



**EMPLOYEE HANDBOOK**  
August, 2023

Dear Team Member,

We are thrilled to welcome you to Sun Valley Resort and are excited to have you join our team. Sun Valley Resort is an incredibly unique and special place, with a rich history, time-honored traditions and a commitment to excellence that underpin its reputation as one of the finest mountain resorts in the world. It's an honor to have you share your talents with us as we continue to build upon this great legacy.

Our company's mission to achieve 100% guest satisfaction runs through all areas of our business – from the ambiance of Sun Valley Village, to the attention to detail across our spectacular mountain lodges, restaurants, and hotels, to the abundance of recreational opportunities amidst our natural landscape, to the legendary slopes of Dollar and Bald Mountains. However, we have always believed that our greatest asset is our employees, knowing that if we take good care of each other we will, in turn, take good care of our guests. I want to thank you for your dedication and your best efforts to achieve this mission.

Whether you are with us for a season or a lifetime, I wish you a rewarding, safe and fun experience in Sun Valley!

With gratitude,

Pete Sonntag, General Manager  
Sun Valley Resort

## **ABOUT OUR COMPANY**

Welcome to Sun Valley Company & Grand America Hotels & Resorts and Sinclair Services Company. You have been hired as an employee of both Sun Valley Company and Sinclair Services Company (hereinafter "Company"). Sinclair Services Company is the parent and owner of all the hotel and resorts properties within our brand which is referred to as Grand America Hotels & Resorts Inc.

The guidelines in this employee Handbook ("Handbook") are intended to provide an overview of policies, guidelines, procedures, benefits and expectations. All employees are expected to become familiar with the information in this Handbook. 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 Brochure or local policies, the Benefit Brochure and the full policies will prevail over the Handbook.

We understand that no Handbook can anticipate every circumstance or question. So, after reading the Handbook, if you have questions, please talk with your direct Supervisor or Human Resources representative. The Company reserves the right to add to, modify, or delete provisions of this Handbook or any other policy, procedure, practice, or benefit at any time without advance notice. For this reason, employees should check with Human Resources to obtain current information regarding the status of any particular 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 employee from exercising his or her 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.

If you experience any difficulty locating the online handbook please contact Human Resources. Employees should sign the acknowledgement form that is provided electronically during via electronic onboarding. A printed copy of the handbook is available upon request at your local Human Resource office.

## **EMPLOYMENT AT WILL**

All employment at the Company is "at-will." This means that both employees and the Company have the right to terminate employment at any time, with or without advance notice, and with or without cause. Employees also may be demoted or disciplined, and the terms of their employment may be altered at any time, with or without cause, at the discretion of the Company. No one other than the Company President or CEO has the authority to alter this arrangement, to enter into an agreement for employment for a specified period of time, or to make any agreement contrary to this at-will status. Any such agreement must be in writing, must be signed by the Company President or CEO, and must express a clear and unambiguous intent to alter the at-will nature of the employment relationship.

Nothing contained in this Handbook or any other documents provided to employees is intended to be, nor should it be, construed as a guarantee that employment (or any benefit) will be continued for a specific time period. For example, any salary figures provided to an employee in annual or monthly terms are stated for the sake of convenience. They are not intended to create an employment contract for one or more months, for a year. Employees should ask Human Resources if they have any questions about their status as an employee

at-will.

## **EQUAL OPPORTUNITY EMPLOYMENT**

We believe that people are at the center of everything we do, from caring for our employees and guests, to serving the communities where we live. We are committed to promoting equity, diversity and inclusion in hiring, training, and career advancement. Building a community that is respectful and kind towards one another is who we are. The Company is an equal opportunity employer. We strive to provide all employees and guests with equal access to our products, services, and employment opportunities.

It is the Company's policy to provide equal employment opportunity for all applicants and employees. The Company does not unlawfully discriminate on the basis of race, color, religion, religious creed (including religious dress and religious grooming practices), sex (including pregnancy, perceived pregnancy, childbirth, breastfeeding, or related medical conditions), gender, gender identity (including transgender identity), gender expression (including transgender expression), because an individual has transitioned (to live as the gender with which they identify), is transitioning, or is perceived to be transitioning), sex stereotyping, national origin, ancestry, citizenship, age (40 years and over), mental disability and physical disability (including HIV and AIDS), legally protected medical condition or information (including genetic information), protected medical leaves (requesting or approved for leave under the Family and Medical Leave Act), military and/or veteran status, service, or obligation, reserve status, national guard status, marital status, domestic partner status, sexual orientation, status as a victim of domestic violence, sexual assault or stalking, enrollment in a public assistance program, engaging in protected communications regarding employee wages, requesting a reasonable accommodation on the basis of disability or bona fide religious belief or practice, or any other basis protected by local, state, or federal laws. Consistent with the law, the Company also makes reasonable accommodations for disabled applicants, employees, and their associates; for pregnant employees who request an accommodation with the advice of their health care providers for pregnancy, childbirth, or related medical conditions; for employees who are victims of domestic violence, sexual assault, or stalking; and for applicants and employees based on their religious beliefs and practices.

The Company prohibits the harassment of any individual on any of the bases listed above. The Company also prohibits retaliation against a person who reports or assists in reporting suspected violations of this policy, cooperates in investigations or proceedings arising from a violation of this policy, or engages in other activities protected under this policy. If you perceive retaliation for making a complaint or your participation in the investigation, please follow the complaint procedure outlined below. The situation will be promptly investigated.

For information about the types of conduct that constitute impermissible harassment and discrimination, and the Company's internal procedures for addressing complaints of discrimination, harassment, and retaliation, please refer to the Company's Policy Against Discrimination, Harassment, and Retaliation in this Handbook. This policy applies to all areas of employment including recruitment, hiring, training, promotion, compensation, benefits, transfer, disciplinary action, and social and recreational programs. It is the responsibility of every manager and employee to conscientiously follow this policy. Any employee having any questions regarding this policy should discuss them with Human Resources.

The Company prohibits retaliation against an employee for filing a complaint under this policy or for assisting in a complaint investigation. If you perceive retaliation for making a complaint or your participation in the investigation, please follow the complaint procedure outlined below. The situation will be promptly investigated.

## **OPEN DOOR POLICY**

We believe in honest and open communication. The Company is committed to maintaining a good working relationship with its employees. 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 solved; 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.

The Company has a specific procedure detailed in the separate Policy against Harassment, Discrimination

and Retaliation that should be used to report any concerns or complaints related to possible sexual harassment, or other forms of harassment, discrimination, or retaliation based on a protected category.

Separately, the Company has adopted the following “Open Door Policy” for handling suggestions, problems and complaints:

1. Any employee who has a suggestion, problem, or complaint should discuss the matter with his/her 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 employee may meet with the next line of management official over his/her 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 employee does not want to discuss it with a manager, he/she may discuss it with a member of Human Resources.

Employees may bring issues to their local Human Resources representative at any time, in addition to contacting the Vice President of Human Resources for Grand America Hotels & Resorts at [bclelan@grandamerica.com](mailto:bclelan@grandamerica.com).

When an employee uses this Open Door Policy, he/she 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.

Employees are encouraged to use the above Open Door Policy. Every effort will be made to render a fair and just decision. Once the decision is made, an explanation will be given to the employee who brought the suggestion, problem, or complaint. The Company will not tolerate retaliation against individuals for reporting a good faith concern under this policy; participating in or cooperating in any internal investigations of reported concerns; or otherwise engaging in conduct protected by law. Prohibited retaliation can be adverse employment actions, like termination, compensation decreases, or poor work assignments, or even threats of physical harm. Such retaliation is a separate violation of Company policy. It also may violate applicable law. (For example, a complaint may qualify as protected “whistleblowing” under an applicable law that prohibits retaliation due to whistleblowing).

Anyone who believes that he or she has been retaliated against for reporting a good faith concern, for participating in or cooperating in an internal investigation of a concern, or for exercising his or her rights, or otherwise engaging in conduct protected by law, should immediately notify the Company using the same Procedure described above.

#### **DEFEND TRADE SECRETS ACT NOTICE**

Pursuant to the Defend Trade Secrets Act, an individual shall not be held criminally or civilly liable under any federal or state trade secret law for the disclosure of a trade secret that (A) is made (i) in confidence to a federal, state, or local government official, either directly or indirectly, or to an attorney; and (ii) solely for the purpose of reporting or investigating a suspected violation of law; or (B) is made in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal. If an employee files a lawsuit for retaliation by The Company for reporting a suspected violation of law, the employee may disclose the trade secret to the employee’s attorney and use the trade secret information in the court proceeding, if the employee (A) files any document containing the trade secret under seal; and (B) does not disclose the trade secret, except pursuant to court order. In the event that disclosure of Company trade secrets was not done in good faith pursuant to the above, the employee may be subject to substantial damages, including punitive damages and attorneys’ fees.

#### **REASONABLE ACCOMMODATIONS**

The Company complies with the Americans with Disabilities Act (ADA), as amended, and applicable state and local laws in ensuring equal opportunity and employment for qualified persons with disabilities. All employment practices, terms, and conditions of employment and privileges of employment are conducted on a non-

discriminatory basis.

An employee needing reasonable accommodation should inform his or her Manager. On receipt of an accommodation request, the Company will engage in an interactive process with the employee to view possible reasonable accommodation options consistent with the ADA. Reasonable accommodations which do not result in an undue hardship on the operation of the Company will be considered for all employees with physical or mental disabilities where their disabilities affects their ability to perform the essential functions of their job. All employment decisions are based on the merits of the situation in accordance with applicable job criteria, not the disability of any individual.

An employee who has questions regarding this policy or believes that they have been discriminated against based on a disability should notify Human Resources. All such inquiries will be treated as confidentially as possible without impeding the investigation process.

### **SERVICE EXCELLENCE WITH THE GUEST**

Certain positions involve more guest interaction than others; however, every position at this property either directly serves a guests or supports someone who does serve the guests. Employees must always remember that guests and our team members are our first priority. Whenever a staff member is in direct contact with guests, the employee should treat the guest in the same courteous and professional manner as if they were guests in their own home.

Employees also serve each other, they are our internal guests. All of our positions require cooperation and communication and we expect employees to treat each other employees with courtesy, respect and kindness at all times.

Please remember that public facilities are provided exclusively for our guests. During work hours, guest facilities or public areas, including the main lobby or main entrance, parking lots, public restrooms, fitness center, spa, swimming pool, hot tub, etc. are considered public areas and are off limits unless your job requires it. Employees should not enter public areas of the property to speak with other employees; it is a distraction to other employees and their work. Additionally, employees should enter through the designated entrances and exits as prescribed by their manager.

Employees are welcome as guests of the hotel with their friends and family; however, being on property for the purpose of socializing and distracting other employees or guests is prohibited. All personal issues need to be handled outside of work. Any misconduct by an employee while visiting any of our hotel properties or resorts will be reviewed and may result in disciplinary action up to and including termination.

### **GUEST PROBLEM OR COMPLAINT RESOLUTION PROCEDURE**

How an employee handles a guest complaint can leave a lasting impression on a guest. If you are presented with a guest complaint, there are a few simple guidelines to follow:

1. Listen to the guest. Actively listen and mirror their statements to check for understanding. Do not cut-off the guest when they are explaining their complaint and remain composed with open body language;
2. Resolve the situation. If you can fix the concern or issue, please take the appropriate steps to make the guest right and express how you plan to fix their problem.
3. Assess the level of the complaint. More serious complaints should be referred to a manager or supervisor. Provide a summary of the complaint to the supervisor or manager. If you feel comfortable handling the complaint directly, then depending on the nature of the complaint, follow the appropriate company procedure.
4. Offer assistance to the guest but be careful not to make statements that may be construed as admitting fault or liability or promises that the Company will not be able to uphold.

## **EMPLOYEE PARKING**

Employees that drive to work may be asked to park in specific employee parking lots or designated areas. Please check with your local Human Resource department or manager for details on where the designated employee parking lots are located.

## **PUBLIC RESTROOMS & ELEVATORS**

Employees are allowed to use public restrooms or elevators only if a service elevator or employee bathroom is not available. We encourage employees working in our hotels to use service elevators and employee bathrooms unless they are assisting a guests, or while being guests of the hotel.

## **POOLS, SPA, FITNESS CENTER**

Employees are not allowed to use the pools, spa, or fitness center at any time during or after work hours unless they are a paying guest, *or while being guests of the hotel.*

## **EMPLOYEE APPEARANCE STANDARDS**

We take pride in creating a welcome and professional environment where our appearance standards reflect the quality of our hospitality operation. Our employees are expected to use good judgement when considering their appearance while at work including but not limited to establishing a warm connection that is not distracting.

Certain departments may have additional guidelines based on business, health or safety reasons. The Company will consider reasonable accommodations for sincerely held religious beliefs. Please refer to Human Resources for all requests for religious or medical accommodation.

Management reserves the right to update and change this policy at any time. Employees and managers are expected to discuss the appearance standards with their team and monitor, correct and coach appearance standards on a daily basis. Violations of the employee appearance standards may result in corrective coaching up to and including termination.

### **General**

- No aspect of your attire should violate the Resort's non-harassment or non-discrimination policies or any other company policy
- In jobs where uniforms are not required, dress for the job
- Personal attire should be selected for conducting business in an appropriate and professional manner

### **Hair**

- Hair should be clean, combed, neatly trimmed or arranged, regardless of length.
- Hair that extends to the shoulder and below, or is determined to be long enough to present a safety or health hazard may be required to be pulled back (i.e., if you work around equipment, machinery, food, or vehicles)
- Hair must remain out of the face in order to maintain eye contact for both guest service and safety reasons
- Exotic or fad hair are not permitted nor are extreme colors such as green, pink, or purple hair
- Dreadlocks, must be restrained and meet neatly groomed standards and not create a food or safety concern
- Long hair that is well groomed and pulled away from the face will be allowed as long

as it does not create a safety risk

### **Facial Hair**

- Neatly trimmed mustaches and beards are acceptable as long as they are not distracting or more than ½ inch in length
- Beards must be clean and should never exceed ½ inch in length with a clean neck line with hair trimmed around the neck or cheeks
- Face must be clean-shaven or with a fully grown beard or mustache; stubble or unkempt facial hair is not permitted
- Traditional beards, soul patches and goatees, long side-burns must be well groomed and of a conservative nature
- Beard style must not be distracting or excessive in length
- Traditional, classical sideburns must be kept trimmed, neat and clean, not to extend below the bottom of the ear

### **Jewelry & Piercings**

- Radical earring styles are not allowed
- Objects, articles, jewelry (including ear lobe expanders), or ornamentation of any kind shall not be inserted, attached to or through the skin if visible on the tongue, any part of the mouth, or cheek
- Any non-conforming piercing insert shall be removed, covered, or replaced with a clear insert
- Two (2) sets of reasonably-sized earrings may be worn in each ear lobe.
- A single (1) stud must be discreet and may be displayed in one (1) nose, or near the nose, and/or one (1) eyebrow piercing. The stud may not exceed the size of the tip of a ball point pen.
- Stretched earlobes without plugs are not allowed; plugs or gauges may not exceed ¼ inch
- If an employee has a question about body piercing policy is applicable to them, the matter should be immediately raised with their supervisor for consideration and determination. Management reserves the right to request jewelry or piercings be removed.

### **Tattoos**

- Visible tattoos are permitted as long as they are not distracting and only if they are not offensive, vulgar or controversial in nature; this includes images containing offensive language or messages.
- Tattoos may not violate the Company's Anti-Harassment Policy.
- Tattoos exceeding these parameters must be completely covered by clothing.
- If management determines an employee's tattoo(s) may present such a conflict, the employee will be encouraged to identify appropriate options, such covering of tattoos or other reasonable means to resolve the conflict.

### **Make-Up**

- Make up should be natural and not overbearing, this includes nail polish, eye make-up, lip covering and blush.
- Managers have the discretion to request employees to modify their make-up or jewelry at any time. Please check with your local Human Resource department for the full the entire appearance standards.



## Hats

- Company issued hats only can be worn while at work in departments that are approved to wear a hat.
- Hats with logos that are not representative of our company are not permitted.

## Footwear

- For the safety of our employees and in keeping with our professional appearance policy we do not allow the following style of shoes; canvas shoes, flip-flops, clogs, or platform shoes.
- Employees working in the kitchen should wear shoes that are designed for a kitchen environment.
- In some cases tennis shoes are not permitted in guest contact areas (i.e., restaurants, lounges, front desk, bell service banquets) or as determined by management.
- Non-slip safety shoes may be ordered through Uniform issue and purchased through payroll deduction.
- Safety shoes will be required in certain safety sensitive areas.
- Shoes should be clean and polished and coordinate with the uniform.

## Nametag

Wearing a nametag and company issued uniform enhances the guest experience. When you are in uniform, guests view you as a representative of our Company, therefore, you are expected to maintain a high standard of appearance, be professional, helpful, and courteous at all times. You are not permitted to vulgar language or profanity, smoke, consume alcohol, or use smokeless tobacco when in uniform. Lost or damaged nametags may be replaced by going to Human Resources or your Department Manager.

## Uniform Issue

If you are required to wear a uniform while at work our Uniform Department, or your department manager will distribute and care for your uniform free of charge. Any piece issued to you must be kept clean and in good repair. Employees that work in positions that require a uniform for work will be fitted by their department and/or the uniform department.

Uniforms must be worn at all times while on duty. Employees are responsible to keep their uniforms clean, freshly pressed, and well-coordinated with shoes, socks, and other accessories. Shirts must be tucked in and if there is any damage to the uniform, please notify the uniform department and/or your supervisor. These uniforms are considered company property and must be returned upon leaving employment.

You are responsible for your uniform once issued to you. Damaged uniforms must be taken to Uniform Services immediately for repair and possible replacement. If any uniform piece is lost, stolen or damaged, please notify your manager immediately.

Management reserves the right to modify the above appearance standards at any time. Employees that do not follow the appearance standards may receive progressive disciplinary action up to and including termination.

## USE OF CELL PHONES AND COMPANY TELEPHONES

Focusing on the guests is our top priority. Employees are not allowed to use **personal** cell phones during work hours unless they are on break and not in a public area. Additionally, company phones are not allowed for personal calls (incoming or outgoing) unless authorized by your supervisor. Friends and family may only call for urgent issues. We do not permit cell or texting while in the presence of a guest in work stations or in public areas

Use of personal mobile phones (incl. texting, messaging, tweeting, posting, or talking) is prohibited during work hours, which does not include breaks or meal periods. Certain roles at the Resort may allow use of personal

mobile devices to access the Company network, access work e-mail, and more. All employees 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.

Non-exempt hourly 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 your 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. Non-exempt employees who work outside scheduled work hours without authorization may be subjected to discipline, up to and including discharge.

For everyone's safety, all employees are prohibited from using a mobile phone or other handheld electronic device while operating a Company vehicle or equipment. This includes texting, surfing the internet, and all other uses. If an employee needs to take a call while driving on company business or operating machinery, the employee should pull over to a safe place to take the call or stop any machinery to take the call.

### **LOST AND FOUND**

All lost items that are found on property must be turned into the supervisor or Security immediately. Lost and Found items are tracked upon receipt and we try to return all items to the guest to the best of our ability. Your support in turning in all lost items immediately is critical to our success.

### **PERSONAL MEDIA**

The playing of personal media at your work station is not permitted without managerial approval. Examples of personal media include radios, mp3 players, disc players, satellite radios or any other personal media that could interfere with workplace productivity, safety, and quality guest experience.

### **TOBACCO-FREE WORKZONES**

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, restaurants, employee housing, or while on the mountain, chairlifts, or patios. If you have questions about designated smoking areas and specific your resort, you should contact your direct Supervisor or your Human Resources office.

### **EMPLOYEE FILE REVIEW**

Employees may review their files by submitting a request in writing to the Human Resource office. A time will be designated when the employee may come to the office to review the file under the supervision of a Human Resource representative. Employee files are the property of the company and are not allowed to be removed from the Human Resource Office under any circumstances.

### **CODE OF CONDUCT & ETHICS**

We are dedicated to creating teams focused on trust, integrity and respect in the workplace. Our Company is committed to the highest standards of business conduct in our relationships with our guests, each other, as well and our owners. The Company's Code of Conduct & Ethics (the "Code") helps each of us achieve a high standard by providing a statement of the fundamental principles and key policies and procedures that govern our business conduct, including:

1. Anti- Harassment
2. Social Media/Disclosure
3. Privacy (Employee & Guest)
4. Conflicts of Interest
5. IT Information Security

Below you will find a summary of the Code policies. All employees are required to acknowledge and adhere to

the policies in the Code, and regular reviews and an annual acknowledgement of the Code may also occur throughout your employment.

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.

### **RESPECT & UNLAWFUL HARASSMENT, INCLUDING SEXUAL HARASSMENT**

Act with integrity and be respectful of each other. The Company is committed to providing a workplace free of unlawful harassment, discrimination, and retaliation in accordance with applicable laws. This includes sexual harassment (which includes harassment based on sex, pregnancy, perceived pregnancy, childbirth, breastfeeding, or related medical conditions), as well as harassment, discrimination, and retaliation based on such factors as race, color, religion, religious creed (including religious dress and religious grooming practices), sex, national origin, ancestry, citizenship, age (40 years and older), mental disability and physical disability (including HIV and AIDS), legally-protected medical condition or information (including genetic information), protected medical leaves (requesting or approved for leave under the Family and Medical Leave Act), military and/or veteran status, service, or obligation, reserve status, national guard status, marital status, domestic partner status, gender, gender identity (including transgender identity), gender expression (including transgender expression), because an individual has transitioned (to live as the gender with which they identify), is transitioning, or is perceived to be transitioning), sex stereotyping, sexual orientation, status as a victim of domestic violence, sexual assault or stalking, enrollment in a public assistance program, engaging in protected communications regarding employee wages or otherwise exercising rights protected under the Equal Pay Act, requesting a reasonable accommodation on the basis of disability or bona fide religious belief or practice, or any other basis protected by federal, state, or local laws.

The Company strongly disapproves of and will not tolerate harassment, discrimination, or retaliation against applicants, employees, unpaid interns, or volunteers by managers, supervisors, co-workers or third parties with whom employees come into contact, consistent with applicable law. Similarly, the Company will not tolerate harassment, discrimination, or retaliation by its employees directed toward non-employees with whom the Company employees have a business, service, or professional relationship (such as independent contractors, vendors, clients, volunteers, or interns).

Harassment is generally defined as verbal, physical, or visual conduct that creates an intimidating, offensive, or hostile working environment, or that interferes with an employee's work performance, and that is based on a protected status. Such conduct constitutes harassment when (1) submission to the conduct is made either an explicit or implicit condition of employment; (2) submission or rejection of the conduct is used as the basis for an employment decision; or (3) the harassment interferes with an employee's work performance or creates an intimidating, hostile, or offensive work environment. Harassing conduct can take many forms and may include, but is not limited to, the following (when based upon an employee's protected status as noted above): slurs, jokes, statements, gestures, assault, impeding or blocking another's movement or otherwise physically interfering with normal work, pictures, drawings, or cartoons, violating someone's "personal space," foul or obscene language, leering, stalking, staring, noises, unwanted or offensive letters or poems, offensive emails, texts, gifs, memes, or voicemail messages.

Sexually harassing conduct in particular may include all of these prohibited actions, as well as other unwelcome conduct, such as requests for sexual favors, conversation containing sexual comments, sharing a picture(s) or photograph(s) that are sexual in nature, and other unwelcome sexual advances. For example, sexual harassment can be:

- **Verbal:** sexual innuendoes, sexually suggestive or degrading comments, text messages, gifs,

memes, sexual jokes or slurs, graphic commentaries about a person's body, or repeated sexual advances or invitations.

- **Nonverbal:** displaying sexually suggestive objects, pictures, cartoons, magazines, calendars or posters, or making suggestive or insulting sounds, leering, whistling, or obscene gestures.
- **Physical:** offensive touching, brushing against a person's body, unwanted hugging or kissing, or impeding or blocking a person's normal movement. Sexually harassing conduct may arise if a reasonable person subjected to the conduct would find that the harassment so altered working conditions as to make it more difficult to do his or her job. Sexually harassing conduct can be by a person of either the same or opposite sex. Sexually harassing conduct need not be motivated by sexual desire to be violative of this policy.

All employees, independent contractors, interns, and volunteers of the Company must promptly report any incidents of harassment, discrimination, and retaliation so that the Company can take appropriate action.

Such forms of harassment or retaliation may constitute discrimination under law and will not be tolerated by the Company. Any employee who is found to have engaged in such conduct will receive disciplinary action up to and including termination, depending upon the circumstances.

Employees who believe they have been subjected to any form of discriminatory or harassing behavior by anyone, including supervisors, co-workers, guests, clients, volunteers, interns independent contractors or vendors, are encouraged to let the other party know clearly, calmly, and without any doubt, that they object. Employees uncomfortable with this approach, or in cases where this approach is ineffective, must report the incident to a direct Supervisor or Human Resources representative so that a proper investigation can be conducted.

It is the responsibility of all of us to contribute to a work environment that is free of unlawful bias, discrimination, harassment, and retaliation. Failure to bring forth a complaint prevents the Company from having the opportunity to correct the situation. Any incidents of discrimination, harassment, or retaliation, including work-related harassment by any Company personnel or any other person, or any conduct believed to violate this policy, must be reported immediately to their local Human Resource department, who is responsible for investigating harassment complaints. An individual is not required to bring a complaint to their local Human Resource department if the individual is uncomfortable doing so for any reason. In that case, complaints should be reported to Human Resources for Grand America Hotels & Resorts or report to the Anonymous Employee Reporting Hotline by calling 801-258-6007. This is an anonymous recorded line that can provide a safe place to report incidents of unlawful harassment or discrimination of any kind. The Company cannot conduct an effective investigation and ensure a harassment-free work environment if the Company is not provided sufficient information to conduct a thorough investigation. Employees are encouraged to report unlawful harassment and the Company will respect the confidential nature of these reports; however, the Company does require the identity of the reporter when submitting a report of unlawful harassment.

Managers and supervisors have a special responsibility under this policy. All levels of management and all supervisors are responsible for compliance with this policy against harassment, discrimination, and retaliation for ensuring that everyone in their department is aware of, understands and adheres to this policy. Supervisors and managers who receive complaints or who observe or learn of discriminatory, harassing, or retaliatory conduct must immediately inform their local Human Resource representative or other appropriate company official so that an investigation may be initiated. Individuals making such complaints must report the facts as accurately and as completely as possible.

Every reported complaint of harassment, discrimination, and retaliation is taken seriously by the

Company. Every reported complaint, including allegations of misconduct, will be investigated thoroughly and promptly by impartial and qualified personnel. Typically, the investigation will include the following steps: an interview of the employee who lodged the complaint to obtain complete details regarding the alleged harassment, discrimination, or retaliation; interviews of anyone who is alleged to have engaged in such conduct to respond to the claims; and interview of any employees who may have witnessed, or who may have knowledge of, the alleged conduct. The Human Resource representative, or other company official responsible for the investigation, will notify the employee who lodged the complaint of progress during the investigation, including documentation where applicable, and timely notification of the results of the investigation. The investigation will be handled in as confidential a manner as possible consistent with a fair, timely, and thorough investigation (e.g., parties will receive appropriate due process, the Company will reach reasonable conclusions based on the evidence collected, etc.). Employees (or other complainants) making complaints are expected to cooperate fully with the person or persons designated to investigate the complaint.

### **Corrective Action**

The Company prohibits conduct severe enough to be unlawful. Yet even more, the Company's workplace conduct standards also prohibit conduct and comments which are not severe enough to violate state or local or federal law—but which are still inappropriate in the workplace. For example, the Company prohibits abusive conduct in the workplace—whether or not it is based on a protected category.

As a result, the Company will take prompt, appropriate, and effective corrective action (e.g., remedial measures) any time it is established that discrimination, harassment, or retaliation in violation of this policy has occurred—whether or not such violation also violates the law.

Corrective action may include, for example: training, referral to counseling, or disciplinary action ranging from a verbal or written warning to termination of employment, depending on the circumstances. With regard to acts of harassment or discrimination by customers or vendors, corrective action will be taken after consultation with the appropriate management personnel.

Employees may also submit a report of harassment to the Anonymous Employee Reporting Hotline by calling 1-801-258-6007. This is an anonymous recorded line that can provide a safe place to report incidents of unlawful harassment or discrimination of any kind. The Company cannot conduct an effective investigation and ensure a harassment-free work environment if the Company is not provided sufficient information to conduct a thorough investigation. Employees are encouraged to report unlawful harassment and the Company will respect the confidential nature of these reports; however, the Company does require the identity of the reporter when submitting a report of unlawful harassment.

### **PREVENTING HARASSMENT**

Employees who feel that they have been harassed or discriminated against in violation of this policy must immediately report any violation to the Human Resources Department so that investigation of the complaint can be undertaken. Reports of harassment or unlawful discrimination will be treated as confidential as possible without impeding the investigation.

The Company will engage in a prompt and thorough investigation. Upon completion of the investigation, the complaining party will be informed of the results of the investigation and if violations of the policy are determined, appropriate disciplinary action, up to and including termination, may be handed down. Violation of this policy will subject an employee to disciplinary action, up to and including immediate termination. The Company will not retaliate against any associate for lodging a complaint or participating in an investigation.

As stated above, the Company encourages all individuals to report any incidents of harassment or other prohibited conduct forbidden by this policy immediately to the Company so that complaints can be quickly and fairly resolved. State and federal law also prohibit retaliation against employees because they have filed a complaint with the EEOC, participated in an investigation, proceeding, or

hearing with either agency, or opposed any unlawful discriminatory practice. If you think you have been harassed or that you have been retaliated against for resisting or complaining, you may file a complaint with the appropriate agency.

### **NO RETALIATION**

The Company prohibits any form of retaliation against any employee for making a report or for assisting in a report 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 your local Human Resource office or the Anonymous Reporting Hotline at **1-801-258-6007**. The situation will be promptly investigated. While legitimate reports made in good faith are protected, any employee who knowingly makes a false report of misconduct may be subjected to discipline up to and including termination.

### **DISCLOSURE/SOCIAL MEDIA**

Whenever you use social media, use good judgment. We request that you be respectful of the Company, our employees, our customers, our partners and affiliates, and others.

Personal use of social media is never permitted on working time by means of the Company's computers, company-issued mobile devices, networks, and other IT resources and communications systems. Use of personal mobile devices during work time should be kept to a minimum, and personal mobile devices should not be in the presence of guests. The Company has developed the Use of Social Media Guidelines below for employees who use social media like blogs, wikis, and social networking sites that may contain postings related to the Company, employees of the Company, and any other affiliates of the Company.

#### **Use of Social Media Guidelines**

Nothing in this guideline is meant to interfere with employees' right under federal law to engage in protected and concerted activity, including employees' ability to discuss terms and conditions of their employment.

Public communications concerning the company, our employees, and any other affiliates of our company must not violate any guidelines set forth in this handbook, especially as it relates to discrimination, unlawful harassment, and illegal activities. Your personal or anyone else's blog, wiki, or social networking site is not the ideal place to make a complaint regarding alleged discrimination, unlawful harassment, or safety issues. Complaints to the Company regarding these issues should be made consistent with the complaint procedures in this handbook so that the Company can address them.

Blogs, wikis, chat rooms, and other forms of social media communications are individual interactions, not corporate communications. All postings on a blog, wiki, chat room, or social networking site on behalf of the Company must be preapproved and sent by authorized employees.

If you post any comment that promotes or endorses Company products or services in any way, the law requires that you disclose that you are employed by the Company.

You must comply with all applicable laws including copyright and fair use laws. You may not disclose any sensitive, proprietary, confidential, or financial information about the Company. Confidential information includes trade secrets or anything related to the Company's inventions, strategy, financials, or products that have not been made public, internal reports, procedures or other internal business-related confidential communications. Further detail is provided in the "Confidentiality" section of your employee handbook.

When you use social media, use good judgment. We request that you be respectful of the Company, our employees, our customers, our partners and affiliates, and others. Avoid using statements,

photographs, video or audio that reasonably could be viewed as malicious, obscene or threatening, that defames or libels our employees, customers, partners and affiliates, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment. Please consult with your manager if you have any questions about the appropriateness of publishing information relating to the Company, its employee's or any of its affiliates.

## **EXTERNAL COMMUNICATIONS**

Occasionally, employees may be contacted by outside sources requesting information about Company matters, including information regarding current or former employees, Company projects, or other workplace issues. In order to avoid providing inaccurate or incomplete information to outside sources, and the possible negative exposure that may result from providing information about the Company to outside sources, any employee asked to speak for or on behalf of the Company by any outside source should immediately contact the appropriate Company official, as detailed below. Employees violating this policy may be subject to discipline, up to and including termination of employment.

### Media Communication

The Marketing 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 Marketing Department or to the CEO or General Manager to ensure that the Company's response is consistent. This includes formal and informal requests for comments, interviews, feature stories and any requests for photography. The Marketing Department is also responsible for assisting and escorting, when necessary, visiting media. Only designated employees are authorized to speak on behalf of the Company with the media. Please direct all media inquiries directly to your GM or the Marketing team at your property immediately. Never speak to the media without permission from your GM or the Marketing leader.

### Outside Attorneys and Investigators

If an employee is contacted by an outside attorney or investigator regarding Company business, including information regarding current or former employees, Company projects, or other workplace issues, the employee should inform the inquiring party that he or she is not authorized to speak on behalf of the Company and immediately obtain the individual's name and telephone number. The individual's name and telephone number should then be provided to Human Resources. Nothing in this policy restricts an employee from discussing his or her wages or other terms and conditions of employment with coworkers or others, to the extent protected by law.

### Employment Reference and Verifications of Employment

Employees contacted by outside sources requesting an employment reference or employment verification for a current or former employee should not provide any information to the requesting individual or organization. Instead, employees should refer the requesting individual or organization to Human Resources. No employee other than Human Resources is authorized to provide employment references or employment verifications for any current or former employee. The Company's authorized representative(s) may verify dates of employment, last position held, and salary at discharge but will not disclose any other information unless the current or former employee provides written authorization to the Company to provide additional detail.

## **PRIVACY**

The Company has implemented a privacy program to ensure we have the tools and processes in place to keep guest and employee 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, to meet legal and regulatory requirements and as set out in the Employee Privacy Policy. You may choose to withhold some personal information by not participating in optional programs.

## **COMPANY PROPERTY; CONFIDENTIAL AND PERSONAL INFORMATION**

The security of Company property is of vital importance to the Company. Company property includes not only tangible property, like desks and computers, but also intangible property such as confidential information. It is critical for the Company to preserve and protect its confidential information, as well as the confidential information of customers, suppliers, and third parties. All employees are responsible for ensuring that proper security is maintained at all times.

### Confidential and Personal Information

“Confidential Information” means all information, not generally known, belonging to, or otherwise relating to the business of the Company or its clients, customers, suppliers, vendors, affiliates or partners, regardless of the media or manner in which it is stored or conveyed, that the Company has taken reasonable steps to protect from unauthorized use or disclosure. Confidential Information includes but is not limited to trade secrets as well as other proprietary knowledge, information, and know-how; non-public intellectual property rights, including business plans and strategies; processes; designs; drawings; discoveries; improvements; ideas; conceptions; test data; compilations of data; and developments, whether or not patentable and whether or not copyrightable.

“Personal Identification Information” includes individually identifiable information about employees, customers, consultants, or other individuals, such as Social Security numbers, background information, credit card or banking information, health information, or other non-public information entrusted to the Company regarding an individual’s personal identity. There are laws in the United States and other countries that protect certain types of Personal Identification Information, and employees should not disclose such protected Personal Identification Information that has been acquired and retained by the Company about other individuals to any third party without prior managerial approval.

Given the nature of The Company’s business, protecting Confidential Information and Personal Identification Information is of vital concern to the Company. This information is one of the Company’s most important assets. It enhances the Company’s opportunities for future growth, and indirectly adds to the job security of all employees.

Failure to take reasonable measures to protect the Company’s Confidential Information may jeopardize its status as a trade secret. While employed by the Company, employees must not use or disclose any Confidential Information or Personal Identification Information that they produce or obtain during employment with the Company, except to the extent such use or disclosure is required in connection with performing their jobs. Employees may not use or disclose Confidential Information or Personal Identification Information for any reason after the employment relationship with the Company ends. Misuse or unauthorized disclosure of Confidential Information or Personal Identification Information may result in immediate termination, as well as potential personal and criminal liability. Nothing in this Guideline restricts an employee from discussing his or her wages or other terms and conditions of employment with coworkers or others, to the extent protected by law.

### Obligations on Termination of Employment

On termination of employment, whether voluntary or involuntary, all tangible and intangible property of The Company must be returned to the Company immediately. This includes documents, materials, data files, and records of any kind, including any that contain Confidential Information or Personal Information, and any copies thereof. Also, the terminating employee must immediately notify the Company if the employee has Confidential Information or Personal Information stored in the employee’s personal computer, or in a mobile, cloud, or other storage medium, and work with the Company to identify all such Information and its location, and help ensure it is retrieved or permanently deleted.

### Security

To avoid loss of Company property, the Company maintains and promulgates security procedures, which include maintaining control of entrances, exits, restricted areas, document control, and record keeping. Specific procedures regarding the protection of Company property, traffic throughout the facilities, and designation of restricted areas shall be communicated to all employees. In addition, employees are expected to comply with Company policies regarding the authorized and secure use of the Company’s



computer technology, as described in the Company's Security Regulations and in the Technology Use and security guideline of this Manual. Employees are expected to abide by all of the company's security procedures.

Avoiding loss or theft of Confidential Information or Personal Identification Information is an important part of each employee's job. Accordingly, employees must observe good security practices. Employees are expected to keep Confidential Information secure from outside visitors and all other persons who do not have legitimate reason to see or use such information. Employees are not to remove Company property without authorization. Failure to adhere to Company policies regarding Confidential Information and Personal Identification Information will be considered grounds for dismissal.

Given the sensitivity of Confidential Information and Personal Identification Information, employees may only dispose of such information by secure methods approved by the Company. If an employee has any doubt or question about how to handle Confidential Information or Personal Identification Information, please consult with Human Resources.

### **CONFLICTS OF INTEREST**

Employees are expected to devote their best efforts and attention to the performance of their jobs during all working hours. Moreover, employees are expected to use good judgment, to adhere to high ethical standards, and to avoid situations that create an actual or potential conflict between their personal interests and the legitimate business interests of The Company. A conflict of interest exists when the employee's loyalties or actions are divided between the Company's interests and those of another, such as a competitor, supplier, or customer. Both the fact and the appearance of a conflict of interest should be avoided. Employees unsure as to whether a certain transaction, activity, or relationship constitutes a conflict of interest should discuss it with their immediate supervisor or Human Resources for clarification. Any exceptions to this guideline must be approved in writing by Human Resources.

While it is not feasible to describe all possible conflicts of interest that could develop, some of the more common conflicts that employees should avoid include the following: (1) accepting personal gifts or entertainment from competitors, customers, suppliers, or potential suppliers; (2) working for a competitor, supplier, or customer; (3) engaging in self-employment in competition with the Company; (4) using proprietary or confidential Company information, such as Company trade secrets, for personal gain or to the Company's detriment; (5) having a direct or indirect financial interest in or relationship with a competitor, customer, or supplier, except that ownership of less than one percent (1%) of the publicly traded stock of a corporation will not be considered a conflict; (6) using Company property or labor for personal use; (7) acquiring any interest in property or assets of any kind for the purpose of selling or leasing it to the Company; (8) committing the Company to give its financial or other support to any outside activity or organization; or (9) developing a personal relationship with a subordinate employee of the Company or with an employee of a competitor, supplier, or customer that might interfere with the exercise of impartial judgment in decisions affecting the Company or any employees of the Company.

If an employee or someone with whom an employee has a close relationship (e.g., a family member or close companion) has a financial or employment relationship with a competitor, customer, supplier, or potential supplier, the employee must disclose this fact in writing to the Company. Employees should be aware that if they enter into a personal relationship with a subordinate employee or with an employee of a competitor, supplier, or customer, a conflict of interest may exist, which requires full disclosure to the Company. Part-time employees may engage in outside employment, provided that they disclose such employment and get written approval from their immediate supervisor (which shall not be unreasonably withheld). Failure to adhere to this guideline, including failure to disclose any conflicts or to seek an exception, may result in discipline, up to and including termination of employment.

### **TECHNOLOGY USE AND SECURITY**

The Company provides various Technology Resources to authorized employees to assist them in performing their job duties for the Company. Each employee has a responsibility to use the Company's Technology Resources in a manner that increases productivity, enhances the Company's public image,

and is respectful of other employees. Failure to follow the Company's policies regarding Technology Resources may lead to disciplinary measures, up to and including termination of employment. Moreover, the Company reserves the right to advise appropriate legal authorities of any violation of law by an employee. All Company employees are hereby reminded that, in addition to the requirements of this policy, all usage of Technology Resources is also subject to Company's "Company Property; Confidential and Personal Information" policy.

#### Technology Resources Definition

Technology Resources consist of all electronic media and storage devices, software, and means of electronic communication including any of the following: personal computers and workstations; laptop computers; mini and mainframe computers; tablets; computer hardware such as disk drives, tape drives, external hard drives and flash/thumb drives; peripheral equipment such as printers, modems, fax machines, and copiers; computer software applications and associated files and data, including software that grants access to external services, such as the Internet or cloud storage accounts; electronic mail; telephones; mobile phones; personal organizers and other handheld devices; pagers; voicemail systems; and instant messaging systems.

#### Authorization

Access to the Company's Technology Resources is within the sole discretion of the Company. Generally, employees are given access to The Company's various technologies based on their job functions. Only employees whose job performance will benefit from the use of the Company's Technology Resources are authorized to access and use the necessary technology. Additionally, employees must successfully complete Company-approved training before they are authorized to access and use the Company's Technology Resources.

#### Use

The Company's Technology Resources are to be used by employees during working time only for the purpose of conducting Company business. Employees may, however, use the Company's Technology Resources for the following incidental non-work related uses during nonworking time as long as such use does not interfere with the employee's duties, is not done for pecuniary gain, and does not violate any Company policy: (1) to use the telephone system for brief and necessary calls; (2) to send and receive necessary and occasional communications; (3) to prepare and store incidental data (such as personal calendars, personal address lists, and similar incidental data) in a reasonable manner; and (4) to access the Internet and personal social media sites for brief personal searches during meals, breaks, or other nonworking time, provided that employees adhere to all other usage policies.

The Company assumes no liability for loss, damage, destruction, alteration, receipt, transmission, disclosure, or misuse of any personal data or communications transmitted over or stored on the Company's Technology Resources. The Company accepts no responsibility or liability for the loss or non-delivery of any personal electronic mail or voicemail communications or any personal data stored on any Company property. The Company strongly discourages employees from storing any personal data on any of the Company's Technology Resources.

#### Improper Use Prohibition Against Harassing, Discriminatory, Retaliatory, and Defamatory Use

The Company is aware that employees use electronic mail for correspondence that is less formal than written memoranda. Employees must take care, however, not to let informality degenerate into improper use. As set forth more fully in the Company's "Equal Employment Opportunity Policy" and its "Policy Against Harassment, Discrimination, and Retaliation," the Company does not tolerate discrimination or harassment based on race, color, religion, religious creed (including religious dress and religious grooming practices), sex (including pregnancy, perceived pregnancy, childbirth, breastfeeding, or related medical conditions), gender, gender identity (including transgender identity), gender expression (including transgender expression), because an individual has transitioned (to live as the gender with which they identify), is transitioning, or is perceived to be transitioning), sex stereotyping, national origin, ancestry, citizenship, age (40 years and over), mental disability and physical disability (including HIV and AIDS), legally protected medical condition or information (including genetic information), protected

medical leaves (requesting or approved for leave under the Family and Medical Leave Act), military and/or veteran status, service, or obligation, reserve status, national guard status, marital status, domestic partner status, sexual orientation, status as a victim of domestic violence, sexual assault or stalking, enrollment in a public assistance program, engaging in protected communications regarding employee wages, requesting a reasonable accommodation on the basis of disability or bona fide religious belief or practice, or any other status protected by applicable laws. Under no circumstances shall employees use any Technology Resources to transmit, receive, or store any information that is discriminatory, harassing, retaliatory, defamatory, obscene, indecent, threatening, or that otherwise could adversely affect any individual, group, or entity (e.g., sexually explicit or racial messages, slurs, jokes, or cartoons).

#### Prohibition Against Violating Copyright Laws

Employees shall not use the Company's Technology Resources to copy, retrieve, forward, or send copyrighted materials unless the employee has the author's permission or is accessing a single copy only for the employee's reference.

#### Other Prohibited Uses

Employees shall not use the Company's Technology Resources for any illegal purpose, violation of any Company policy, for pecuniary gain, or in any way that discloses trade secrets or other confidential or proprietary information of the Company, business partners, vendors, or customers.

#### Company Access to Technology Resources

All messages sent and received, including personal messages, and all data and information stored on the Company's Technology Resources (including on its electronic mail system, voicemail system, or computer systems) are the Company property regardless of the content. As such, the Company reserves the right to access all of its Technology Resources including its computers, voicemail, and electronic mail systems, at any time, in its sole discretion. No employee has authority to waive, vary or amend the Company's right to access its Technology Resources.

#### No Reasonable Expectation of Privacy

Although the Company does not wish to examine personal information of its employees, on occasion the Company may need to access its Technology Resources including computer files, electronic mail messages, and voicemail messages. Employees should understand, therefore, that they have no right of privacy with respect to any messages or information created, collected, or maintained on the Company's Technology Resources, including personal information or messages. The Company may, at its discretion, inspect all files or messages on its Technology Resources at any time for any reason. The Company may also monitor its Technology Resources at any time in order to confirm compliance with its policies, for purposes of legal proceedings, to investigate misconduct, to locate information, or for any other business purpose.

#### Passwords

Certain of the Company's Technology Resources can be accessed only by entering a password or using login credentials. Passwords and login credentials are intended to prevent unauthorized access to information. Passwords and login credentials do not confer any right of privacy upon any employee of the Company. Thus, even though employees may maintain passwords or be provided with login credentials for accessing Technology Resources, employees must not expect that any information maintained on Technology Resources, including electronic mail and voicemail messages, are private. Employees are expected to maintain their passwords and login credentials as confidential. Employees must not share passwords, or forward login credentials to anyone outside of the Company, and must not access coworkers' systems without express authorization.

#### Data Collection

The best way for employees to ensure the privacy of personal information is not to store or transmit it on the Company's Technology Resources. So that employees understand the extent to which information is collected and stored, examples of information currently maintained by the Company are provided below.

The Company may, however, in its sole discretion, and at any time, alter the amount and type of information that it retains.

*Telephone Use and Voicemail:* Records are kept of all calls made from and to a given telephone extension. Although voicemail is password-protected, an authorized administrator can listen to voicemail messages and also reset the password.

- *Electronic Mail:* Electronic mail is backed up and archived. Although electronic mail is password-protected, an authorized administrator can read electronic mail and also reset the password.
- *Desktop Facsimile Use:* Copies of all facsimile transmissions are maintained in the facsimile server.
- *Document Use:* Each document stored on Company computers has a history that shows which users have accessed the document for any purpose.
- *Internet Use:* Internet sites visited, the number of times visited, and the total time connected to each site are recorded and periodically monitored.

#### Deleted Information

Deleting or erasing information, documents, or messages maintained on the Company's Technology Resources is, in most cases, ineffective. All employees should understand that any information kept on the Company's Technology Resources may be electronically recalled or recreated regardless of whether it may have been "deleted" or "erased" by an employee. Because the Company periodically backs up all files and messages, and because of the way in which computers reuse file storage space, files and messages may exist that are thought to have been deleted or erased. Therefore, employees who delete or erase information or messages should not assume that such information or messages are confidential or ever were confidential. If a legal dispute arises, or may arise in the future, it may be unlawful to attempt to delete or erase certain information. Employees shall fully comply with Company policy regarding retention or destruction of information.

#### The Internet and On-Line Services

The Company provides authorized employees access to online services such as the Internet. The Company expects that employees will use these services in a responsible way and for business-related purposes only. Under no circumstances are employees permitted to use the Company's Technology Resources to access, download, or contribute to Internet sites that contain inappropriate content such as that which is discriminatory, harassing, defamatory, obscene, indecent, threatening, or that otherwise could reasonably adversely affect any individual, group, or entity.

Additionally, employees may not use the Company's Technology Resources to post, comment, send, or otherwise upload any information to any Web sites or other online groups, including web logs (i.e., "blogs"), social networking Web sites, newsgroups, discussion groups, or non-Company email groups, except in accordance with the Company's Social Media Policy. These actions will likely generate junk electronic mail and may expose the Company to liability or unwanted attention because of comments or other contributions that employees may make. The Company strongly encourages employees who wish to access the Internet for non-work-related activities to obtain their own personal Internet access accounts that are unaffiliated with the Company, and to use such accounts at home on their own personal computer without making any reference to the Company.

#### Online Monitoring

The Company monitors both the amount of time spent using online services and the sites visited by individual employees. The Company reserves the right to limit such access by any means available to it, including revoking access altogether. The Company, through technological tools, may also prohibit or limit access to certain Web sites considered inappropriate.

#### Confidential Information

The Company is very sensitive to the issue of protection of trade secrets and other confidential and proprietary information of the Company as well as that of its business partners, vendors, and customers ("Confidential Information"). Confidential Information includes all confidential, and personal information

covered by the Company's guideline in this Manual regarding "Company Property; Confidential, And Personal Information." Therefore, employees are expected to use good judgment and to adhere to the highest ethical standards when using or transmitting Confidential Information on the Company's Technology Resources.

Confidential Information should not be accessed through the Company's Technology Resources in the presence of unauthorized individuals. Similarly, Confidential Information should not be left visible or unattended. Moreover, any Confidential Information transmitted via Technology Resources should be marked with the following confidentiality legend: "This message contains confidential information. Unless you are the addressee (or authorized to receive for the addressee), you may not copy, use, or distribute this information. If you have received this message in error, please advise your Human Resource representative immediately or return it promptly by mail."

Employees should adhere to Company's security policy with regard to Confidential Information and take all appropriate measures to safeguard the confidentiality and security of such information. Employees should avoid sending Confidential Information via the Internet, except when absolutely necessary. Employees should also verify electronic mail addresses before transmitting any messages containing Confidential Information.

### Software Use

All software in use on the Company's Technology Resources is officially licensed software. No software is to be installed or used that has not been duly paid for and licensed appropriately for the use to which it is being put. No employee may load any software on the Company's computers, by any means of transmission, unless authorized in writing in advance by the Office Manager and thoroughly scanned for viruses or other malware prior to installation.

Before transferring or copying any software from a Company Technology Resource to another computer or other device, employees must obtain written authorization from the Office Manager. It is the employee's responsibility to adhere to applicable licensing requirements, including not making or distributing unauthorized copies of software to others. Upon departure from The Company, it is the employee's responsibility to remove all Company software from non-Company computers and other devices on which Company software has been installed. If an employee sells or otherwise transfers out of his or her own possession or control his or her own personally owned computer, he or she must delete all Company software prior to such sale or other transfer.

### Security

The Company has installed a variety of programs and devices to ensure the safety and security of the Company's Technology Resources. Any employee found tampering with or disabling any of the Company's security devices will be subject to discipline up to and including termination. Moreover, the Company reserves the right to advise appropriate legal authorities of any violation of law by an employee that results in the misappropriation, theft, or unlawful use of Company's property or proprietary information.

To maintain the effectiveness of the Company's security measures, employees should use only secure networks established by the Company to access or use Confidential Information. Such information may not be downloaded, stored, or copied onto any non-Company equipment or media (including personally owned computer, handheld devices, external memory devices, or disks) without prior written approval of the Office Manager. If Confidential Information is downloaded, stored, or copied onto non-Company equipment or media, employees must take all appropriate measures to safeguard against loss, theft, damage, or breach of such equipment or media. If Confidential Information is downloaded, stored, or copied onto non-Company equipment or media, employees must permanently delete such information prior to selling or otherwise transferring out of their own possession or control such equipment or media. If Confidential Information is downloaded, stored, or copied onto non-Company equipment or media and employee resigns, is terminated, or is requested to do so by management, employees must delete all Confidential Information they received, including any and all copies thereof. Similarly, employees may

not send Confidential Information to their personal e-mail accounts, even for work-related purposes, without prior written approval of the Office Manager.

Any loss or suspected loss of Confidential Information, or any suspicious activity such as external hacking attempts or unusual internal activity, should be reported immediately to Company management.

#### Remote Access To Technology Resources

The Company may, at its sole discretion, provide certain employees with remote access systems such as a laptop, smartphone, tablet, or other personal organizer to allow such employees to handle the tasks associated with their jobs while working away from the office. Employees must take care to ensure the security of all Company-provided equipment. Employees must not share network passwords or other PINs with anyone. As soon as an employee believes Company-provided equipment is lost or that the security and confidentiality of the data on that equipment has been compromised, he or she must notify the Office Manager. If Company-provided equipment is lost, or if it is damaged as a result of carelessness, employees may be responsible for replacement fees. The Company-provided remote access system should only be used for Company-related business. The Company may decide that it is no longer necessary for certain employees to possess a remote access system and their ability to use such systems may be discontinued, in which case such employees are expected to return any Company-issued remote access systems in accordance with Company's "Company Property" policy.

The Company does not expect or require employees to work on tasks (including e-mail, work product, etc.) during meal periods or after scheduled working times. Any and all use of remote access systems shall be made in compliance with Company's "Hours Of Work, Overtime, And Pay Day policy."

Use of public or home networks, such as unencrypted Wi-Fi networks, can be a threat to the security and reliability of the Company's Technology Resources. Accordingly, employees must only access Company Technology Resources via means that are specifically approved by the Office Manager.

#### Electronic Mail Guidelines

Employees are expected to use sound judgment with respect to use of the Company's electronic mail ("e-mail"). All employees should adhere to the following with respect to use of e-mail:

- Always ask before sending an e-mail if it is the appropriate medium of communication. When communicating about a sensitive subject, consider whether e-mail is the appropriate medium or whether using the phone rather than e-mail might be more appropriate (but keep in mind that voicemail is similar to e-mail; voicemail may be stored on a computer server and may be forwarded to third parties).
- Use the "front page" test. Assuming that e-mail is the appropriate medium of communication, each e-mail should be treated as a formal written document. Do not write anything in an e-mail that could not be printed on the front page of the newspaper. Off-the-cuff, sarcastic, or angry comments can come back to haunt the author.
- E-mail is part of the workplace environment. E-mail containing rude and insensitive comments is not only personally embarrassing, but also may serve as the basis for legal liability. Employees and managers should exercise the same care and sensitivity in communicating via e-mail as they would when communicating in person or in letters. Offensive e-mail received from others should not be forwarded, and the recipient should ask the sender to refrain from sending inappropriate e-mail.
- Provide context. As with other forms of communication, there is a risk that an e-mail message may be taken out of context. To reduce the risk that the message will be taken out of context, consider including the original message to which the reply e-mail relates.
- Know your audience. When sending an e-mail, always double-check to whom the e-mail is addressed, especially when using the "reply to all" button. Ask whether it is appropriate for each addressee to receive the e-mail and whether sending the e-mail to a particular addressee will

result in the unauthorized disclosure of Confidential Information. If in doubt, remove the doubted addressee.

- Avoid using a home or personal computer for business purposes. If there is any concern that a legal dispute or litigation involving the Company and a third party may require producing one's hard drive from a home or personal computer, the employee should not use the device for business-related purposes. E-mail relating to Company business, even though stored on a home or personal computer, is recoverable and discoverable in litigation.

#### Audits

The Company may perform auditing activity or monitoring to determine compliance with these policies. Audits may be conducted at any time, with or without warning to employees.

### **VIOLENCE IN THE WORKPLACE**

The Company believes all employees have the right to work in an environment free from harassment and violence of all types. Employees are prohibited from possessing or using a weapon on Company controlled property, which may include office space, on-mountain locations, retail locations, restaurants, vehicles, employee housing, and parking lots. This prohibition applies regardless of whether one is licensed to carry a concealed weapon. Exceptions may be permitted when necessary in the course and scope of an employee's job or as allowed under applicable law. Any employee who carries a firearm onto the Company's premises will be considered to be committing a trespass and the proper authorities may be notified.

The prohibition includes possession at the office and surrounding locations, including employee housing. Prohibited weapons include, but are not limited to, firearms, Tasers, explosives, and knives or any other weapon which can cause bodily harm. Employees have the responsibility to make sure that any item they possess is not prohibited by this policy. See Human Resources if you have questions about whether an item is prohibited.

Employees have no expectation of privacy with respect to areas on Company property. The Company reserves the right at any time and at its discretion to search all offices, cubicles, enclosures, employee housing units, and persons entering its property, for the purpose of determining whether there is a violation of this policy. Any employee 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.

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. Employees should directly contact law enforcement personnel if they believe there is imminent threat to the safety and health of employees or property.

### **DRUGS AND ALCOHOL POLICY**

The Company is committed to a safe, healthy, and productive work environment for all employees and for the benefit of our guests, free from the effects of illegal or other drugs and/or alcohol, any of which may cause impairment and impact the ability of employees to safely perform their job duties. Use of such drugs and/or alcohol alters employee judgment and may result in increased safety risks, injuries, and faulty decision-making.

The Company strictly prohibits employees from reporting for work or working while under the influence of alcohol, illegal or other drugs or non-prescribed controlled substances. Any detectable amount of illegal or non-prescribed controlled substances in an employee's system during working hours is a violation of the Drug & Alcohol Policy.

### **PRESCRIPTION MEDICATIONS**

When drugs are prescribed by a medical professional, it is the employee'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 answer from the medical professional indicates any level of potential impairment, the employee must obtain a statement from the medical professional indicating any work

restrictions and their duration. The employee must present that statement to the employee's supervisor prior to going on duty. If the Company determines that such use adversely affects the employee's ability to safely perform the functions of his or her job, the Company may temporarily reassign the employee, grant a leave of absence during the period of treatment, or otherwise attempt to accommodate the employee. If the Company determines that such use does not pose a risk, the employee 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 of marijuana by employees 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 will be considered to be a violation of Company's Drug and Alcohol Policy and will result in disciplinary action up to and including termination. If, however, you have a medical condition that requires the use of prescribed medical marijuana for its treatment, you must notify your direct Supervisor or a member of Human Resources prior to commencing your shift. The Company will work with you to discuss reasonable accommodation, if feasible. The Company will comply with all applicable medical marijuana laws on a state-by-state basis, but will not allow employees to perform work while under the influence of marijuana.

### **DRUG AND ALCOHOL SCREENING**

By accepting employment at the Company, each employee 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 department manager, risk manager, director, or vice president and Human Resources leader in the following circumstances:

Reasonable suspicion that an employee is under the influence of drugs or alcohol during work hours bases on observations of a management official. The employee requires medical treatment beyond initial first aid in a situation where, if the employee 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 an employee's conditional return-to-work agreement.

"Reasonable suspicion" may include, but is not limited to, the following: employee observed using or possessing drugs, drug paraphernalia, or alcohol, including through behavior, speech or performance; a pattern of abnormal conduct or erratic behavior by employee; violation of safety rule, other unsafe work practice or incident which leads management to believe the employee'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 an employee's use or possession of the foregoing or other violations of this policy; and 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 the Human Resources leader.

#### **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 an employee refuses to consent to testing, fails to appear for testing, tampers with the test, or otherwise fails to cooperate with the testing procedure, he or she will be considered to have tested positive.



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

Violation of this policy will subject an employee to disciplinary action up to and 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. This policy in no way implies or creates any contractual obligation to follow any particular procedure.

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, 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.

### **COMPASSIONATE SOLUTIONS FOR COMMON CHALLENGES**

Life presents complex challenges and we want you to know that we offer solutions. If the unexpected happens, you should have access to help cope with the stress and life changes that may result. From everyday issues like job pressures, relationships and retirement planning to highly impactful issues like grief, loss, or a disability, we have your resource for professional support.

You and your family, including spouse and dependents can access Ability Assist at any time, as long as you are covered under our medical health plan. The service features up to three (3) face-to-face emotional or work-life counseling sessions per occurrence per year. This means you and your family members won't have to share visits. You can each get counseling help for your own unique needs. Counseling for your legal, financial, medical and benefit-related concerns is also available by phone.

Our **Employee Assistance Program** provides confidential access over the phone or via the web. It is easy. Call toll-free 1-800-96-HELPS (1-800-964-3577) or visit [www.guidanceresources.com](http://www.guidanceresources.com) to access hundreds of personal health topics and resources for child care, elder care, attorney or financial planners.

To register use the Web Id: HLF902

Company Name: ABILI

Next, select "Ability Assist program: and create your confidential user name and password.

### **DUTY TO NOTIFY EMPLOYER OF ARREST OR CONVICTION**

If an employee is arrested or convicted of a crime during the course of his/her employment, they must notify a Human Resources representative immediately after the arrest and no later than five (5) days after being convicted.

### **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 including in service areas, aisles, elevators or public spaces at any time for any purpose. While we recognize that employees have interests and events and organizations outside the workplace, you will not be permitted to solicit or distribute literature concerning outside activities on Company property in work areas during work time.

- Employees are not permitted to distribute literature during working time or in working areas.
- Off-duty employees are prohibited from entering any area not open to the public and are prohibited from interfering with an on-duty employee's performance of his work tasks.
- Non-employees are not permitted to solicit or distribute literature on the hotel's premises.

- Employees are not permitted to solicit or distribute literature to non-employees on the hotel's premises.
- Working time does not include meal, break, or rest periods or other specified times during the work shift when employees properly are not engaged in performing their work tasks.
- Working areas are defined as areas of the premises where employees perform their work tasks, but do not include break rooms, rest rooms, parking lots, or other non-work areas.

## **BULLETIN BOARDS**

All bulletin boards are owned by the Company and are considered Company property. Only authorized representatives of the Company are permitted to post notices on the bulletin boards. Employees are expected to read the bulletin boards and are considered to have knowledge of all information posted by the Company. Employees are prohibited from removing, altering, or defacing any posting on the bulletin boards.

## **JOB POSTINGS & PROMOTIONS**

The Company has established a job posting program to give employees an opportunity to apply for positions for which they are interested and qualified. Vacancies below the senior management level are normally posted on designated bulletin boards at all Company locations. Positions usually are posted for up to five workdays. To be eligible to apply for a posted position, you must meet the minimum hiring specifications for the position, be capable of performing the essential job functions with or without a reasonable accommodation, be an employee in good standing in terms of your overall work record, and generally have been in your current position for a minimum of six months. You are responsible for monitoring job vacancy notices and completing and filing an in-house application form with the Human Resources Department during the posting period for a specific opening. You are not required to notify your supervisor when submitting an application for a posted position. However, if you are a finalist for the position, your supervisor is notified prior to the completion of the application process for, among other things, a recommendation. You are informed by the Human Resources Department regarding your application and the status of your candidacy.

## **TRANSFERS**

Active employees may, at times, express interest in other positions and departments within the Company. Transfers and/or opportunities for promotion should be discussed with Human Resources, a current direct Supervisor, and a Supervisor in the new department of interest. Communication between all parties is required before any new job offers/transfers can be approved. Advance notice of two weeks may be required before a job transfer can be made. Requests to transfer may not be approved in all cases and are to be determined in Company's sole discretion. Nothing in this policy guarantees job transfers or promotions. In some cases the Company may require the employee to remain in their position for up to six (6) months prior to requesting a transfer.

## **SECURITY**

Security is everyone's concern. The Company depends on alert employees to be aware of potential security threats on-property. Report any suspicious activity to your local Security Department.

## **OUTSIDE EMPLOYMENT/BUSINESS**

Employees may work for more than one employer or operate his/her own business outside of their role at the Company as long as such work is not with a direct competitor and as long as such outside employment does not interfere with your work for the Company. If holding another job or operating another business may adversely affect your employment, scheduling, or performance with Company, it is the employee's responsibility to inform a direct Supervisor. Activities that divert business from any of our resorts must be avoided. Consult your direct Supervisor or Human Resources if you have further questions.

## **INTELLECTUAL PROPERTY**

During the term of your employment, you might develop intellectual property or other work product (such as designs, software, tools, templates, publications and processes), alone or in connection with others, which (a) fall within the general scope of your employment (as based on your job description, as it may evolve over time based on duties assigned to you), (b) use, reference or otherwise leverage confidential or proprietary information belonging to or concerning the Company or its affiliates or business partners, and/or (c) 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 you hereby irrevocably assign and transfer all right, title and interest in the Works to the Company.

### **PERSONAL MAIL AND PACKAGES**

Please direct all personal mail and packages to your home address. The company prohibits employees from sending packages and/or mail to their specific employer.

### **LOVE YOUR PETS**

We love dogs, but in the interest of safety, employees must leave pets at home and please don't leave them in your car. Employees are not allowed to bring pets into the workplace. Employee animals (other than recognized rescue dogs and certified Service Animals) are not permitted during the employee's scheduled work day. Consult local laws or ask Human Resources for clarification as needed.

### **SERVICE ANIMALS**

The Company permits bona fide "Service Animals" in our buildings. 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 Employee Service Animals, please consult the Human Resources leader.

### **EMPLOYEE EXPECTATIONS**

Be a role model. All employees are expected to abide by certain work rules of general conduct and performance at all times. Managers are expected to monitor and enforce these work rules on a consistent basis. Employees are subject to disciplinary action for any of the offenses listed below and for failing to perform their job duties in a satisfactory manner.

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 up to and including termination of employment. Management, in its sole discretion, reserves the right to determine when an employee's behavior is unacceptable and when and what disciplinary action is necessary under a given circumstance. Similarly, employees 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 up to and including 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 employees 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.

It is not possible to list all forms of behavior that are considered unacceptable in the workplace. The list below is illustrative only and not exhaustive. Any conduct deemed to be unacceptable behavior may result in disciplinary action up to and including termination of employment.

### **Prohibited Conduct**

- Offensive or rude behavior towards a guest(s) or employee(s) that creates an unwelcoming and hostile environment.
- Falsification of employment, personnel or other records. This includes, but is not limited to, applications, all reports, time records, and statements under the responsibility of the employee.
- Disclosing "Confidential Information" (as defined in the Confidentiality section of this Handbook) to persons outside the Company.
- 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 employee; or misappropriation of Company property or the property of other employees or client partners.
- Reporting to work under the influence of alcohol or illegal drugs; possession, sale or use of illegal drugs or chemicals or consumption of alcohol while working on Company business.
- Failing to comply with established dress and grooming requirements, failing to wear proper uniform and name badge, or non-compliance with footwear policy. Failing to maintain good personal hygiene, including washing hands before leaving the restroom.
- Gross negligence or willful acts in the performance of duties resulting in damage to Company property or injury to others.
- Insubordination, unwilling to perform tasks or duties as required by your job.
- Safety violations; performing work in an unsafe manner or not observing safety protocols as required.
- Failure to perform assigned work (including overtime) or to comply with work/safety rules.
- Misuse of Company electronic equipment.
- Failure to report personal injury resulting from an on-the-job work situation.
- Possessing concealed or deadly weapons while inside company-owned buildings or while on company property during work hours.
- Neglect, carelessness or mischief, which results in loss (including loss of revenue or potential revenue), damage, breakage or destruction of our property or property of guests, fellow employees or others; or which results in accidents involving employees and/or guests; or contributes to unsanitary conditions.
- Violation of the Company's equal opportunity or anti-harassment policies.
- Failure to perform assigned work (including overtime) or to comply with work/safety rules.
- Fighting, making threats of violence, intimidating, coercing or interfering with anyone on our premises at any time or violating our Violence in the Workplace policy.
- Failure to report personal injury resulting from an on-the-job work situation.
- Excessive absenteeism or tardiness.
- Entering guest rooms at any time, except in the performance of job duties. Unauthorized use of guest rooms, public facilities, public restrooms, company telephones, or company keys.
- Unauthorized presence or loitering at guest functions or in guest areas, including guest rooms, lobby, restaurant, lounge or meeting rooms.
- Giving confidential information to other employees, outside companies, agencies, and the news media or discussing confidential company information with guests or in public areas where guests could overhear a conversation.
- Failing to maintain accurate and proper accountability and control of cash banks. Failure to follow proper procedures with deposits and cash handling. Excessive or continuous cash shortages or other irregularities will be considered irresponsible and unacceptable.

## **ATTENDANCE & TARDINESS**

We serve the guest 7 days a week, 24 hours a day which is why we require employees to work a variety of schedules. Scheduled work days may fall on any day during the week, including weekends and holidays. The schedule reflects the pattern of business. It is expected that each employee be at the workstation on time ready to work according to their schedule start time. Work schedules may change and it is the employees' responsibility to check their schedule daily. Our guests depend us showing up to provide them service excellence. Consistent attendance and punctuality as well as job performance and attention to detail is key to the smooth operation of the property. Employee attendance and punctuality will be considered along with overall work performance, in granting any pay increases or any consideration for promotion or transfer. When an employee is absent or even late, it causes an extra burden on co-workers and the operation. Excessive absenteeism, tardiness or failure to call-in are grounds for disciplinary action up to and including termination.

If the employee is missing a scheduled shift due to illness or injury, the employee must call the supervisor at least two (2) hours before the scheduled shift begins. Leaving messages with other employees or voicemail messages is not considered acceptable notice. Employees should check with their Supervisor or Manager on Duty regarding any specific notification requirements.

Absences and tardiness that, in management's opinion, are excessive will not be tolerated and can lead to disciplinary action, up to and including termination. If three (3) or more consecutive scheduled days of absence pass without any report or reasonable explanation, the Company may consider this to constitute voluntary resignation or abandonment of job and may result in a "do-not-rehire" status for the employee.

## **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 all-inclusive of every task 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. Employee adaptability and flexibility is required.

## **IMAGE WAIVER**

From time to time, an employee may be photographed or filmed while in the performance of their job duties or while participating in employee or other events. By accepting employment at the Company and signing the acknowledgement at the end of this Handbook, you give your permission and consent to the Company and their licensees to use your image, appearance, photograph, video 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"). Employees must 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 at the Company and signing the acknowledgement at the end of this Handbook, employees waive any right to inspect or approve any item that may use your name, voice, likeness or image in connection with the Publicity, including any use of your recognizable likeness, name and/or image on merchandise. Employees must acknowledge and agree that their recognizable likeness, name and/or image which may appear in Publicity, will be without further compensation to the employee.

## **LEAVING YOUR EMPLOYMENT**

Employees who plan to voluntarily resign are requested to provide advance written notice. We request two weeks' notice as a courtesy. All Company assets must be returned during the off-boarding process using proper forms as supplied by a direct Supervisor or Human Resources.

Upon your separation from the Company, deductions for non- returned company property may be made from your final paycheck as permitted by applicable regulation.

For employees working at our ski resorts, season pass riding privileges will be suspended upon separation from the company. There are some work groups that have a shorter season and allow the employee to keep a season pass when the individual has fulfilled the work commitment.

## **LOST AND FOUND**

Employees who find left behind or misplaced items from guests must report the items to their supervisor and/or return it immediately to Security. Lost and found items are logged and maintained in the Security department. We try to reunite all items with the guests to the best of our ability. Guests are encouraged to contact Security to inquire about lost items. Employees are prohibited from taking guest items from Lost and Found until the appropriate waiting period has expired. For more details please check with your department manager and/or security department.

## **BACKGROUND CHECKS**

The Company may require employees to undergo a background check after a conditional offer of employment has been made or in connection with promotion or transfer. Depending on the position, background checks may include criminal, credit or Motor Vehicle Record (MVR) checks. Examples of job positions that may require a background check include positions of trust, positions involving childcare, the handling of cash or credit cards,

and the operation of motorized vehicles.

The Company also follows a company-wide background check policy that applies to any employee who may be assigned to work around children under the age of 18. Based on this policy, as a condition of your employment and depending on your job responsibilities, you may be required to consent to a basic criminal background check.

Any negative reports resulting from a required background check will be reviewed and considered on a case-by-case basis as it relates to the employee's job position, and employment actions may be taken, based on specific job duties.

## **EMPLOYEE CLASSIFICATIONS**

These employment categories and classifications are designed to allow employees to understand their employment status and 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 of time. Accordingly, the right to terminate the employment relationship at-will, at any time, for any reason, with or without notice, procedure or formality is retained by both the employee and the Company.

**Year-Round** (Regular Full Time) employees are those who are regularly scheduled to work on average 30 hours or more per workweek throughout the year. They are not temporary employees and generally, they are eligible for the Company's benefits package including medical benefits, vacation, sick and holiday pay. They are subject to the terms, conditions, and limitations of each benefit program.

**Full Time Flex** employees are those who are regularly scheduled to work on average 30 hours or more per workweek in the same job for up to 9-11 months out of the year. They are not temporary employees and generally they are eligible for the Company's benefits package, subject to the terms, conditions, and limitations of each benefit program.

**Year Round Part-Time/On-Call** employees are those who are scheduled to work on average less than 30 hours per workweek throughout the year and they do not qualify for medical benefits or vacation, sick, or holiday pay. Year Round Part time/On-Call employees are not eligible for R&R benefits.

**Seasonal** employees are hired to work during particular times of the year (as example winter season). Seasonal employees are normally not entitled to Company health benefits or paid time off. 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. A list of company discounts and perks for seasonal employees is available at your local Human Resource office. Seasonal employees receive all legally mandated benefits such as social security and workers' compensation insurance. Seasonal part-time employees may not qualify for all benefits offered by the Company.

All employees are designated as either exempt or non-exempt. Non-exempt employees must accurately record all time worked and are entitled to overtime based on both state and federal laws. Exempt employees meet certain primary job duties tests, are paid a guaranteed salary for all hours worked, and are not eligible for overtime pay.

The Company prohibits deductions from an exempt employees' salary except as allowed by the FLSA. If an employee is aware of improper deductions from his/her salary, this violation should be reported immediately to their Supervisor. All reported or suspected improper deductions from an exempt employees' pay will be promptly and thoroughly investigated. If the Company determines that improper deductions were made from an exempt employees' salary, the Company will promptly reimburse the employee the amounts improperly deducted.

## **WORKERS' COMPENSATION INSURANCE**

The Company carries workers' compensation insurance coverage as required by law to protect employees

injured on the job. This insurance provides coverage for certain medical, surgical, and hospital treatment in addition to payment for a portion of any lost earnings that result from work-related injuries. Compensation payments generally begin on the first day of an employee's hospitalization or on the fourth day following the injury if an employee is not hospitalized. The cost of this coverage is paid completely by the Company.

### **MEDICAL BENEFITS**

Employees that are classified as Regular Full-Time or Flex Full-Time are eligible for health and wellness benefits. Our health benefits are administered by Sinclair Health Services. The Company provides a competitive, comprehensive benefits program that offers financial protection, promotes wellness and provides choice. Our company provides the programs, and you decide which benefits you want, who to cover and how to use them. From day-to-day protection to future financial security, you make the decisions that are best for you and your family.

To find our more details, please request the Benefits Brochure from your local Human Resource department. The Benefits Brochure is not an official plan document for any employee benefit plan and is not intended to provide specific information with regard to the benefits described below. It is also not a guarantee of any benefit described below. Medical benefit programs are subject to change from time-to-time. 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.

Eligible employees are responsible for paying any elected benefit coverage whether they are active or on an approved leave of absence. Employees are required to complete any necessary elections for participation in the benefits programs and to meet all eligibility requirements.

### **CONVERSION/ POST EMPLOYMENT INSURANCE**

Pursuant to COBRA and Cal-COBRA, eligible employees and their dependents may be entitled to continue medical coverage after employment with the Company ceases or certain other qualifying events occur. COBRA information is provided separately. In addition, you also can contact Human Resources to obtain COBRA information.

### **PLAN FOR RETIREMENT - CAPITAL ACCUMULATION PLAN (CAP) 401(K)**

All employees are eligible for the following benefits upon meeting the eligibility of the Capital Accumulation Plan (CAP) – 401k plan. Employees become eligible to participate in the CAP Plan after completing twelve (12) consecutive months of employment. There are no hours requirements or age requirements. The plan allows eligible employees to use pre-tax dollars to save for retirement. There are a number of investment options the employee can choose from offered through Fidelity. The employer will match 100% of contributions up to 6% of the employee's elected salary deferral. There are contribution limits each year outlined by the IRS. Please contact Human Resource for details.

### **EMPLOYEE SELF SERVICE**

Employees have access to The Hub where employee information such addresses, emergency contacts, banking, payroll & benefits information (including pay statements and W-2's), time-off request forms, and a variety of other important employee resources can be found. Check with your local Human Resource department for details on how to log in.

### **HOURS OF WORK**

Our Company is normally open for business seven days a week, 24 hours a day. The work week and daily hours of operation vary by role so consult with your direct Supervisors to fully understand your anticipated work schedule. For seasonal or part time, on-call positions the hours may fluctuate according to guest business volume, weather and other business factors. Working hours may be adjusted, reduced or expanded to meet business needs. Some roles may require non-traditional working hours including weekends, holidays or varying shifts at any time of day. Please consult your direct Supervisor for clarification of your work schedule.

For purposes of calculating overtime, the workweek begins Saturday at 3:00am and ends 2:59am on Saturday. For details regarding the payroll calendar please check with Human Resources or your direct Supervisor.

### **RECORDING TIME WORKED**

Each non-exempt employee is required to be on his/her job at the commencement of his/her work scheduled shift and is not authorized to leave his/her job until his/her Manager gives him/her permission to leave the job or at the end of his/her scheduled shift

Under no circumstances should an employee punch or record another employee's time card. Such an offense will be grounds for immediate disciplinary action, up to and including termination. Non-exempt employees are required to accurately record all hours worked. Non-exempt employees are prohibited from working "off-the-clock." Any non-exempt employee that is asked to work "off-the-clock" by a manager must report the incident to Human Resources so that a proper investigation can be conducted.

### **PAY DAYS**

Employees are paid every other Friday. If the regular payday occurs on a holiday, the payday is the last working day prior to the holiday. On each payday, employees receive a statement showing gross pay, deductions and net pay. Automatic deductions such as additional tax withholding, contributions to voluntary benefit plans and individual savings plans may be arranged through Human Resources.

### **PAYCARDS AND DIRECT DEPOSIT**

Electronic pay is the way to go. The Company strongly encourages electronic pay in the form of direct deposit for all employees. If you do not want to participate in the direct deposit, you will be issued a manual check. Please direct any questions to your local Human Resources or Payroll office.

### **OVERTIME RATE OF PAY**

If you are a non-exempt (hourly) employee, you will receive 1.5 times your regular hourly rate for time worked required by applicable federal or state law. If you have multiple pay rates, please contact Human Resources for assistance. You will be paid overtime based on your blended hourly rate for all work performed. Your direct Supervisor must authorize all overtime before it is incurred. Employees that work unauthorized overtime will be paid for such time worked but will be subject to disciplinary action up and including termination. Hours during the workweek that are not worked but are paid (i.e., vacation, PTO, leave of absence) will not be counted as hours worked for the purpose of computing overtime. Employees who fail to adhere to this policy will be subject to disciplinary action up to and including termination of employment. See your local Human Resources office for details regarding seasonal ski overtime rules.

### **LACTATION ACCOMMODATION**

The Company provides a reasonable amount of break time to accommodate an employee's need to express breast milk for the employee's infant child. The company will make a reasonable effort to provide the employee with the use of a room or other location in close proximity to the employee's work area for the employee to express milk in private. An employee may request an accommodation for lactation breaks by submitting a written request for lactation accommodation to Human Resources.

The requested break time should, if possible, be taken concurrently with other scheduled break periods. Nonexempt employees must clock out for any lactation breaks that do not run concurrently with normally scheduled rest periods. Any such breaks will be unpaid.

The company reserves the right to deny, in writing, an employee's request for a lactation break if the additional break time will seriously disrupt operations.

### **TIME KEEPING**

Be responsible. Missed timeclock punches or schedule revisions must be communicated to your Supervisor immediately to ensure payroll accuracy. Making time entries on another employee's time card, punching in/out for another employee, falsifying time records, or asking anyone else to do so is prohibited and will be grounds for disciplinary action, up to and including termination. Any approved pay adjustments for missed punches or



corrections resulting from delayed reports of errors will be reflected on the next regular pay cycle.

## **PAYROLL DEDUCTIONS**

The Company may make certain deductions from employee paychecks. Some of these deductions are required by law while others, such as insurance elections, employee housing rent, or childcare tuition are made with your written authorization. If you find that there are any improper payroll deductions on your paycheck, notify the Human Resources office immediately. Any improper overpayments are recoverable by the Company.

## **GARNISHMENTS**

By law or court action, a creditor can require the Company to withhold a certain amount or percentage of your pay subject to limitations imposed by law. If garnishments or other withholding orders are instituted against an employee, the Company will deduct the required amount from the employee's paycheck. Garnishment actions are conducted in compliance with appropriate federal and state laws.

## **EXPENSE REIMBURSEMENTS**

The Company reimburses employees for all necessary work-related expenses incurred. This policy applies to all employees. Necessary work-related expenses may include, but are not limited to:

- Use of an employee's personal vehicle for business purposes.
- Business travel expenses such as meals and lodging.
- Tools and equipment required to perform the employee's job.
- Use of an employee's personal cell phone for business purposes.
- Required uniform purchase and maintenance.
- Employees who work from home may request reimbursement for expenses incurred such as office supplies, internet access and required equipment costs.

All necessary, work-related expenses must be pre-approved by management. Employees who incur work-related expenses are required to submit those expenses for reimbursement as follows:

- Employees must submit the appropriate reimbursement request to Human Resources, along with appropriate supporting documentation such as original receipts, for all work-related expenses.
- Employees are expected to submit reimbursement requests for approval as soon as practicable, no later than one month after the expense is incurred.

Employees who believe that the amount they have been reimbursed does not represent a complete reimbursement should immediately contact Human Resources.

## **LEAVE OF ABSENCES**

### **FAMILY AND MEDICAL LEAVE ACT (FMLA)**

The Family and Medical Leave Act ("FMLA") provides eligible employees (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 employees within a 75 mile radius) the opportunity to take unpaid, job-protected leave for certain specified reasons. The maximum amount of leave an employee may use is either 12 weeks in a 12-month rolling look back period or 26 weeks within a single 12-month period for leave to care for a covered service member.

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 currently work at a location where there are at least 50 employees within 75 miles.

### **FMLA LEAVE & ACTIVE-DUTY LEAVE**

An employee may be eligible for up to 12 weeks of unpaid leave in a 12-month rolling look-back period measured backward from the time need for leave arises for the following reasons:

- The birth of an employee's child and to bond or care for such child, or placement for adoption or foster care of a child.
- 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.
- Because of a serious health condition which renders the employee unable to work.
- Because of any qualifying exigency arising out of the fact that the employee'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").

