

Yawgoo Valley Ski Area Employee Manual

Welcome to Yawgoo Valley Ski Area (YVSA). We are pleased that you have chosen to join our staff. This manual provides important information and it is your responsibility to read and sign this manual before employment. Please retain it for further reference. Any questions concerning this manual should be discussed with your manager or supervisor.

This manual is presented as a matter of information and as a guideline to our policies. It does not cover every aspect of your job. This is not a contract. As an employee-at-will, your employment can be terminated, with or without cause, with or without notice, at any time and at the option of Yawgoo Valley Ski Area or yourself. Your effective job performance is necessary to provide an enjoyable and safe learning environment for our guests and your fellow staff. You are important to our guest's experience. Satisfied customers will return and recommend our services.

Thank you for joining our team.

Equal Employment Opportunity

It is policy to grant equal employment opportunity to all qualified persons without regard to race, gender, age, national origin, religion, physical or mental disability, sexual orientation, or membership in the uniformed services.

Harassment

All employees are entitled to be treated with respect and work in an environment that is not offensive, abusive, intimidating or hostile. We are committed to providing a work environment free of any conduct that causes humiliation or fear. YVSA prohibits all forms of harassment, including but not limited to sexual harassment. All YVSA employees have a responsibility to keep our work area free from discrimination and harassment. Any employee that believes he/she has been subjected to objectionable conduct is urged to contact his/her immediate supervisor and the general manager. All reports of discrimination or harassment will be promptly investigated with attention to privacy. YVSA will take any action necessary to appropriately address employee concerns. If an investigation reveals an employee has made a false claim, or if an employee is guilty of discrimination or harassment, such employee may be subject to termination.

Communication and Software Policy

All business equipment, electronics and telephone communications systems, and all communications stored information transmitted, received, or contained in the company's information systems are the company's property to be used for the company business related purposes. Subject to limited exceptions, YVSA prohibits non-job related uses of its software and business equipment. As an employee, you may have access to information about our customers. This is confidential information. Sharing of such information is prohibited.

IMPORTANT: The use of listening/texting devices of any kind (unless directly related to a ski/tubing area emergency) is prohibited while on duty. This is a matter of safety.

Open Door Policy

YVSA strives to provide a work environment that is conducive to employees' productivity and satisfaction. We are interested in our employees' ideas, questions, suggestions, problems and concerns. Our open door policy is an essential part of maintaining communications and a positive work environment.

Smoke Free Workplace Policy

YVSA is dedicated to providing a safe, healthy, and productive work environment for all employees. In compliance with the State and Federal Laws, smoking is prohibited in all YVSA buildings. Smoking is allowed in designated areas, away from the guests.

Drug and Alcohol Free Workplace Policy

YVSA policy strictly prohibits the unlawful manufacture, use, possession, sale or distribution of illegal drugs or alcohol on company property or during company business (or while you are on duty). ***Employees will not be allowed to work under the influence of any substance that impairs the employee's ability to perform his/her job or threatens the safety of that employee, fellow employees or guests.*** Employees who violate any aspect of this policy will be subject to termination for the first offense. Anyone that observes the sale or use of drugs or alcohol on company premises is to report such an incident immediately to a manager or supervisor.

Workplace Violence

YVSA will not tolerate workplace violence, threats, harassment or intimidation. Any employee found to have engaged in such conduct will be subject to immediate termination.

Employee Safety and Customer Safety

YVSA has the continuing concern for the safety of every employee. Employees are expected to comply with all safety and health requirements that are established by management and by Federal, State and local laws. Unsafe conditions should be reported to your manager or supervisor as soon as possible. Lift and accident procedures should be followed as instructed in your training.

Attendance and Punctuality

Your good attendance and punctuality are important factors for our success. We work as a team that requires each employee to follow the schedule set up by his/her supervisor. We understand illness or other personal issues may arise. Please ensure your shift is covered and notify your supervisor immediately. If you will be late for your shift, you must call your supervisor. Repeated tardiness will not be tolerated. Be thoughtful and respectful of other employees that may have to cover for you when you are not on time. We are directly affected by the weather and should you question if we are operating, please check our website www.yawgoo.com.

SNOW SPORTS: You are required to be at line-ups 15 minutes prior to the start of your lesson. Allow yourself time to boot up and dress appropriately. YVSS employees should be at their stations before the customers arrive. It is important to greet the students and guests as they arrive.

AREA STAFF: Time cards are to be swiped no earlier than the start of your shift. Hours in excess of the scheduled time periods allowed for each position must be pre-authorized by your supervisor. Time cards are not permitted to leave the building, and you may not swipe another employee's time card. In the event that you forget to swipe in or out, inform your supervisor immediately so a correction can be made to your time record. **IF YOU NEED TO LEAVE COMPANY PROPERTY DURING A SHIFT FOR ANYTHING OTHER THAN COMPANY RELATED BUSINESS, YOU NEED TO NOTIFY YOUR SUPERVISOR OF YOUR EMERGENCY, SWIPE YOUR TIME CARD OUT, AND THEN SWIPE YOUR TIME CARD BACK IN WHEN YOU RETURN.** Disregard of the time card policy can result in legal and/or financial loss to you and/or the company. Violations of the time card policy may result in termination.

Paychecks

Payroll is submitted every two weeks on a Wednesday at 24:00 hrs. Payday is on Friday. **Direct deposit of your paycheck is available. Your first check will be an actual check. If all information is accurate, your second check will be direct-deposited. Please note that un-cashed checks over 90 days old are no longer valid. Check the accuracy of the information on your first paycheck.** YVSA does not issue paychecks in advance of

the regularly scheduled payday. If you are unable to pick up your paycheck, contact your supervisor to have your check mailed. In the event your paycheck is lost or stolen, report it to the main office immediately. There will be a \$30.00 stop payment fee and your check will be reissued.

Garnishments

If a creditor obtains a lawful garnishment on your earnings and serves it to Yawgoo Valley, we are required by law to withhold necessary payments from your paychecks. In such a case the payroll department will notify you of payroll deductions.

Personal Appearance and Demeanor

You are required to wear appropriate attire and to behave in a professional manner. Please note the following:

1. All clothing worn to work needs to be clean and in good repair. While skiing or boarding at off duty times, the same dress code applies. Writing and/or logos on clothing worn should be recreation oriented. Offensive slogans or logos are not permitted.
2. Hair and beards/mustaches should be neatly trimmed and groomed.
3. Limit facial and/or oral jewelry while on duty.
4. Wool hats are not permitted on kitchen or office personnel, cashiers or wait-staff.
5. Pants must be worn above the hips, with no undergarments or parts of the stomach or back visible.
6. Foul and inappropriate language is not permitted. Please remember that we are a family oriented business. Skiers and/or visitors displaying inappropriate language and/or behavior should be reported to a supervisor.
7. Baseball hats/caps should be worn forward and straight.

Note: At the discretion of your supervisor, a third infraction with regard to attendance, punctuality, personal appearance, demeanor and/or language will result in termination.

Worker's Compensation

On the job injuries are covered by Worker's Compensation. This insurance is provided at no cost to you. If you are injured on the job, report the incident immediately to your supervisor and the Personnel Office. Please be aware that you are not covered under Worker's Compensation Insurance if you are off duty and/or free skiing or snowboarding.

Pets

Do not bring your pet to work unless you have obtained prior permission by management. An insurance certificate is required. Under no circumstance will they be allowed to run free while the ski area is open to the public. No animal, with the exception of an animal trained to assist the disabled, is allowed in the cafeteria or food service areas pursuant to State Health Department Regulations.

Guest/Employee Interaction and Customer Service

It is the responsibility of all employees to be courteous, cooperative, considerate and respectful to the guest purchasing services and to their fellow employees. Employees are to maintain a professional manner at all times. Employees behaving unprofessionally and/or displaying inappropriate language or behavior should be reported to a supervisor.

General Knowledge

Staff should be knowledgeable about Yawgoo Valley. Being able to answer guest questions regarding ski area amenities and pricing are an essential part of your job. Please familiarize yourself with the Yawgoo Valley ski map and price brochures and direct any questions you might have to your supervisor.

Employee Benefits and Additional Information

Food Service – A 20% discount is offered in the cafeteria for employees in good standing (this discount is not available to friends and family). Identify yourself to the cashier **BEFORE** ordering. **You may not order from anyone but the cashier, do not approach the kitchen staff regarding your order. Each order will be accompanied by a signed slip as proof of payment.** No tabs are allowed. **There is no discount in THE MAX.** Coffee is free to employees. Coffee and hot chocolate are free to volunteer staff (i.e. Ski Patrol).

The Max Restaurant/Bar – Yawgoo Valley Management policy for all 21+ employees regarding alcoholic beverages – PLEASE DRINK RESPONSIBLY. It is important to remember that appropriate behavior is expected at all times while on the premises and guests may be witness to any and all employee behaviors including those while off duty. As a reminder, there are no alcoholic beverages are allowed anywhere on Yawgoo Valley property except in the Max. Note: Employees should not sit at the bar while in uniform.

Retail – Discounts of 20% on select items are offered to employees in the retail shop. Please see the Pro Shop Manager for details.

Skiing/Boarding – As an employee of YVSA, you may enjoy the benefit of complimentary skiing/boarding. You may request a STAFF PASS from your supervisor. You must also abide by the following conditions:

1. You must work at least four shifts per week. Snow Sports Staff: Please see the Snow Sports Manual.
2. Your immediate family (i.e. mother, father, siblings, children, or spouse) will receive half price on tickets only. If you work under four shifts/programs per week, you are entitled to half price tickets. Lift tickets may be purchased from the ticket office during non-busy periods only. Proper ID will be required of both the staff and family member. Please avoid the “rush” periods as the office staff may refuse service.
3. There are no discounts on rentals, seasonal leases or lessons.
4. You must wear your STAFF PASS so it is visible to the lift attendants.
5. Free skiing/boarding is not permitted during your shift.
6. While you are “free skiing/boarding” or off the clock, you are not covered by Yawgoo Valley Worker’s Compensation Insurance.

Season Pass Discounts - Discounts are for employees and immediate family members (i.e. mother, father, siblings, children, or spouse) only and are as follows:

Area Staff:	Working 15+ Hours per Week	30% off
Area Staff:	Working 20+ Hours per Week	50% off
Snowsports Staff:	See Snow Sports Manual	

Courtesy Letters – An YVSA employee in good standing may request a courtesy letter from his/her supervisor to take to another New England Resort requesting any professional courtesies they may offer. In most cases, you will receive some form of discount on lift tickets. Courtesy letters will only be provided for non-weekend, non-holiday periods. YVSA must be operating on the day the letter is used. YVSA staff members must dress and act appropriately. A list of participating resorts is available. Letters must be requested at least 48-hours prior to the dated requested.

Parking – Employee parking is along the back of the building (to the left when entering the parking lot) and continues North along the perimeter of the parking lot.

Breaks – A 15-minute break is allowed per 4-hour shift. Eight-hour shifts are entitled to one ½ hour break and one ¼ hour break per shift. You may not leave the grounds unless you clock out with the permission of your supervisor. For those employees working on lifts, you may come directly to the cashier and place your food order to avoid waiting.

Yawgoo Valley Management Team

Working well with and understanding the responsibilities of other staff and department members is important to create an environment that is professional and pleasant for everyone. Working together in a positive manner will enhance the experiences of our guests and ensure our success in this industry. Please address all questions and areas of concern to your direct supervisor/manager.

General Manager/Personnel: *Tracy Hartman*

Office Manager: *Katie Chamberlain*

Ski Patrol Director: *Phil LeBlanc*

Pro Shop: *Steve Francis*

Snow Tubing: *Chris Hiener, Bryan Gardiner*

Lift Operations: *Steven Francis*

Rental Shop: *Loren Thurn/Erik Robbins*

Snowmaking/Mt. Operations: *Clay Hartman/Jack Hartman*

Food Service: *Nick Giglietti*

Snow Sports School Director/Technical Director and Training Coordinator: *Patty Harrington*

Snow Sports School Supervisors: *Patti Davis, Bob DiPalma, Nancy Hess, Richard Judkins, George Linnane, Claude Watsky*

Ski Pro, Inc. Yawgoo Valley Ski Area & Water Park Employee Manual

Revised October 2018

I have read and understand this handbook.

Signature

Date