or foster care placement of a child with an employee.

Eligible Team Members will have been employed for at least 12 months and worked at least 1,250 hours in the 12 months immediately preceding the effective date of the paid parental leave.

Team Members should contact Human Resources regarding eligibility for Paid Parental Leave.

PERSONAL LEAVE

The Company takes the position that its paid time off policies are sufficiently generous so that additional time off should not be necessary. However, there may be occasional exceptions for important personal reasons. A personal leave of absence without pay may be granted at the discretion of the Company.

BEREAVEMENT/COMPASSIONATE LEAVE

Full Time (working 30 or more hours a week) Year-Round, Flex Year-Round, or Season to Season employees are eligible for bereavement/compassionate time off based on their relationship to the individual:

Relationship	# of Days Paid
Immediate Family Member	5
Non-Immediate Family Member	3
Non-Family Member	1

Bereavement/Compassionate Leave must be requested via Workday and approved by the Team Member’s manager.

TIME OFF FOR VOTING

If you think you will need time off to vote, you must notify your Supervisor at least two working days prior to an election. Employees can be given as much time as they need in order to vote, but only a maximum of two hours is paid. If an Employee is scheduled to work on election day, the Company will pay a maximum of 2 hours of voting pay to the Employee. Any additional time needed to vote will be unpaid unless the Employee requests to use Vacation. Employees must notify their Supervisor of the additional time to vote when the Employee notifies their Supervisor of their intent to vote on election day.

Due to scheduling purposes, the Company requests that Employees provide as much notice as possible of their intent to vote on election day. The Company requires employees to take time to vote either at the beginning or end of their scheduled shift unless other arrangements have been made with their Supervisor.

TIME-OFF REQUESTS IN WORKDAY

The following leave requests are available in Workday. All time-off requests are subject to management approval.

1. Vacation
2. Sick
3. Flexible Time Off (FTO)
4. Jury Duty
5. Compassionate/Bereavement
6. Health Condition
7. Military
8. Parental
9. Sabbatical
10. Unpaid

To request other Leaves of Absence, please see Human Resources.

OTHER LEGALLY PROTECTED ABSENCES

In addition to the leaves described herein, the Company complies with all applicable state laws relating to various forms of protected absences. Depending on the particular state in which you are employed, Team Members may be legally entitled to time off under various laws. For additional information and to determine if you qualify for additional leaves of absence, please contact your Supervisor or Human Resources.

TERMINATION

LEAVING YOUR EMPLOYMENT – VOLUNTARY RESIGNATION

While not required, Team Members who plan to voluntarily resign are requested to provide at least two (2) weeks' advance written notice. All Company assets, including but not limited to laptops, vehicles, keys, uniforms, identification badges, passwords, and credit cards, must be returned during the off-boarding process using proper forms as supplied by a direct Supervisor or Human Resources.

The Team Member's final paycheck, including any accrued but unused Vacation time will be issued in accordance with applicable law.

VOLUNTARY RESIGNATION

Voluntary resignation results when a Team Member voluntarily quits their employment at the Company, fails to report to work for three consecutively scheduled workdays without notice to, or approval by, their Supervisor (unless the absence is protected by law), or otherwise abandons their job. All Company assets, including but not limited to laptops, vehicles, keys, uniforms, identification badges, passwords, and credit cards, must be returned immediately upon termination of employment.

The Team Member's final paycheck, including any accrued but unused Vacation time will be issued in accordance with applicable law.

INVOLUNTARY TERMINATION

Involuntary termination results when the Company decides to end the employment relationship with the Team Member. All Company assets, including but not limited to laptops, vehicles, keys, uniforms, identification badges, passwords, and credit cards, must be returned immediately upon termination of employment.

The Team Member's final paycheck, including any accrued but unused Vacation time will be issued in accordance with applicable law.

NO PROGRESSIVE DISCIPLINE

Violation of Company Policies and rules may warrant disciplinary action. The Company has no formal progressive disciplinary policy. Company handbook or policy violations are subject to disciplinary action up to and including termination on the first occurrence. The Company may, in its sole and absolute discretion, utilize whatever legal form of discipline it deems appropriate under the circumstances, including, without limitation, immediate termination of employment. In no way does the disciplinary action process limit or alter the at-will employment relationship between the employee and the Company.

TEAM MEMBER HANDBOOK ACKNOWLEDGMENT FORM

By signing this Team Member Handbook Acknowledgment Form, I acknowledge that information regarding the electronic location of the Team Member Handbook has been communicated to me and that I can access the electronic handbook via Workday using my business computer or computer access made available by my direct Supervisor or Human Resources Office. I also understand that I may be provided a hard copy of the Team Member Handbook or Company Policies on request.

I ALSO UNDERSTAND THAT THE GUIDELINES IN THIS HANDBOOK AND ANY VERBAL STATEMENTS BY MANAGEMENT DO NOT CONSTITUTE AN EXPRESS OR IMPLIED CONTRACT, GUARANTEE, PROMISE, OR COVENANT OF EMPLOYMENT FOR ANY SET TERM OR SPECIFIC DURATION OR FOR TERMINATION ONLY WITH CAUSE.

I ALSO UNDERSTAND THAT MY EMPLOYMENT WITH THE COMPANY IS “AT-WILL”, SO THAT BOTH THE COMPANY AND I REMAIN FREE TO CHOOSE TO END OUR WORK RELATIONSHIP AT ANY TIME WITHOUT NOTICE, CAUSE, OR ANY SPECIFIC PROCEDURES.

Furthermore, by signing this Acknowledgement Form I acknowledge and certify that I have read, understand, and agree to comply with the requirements of the Team Member Handbook during the course of my employment with the Company. I also understand that it is my responsibility to access the Team Member Handbook and the policies referenced in the Team Member Handbook regularly and make myself aware of the Company’s current policies and the impact that they may have on my position. I understand that non-compliance with the Team Member Handbook or any of the policies referenced in the Team Member Handbook may result in disciplinary action, including, without limitation, termination.

Team Member Name (PRINT):

Team Member Signature:

Department:

Date: