

EMPLOYMENT POLICIES & PROCEDURES

TEAM MEMBER CONDUCT & WORK RULES

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

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

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

TEAM MEMBER CONDUCT & WORK RULES (CONTINUED)

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

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

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

PROGRESSIVE DISCIPLINE

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

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

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

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

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

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

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

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

SEXUAL AND OTHER UNLAWFUL HARASSMENT

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

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

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

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

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

DRUG & ALCOHOL POLICY

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

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

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

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

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

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

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

USE OF TOBACCO PRODUCTS

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

WEAPONS & WORKPLACE VIOLENCE

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

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

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

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

PROHIBITED CONDUCT

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

PROCEDURES FOR REPORTING A THREAT

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

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

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