

YAWGOO VALLEY **Ski Area Employee Manual**

General Information

Welcome and thank you for joining the Yawgoo Valley Ski Area (YVSA) team. This manual provides important information. 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 supervisor.

This manual is presented 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 discretion 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.

Equal Employment Opportunity

It is the 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.

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 communication 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/vaping is prohibited in all YVSA buildings. Smoking/vaping are allowed in designated areas, away from the guests.

Drug and Alcohol-Free Workplace Policy

YVSA policy strictly prohibits the use, possession, sale or distribution of illegal drugs or alcohol on company property or working under the influence of drugs or alcohol 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 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. Please see your individual department supervisor for additional job hazard training.

Attendance and Punctuality

Your good attendance and punctuality are very important. We work as a team that requires each employee to follow the schedule set up by his/her supervisor. We understand illness and 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 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: Timecards 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. Timecards are not permitted to leave the building, and you may not swipe another employee's timecard. In the event 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, **NOTIFY YOUR SUPERVISOR OF YOUR EMERGENCY, SWIPE YOUR TIMECARD OUT AND THEN SWIPE YOUR TIMECARD BACK IN WHEN YOU RETURN.** Disregard of the timecard policy can result in legal and/or financial loss to you and/or the company. Violations of the timecard policy may result in termination.

Paychecks

Payroll is submitted every two weeks on a Wednesday at midnight. Payday is on Friday. **Direct deposit of your paycheck is available. Your first check may 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. Writing and/or logos on clothing worn should be appropriate. Offensive slogans or logos are not permitted. Use of foul language will not be tolerated.
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 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 attendance, punctuality, personal appearance, demeanor and/or language infraction 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.

Customer Service and General Knowledge

It is the responsibility of all employees to be courteous, considerate and respectful to the guest purchasing services and to their fellow employees. Employees behaving unprofessionally and/or displaying inappropriate language or behavior should be reported to a supervisor. Staff should be knowledgeable about YVSA. Being able to answer general guest questions regarding the ski area is an essential part of your job. Please familiarize yourself with the YVSA trail map. Direct any questions you might have to your supervisor or kindly send the guest to the main office.

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. Appropriate behavior is expected while on the premises. Guests may be witness to any and all employee behaviors including those while off duty. Alcoholic beverages are not allowed anywhere on YVSA property except in the Max. Please do not sit at the bar while in uniform.
- **Pro Shop** – Employees receive a discount of 20% on select items. See the Pro Shop Manager for details.
- **Skiing/Boarding** – As an employee of YVSA and a minimum Tier 1 BASIC work requirement of three shifts (up to 15 hours), you may enjoy the benefit of complimentary skiing/boarding. You may request a STAFF PASS from your supervisor. STAFF PASSES must be signed out and returned when you are done skiing/riding. STAFF PASSES may only be used by the staff member.

A Tier 2 staff commitment of 15-29 hours per week will receive the Staff Pass Benefit plus 5 (one-time use) ski/board lift pass vouchers.

A Tier 3 staff commitment of 30-40 Hours per week will receive a Yawgoo Valley Snow (Freedom) Pass for yourself.

Tier 2 and Tier 3 have the option to purchase Yawgoo Valley Snow (Freedom) Passes: \$89 (Self) and immediate family members \$159 (Juniors 12 and Under) and \$179 (Adults).

FOR SKI PATROL AND SNOW SPORTS VOLUNTEER/STAFF TIER BENEFITS, PLEASE SEE YOUR DIRECTOR.

PLEASE NOTE ALL TIERS:

1. There are no discounts on rentals, seasonal leases or lessons.
 2. You must wear your staff pass so it is visible to the lift attendants.
 3. Remember to adhere to the policies of YVSA while you are skiing or riding.
 4. Yawgoo Valley Employee/Staff uniforms may only be worn while on duty.
 5. If you are skiing/boarding (and it is not part of your job duties), you are not covered by YVSA Worker's Compensation Insurance.
 6. Immediate family members may receive 50% off daily ski/snowboard lift passes. Lift passes 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.
 7. Tier 3 – if you are terminated or voluntarily leave your position before the end of the current season, you must forfeit your Freedom Pass.
- **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 date requested.
 - **Parking** – Employee parking is along the back of the building (to the left when entering the parking lot) and continues 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

Working well with and understanding the responsibilities of other staff members is important. Professionalism and 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

Asst. Patrol Directors: Sean Klaboe, Rob West

Pro Shop: Jean Sullivan

Snow Tubing: Chris Hiener, Bryan Gardiner

Lift Operations/Building Management: Steven Francis

Rental Shop: Loren Thurn/Steven Francis

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: Doris Aschman, Jacob Bromberg, Patti Davis, Carly Davis, Darlene Desroches, Bob DiPalma, Nancy Hess, George Linnane, Claude Watsky

YAWGOO VALLEY Ski Area Employee Manual
Additional Information & Training

The below guideline topics were discussed in detail when I attended my Orientation/Training Day. I had the opportunity to ask questions and discuss any issues I had with regard to my training. My ‘initials’ below certify that I understand each topic discussed and will abide by the policies and procedures brought before me.

Welcome	Introduction, employee manual overview	_____	Initials
Policies and Procedures	Uniform, hours, scheduling, tasks, weather impacts	_____	Initials
Communication	Use of radios, phones, computers	_____	Initials
Safety and Awareness	Safe work environment, operation of machinery,	_____	Initials
Terminology	Knowledge and understanding of terms	_____	Initials
Procedures (DEPT)	Specific opening/closing procedures, duties	_____	Initials
Emergency Procedures	Department specific	_____	Initials
Incidents	Form reporting, worker’s comp	_____	Initials
Safe Working Practices (Supervisor refer to JHA)	Department specific	_____	Initials

YAWGOO VALLEY Ski Area Employee Manual
Information & Training Signature Page

Please Note: Supervisors/Managers may provide additional information pertaining to your specific position. Please read through additional materials and direct all questions to your supervisor or manager. You may be asked to fill out a questionnaire pertaining to your training. Please answer all questions honestly as it will help us improve our training process. Thank you!

TRAINEE:

I, _____ on this _____ day of _____, 20____, acknowledge that I have read and understand this handbook. I have completed my department training and additional job-site practical exercises where applicable. I have read and understand additional information and guidelines provided by my supervisor/manager. I acknowledge that I received hands-on-training where applicable. I was able to ask questions and voice any concerns I had with regards to this training. I was informed that my position requires awareness and attention and that safety is the highest priority. I understand, at no time will horseplay be tolerated. I acknowledge while the initial orientation/training may be complete, this company conducts daily safety reviews and provides ongoing training.

I attest the supervisor/trainer observed me performing practical on-the-job exercises. I am capable and able to perform the duties and responsibilities of the position of _____ for Yawgoo Valley Ski Area. I will comply with all training and safety policies of Yawgoo Valley Ski Area.

Print Full Name (Trainee)

Sign Full Name (Trainee)

Initials

Date

TRAINER/SUPERVISOR/MANAGER:

I, _____ a Yawgoo Valley Ski Area Supervisor/Trainer, acknowledge I actively participated in the training of the above Yawgoo Valley Trainee. I also acknowledge the trainee was provided with a copy of the department guidelines. The above- named trainee was provided with written safety materials. Specific department training was observed in practical training exercises where applicable. The trainee was given the opportunity to ask questions and voice concerns related to his/her training.

Print Full Name (Trainer)

Sign Full Name (Trainer)

Initials

Date

YAWGOO VALLEY Ski Area Employee Manual
Training Evaluation

As a new or returning employee of Yawgoo Valley Ski Area, we ask that you take a minute to complete this Training Evaluation Form so that we may address your concerns or use your suggestions to better our training program in the future.