### **MILITARY CAREGIVER LEAVE**

An employee may also take Military Caregiver Leave to care for a spouse, son (of any age), daughter (of any age), parent or next of kin who is: (1) a current member of the Armed Forces, including the National Guard or Reserves, and who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness, which was incurred in the line of duty (or for a pre-existing injury or illness which is aggravated in the line of duty) and that renders the service member medically unfit to perform the duties of his or her office, grade, rank, or rating, or (2) a veteran who was a member of any branch of the Armed Forces, including the National Guard or Reserves, and who is undergoing medical treatment, recuperation, or therapy, for a serious injury or illness that occurred in the line of duty (or for a pre-existing injury or illness which was aggravated in the line of duty) at any time within 5 years preceding the treatment, recuperation or therapy. A covered service member incurs a serious illness or injury for purposes of this paragraph when one of the following occurs:

- The injury or illness makes him or her medically unfit to perform the duties of his or her office, grade, rank or rating.
- It causes the service member to have a VA Service Disability Rating is at 50% or greater.
- It is a mental or physical condition substantially impairs their ability to obtain gainful employment.
- The VA enrolls the employee in the Department of Veteran Affairs Program of Comprehensive.

### **ASSISTANCE FOR FAMILY CAREGIVERS**

Eligible employees are entitled to a total of 26 weeks of unpaid Military Caregiver Leave during a single 12-month period. This single 12-month period begins on the first day an eligible employee takes Military Caregiver Leave (as long as it is within 5 years of the covered service member's active duty) and ends 12 months after that date. Military Caregiver Leave applies on a per-covered service member, per-injury basis, so that an employee may be eligible to take more than one 26-week period of Military Caregiver Leave, but no more than 26 weeks of leave may be taken during any one 12-month period.

An eligible employee is entitled to a total of 26 weeks of unpaid Military Caregiver Leave during a single 12-month period. This single 12-month period begins on the first day an eligible employee takes Military Caregiver Leave and ends 12 months after that date. For example, if an employee takes 10 weeks of FMLA leave due to his/her own serious health condition, the employee may take only 16 weeks of Military Caregiver Leave during that same 12-month period.

#### **Definitions:**

A "serious health condition" referenced above in the Basic FMLA Leave and Active Duty Leave section above means an illness, injury, impairment, or physical or mental condition that involves:

- In-patient care (i.e., an overnight stay) in a hospital or other medical care facility (including any period of

incapacity or any subsequent treatment in connection with such in-patient care).

- A period of incapacity of more than three consecutive full calendar days, and any subsequent treatment or period of incapacity relating to the same condition that also involves (1) treatment two or more times by a health care provider or under the supervision of a health care provider within 30 days of the start of the incapacity, or (ii) treatment by a health care provider on at least one occasion within seven days of the start of the incapacity which results in a regimen of continuing treatment under the supervision of a health care provider.
- Any period of incapacity due to pregnancy, or for prenatal care.
- Any period of incapacity due to a chronic serious health condition requiring periodic visits of at least twice a year for treatment by a health care provider.
- A period of incapacity which is permanent or long-term due to a condition for which treatment may not be effective, during which the employee (or family member) must be under the continuing supervision of, but need not be receiving active treatment by, a health care provider.
- Any period of absence to receive multiple treatments by a health care provider or under the supervision of a health care provider, either for restorative surgery after an accident or other injury, or for a condition that will likely result in a period of incapacity of more than three consecutive calendar days in the absence of medical intervention or treatment.

A “qualifying exigency” referenced above in the Basic FMLA Leave and Active Duty Leave section above refers to the following circumstances:

- Short-notice deployment: to address issues arising when the notification of a call or order to active duty is seven days or less.
- Military events and related activities: to attend official military events or family assistance programs or briefings.
- Childcare and school activities: for qualifying childcare and school related reasons for a child, legal ward or stepchild of a covered military member.
- Financial and legal arrangements: to make or update financial or legal affairs to address the absence of a covered military member.
- Counseling: to attend counseling provided by someone other than a health care provider for oneself, for the covered military member, or child, legal ward, or stepchild of the covered military member.
- Post-deployment activities: to attend official ceremonies or programs sponsored by the military or up to 90 days after a covered military member’s active duty terminates or to address issues arising from the death of a covered military member while on active duty.
- Care of the covered military member’s parent if the parent is incapable of self- care.
- Rest and recuperation: to spend up to fifteen (15) calendar days for each period in which a covered military member is on a short-term rest leave during a period of deployment; or
- Additional activities: for other events where the Company and the employee agree on the time and duration of the leave.

#### **WHEN SPOUSES WORK TOGETHER**

When spouses are both eligible for FMLA and both work at the Company, spouses are eligible for a combined 12 weeks of unpaid leave for the birth or placement of a child or to care for a parent who has a serious health condition. A spouse will be eligible for a combined 26 weeks of unpaid Military Caregiver Leave as discussed above. If the spouse taking Military Caregiver Leave also takes leave for the birth or placement of a child or to care for a parent who has a serious health condition, that leave also may count toward the 26 weeks of combined Military Caregiver Leave during a single 12-month period.

#### **NOTICE OF NEED FOR LEAVE**

Applications for FMLA leave must be provided directly to Human Resources, at least thirty days, or as soon as practical, before the leave is to commence. Appropriate forms must be submitted to Human Resource to initiate

family or medical leave and to return you to active status. If you request family or medical leave, you must provide Human Resources with 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.

## **INTERMITTENT LEAVE**

Leave on an intermittent or reduced schedule basis may be available when medically necessary due to an employee's serious health condition or an employee's immediate family member's serious health condition. Intermittent or reduced schedule leave for the birth or placement of a child for adoption or foster care may be taken only with approval from Human Resources. Military Caregiver Leave may be taken intermittently or on a reduced leave schedule when medically necessary. Active Duty Leave may also be taken on an intermittent or reduced leave schedule.

An employee taking intermittent leave must follow the Company's standard call-in procedures absent unusual circumstances. If it is necessary, the Company may transfer an employee on intermittent or reduced schedule leave to an alternate position and/or location for which the employee is qualified and which better accommodates periods of intermittent leave. Management must contact Human Resources prior to any transfer of the employee.

If it is necessary, the Company may require an employee to furnish a fitness-for-duty certification up to once every 30 days if an employee has used intermittent leave, reduced schedule or block leave during the 30-day period for their own serious health condition and if reasonable safety concerns exist regarding the employee's ability to perform his duties, based on the serious health condition for which the employee took such leave.

## **DOCUMENTATION SUPPORTING FMLA LEAVE**

The reason for the leave must be covered under FMLA and the employee must provide a completed FMLA Certification of Health Care Provider Form supporting the need for the leave. A request for reasonable documentation of family relationship verifying the legitimacy of a FMLA Leave may also be required. Proper documentation must be provided to the Company and Cigna.

The employee will have 15 days in which to return a completed Certification form following receipt of the form from the Company. If the employee fails to provide timely certification after being required to do so, the employee may be denied the taking of the leave under FMLA. If the Certification form is incomplete or insufficient, an employee will be given written notification of the information needed and will have seven days after receiving such written notice to provide the necessary information. Once the Company has fully completed sufficient certifications and documentation, it will notify the employee of whether FMLA Leave is granted.

If there is reason to doubt the validity of the medical certification, a second opinion, at the expense of the Company, related to the health condition may be required. If the original certification and the second opinion differ, a third opinion, at the expense of the Company, may be required. The opinion of the third health care provider, which the Company and the employee jointly select, will be the final and binding decision.

A request for Active Duty Leave must be supported by the Certification of Qualifying Exigency for Military Family Leave form as well as appropriate documentation, including the covered military member's active duty orders. A request for Military Caregiver Leave must be supported by the Certification for Serious Injury or Illness of Covered Service member form or Certification for Serious Injury or Illness of a Veteran for Military Caregiver Leave form as well as any necessary supporting documentation.

## **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 employee'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 employee will be required to renew this request for FMLA Leave and eligibility decisions will be reviewed. In these situations, the employee will have 15 days in which to provide, at his expense, a completed Recertification form.

### **PAID TIME DURING A LEAVE**

An employee is required to exhaust all available sick leave and paid time off when on a leave of absence under the FMLA. All paid time off will run concurrent with any unpaid time off under FMLA. Employees will only be entitled to a total of 12 weeks of FMLA leave. The FMLA prohibits employers from discharging, interfering with, or discriminating against employees that exercise rights under the FMLA.

### **BENEFITS DURING FMLA LEAVE**

During the approved FMLA Leave, the employee's coverage under the Company benefits will continue, and the employee will remain responsible for his/her share of the insurance premium.

In most circumstances, upon return from FMLA Leave an employee 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 employee 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 employee will terminate at the same time as if the employee had not been on leave.

### **FAILURE TO RETURN FROM LEAVE**

If an employee takes FMLA Leave in excess of the weeks for which an employee is eligible or fails to return from leave as scheduled, the employee will not be guaranteed a position with the Company upon his return. The employee may be entitled to a non-FMLA Leave extension for his/her own serious health condition. An employee who does not return from FMLA Leave has no guarantee of returning to work. If the employee has a condition covered by the ADA, the Company will participate in the reasonable accommodation process.

For more information on FMLA benefits, please refer to the Department of Labor summary posted on bulletin boards in Human Resource or speak with our local HR representative.

Any other requests for an extended leave of absence from work should be discussed with a Human Resources leader and your direct Supervisor to try and design a mutually agreeable solution to all parties.

### **REASONABLE ACCOMMODATION LEAVE**

The Company complies with the reasonable accommodation obligations under the ADA, as amended, and will engage in the interactive process to discuss an unpaid leave of absence as a reasonable accommodation with employees who are unable to perform the essential functions of their job due to a physical or mental disability. Leave under this policy is at the discretion of management and will be considered in accordance with the reasonable accommodation obligations of the ADA, as amended. A reasonable accommodation leave of absence may be provided to employees who are unable to perform the essential functions of their job even with reasonable accommodation due to an ADA-qualifying physical or mental disability and are not eligible for FMLA. Similarly, leave under this policy may be granted as a reasonable accommodation for employees who have exhausted FMLA but are unable to return to work due to a disability that prohibits them from performing the essential functions of their job. Leaves of absence under this policy will be handled on a case-by-case basis in accordance with the ADA, as amended. The duration of any leave of absence under this policy will vary depending on the particular circumstances of each employee's need and whether additional leave is reasonable under the circumstances and/or would create an undue hardship for the Company.

### **JURY DUTY**

The Company encourages all employees to fulfill their civic responsibilities and to respond to jury service summons or subpoenas, attend court for prospective jury service or serve as a juror. Under no circumstances will employees be terminated, threatened, coerced or penalized because they request or take leave in

accordance with this policy. Employees must provide their supervisor with notice of any jury summons or subpoena within a reasonable amount of time after receipt and before their appearance is required. Verification from the court clerk of having served may also be required. Time spent engaged in attending court for prospective jury service or for serving as a juror is not compensable except that exempt employees will not incur any reduction in pay for an absence due to jury duty. Employees who are absent from work while participating in the jury selection process or while serving as a juror will not be asked or required to use any annual, vacation or sick leave during the absence, although employees may be permitted to do so.

If an employee is called to be a witness in a matter that is not Company related, such time off may be allowed depending on the needs of the business and any applicable law. Such time off typically would be considered voluntary and is not paid unless the employee chooses to use any accumulated paid time off.

## **VOTING**

Voting is an important responsibility we all assume as citizens. We encourage employees to exercise their voting rights in all municipal, state, and federal elections. Under most circumstances, it is possible for employees to vote either before or after work. If it is necessary for employees to arrive late or leave work early to vote in any election, employees should arrange with their supervisor/manager no later than the day prior to Election Day.

## **COMPASSIONATE LEAVE (BEREAVEMENT OR FUNERAL LEAVE)**

Upon the death of a member of your immediate family, you may arrange through your supervisor for compassionate leave. Currently, in such cases, full-time year round employees are granted up to three workdays' leave with pay. "Immediate family" is defined as the employee's spouse, parents, children, sisters, brothers, grandparents, grandchildren, mother-in-law, and father-in-law. If the employee has to travel in excess of 500 miles one way, the Company will grant up to five (5) days of bereavement. Also, this leave is granted in the event of an employee's miscarriage. If more time off is needed than provided above, additional leave may be granted upon the approval of the supervisor/manager. Employees on bereavement will receive their regular base rate of pay, or the state minimum wage if they are in a tip-credit position. For funerals of other relatives or friends, employees may take vacation or unpaid leave upon the approval of their supervisor.

## **PERSONAL LEAVE**

Employees may request a leave of absence for education or other extenuating personal circumstances, not to exceed a total of 120 days in a rolling calendar year. If an employee is not eligible for Family Medical Leave, but does have a medical or serious health condition, the employee should request leave in accordance with the ADA and our Reasonable Accommodation leave policy. The Personal Leave policy is not available for use for medical reasons of the employee. If an employee is not eligible for FMLA, the employee may request personal leave to care for a child, spouse or parent with a medical or serious health condition which requires extended absence from work. Application for personal leave must be made in writing to the employee's supervisor thirty (30) days prior to the date the leave starts unless an emergency exists. Human Resources will make the final decision on granting the leave based on recommendations from the supervisor, manager and director.

Upon expiration of the leave, an effort will be made to return the employee to the same or comparable position of employment held prior to the leave of absence; however, the Company cannot guarantee that a position will be available. An employee who does not return to work upon completion of a personal leave of absence will be terminated and considered to have voluntarily quit employment.

## **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, employees 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.

## **SAFETY FOR ALL**

Safety awareness and playing safely is everyone's responsibility. The Company expects a commitment from you to know, observe and promote safe practices. It is your responsibility to follow specific resort and departmental safety procedures for the safety of you, your coworkers, and our guests. Direct any safety questions to your Supervisor or Risk & Safety. You are expected to follow all safety regulations, rules and practices at all times. Observe your workplace and surrounding areas to identify, mitigate, or eliminate hazards, obey proper signage and communicate safety information as appropriate. Know and comply with safety regulations and requirements for your job and encourage others to do so. Do not operate any machinery or equipment without having received the proper training and/or authorization.

Know the location of emergency phones, first aid kits, public Automatic External Defibrillators (AEDs) and fire extinguishers. Be familiar with your building's emergency action plan and designated meeting location for your workgroup in the event of an emergency.

Certain resort locations, states, or provinces may follow certain laws, safety acts, or codes. Every employee is responsible to be familiar and comply with local safety codes and regulations.

## **ACCIDENT REPORTING**

All accidents or injuries, to employees, guests, visitors, or damage to Company vehicles, equipment, or materials must be reported to your direct Supervisor as soon as possible and required paperwork must be completed. Refer to specific communication protocols, policies, phone numbers, or other details as appropriate to your work department and location.

## **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 report 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 report to your manager and follow your local process for injuries on the job. Treatment by unauthorized providers may not be covered and the employee 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

Consult your Risk & Safety department or Human Resources if you need information about workers' compensation policies.

Your business location and/or department may have additional requirements for the reporting of injuries and other accident information. Consult your direct Supervisor or departmental training manuals for further details.

## **COMPANY MOTOR VEHICLE USE**

The Company follows a corporate Driver's Standards program. Prior to driving any Company vehicle or motorized equipment, an employee must be able to comply with the Driver's Standards and authorize a Motor Vehicle Record (MVR) check. The determination of whether an employee 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, an employee 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. Failure to follow Company safety practices and local laws may result in disciplinary action, up to and including 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, Busses, ATVs, Snowmobiles, which may require special licensing, training, and/ or certification testing. Failure to obtain or maintain motor vehicle licenses required in connection with an employee'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 employees who do not maintain their required motor vehicle licenses in good standing.

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

### **DESIGNATED TRAILS OR TRAVEL ROUTES**

Individual departments may designate specific trail routes, both winter and summer which employees must follow while working or traveling to various locations on-property. Designated routes are established not only to describe approved trails or terrain, but also to define any prohibited zones that an employee may not access while on-duty and/or in uniform. Failure to follow designated routes may result in disciplinary action, up to and including termination.

If an employee fails to follow the guidelines above, disciplinary action up to and including termination may result. In addition, failure to comply with designated terrain guidelines may result in reduction or denial of injury-related Workers' Compensation benefits.

If any guidelines as outlined above are unclear, an employee must consult a department Supervisor or division director for further direction and approval.

### **THE OCCUPATIONAL SAFETY AND HEALTH ACT (OSHA)**

The Company takes reasonable precaution to offer employees 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 employees. It is the responsibility of each employee to help prevent work place accidents. You should review and understand all workplace safety rules and policies and use any Company provided safety and protective equipment. Any unsafe workplace or hazardous condition should be reported to a Supervisor, Risk and Safety Department, or Human Resources. Additionally, any questions regarding health & safety practices at the Company should be directed to the Risk & Safety Department or Human Resources.

### **HAZARD COMMUNICATION**

Chemicals and/or dangerous materials may often be found in work areas throughout the resort. Know and understand what (hazardous) chemicals are in your workplace. Safety Data Sheets (SDS) with information on these products can be found in a notebook in your work area. Learn where it is located.

If you have not been trained to handle chemicals in the workplace – DON'T – even if you think you know how to handle them. Hazard Communications and SDS training, including training on proper handling and storage of chemicals is required for employees handling chemicals.

If chemicals are transferred from a large container to smaller containers, they must be appropriately labeled. Labels may be obtained from Security. Never store chemicals in un-labeled or incorrectly labeled containers.

Properly discard anything in unmarked bottles, should you come across them in your work place. Get immediate



help from First Aid, Patrol, Security or your Supervisor, if someone has chemical exposure.

### **SAFETY COMMITTEE / SAFETY PROCEDURES**

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

### **DRONES/UAVS**

Personal drones and other remote-controlled aircraft are not permitted at our properties and resorts including parking lots. In the future 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 resort. Please notify your Supervisor if you see a drone and there hasn't been an official notification about the operation.

### **EQUIPMENT SAFETY**

Any employee using their own sports equipment (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.

## EMPLOYEE HANDBOOK ACKNOWLEDGMENT FORM

By signing the Acknowledgment Form, I acknowledge that information regarding the electronic location of the Sun Valley Resort Employee Handbook has been communicated to me via my onboarding paperwork or my local Human Resources office and that I can access and I am responsible to access and read the electronic handbook and that I am responsible to be aware of all of its contents. I also understand that I may be provided a hard copy of the Employee Handbook or Company Policies on request.

**I ALSO UNDERSTAND THAT THE HANDBOOK REPRESENTS GUIDELINES AND NEITHER THE HANDBOOK NOR ANY VERBAL STATEMENTS BY MANAGEMENT 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.**

### AT-WILL EMPLOYMENT

**I 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, FOR ANY REASON NOT PROHIBITED BY LAW, WITHOUT NOTICE, CAUSE, OR WITHOUT ANY SPECIFIC NOTICE, PROCEUDRES OR FORMALITY**

Furthermore, by signing this Acknowledgement Form I acknowledge and certify that I have read, understand, and agree to comply with the requirements of the Employee Handbook, and the policies referenced therein, during the course of my employment with the Company. I also understand that it is my responsibility to access the Employee Handbook and the policies referenced therein regularly and understand the impact that they may have on my position. I understand that non-compliance with the directions in the Employee Handbook may result in disciplinary action up to and including immediate termination.

\_\_\_\_\_  
Employee Name (PRINT):

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Department

\_\_\_\_\_  
Date:

## **Sun Valley Company Employee Handbook Addendum**

### **Employee Perks and Discounts**

#### **Employee Summer & Winter Recreation and Discount Package**

As a full-time employee of Sun Valley Company in good standing, you are eligible for recreation benefits and discounts on company services. Please see the handout provided at orientation, or contact the Human Resources office for further information. Your Sun Valley Company Photo ID Card MUST be presented to receive ANY discount or recreation benefits.

### **Employee Housing**

Employee housing is available for all full-time employees at Sun Valley Resort. It was built in 2017 and is offers bright clean rooms, shared kitchen in common area, and is easy to access via shuttle bus system and walking distance to the Sun Valley Village. It offers over 300 beds and all rooms are shared, similar to a dorm-style living arrangement. To secure Sun Valley Employee Housing you must complete a Housing Application and you must have a job offer on file. A dorm agreement must be signed before a dorm room will be assigned. A deposit will be deducted automatically from the paychecks and will vary in amount depending on unit/room size. Daily rates of dormitory rooms will vary depending on the type of room occupied by the employee. Continued employee housing is at the sole discretion of Sun Valley Company, is based on full-time work status, and ends immediately upon the employee's termination.

### **Employee Retirement Recognition Program**

The Employee Retirement Recognition Program is our way of paying tribute to employees who retire over the age of 62 with at least 15 years of service. The program is divided into two different categories.

Employees retiring with 15 to 19 years of service receive:

- Four days/three nights of paid R&R at any of the company hotels or resorts, to be used within the first year following retirement. Only the retiree and spouse would be eligible for this benefit.
- \$500.00 credit toward Sinclair Oil/hospitality purchases. This will be given as a company gift card.

Employees retiring with 20 or more years of service receive:

- Six days/five nights of paid R&R at any of the company hotels or resorts, to be used within the first year following retirement. Only the retiree and spouse would be eligible for this benefit.
- \$1,000.00 credit towards Sinclair Oil/hospitality purchases. This will be given as a company gift card.

### **Educational Assistance**

Grow with us! After three months of employment, annual full-time employees are eligible to enroll in pre-approved education courses and receive financial assistance from us. Such courses, as well as books and eligible fees, will be reimbursed at 50% upon successful completion of the course. Individual classes require prior approval from the employee's supervisor and the Educational Assistance Review Committee.

Assistance toward completion of a bachelor's degree is also available upon completion of one-year continuous employment if the degree is related to company operations. Contact Human Resources for additional information.

### **Lifetime Pass**

Full Time Employees working with Sun Valley Company for at least 25 years consecutively will receive, at retirement, a full lift pass for all seasons. In addition to the Lifetime Pass, a discounted pass will be available to the spouse of the employee at a seasonal rate, subject to change.

### **Company Owned Hotels and Resorts**

Room discounts are available to all employees at all company owned hotels and resorts. This is subject to availability and the employee must make reservations in advance through the Executive Office.

### **Employee Cafeteria**

All Sun Valley Company employees may purchase discounted meals in the employee cafeteria. The cafeteria is open daily for breakfast, lunch and dinner. Schedules will be posted by the Food & Beverage Department

per season. Employees must present a valid Sun Valley Company ID to receive discounted meals.

### **Vacation and Sick Leave**

Regular Full-Time (RFT) employees are eligible for Vacation Pay. To be classified as an RFT you have to work an average of 1,560 hours in a calendar year which is an average of 30 hours /week.

#### **Vacation**

Employees hired after October 31, 1992, are eligible for the following vacation benefits:

#### Eligibility

The company provides vacation pay for eligible employees to use for rest and relaxation. All Annual Full-Time (AFT) and Full-Time Flex (FTF) employees will be eligible for vacation pay granted annually on their anniversary date. To be classified AFT or FTF you must work an average of 1,560 hours in a calendar year which is an average of 30 hours per week. For new and rehire employees, vacation will become available for use after 90 days of employment. All unused vacation becomes “vested” after six months of employment from date of hire or effective status change to AFT or FTF.

#### Vacation Allocation Grant

Each year, vacation hours will be granted in full based on Vacation Pay Tier on anniversary date. We encourage staff to plan ahead, and request vacation pay from their managers in advance. Vacation pay will be paid out at time of separation if it is fully vested. Below are the vacation tiers based on years of service including the annual grant and maximum accrual.

<b>Vacation Tiers</b>	<b>Years of Service</b>	<b>Annual Hours</b>	<b>Max Vacation</b>
Tier I	90 days - .99 yrs	40 hours	60 hours
Tier II	1 – 4.99 yrs	80 hours	120 hours
Tier III	5 – 9.99 yrs	120 hours	180 hours
Tier IV	10 + yrs	160 hours	240 hours

#### Requesting Vacation Pay

Vacation pay is available after 90 days of active full-time employment. Once vacation pay is granted, employees may request vacation pay from their supervisor, generally two weeks in advance. Your supervisor will authorize and schedule vacation as business permits. There may be times when your vacation request is denied based on the needs of the business.

For employee classified as non-exempt (hourly) vacation pay can be requested on scheduled workdays in increments of a minimum 1 hour, not to exceed 8 hours, unless they are scheduled 10 hours a day. For employees classified as exempt (salary), vacation pay can be submitted in 8 hours increments. All vacation pay must be submitted on a Request for Time Off form in advance of 2 weeks.

All vacation pay will be paid at the current home department rate of pay or no less than the state or federal minimum wage.

#### Benefits at Separation

Upon termination or separation of employment, all remaining unused vested vacation pay will be paid to the employee on their final paycheck in accordance with state and federal laws and will be subject to applicable taxes and deductions.

#### **Sick Leave**

Sick leave is accumulated as follows:

<u>Years of Full-Time Employment</u>	<u>Amount of Sick Leave</u>
Six months or less	none, but two days can be taken unpaid
Six months to 1 year	40 Hours
1 year	40 Hours added to sick bank each
year thereafter (on anniversary)	80 Hours added to sick bank

*A maximum of 120 hours will be allowed to accrue at any time.*

Sick leave protects against loss of income because of the employee and/or dependents legitimate illness, injury, doctor's visits, dental visits, mental or physical illness or other related medical issues. Sun Valley Company reserves the right to require acceptable confirmation of the nature and extent of any illness or injury that requires an employee to be absent from work, including a doctor's certification. Any absence of three days or more may require a doctor's certification.

Eligible dependents include:

- Your legal spouse
- Children
  - Your legal children or your spouse's (as defined above) children, through the month they turn age 26 regardless of student, marital, or dependent status
  - Dependent children of any age who have a qualifying disability

If employment is terminated (voluntary or involuntary) pay for accumulated and unused day's sick leave will not be granted.

### **Overtime Pay**

The Company's workweek runs from Saturday through Friday, beginning and ending at 2:59 am. If more than 40 hours are worked, you will be paid the full number of hours worked at your regular rate and then an additional half time rate for any hours over 40. If you work more than one job at different rates, the Company will pay a blended overtime rate, averaging the two (or more) overtime rates. For example, if you work 43 hours at \$14/hr, you will be paid  $43 \times 14 = \$602$  regular pay and then  $3 \times 7 = \$21$  overtime pay. Overtime will automatically be calculated based on your hours worked in a workweek.

Employees may be required to work beyond their regularly scheduled workday whenever it is deemed necessary or appropriate by their supervisor or Company management. The Company will attempt to provide reasonable advance notice, but that may not always be possible. Employees are expected to cooperate with such requests.

Non-exempt employees may not work overtime without the prior approval of their department manager or supervisor. Please seek approval from your manager or supervisor in advance of working overtime. Employees who fail to comply with this policy may be subject to disciplinary action up to and including termination. Employees who are classified as exempt (salaried employees) are not eligible for overtime pay.

Overtime pay is triggered when an employee works more than 40 hours in the workweek. This amount of time includes only actual hours worked and excludes pay for time not worked such as vacation, bereavement or sick leave.

### **Pay Days**

The employee's paycheck will cover a 14-day period. Paydays are every other Friday, with 26 paydays per year. There is a processing period of six days between the end of the pay period and the Friday payday. All problems related to the employee's paycheck should be taken up with their supervisor, who will then work with the Payroll Office to solve the problem.

### **Pay Week**

The workweek runs from Saturday through Friday, beginning and ending at 2:59AM. Individual work schedules will be posted in the employees' department. It is the employee's responsibility to know his/her schedule and to keep up to date with any changes.

**Holidays**

Sun Valley Company does not provide employees with paid holidays. Employees working on holidays are paid at their regular rate of pay.