Name: _____ Department: _____

Part 1: The Work Itself

1. I applied for work in this department because I like the work they do.

- Strongly Agree Agree Neutral Disagree Strongly Disagree

2. This position will give me a feeling of accomplishment.

- Strongly Agree Agree Neutral Disagree Strongly Disagree

Part 2: Work Environment

1. Upon hire, I was informed by a supervisor of the physical job duties, the weather impacts, conditions and hours.

- Strongly Agree
 Agree
 Neutral
 Disagree
 Strongly Disagree

2. Upon hire, I was advised of the importance of resort policies and procedures and that my personal safety was a priority.

- Strongly Agree
 Agree
 Neutral
 Disagree
 Strongly Disagree

3. I was advised that I could reference the resorts employee handbook or ask a supervisor at anytime questions concerning general policies outside of specific department policies.

- Strongly Agree
 Agree
 Neutral
 Disagree
 Strongly Disagree

Part 3: Decision Making

1. I was advised that I may have to make important decisions that could affect my safety and the safety of our guests.

- Strongly Agree
 Agree
 Neutral
 Disagree
 Strongly Disagree

2. Within my department, employees are encouraged to exchange job ideas with each other or management.

- Strongly Agree
 Agree
 Neutral
 Disagree
 Strongly Disagree

3. People who make decisions that affect me seem to know what is going on at my level in the company.

- Strongly Agree
 Agree
 Neutral
 Disagree
 Strongly Disagree

Part 4: Training Specifics

1. The supervisor/manager covered the department guide/manual.

- Strongly Agree
 Agree
 Neutral
 Disagree
 Strongly Disagree

2. Communication of the content of the manual/guide was clear and easily understood.

- Strongly Agree
 Agree
 Neutral
 Disagree
 Strongly Disagree

3. I received a copy of the manual/guide and will take an opportunity to read it. I will address any questions or concerns with my department manager/supervisor if I have them.

- Strongly Agree
 Agree
 Neutral
 Disagree
 Strongly Disagree

4. The department's policies were effectively addressed.

- Strongly Agree
 Agree
 Neutral
 Disagree
 Strongly Disagree

5. Specific operations in this department were covered.

- Strongly Agree
 Agree
 Neutral
 Disagree
 Strongly Disagree

6. With those specific operations, I feel that enough time was spent for me to adequately understand the process, and I am able to perform the functions of the position.

- Strongly Agree Agree Neutral Disagree Strongly Disagree

7. Lift Operations: Hangers – This section was covered and I understand the process.

- Strongly Agree Agree Neutral Disagree Strongly Disagree

8. The department manual/guide glossary of terms was covered and discussed.

- Strongly Agree Agree Neutral Disagree Strongly Disagree

9. Position and locations were also discussed and I understand my position.

- Strongly Agree Agree Neutral Disagree Strongly Disagree

Part 5: Manager/Supervisor

1. My supervisor shows a genuine interest in the employees in my department.

- Strongly Agree Agree Neutral Disagree Strongly Disagree

2. My supervisor was actively involved in my development training.

- Strongly Agree Agree Neutral Disagree Strongly Disagree

Part 6: Development/Opportunity

1. I received adequate training to do my job effectively. Training was informative.

- Strongly Agree Agree Neutral Disagree Strongly Disagree

2. In my department, we communicated frequently and asked appropriate questions in order to understand the material presented.

- Strongly Agree Agree Neutral Disagree Strongly Disagree

3. Overall supervisor to employee communication is effective.

- Strongly Agree Agree Neutral Disagree Strongly Disagree

Part 7: Culture

1. I have a clear understanding of our company's safety policies and objectives.

Strongly Agree Agree Neutral Disagree Strongly Disagree

Part 8: Compliance

1. If I become aware of fraud, theft, abuse or other illegal or unethical action, I will report the situation to the appropriate manager in our company.

Strongly Agree Agree Neutral Disagree Strongly Disagree

Thank you for completing this evaluation. It will help better our training procedures in the future. Have a great season. We look forward to working with you.

Comments: