



EMPLOYEE HANDBOOK

Welcome to Ski Ward!

Starting a new job is exciting, but at times can be overwhelming. This Employee Handbook has been developed to help you become acquainted with our company and answer many of your initial questions.

As an employee of Ski Ward, you are very important. Your contribution cannot be overstated. Our goal is to provide the finest-quality products and services to our guests and to do so more efficiently and economically than our competitors. By satisfying our guests' needs, we ensure they will continue to do business with us and will recommend us to others.

You are an important part of this process because your work directly influences our company's reputation.

We are glad you have joined us, and we hope you will find your work to be both challenging and rewarding.

Our Mission

Our mission is to provide guests with the highest quality year round recreational experience. We are dedicated to providing increased employment and career opportunities for residents of Shrewsbury and surrounding communities. We are committed to grow, prosper and fulfill our mission through use of natural resources, emerging technologies and most importantly, the optimum use of talent, creativity and values of the people of the Shrewsbury area.

History of Ski Ward

Ski Ward Ski Area, once known as Ward Hill Ski Area, has been in operation since 1939 and is one of the oldest continuously operating ski/snowboard areas in the country. Ski Ward has been responsible for introducing thousands of people to the sport of sport of skiing and snowboarding. In 1990 John and Effy LaCroix purchased the area and began a commitment to upgrading the area to modern standards. These upgrades include a snow tubing facility, triple chairlift, conveyer belt lift, summer and fall activities, extensive lighting and numerous snowmaking and equipment upgrades. The reinvestment continues today with improvements and upgrades every season for the past 26 years. Ski Ward has developed a reputation for high quality snow.

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The Way We Work

A Word About This Handbook

This Employee Handbook contains information about the employment policies and practices of the company. We expect each employee to read this Employee Handbook carefully, as it is a valuable reference for understanding your job and the company. The policies outlined in this Employee Handbook should be regarded as management guidelines only, which in a developing business will require changes from time to time. The company retains the right to make decisions involving employment as needed in order to conduct its work in a manner that is beneficial to the employees and the company. This Employee Handbook supersedes and replaces any and all prior Employee Handbooks and any inconsistent verbal or written policy statements.

The company complies with federal and state law and this handbook generally reflects those laws. The company also complies with any applicable local laws, even though there may not be an express written policy contained in the handbook.

Except for the policy of at-will employment, the company reserves the right to revise, delete and add to the provisions of this Employee Handbook at any time without further notice. All such revisions, deletions or additions to the Employee Handbook must be in writing and must be signed by the human resources manager of the company. No oral statements or representations can change the provisions of this Employee Handbook.

The provisions of this Employee Handbook are not intended to create contractual obligations with respect to any matters it covers. Nor is this Employee Handbook intended to create a contract guaranteeing that you will be employed for any specific time period. Any agreement to employment for a specified period of time

will be put into writing and signed by the human resources manager of the company.

Nothing in this Employee Handbook is intended to unlawfully restrict an employee's right to engage in any of the rights guaranteed them by Section 7 of the National Labor Relations Act, including but not limited to, the right to engage in concerted protected activity for the purposes of their mutual aid and/or protection. Nothing in this Employee Handbook will be interpreted, applied or enforced to interfere with, restrain or coerce employees in the exercise of Section 7 rights.

OUR COMPANY IS AN AT-WILL EMPLOYER. THIS MEANS THAT REGARDLESS OF ANY PROVISION IN THIS EMPLOYEE HANDBOOK, EITHER YOU OR THE COMPANY MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE. NOTHING IN THIS EMPLOYEE HANDBOOK OR IN ANY DOCUMENT OR STATEMENT, WRITTEN OR ORAL, SHALL LIMIT THE RIGHT TO TERMINATE EMPLOYMENT AT-WILL. NO OFFICER, EMPLOYEE OR REPRESENTATIVE OF THE COMPANY IS AUTHORIZED TO ENTER INTO AN AGREEMENT—EXPRESS OR IMPLIED—WITH ANY EMPLOYEE FOR EMPLOYMENT FOR A SPECIFIED PERIOD OF TIME UNLESS SUCH AN AGREEMENT IS IN A WRITTEN CONTRACT SIGNED BY THE HUMAN RESOURCES MANAGER OF THE COMPANY.

This Employee Handbook refers to current benefit plans maintained by the company. Refer to the actual plan documents and summary plan descriptions if you have specific questions regarding the benefit plan. Those documents are controlling.

Likewise, if a written contract is inconsistent with the Employee Handbook, the written contract is controlling.

Building for the Future

As with any business, revenues are an absolute necessity for maintaining jobs and building for the future. Rather than look at generating sales and revenue as an "undesirable task", we look at it as a "must" situation. How do we continue to generate revenues to ensure a secure future and continued opportunities for all employees? With teamwork. Together we must meet the challenges we face on a daily basis.

In general, we have mentioned benefits, responsibilities and operations. We have saved the most crucial component of this business for last -- You.

At all times, you represent the company, and it is up to each one of you to take this responsibility seriously. Our company exists with your joint efforts. Don't underestimate your contribution to it. A great many people outside the business who invest their time, money and faith in us are part of that equation. They are our guests. They will determine how fast we grow, how many people we will employ, how many products we produce, how much service we render and the profit we make. In order to retain these guests, we want to ensure that our good service continues by always giving our guests the best possible value and quality. Working together and working well provides us with a bright future and with the most important commodity, a good reputation.

Equal Employment Opportunity

Our company is committed to equal employment opportunity. We will not discriminate against employees or applicants for employment on any legally-recognized basis ["protected class"] including, but not limited to: race; color; religion; genetic information; national origin; sex; pregnancy, childbirth, or related medical conditions; age; disability; citizenship status; uniform servicemember status; or any other protected class under federal, state, or local law.

In Massachusetts, the following also are a protected class: race; color; religious creed; national origin; sex; pregnancy; sexual orientation; gender identity; ancestry; age [over 40]; veteran status; genetic information; handicap; admission to a mental facility; status as a registered qualifying medical marijuana patient or registered primary caregiver; and military membership.

You may discuss equal employment opportunity related questions with the human resources manager or any other designated member of management.

Pregnancy Accommodation

The company will provide reasonable accommodations to female employees related to pregnancy, childbirth, or related medical conditions, to the extent the accommodation can be made without imposing an undue hardship on the business.

When an employee requests a reasonable accommodation, the company will explore with the employee the possible means of providing the reasonable accommodation, which may include, but are not limited to:

- allowing more frequent breaks or periodic rest;
- assisting with manual labor;
- modifying job duties;
- modifying work hours/schedules;
- temporary transfer to a less strenuous or less hazardous position; or
- providing a leave of absence.

The company may require the employee to provide a certification in connection with a request for reasonable accommodation that includes the following:

- the date the reasonable accommodation became medically advisable;
- the probable duration of the reasonable accommodation; and
- an explanatory statement as to the medical advisability of the reasonable accommodation.

If leave is provided as a reasonable accommodation, such leave may run concurrently with the federal Family and Medical Leave Act and/or any other leave where permitted by state and federal law.

For more information, or if you require an accommodation, please contact your supervisor.

Americans with Disabilities Act

Our company is committed to providing equal employment opportunities to qualified individuals with disabilities. This may include providing reasonable accommodation where appropriate in order for an otherwise qualified individual to perform the essential functions of the job. It is your responsibility to notify the human resources manager of the need for accommodation. Upon doing so, the human resources manager may ask you for your input or the type of accommodation you believe may be necessary or the functional limitations caused by your disability. Also, when appropriate, we may need your permission to obtain additional information from your physician or other medical or rehabilitation professionals. The company will not seek genetic information in connection with requests for accommodation. All medical information received by the company in connection with a request for accommodation will be treated as confidential.

A Word About our Employee Relations Philosophy

We are committed to providing the best possible climate for maximum development and goal achievement for all employees. Our practice is to treat each employee as an individual. We seek to develop a spirit of teamwork; individuals working together to attain a common goal.

In order to maintain an atmosphere where these goals can be accomplished, we provide a comfortable and progressive workplace. Most importantly, we have a workplace where communication is open and problems can be discussed and resolved in a mutually respectful atmosphere. We take into account individual circumstances and the individual employee.

We firmly believe that with direct communication, we can continue to resolve any difficulties that may arise and develop a mutually beneficial relationship.

No Harassment

We do not tolerate the harassment of applicants, employees, guests, or vendors. Any form of harassment relating to an individual's race; color; religion; genetic information; national origin; sex (including same sex); pregnancy, childbirth, or related medical conditions; age; disability; or any other category protected by federal, state, or local law ("protected class") is a violation of this policy and will be treated as a disciplinary matter.

In Massachusetts, the following also are a protected class: race; color; religious creed; national origin; sex; pregnancy; sexual orientation; gender identity; ancestry;

age [over 40]; veteran status; genetic information; handicap; admission to a mental facility; status as a registered qualifying medical marijuana patient or registered primary caregiver; and military membership.

Violation of this policy will result in disciplinary action, up to and including immediate discharge.

If you have any questions about what constitutes harassing behavior or what conduct is prohibited by this policy, please discuss the questions with a member of management or one of the contacts listed in this policy. At a minimum, the term “harassment” as used in this policy includes:

- Offensive remarks, comments, jokes, slurs, or verbal conduct pertaining to an individual’s protected class.
- Offensive pictures, drawings, photographs, figurines, or other graphic images, conduct, or communications, including e-mail, faxes, and copies pertaining to an individual’s protected class.
- Offensive sexual remarks, sexual advances, or requests for sexual favors regardless of the gender of the individuals involved; and
- Offensive physical conduct, including touching and gestures, regardless of the gender of the individuals involved.

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

In Massachusetts, the legal definition for sexual harassment includes: "sexual harassment" means sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature when:

- a) submission to or rejection of such advances, requests or conduct is made either explicitly or implicitly a term or condition of employment or as a basis for employment decisions; or
- b) such advances, requests or conduct have the purpose or effect of unreasonably interfering with an individual's work performance by creating an intimidating, hostile, humiliating or sexually-offensive work environment.

Under these definitions, direct or implied requests by a supervisor for sexual favors in exchange for actual or promised job benefits such as favorable reviews, salary increases, promotions, increased benefits or continued employment constitutes sexual harassment.

The legal definition of sexual harassment is broad and in addition to the above examples, other sexually oriented conduct, whether it is intended or not, that is unwelcome and has the effect of creating a work place environment that is hostile, offensive, intimidating or humiliating to male or female workers may also constitute sexual harassment. This may include the dissemination of sexually explicit voice mail, e-mail, graphics, downloaded material or websites in the workplace. The conduct prohibited by this policy includes conduct in any form including but not limited to e-mail, voice mail, chat rooms, Internet use or history, text messages, pictures, images, writings, words or gestures.

While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct which if

unwelcome, may constitute sexual harassment depending upon the totality of the circumstances including the severity of the conduct and its pervasiveness:

- Unwelcome sexual advances -- whether they involve physical touching or not;
- Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life; comment on an individual's body, comment about an individual's sexual activity, deficiencies, or prowess;
- Displaying sexually suggestive objects, pictures, cartoons;
- Unwelcome leering, whistling, brushing against the body, sexual gestures, suggestive or insulting comments;
- Inquiries into one's sexual experiences; and,
- Discussion of one's sexual activities.

All members of management are covered by this policy and are prohibited from engaging in any form of harassing, discriminatory, or retaliatory conduct. No member of management has the authority to suggest to any applicant or employee that employment or advancement will be affected by the individual entering into (or refusing to enter into) a personal relationship with any member of management, or for tolerating (or refusing to tolerate) conduct or communication that might violate this policy. Such conduct is a direct violation of this policy.

Even non-employees are covered by this policy. We prohibit harassment, discrimination, or retaliation of our employees in connection with their work by non-employees. Immediately report any harassing or discriminating behavior by non-employees, including vendors, guests, employees of contractors or subcontractors. Any employee who experiences or

observes harassment, discrimination, or retaliation should report it using the steps listed below.

If you have any concern that our No Harassment policy may have been violated by anyone, you must immediately report the matter. Due to the very serious nature of harassment, discrimination and retaliation, you must report your concerns to one of the individuals listed below:

1. Mike Proctor, Business Manager at (508) 845-1797, 1000 Main St., Shrewsbury, MA 01545 or mikep@skiward.com.
2. Ali White, Office Assistant at (508) 845-1797 or 1000 Main St., Shrewsbury, MA 01545.
3. Evelyn Lacroix, Owner at (508) 845-1797 or 1000 Main St., Shrewsbury, MA 01545.
4. Stephanie LaCroix GM at 508 845 1797 1000 Main St. Shrewsbury, MA 01545 OR stephanie@skiward.com

If an employee makes a report to any person listed above and that person either does not respond or does not respond in a manner the employee deems satisfactory or consistent with this policy, the employee is required to report the situation to one of the other persons on the list above designated in this policy to receive complaints.

You should report any actions that you believe may violate our policy no matter how slight the actions may seem.

We will investigate the report and then take prompt, appropriate remedial action. The company will protect the confidentiality of employees reporting suspected

violations to the extent possible consistent with our investigation.

You will not be penalized or retaliated against for reporting improper conduct, harassment, discrimination, retaliation, or other actions that you believe may violate this policy.

We are serious about enforcing our policy against harassment. Persons who violate this or any other company policy are subject to discipline, up to and including discharge.

We cannot resolve a potential policy violation unless we know about it. You are responsible for reporting possible policy violations to us so that we can take appropriate actions to address your concerns.

We strongly encourage our employees to file a complaint of sexual harassment using our company's complaint procedure. However, using our internal complaint process does not prohibit you from contacting one of the following agencies:

- Massachusetts Commission Against Discrimination Boston Office: One Ashburton Place, Room 601, Boston, MA 02108-1518, (617) 994-6000 (voice), (617) 994-6196 (TTY).
Springfield Office: 436 Dwight Street, Room 220, Springfield, MA 01103, (413) 739-2145.

Worcester Office: Worcester City Hall, 455 Main Street, Room 101, Worcester, MA 01608. (508) 799-8010.

New Bedford Office: 800 Purchase St., Rm 501, New Bedford, MA 02740. (508) 990-2390.
- Equal Employment Opportunity Commission, John F. Kennedy Federal Building, Government

Center, 4th Floor, Room 475, Boston, MA 02203, (617) 565-3200 (voice), (617) 565-3204 (TTY). Complaints must be filed within 300 days of the adverse action.

Categories of Employment

INTRODUCTORY PERIOD: Full-time employees are on an introductory period during their first 90 days of employment. The introductory period for part-time employees is 30 days of employment.

During this time, you will be able to determine if your new job is suitable for you and your manager will have an opportunity to evaluate your work performance. However, the completion of the introductory period does not guarantee employment for any period of time since you are an at-will employee both during and after your introductory period.

For purposes of this handbook, **FULL-TIME EMPLOYEES** regularly work at least a 40-hour workweek. For other purposes, such as eligibility for health care benefits, the definition of **FULL-TIME EMPLOYEES** may be different.

PART-TIME EMPLOYEES work less than 40 hours each week.

SEASONAL EMPLOYEES perform a job for a specified time, normally less than one year.

In addition to the preceding categories, employees are also categorized as "exempt" or "non-exempt."

NON-EXEMPT EMPLOYEES are entitled to overtime pay as required by applicable federal and state law.

EXEMPT EMPLOYEES are not entitled to overtime pay and may also be exempt from minimum wage requirements pursuant to applicable federal and state laws.

Upon hire, the human resources manager will notify you of your employment classification.

Certification, Licensing and Other Requirements

You will be informed by your supervisor if there are any licensing, certification or testing requirements for your job. Failure to qualify or to maintain a certification or license may be sufficient cause for discharge.

Immigration Reform and Control Act

In compliance with the federal Immigration Reform and Control Act of 1986 (IRCA), as amended, and any state law requirements, if applicable, our company is committed to employing only individuals who are authorized to work in the United States.

Each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility.

If an employee is authorized to work in this country for a limited time period, the individual will be required to submit proof of renewed employment eligibility prior to expiration of that period to remain employed by the company.

New Employee Orientation

Upon joining our company, you were given a copy of our Employee Handbook to review during orientation. After reading this Employee Handbook please sign the receipt page and return it to the human resources manager.

A copy of this handbook is available for your review in each department at all times. Should you have any questions regarding our policies and procedures, you are encouraged to review the handbook and direct any questions to your manager or the human resources manager.

The manager is responsible for the operations of your department. (S)he is a good source of information about the company and your job.

Your Human Resources Department

The Human Resources department acts as an information center for both employees and management. This department plays an important part in formulating and interpreting company policy and offers help with a variety of problems and matters that concern employees and management. Human Resources staff members are available to discuss subjects such as employment/recruitment, benefits, employee records, safety and disciplinary problems.

The Human Resources department is open 9:00 a.m. to 3:00 p.m., Monday through Friday. Appointments may be arranged for other times.

You are encouraged to contribute suggestions or questions so the staff may be more responsive to your needs.

Talk to Us

We encourage you to bring your questions, suggestions and complaints to our attention. We will carefully consider each of these in our continuing effort to improve operations.

If you feel you have a problem, present the situation to your manager so that the problem can be settled by examination and discussion of the facts. We hope that your manager will be able to satisfactorily resolve most matters.

If you still have questions after meeting with your manager or if you would like further clarification on the matter, request a meeting with the human resources manager. (S)he will review the issues and meet with you to discuss possible solutions.

Finally, if you still believe that your problem has not been fairly or fully addressed, request a meeting with the owner.

Your suggestions and comments on any subject are important, and we encourage you to take every opportunity to discuss them with us. Your job will not be adversely affected in any way because you choose to use this procedure.

Your Pay and Progress

Recording Your Time

Non-exempt employees must record their hours on time sheets. Give them to the manager by Monday morning.

Accurately recording all of your time is required in order to be sure that you are paid for all hours worked. You are expected to follow the established procedures in keeping an accurate record of your hours worked. Time must be recorded as follows:

- Immediately before starting your shift.
- Immediately after finishing work, before your meal period.
- Immediately before resuming work, after your meal period.
- Immediately after finishing work.
- Immediately before and after any other time away from work.

Exempt employees may be required to accurately record their time worked in accordance with federal and state wage and hour law.

All employees subject to this policy are required to accurately record all time worked.

The workweek starts on Saturday and ends on Friday.

Payday

You will be paid biweekly on Thursday for the period that ends on the previous Friday.

When our payday is a holiday, you normally will be paid on the last working day before the holiday.

You may pick up your paycheck after 10:00 a.m. from your manager.

Please review your paycheck for errors. If you find a mistake, report it to the human resources manager immediately. The human resources manager will assist you in taking the steps necessary to correct the error.

Paycheck Deductions

The company is required by law to make certain mandatory deductions from your paycheck each pay period. Mandatory deductions typically include federal and state taxes and Social Security (FICA) taxes. Depending on the state in which you are employed and the benefits you choose, there may be additional deductions. All deductions and the amount of the deductions are listed on your pay stub. These deductions are totaled each year for you on your Form W-2, Wage and Tax Statement.

The company will not make deductions to an employee's pay which are prohibited by state or federal law or regulation, including those established by the United States Department of Labor.

If questions or concerns about any pay deductions arise, discuss and resolve them with the Human Resources Department.

You will be reimbursed in full for any isolated, inadvertent, or improper deductions, as defined by law. If an error is found, you will receive an immediate adjustment which will be paid no later than your next regular payday.

Garnishment/Child Support

When an employee's wages are garnished by a court order, our company is legally bound to withhold the amount indicated in the garnishment order from the employee's paycheck. Our company will, however, honor applicable federal and state guidelines that protect a certain amount of an employee's income from being subject to garnishment.

Direct Deposit

You have the option of receiving your pay in a payroll check or having your pay deposited into your bank account through our direct deposit program.

Performance Reviews

Your performance is important to our company. Once each year, on or about your anniversary date, your manager will review your job progress within our company and help you set new job performance plans.

New employees will generally be reviewed at the end of their introductory period or more frequently.

Our performance review program provides the basis for better understanding between you and your manager, with respect to your job performance, potential and development within the company.

Time Away From Work and Other Benefits

Employee Benefits

Our company has developed a comprehensive set of employee benefit programs to supplement our employees' regular wages. Our benefits represent a hidden value of additional income to our employees.

This Employee Handbook describes the current benefit plans maintained by the company. Refer to the actual plan documents and summary plan descriptions if you have specific questions regarding the benefit plan. Those documents are controlling.

The company reserves the right to modify and/or terminate its benefits at any time. We will keep you informed of any changes.

Holidays

Our company normally observes the following holidays during the year:

- Patriots Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day
- Christmas Day

Eligible employees receive a paid holiday only if the holiday falls on a day they are normally scheduled to work. In some instances, the business may remain open on one of the above holidays. If an eligible employee is

asked to work on a company holiday then a floating holiday will be granted to be used within the month following the scheduled holiday.

Full-time, year-around employees are eligible for paid holidays after completing their introductory period.

Exempt employees will receive holiday pay in compliance with state and federal wage and hour laws.

Non-exempt employees must work their scheduled workday before and after the holiday in order to be paid for the holiday, unless they are absent with prior permission from the human resources manager.

Vacation

Full-time employees are eligible for paid vacation time.

Vacation is calculated according to the calendar year.

During your initial year of employment, you earn vacation on a prorated basis once you have completed your introductory period. The human resources manager will inform you of the amount of vacation and the date on which you become eligible. Thereafter, you receive vacation as follows:

Upon completion of your introductory period, you will begin to earn 0.833 days of vacation each month, up to a maximum of ten days of vacation.

After three years of employment, and each year thereafter, you earn 1.25 days of vacation each month, up to a maximum of fifteen days of vacation.

Submit vacation requests in writing at least two weeks in advance to your manager. When possible, vacation requests are granted, taking into account operating requirements. Length of employment may determine priority in scheduling vacation times.

Vacation cannot be carried over from one year to the next nor is vacation pay granted in lieu of taking the actual time off.

Vacation cannot be taken from August 1 to September 1, during December or February school vacation weeks.

Vacation should be taken in blocks of four hours at a time.

Upon discharge, eligible employees will be paid for accrued but unused vacation.

Personal Days

Personal days are calculated according to the calendar year.

Full-time employees are eligible immediately upon hire for two paid personal days each calendar year.

During your initial year of employment, immediately upon hire, you receive personal days on a prorated basis. The human resources manager will inform you of the number of days and the date on which you become eligible.

Personal days can be used as vacation time, sick time or to take care of personal matters.

Requests for planned personal days must be given to the human resources manager for approval.

Personal days cannot be carried over to the following year. Employees are not paid in lieu of taking the actual time off.

Personal days cannot be used in conjunction with other paid time off.

At the end of employment, employees are not paid for earned but unused personal days.

Paid Sick Time

Eligible employees shall accrue paid sick time at the rate of not less than one hour per every 30 hours worked, beginning at the commencement of employment.

Eligible employees are entitled to use accrued paid sick time beginning on the 90th calendar day following commencement of their employment. The rate of pay shall be the employee's hourly wage.

Eligible employees are entitled to earn and use up to 40 hours of paid sick time in a calendar year.

Employees may carry over up to 40 hours of accrued, but unused sick time to the next calendar year, but cannot use more than 40 hours in one calendar year.

Accrued sick time may be used to:

1. Care for the employee's child, spouse, parent, or parent of a spouse, who is suffering from a physical or mental illness, injury, or medical condition that requires home care, professional medical diagnosis or care, or preventative medical care; or
2. Care for the employee's own physical or mental illness, injury, or medical condition that requires home care, professional medical diagnosis or care, or preventative medical care; or
3. Attend the employee's routine medical appointment or a routine medical appointment for the employee's child, spouse, parent, or parent of spouse; or
4. Address the psychological, physical or legal effects of domestic violence, defined as abuse committed against an employee or the employee's dependent child by: a current or former spouse of the employee; a person with whom the employee shares a child in common; a person who is cohabitating with or has cohabitated with the employee; a person who is related by blood or marriage; or a person with whom the employee has or had a dating or engagement relationship.
5. Travel to and from an appointment, a pharmacy, or other location related to the purpose for which time was taken.

Employees may use paid sick time in increments of 1 hour. If an employee's absence requires the employer to bring in another employee to cover, the employer may require the employee to use up a full shift of earned sick time.

Employees are not required to search for or find a replacement to cover the hours during which they utilize accrued sick time.

The company may require certification when an earned sick time period: 1) exceeds more than 24 consecutively scheduled work hours; 2) exceeds 3 consecutive days on which the employee was scheduled to work; 3) occurs within 2 weeks prior to an employee's final scheduled day of work before termination (except in the case of temporary employees); or 4) occurs after 4 unforeseeable and undocumented absences within a 3-month period. However, the company will not delay the taking of earned sick time or delay pay for the period in which earned sick time was taken for eligible employees on the basis that the company has not yet received the certification.

Once an employee returns from his or her absence, he or she will be required to document his or her use of sick time for an eligible sick time purpose.

If the need to use sick time is foreseeable, the employee must notify the company seven days prior to using the earned sick time, except in an emergency or where the employee learns of the need to use earned sick time within a shorter period.

Employees will not be discriminated or retaliated against for taking or requesting earned sick time in accordance with this policy.

Accrued, but unused earned sick time will not be paid out at the end of employment.

This leave may run concurrently with any other leave including paid time off, where permitted by state and federal law.

Jury Duty

Employees summoned for jury duty, who are regularly employed, receive their regular wages for the first three days. "Regularly employed" includes all full-time employees, as well as all part-time, temporary and casual employees whose hours may be reasonably determined. Thereafter, regularly employed employees summoned for jury duty are granted an unpaid leave in order to serve.

All other employees summoned for jury duty will be granted an unpaid leave in order to serve.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

We reserve the right to request proof of jury service issued by the Court upon return.

Make arrangements with the human resources manager as soon as you receive your summons.

We expect you to return to your job if you are excused from jury duty during your regular working hours.

Voting Leave

Our company believes that every employee should have the opportunity to vote in any state or federal election, general primary or special primary. Employees will be granted unpaid time off in order to vote for the first two hours the polls are open if the employees are otherwise scheduled to work those hours and they apply for voting leave.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Notify the human resources manager of the need for voting leave as soon as possible. When you return from voting leave, you must present a voter's receipt to the human resources manager as soon as possible.

Military Leave

Employees who are required to fulfill military obligations in any branch of the Armed Forces of the United States or in state military service will be given the necessary time off and reinstated in accordance with federal and state law.

The time off will be unpaid, except where state law dictates otherwise. Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Accrued vacation (if any) may be used for this leave if the employee chooses, but the company will not require the employee to use vacation. Military orders should be presented to the human resources manager and arrangements for leave made as early as possible before departure. Employees are required to give advance notice of their service obligations to the company unless military necessity makes this impossible. You must notify the human resources manager of your intent to return to employment based on requirements of the law. Your benefits may continue to accrue during the period of leave in accordance with state and federal law.

Additional information regarding military leaves may be obtained from the human resources manager.

Emergency Response Leave

Employees who are volunteer firefighters, as defined by state law, are entitled to time off from work without pay when late for work due to responding to an emergency prior to the employee's regular working hours.

An employee who is absent from work as a result of responding to an emergency is expected to return to work as soon as they are released from their volunteer duties.

Upon return from leave, the employee shall provide the company with a statement from the chief of the volunteer fire department stating the time the employee responded to and was released from the emergency call.

For more information regarding this leave, please see the human resources manager.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Witness Leave

Employees are given the necessary time off without pay to attend or participate in a court proceeding in accordance with state law.

We ask that you notify the human resources manager of the need to take witness leave as far in advance as is possible.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Domestic Violence Leave

An employee who is a victim of domestic violence or abusive behavior may receive up to 15 days of unpaid leave during any 12-month period if 1) the employee or a covered family member of the employee is a victim of domestic violence or abusive behavior; 2) the employee is using the leave from work to seek or obtain medical attention, counseling, victim services or legal assistance, secure housing, obtain a protective order from a court, appear in court or before a grand jury, meet with a district attorney or other law enforcement official, or attend child custody proceedings or address other issues directly related to the abuse behavior against the employee or covered family member of the employee; and 3) the employee is not the perpetrator of the abusive behavior against such employee's family member. For purposes of this leave, covered family members include spouses, persons in a substantive dating or engagement relationship and who reside together, persons having a child in common regardless of whether they have ever married or resided together, child, step-child, parent, step-parent, grandparent, grandchild, sibling, or persons in a guardianship relationship.

Employees seeking leave under this policy must have exhausted all accrued but unused paid time off including but not limited to sick time, vacation days and personal days if available, prior to requesting or taking leave.

If the employee's need for leave under this policy is foreseeable, they must provide reasonable advance notice to the company of the date such leave is to begin. If there is a threat of imminent danger to the health or safety of the employee or the employee's covered family member, advance notice is not required, but the employee must notify the company within three working days that the leave was taken or is being taken under this policy. If the employee cannot notify the company, a family member or qualified counselor, clergy, legal advocate or other professional assisting the employee in addressing the effects of the abusive behavior may provide such notification to the company. If an unscheduled absence occurs, the company will not take any negative action against the employee if the employee, within 30 days from the unauthorized absence, provides documentation evidencing that the employee or employee's covered family member has been a victim of abusive behavior and that the leave taken is consistent with the qualified conditions as detailed under state law.

The company may request an employee who takes leave under this policy to provide the company with appropriate documentation evidencing that the employee or employee's covered family member has been a victim of abusive behavior and that the leave taken is consistent with the qualified conditions as detailed under state law. This documentation may include court documents, medical documentation, or the statement of a counselor, social worker, health care worker, member of the clergy, or other professional. The company will provide information regarding the type of documentation upon their request.

The company will keep all information provided by an employee concerning leave under this policy strictly confidential, including the employee's request and approval for leave, the fact that the employee or

employee's covered family member was involved in a domestic incident, and verification documentation for leave. The company will only disclose such information if requested or consented to by the employee, ordered by a court or administrative agency, required in the course of an investigation authorized by law enforcement, as necessary to protect the safety of the employee or others employed at the workplace, or as otherwise required by state or federal law.

Medical Insurance

Eligible full-time employees may enroll in an employee only, an employee plus children, or a family contract after twelve months of employment. Eligibility may be defined by state law and/or by the insurance contract.

Information and enrollment forms may be obtained from the human resources manager.

To assist you with the cost of this insurance, our company pays a portion of an employee only, an employee plus children, or a family contract. You are responsible for paying the balance through payroll deduction.

Participating employees are also covered under our medical insurance plan's prescription drug program.

A booklet containing the details of the plan and eligibility requirements may be obtained from the human resources manager.

Refer to the actual plan document and summary plan description if you have specific questions regarding your eligibility for coverage or other aspects of this benefit plan. Those documents are controlling.

At the end of employment you may be entitled to continuation or conversion of the group medical insurance plan in accordance with the terms of the policy and/or applicable state and federal law. For more information, contact the human resources manager.

COBRA

You and/or your covered dependents will have the opportunity to continue medical benefits for a period of up to 36 months under the provisions of the Consolidated Omnibus Budget Reconciliation Act (COBRA) when group medical coverage for you and/or your covered dependents would otherwise end due to your death or because:

- your employment terminates, for a reason other than gross misconduct; or
- your employment status changes due to a reduction in hours; or
- your child ceases to be a "dependent child" under the terms of the medical plan; or
- you become divorced or legally separated; or
- you become entitled to Medicare.

In the event of divorce, legal separation, or a child's loss of dependent status, you or a family member must notify the plan administrator within 60 days of the occurrence of the event.

The plan administrator will notify the individuals eligible for continuation coverage of their right to elect COBRA continuation coverage.

For more information regarding COBRA, you may contact the human resources manager.

Parental Leave

Full-time employees are eligible for an unpaid parental leave upon completion of three months of employment.

Eligible employees are entitled to a leave of up to eight weeks for giving birth to a child, adopting a child under age 18, adopting a person under age 23 who is mentally or physically disabled, or for the placement of a child pursuant to a court order.

Eligible employees are required to provide two weeks' notice of their expected departure date and intention to return to their job or provide notice as soon as practicable if the delay is for reasons beyond the employee's control. Employees may be required to provide proof of birth or adoption.

At the end of the leave, eligible employees are entitled to return to their previous or similar position, without detriment in pay, hours, status, length of service credit or seniority, unless other employees of equal service time and status in the same or similar positions have been laid off due to reduction in force.

This leave may run concurrently with the federal Family and Medical Leave Act and/or any other leave where permitted by state and federal law.

Parental and Family Leave

Employees who have worked for the company for at least 12 months and for at least 1,250 hours in the previous 12 months and are employed at a worksite with 50 or more employees within 75 miles may take up to a total of 24 hours of unpaid leave during any 12-month period, in addition to the leave provided under the Federal Family and Medical Leave Act to engage in such activities as:

1. participating in school activities directly related to the educational advancement of the employee's children; or
2. accompanying children to routine medical or dental appointments; or
3. accompanying elderly relatives (at least 60 years of age) to routine medical or dental appointments or appointments for other professional services related to the elder's care.

Employees may elect to substitute accrued paid vacation, personal leave or sick leave. Leave may be taken intermittently or on a reduced leave schedule.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

If the leave is foreseeable, the employee must provide the employer with at least seven days prior notice. If the leave is not foreseeable, notice as soon as practical is required.

The company may require employees to provide certification of the need for leave.

Social Security

During your employment, you and the company both contribute funds to the federal government to support the Social Security program. This program is intended to provide you with retirement benefit payments and medical coverage once you reach retirement age.

Unemployment Insurance

Upon separation from employment, you may be entitled to state and federal unemployment insurance benefits. Information about unemployment insurance can be obtained from the human resources manager.

Workers' Compensation

On-the-job injuries are covered by our Workers' Compensation insurance policy. This insurance is provided at no cost to you. If you are injured on the job, no matter how slightly, report the incident immediately to the human resources manager. Consistent with applicable state law, failure to report an injury within a reasonable period of time could jeopardize your claim. We ask for your assistance in alerting management to any condition that could lead to or contribute to an employee accident.

401(k) Qualified Retirement Plan

Our company provides eligible employees with a 401(k) Qualified Retirement plan which is an excellent means of long-term savings for your retirement. The company's contribution, if any, is determined by the employer on an annual basis.

You can obtain a copy of the Summary Plan Description which contains the details of the plan including eligibility and benefit provisions from the human resources manager. In the event of any conflict in the description of any plan, the official plan documents, which are available for your review, shall govern. If you have any questions regarding this plan, see the plan administrator.

Employee Assistance Program

Eligible full-time, part-time regular, part-time and seasonal employees may participate in our employee assistance program after completing their introductory period.

Our *BalanceWorks*®, Employee Assistance Program (EAP), and Work/Life Benefit help eligible employees and their immediate families with a wide range of problems. Situations addressed by the EAP include marriage and family problems, emotional problems, alcoholism and alcohol abuse, drug abuse and dependency, financial problems, compulsive gambling and eating disorders. Your conversations and all records are strictly confidential.

The administrative cost of this program is fully paid by the company.

Additional information regarding this program is available at www.eniweb.com or by calling 1-800-EAPCALL. Complete details of this program may be obtained from the human resources manager.

Company Discounts and Privileges

Season Pass - Employees will receive a photo employee ID which will also serve as a season pass. Skiing/Boarding may be done on personal time only.

Season Pass Discounts – Qualifying employees may receive a discount on Season Passes for their family members. Please see customer service.

Snack Bar - Employees must show their employee ID to receive a food discount. Discounts are for employees only and cannot be used for friends or family. Abuse is theft of service and will result in loss of privileges as well as possible termination.

Letters of Introduction - Requests for introduction letters are available to employees in good standing and must be in writing stating the name of the area you wish to visit and the day/date you plan to ski or ride. Request forms are located in the Snow School Office. Many areas DO NOT honor letters on weekends, holidays or special peak times, some do not honor letters at all. There may be restrictions according to your job status.

Professional Discounts -Qualifying employees may obtain professional discounts. A list of products, vendors and restrictions is available from your manager.

Purchases are to be paid for by cash, check or credit card.

Bar Area and Alcohol

This policy outlines a number of guidelines and restrictions for employees choosing to recreate at Ski Ward. While Ski Ward supports employees enjoying the services and activities at the hill, off-duty employees are none-the-less always employees and are expected to represent Ski Ward in a positive and respectful manner. Both on and off-duty employee conduct reflects upon Ski Ward. It is our goal to have our guests be able to enjoy Ski Ward and look forward to returning time and again. Your cooperation and assistance are essential for this to occur.

Drinking in the bar area by off-duty employees shall take place exclusively in the bar or areas where alcohol is dispensed for sale to the general public, or at private functions contracted through Ski Ward. All alcohol to be consumed at Ski Ward shall be purchased from a "TIPS" trained server at Ski Ward (no "brown bagging") and be consumed in the area defined by the event (i.e. in the bar or event tents). While at the bar, employees are limited to purchasing a maximum of two drinks. When bar seating is limited, customers should be given preference by off-duty employees.

To clarify this section of the Ski Ward policy:

1. Alcohol, including beer & wine, is not to be consumed:
 - In any public areas of Ski Ward, such as parking lots (tailgating) or walkways, hallways, deck, restrooms, or other common or grass;
 - In any work areas such as shops or store rooms, kitchens, locker rooms, or offices; or

- On the lifts, tram or anywhere on the Mountain
2. No alcohol or beer should be brought to Ski Ward ("brown bagging").
 3. Where allowed at bar or event tents and areas where alcohol is dispensed for sale to the public, any off-duty employee who wishes to purchase or consume alcohol must also:
 - be officially off the clock;
 - be out of uniform and nametag;
 - be 21 years old and be prepared to show picture ID upon request (driver's license, state ID card, or passport).

All employees, whether on- or off-duty, are expected to adhere to the guidelines of this policy and the standards of conduct outlined in Section 4 of employee handbook.

Uniforms

Many departments require uniforms. Your immediate supervisor will provide you with complete details and costs of your department's clothing/uniform requirement. (Uniforms provided by the company must be returned upon termination of employment, unless purchased.) It is the employee's responsibility to keep uniforms clean.

It is expected that employees will dress appropriately for the nature of their job. Employees working in construction will be ready to work either inside or outside each day that they report to work. Safe footwear is required. Employees who are trained in lift evacuation procedures should keep warm outdoor clothing, including hat, gloves and boots at their workstation.

On the Job

Social Security Number Privacy and Protection of Personal Information

To ensure to the extent practicable the confidentiality of our employees' and applicants' Social Security Numbers (SSNs) and confidential personal information, no employee may acquire, disclose, transfer, or unlawfully use the SSN or personal information of any employee except in accordance with company policy. The release of employee SSNs, driver's license numbers, or financial account numbers to external parties is prohibited except where required by law. Internal access to employee SSNs, driver's license numbers, or financial account numbers is restricted to employees with a legitimate business need for the information.

Employee SSNs and personal information may be collected in the ordinary course of business for the purpose of identity verification or to administer benefits and in accordance with state and federal laws. Records that include Social Security numbers and personal information will be maintained in accordance with federal and state laws.

Any documents that include employee SSNs or personal information which are to be discarded must be destroyed by shredding paper documents and running a data scrubbing program before disposing of electronic storage media.

Any violation of this policy will result in disciplinary action up to and including discharge.

Where this company policy and operating procedures may conflict with state law, the state law shall supersede this policy.

For more information about this policy and the company's operating procedures, please contact the human resources manager.

Attendance and Punctuality

If you are unable to arrive at work within 15 minutes of your scheduled arrival time or if you are unable to work for any reason, you must call your manager at home or at the ski area. In a non-emergency situation, it is the employee's responsibility to find a replacement for their shift. Please notify your manager as early as possible with your replacement employee's name. If your manager is unavailable, leave a detailed message including a number where you can be reached. It is always important to call the manager back at a time he/she will be available to ensure your message was received. In all instances, you should personally speak with your manager when at all possible.

Personal issues requiring time away from your work, such as doctor's appointments or other matters, should be scheduled during your nonworking hours if possible.

If you are absent for three days without notifying the company, it is assumed that you have voluntarily abandoned your position with the company, and you will be removed from the payroll.

Business Hours

Because of the nature of our business, your work schedule may vary depending on your job and department. Our normal business hours are:

Winter Season

Monday through Friday: 12:00 p.m. to 9:00 p.m.

Saturday, Holidays & School Vacation: 9:00 a.m. to 9:00 p.m.

Sunday: 9:00 a.m. to 5:00 p.m.

Holidays: 9:00 a.m. to 9:00 p.m.

Summer & Fall Season

Monday through Sunday: 11:00 a.m. to 9:00 p.m.

Holidays: Closed

Check with your manager if you have questions about your hours of work.

Meal Time

A 30-minute, unpaid meal break should be taken each day. Your manager is responsible for approving the scheduling of this time. Employees are required to take their unpaid lunch period each day according to the law, unless an agreement is made with their manager to forgo the break. If an employee works more than six hours, a half hour will be deducted from their pay unless the department manager confirms you have worked forfeited the break.

Employees are not permitted to eat at their work spaces during their meal break. Employees remaining on work premises during their meal break may eat in the

designated areas. Please speak to the human resources manager for additional information.

Lactation Breaks

The company will provide a reasonable amount of break time to accommodate a female employee's need to express breast milk for the employee's infant child up to one year of age; unless additional time is required by state law. The break time should, if possible, be taken concurrently with other break periods already provided. Non-exempt employees should clock out for any time taken that does not run concurrently with normally scheduled rest periods, and such time generally will be unpaid in accordance with state law. The company will also 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.

Notify the human resources manager to request time to express breast milk under this policy.

No provision of this policy applies or is enforced if it conflicts with or is superseded by any requirement or prohibition contained in a state or local law, or regulation. If you have knowledge of such a conflict or a potential conflict you should contact the human resources manager.

Standards of Conduct

Each employee has an obligation to observe and follow the company's policies and to maintain proper standards of conduct at all times. Failure to adhere to the company's policies will result in corrective disciplinary measures.

Disciplinary action may include a verbal warning, written warning, suspension with or without pay, and/or discharge. The appropriate disciplinary action imposed will be determined by the company. The company does not guarantee that one form of action will necessarily precede another.

Among other things, the following may result in disciplinary action, up to and including discharge: violation of the company's policies or safety rules; failing to work in a cooperative manner with management, co-workers, guests and others who do business with the company; unauthorized or illegal possession, use or sale of alcohol or controlled substances on work premises or during working hours, while engaged in company activities or in company vehicles; unauthorized possession, use or sale of weapons, firearms or explosives on work premises; theft or dishonesty; inappropriate or violent physical contact; harassment; discrimination or retaliation in violation of the company's EEO and No Harassment policies; performing outside work or use of company property, equipment or facilities in connection with outside work while on company time; poor attendance or poor performance. These examples are not all inclusive. We emphasize that discharge decisions will be based on an assessment of all relevant factors.

Nothing in this policy is designed to limit an employee's rights under Section 7 of the National Labor Relations Act.

Nothing in this policy is designed to modify our employment-at-will policy.

Access to Personnel Files

The company will notify an employee within ten days if it places negative information in the employee's personnel file, to the extent that the information is, has been used, or may be used to negatively affect the employee's qualification for employment, promotion, transfer, additional compensation or the possibility that the employee will be subject to disciplinary action.

Employees who wish to review records maintained by the company identifying the employee, to the extent those records are used or have been used, or may affect or be used relative to the employee's qualifications for employment, promotion, transfer, additional compensation or disciplinary action, may do so by submitting a written request to the company. Upon receipt of a written request, the company will provide the employee with an opportunity to review the records, on the company premises and during normal business hours, within five days of the request.

An employee shall be permitted to review their records on no more than two separate occasions per calendar year. The notification and review related to the placing of negative information in the employee's personnel file does not count toward the two permitted annual reviews.

An employee who wishes to obtain a copy of their records, can do so by submitting a written request. Upon receipt of a written request, the company will provide the employee with a copy of his or her records within five business days of the submission of the employee's request for a copy of his or her records.

Employees who wish to review or obtain a copy of records kept by the company regarding their pay, wages, hours and dates worked, deductions, amounts paid each pay period, or any fees or amounts charged by the employer (“payroll records”) may do so upon request. The company will provide the employee with an opportunity to review their payroll records and/or obtain a copy of their payroll records within ten business days of such request.

Guest and Public Relations

Our company's reputation is built on excellent service and quality work. To maintain this reputation requires the active participation of every employee.

The opinions and attitudes that guests have toward our company may be determined for a long period of time by the actions of one employee. It is sometimes easy to take a guest for granted, but if we do we run the risk of losing not only that guest, but his or her associates, friends or family who may also be guests or prospective guests.

Each employee must be sensitive to the importance of providing courteous treatment in all working relationships.

Non-Solicitation

The company believes employees should have a work environment free from interruptions of a non-work related nature, as work time is for work. When you are to be working you should focus on your duties and not engage in activities that would interfere with your own work or the work of others. For the purpose of this policy, solicitation includes, but is not limited to, for collection of any debt or obligation, for raffles of any kind or chance taking, or for the sale of merchandise or business services, the attempt to sell any product or service (e.g. selling or collecting for Tupperware®, Avon® products, churches, schools, Girl Scout cookies, etc.). Such interruptions can be both detrimental to the quality of work and efficiency, and may not be respectful of others job responsibilities and right not to be interrupted.

Employees may not engage in solicitation for any purpose during his/her work time, which includes the working time of the employee who seeks to solicit and the employee who is being solicited. Although solicitation is not encouraged, it is permitted as long as it is limited to the employee's break and lunch time and kept out of active working areas. Nothing in this policy is intended to restrict an employee's statutory rights, including discussing terms and conditions of employment.

Distribution

Distribution by employees of any type (materials, goods, paper) is prohibited in work areas at any time, whether or not the employees are on working time. Electronic distribution is subject to the company's Acceptable Use of Electronic Communications policy, and may not occur during the employee's working time. Non-employees are prohibited from distributing materials to employees on company premises at any time. Literature that violates the company's EEO and No Harassment policies, includes threats of violence, or is knowingly and recklessly false is never permitted. Nothing in this policy is intended to restrict an employee's statutory rights, including discussing terms and conditions of employment.

Changes in Personal Data

To aid you and/or your family in matters of personal emergency, we need to maintain up-to-date information.

Changes in name, address, telephone number, marital status, number of dependents or changes in next of kin and/or beneficiaries should be given to the human resources manager promptly.

Care of Equipment

You are expected to demonstrate proper care when using the company's property and equipment. No property may be removed from the premises without the proper authorization of management. If you lose, break or damage any property, report it to the human resources manager at once.

Personal Property

The company is not responsible for loss or damage to personal property. Valuable personal items, such as purses and all other valuables should not be left in areas where theft might occur.

Identification Badges

You will be issued an identification badge upon hire. It must be worn where it can be seen at all times when you are working.

Visitors

If you are expecting a visitor, please notify the human resources manager. All visitors must first check in at the reception area. Visitors are not allowed in any area of the building without being accompanied by an authorized employee. Under no circumstances will visitors be allowed in confidential, unauthorized or potentially hazardous areas.

Severe Weather

Severe weather is to be expected during the winter months. Although driving may at times be difficult, when caution is exercised the roads are normally passable. Ski Ward does not close with snow storms or school closing. Being on time and covering your shift is expected regardless of the weather.

Personal Telephone Calls

It is important to keep our telephone lines free for guest calls. Although the occasional use of the company's telephones for a personal emergency may be necessary, routine personal calls should be kept to a minimum.

Unless used for business purposes, personal cellular telephones must be turned off or set to a silent alert during working hours while on company premises.

Using cellular telephones to text message during working hours while on company premises is not permitted.

Acceptable Use of Electronic Communications

This policy contains guidelines for electronic communications created, sent, received, used, transmitted, or stored using the company's communication systems or equipment and employee provided systems or equipment used either in the workplace, during working time or to accomplish work tasks. "Electronic communications" include, among other things, messages, images, text data or any other information used in e-mail, instant messages, text messages, voice mail, fax machines, computers, personal digital assistants (including Blackberry, iPhone, iPad or similar devices), pagers, telephones, cellular and mobile phones including those with cameras, Intranet, Internet, back-up storage, information on a memory or flash key or card, jump or zip drive or any other type of internal or external removable storage drives. In the

remainder of this policy, all of these communication devices are collectively referred to as “systems.”

Acceptable Uses of Our Systems: Employees may use our systems to communicate internally with co-workers or externally with guests and other business acquaintances for business purposes.

Company Control of Systems and Electronic Communications: All electronic communications contained in company systems are company records and/or property. Although an employee may have an individual password to access our systems, the systems and communications belong to the company. The systems and electronic communications are accessible to the company at all times including periodic unannounced inspections. Our systems and electronic communications are subject to use, access, monitoring, review, recording and disclosure without further notice. Employee communications on our system are not confidential or private.

The company's right to use, access, monitor, record and disclose electronic communications without further notice applies equally to employee-provided systems or equipment used in the workplace, during working time, or to accomplish work tasks.

Personal Use of Our Systems: Personal communications in our systems are treated the same as all other electronic communications and will be used, accessed, recorded, monitored, and disclosed by the company at any time without further notice. Since all electronic communications and systems can be accessed without advance notice, employees should not use our systems for communication or information that employees would not want revealed to third parties. Personal use of our system should be limited to non-working time. Personal use of our system must be

conducted in such a manner that it does not affect smooth system operation or use a disproportional amount of the system's functional capacity.

Proprietary Business Information: Proprietary business information means confidential and proprietary information related to the company's trade secrets, business models, business services, sales agreements, pricing information, drawings, designs, blue prints, manufacturing processes, guest lists, inventions, recipes, formulas, vendor agreements, patient records, strategic business or marketing plans, expansion plans, contracts, non-public financial performance information and other information that derives economic value by being protected from public consumption or competitors may only be used on company systems. Proprietary business information may not be downloaded, saved, or sent to a personal laptop, personal storage device, or personal email account under any circumstances without advance written approval from a member of management. Proprietary business information does not restrict employee rights to discuss their wages, hours or other terms of employment.

Prohibited Uses of Our Systems: Employees may not use company systems in a manner that is unlawful, wasteful of company resources, or unreasonably compromises employee productivity or the overall integrity or stability of the company's systems. These tools are provided to assist employees with the execution of their job duties and should not be abused. Examples of prohibited uses include, among other things, sexually explicit messages, images, cartoons, or jokes; propositions or love letters; ethnic or racial slurs; or any other message or image that may be in violation of company policies.

In addition, employees may not use our company systems:

- To download, save, send or access any discriminatory, obscene, or malicious or knowingly false material;
- To download, save, send or access any music, audio or video file unless business related;
- To download anything from the internet (including shareware or free software) without the advance written permission of your human resources manager;
- To download, save, send or access any site or content that the company might deem “adult entertainment;”
- To attempt or to gain unauthorized or unlawful access to computers, equipment, networks, or systems of the company or any other person or entity;
- In connection with any infringement of intellectual property rights, including but not limited to copyrights;
- In connection with the violation or attempted violation of any law; and
- To transmit proprietary business information or client material such as pricing information or trade secrets.

Electronic Forgery: An employee may not misrepresent, disguise, or conceal his or her identity or another’s identity in any way while using electronic communications; make changes to electronic communications without clearly indicating such changes; or use another person’s account, mail box, password, etc. without prior written approval of the account owner and without identifying the actual author.

Intellectual Property Rights: Employees must always respect intellectual property rights such as copyrights and trademarks.

System Integrity, Security, and Encryption: All systems passwords and encryption keys must be available and known to the company. You may not install password or encryption programs without the written permission of the human resources manager. Employees may not use the passwords and encryption keys belonging to others.

Applicable Laws: Numerous state and federal laws apply to electronic communications. The company complies with applicable laws. Employees also must comply with applicable laws and should recognize that an employee could be personally liable and/or subject to fine and imprisonment for violation of applicable laws.

Consequences of Policy Violations: Violations of this policy may result in disciplinary action up to and including immediate termination of an employee's employment as well as possible civil liabilities or criminal prosecution. Where appropriate, the company may advise legal officials or appropriate third parties of policy violations and cooperate with official investigations. We will not, of course, retaliate against anyone who reports possible policy violations or assists with investigations.

If you have questions about the acceptable use of our systems or the content of electronic communications, ask the human resources manager for advance clarification.

Social Media

“Social media” includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else’s web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with the company.

You are more likely to resolve work related complaints by speaking directly with your co-workers or by utilizing our problem solving procedure than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as maliciously false, obscene, threatening or intimidating, that defames guests, competitors, vendors or employees or that might constitute harassment or bullying. Examples of such conduct might include posts meant to put someone in fear for their physical safety or psychological well-being; posts designed to cast someone in a false light to the public; posts that invade a person’s reasonable expectation of privacy; or posts that could contribute to a hostile work environment on the basis of race, age, gender, national origin, color, disability, religion or other status protected by federal, state or local law.

Make sure you are always truthful and accurate when posting information or news. If you make a mistake, correct it quickly. Be open about any previous posts you have altered. Use privacy settings when appropriate. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. The Internet is immediate; nothing that is posted ever truly “expires.” Never post any information or rumors that you know to be false about the company, fellow employees,

guests, and people working on behalf of the company or competitors.

Do not create a link from your blog, website or other social networking site to the company's website without identifying yourself as a company employee. Express only your personal opinions. Never represent yourself as a spokesperson for the company or make knowingly false representations about your credentials or your work. If the company is a subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of the company. It is best to include a statement such as "The postings on this site are my own and do not necessarily reflect the views of the company." You must refrain from using social media while on working time.

Employees are encouraged to report violations of this policy. The company prohibits retaliation against any employee for reporting a possible deviation from this policy or for cooperating in an investigation.

Where applicable, the company complies with state laws concerning access to an employee's personal social networking account, including restrictions concerning employer requests for an employee's username and/or password.

Nothing in this policy is designed to limit an employee's right under Section 7 of the National Labor Relations Act, including discussing wages or other terms of employment.

If you have questions or need further guidance, please contact the human resources manager.

Dress Policy

Proper attire is required and all employees are expected to be well groomed, neat and clean when reporting for work. Employees may wear ski-oriented clothing though it is expected that you do not wear any apparel which advertises other ski area's names or logos. In the workplace, we are all part of the marketing effort to promote Ski Ward Ski Area. Clothing with profanity or lewd content is prohibited. Clothing which exposes your midriff or your undergarments is strictly prohibited. Neatness and cleanliness are of the utmost importance. Employees may wear beards and mustaches but they must be neatly trimmed. Otherwise, employees should be clean shaven. Excessive facial piercings is prohibited.

Personal Hygiene

Maintaining a professional, business-like appearance is very important to the success of our company. Part of the impression you make on others depends on your choice of dress, personal hygiene and courteous behavior. A daily regimen of good grooming and hygiene is expected of everyone. Please ensure that you maintain good personal hygiene habits. While at work, you are required to be clean, dressed appropriately and well groomed.

Protecting Company Information

Protecting our company's information is the responsibility of every employee. Do not discuss the company's confidential business or proprietary business matters, or share confidential, personal employee information (such as social security numbers, personal banking or medical information) with anyone who does not work for us such as friends, family members, members of the media, or other business entities.

Confidential information does not include information pertaining to the terms and conditions of an employee's employment, including wages. Nothing in this policy is designed to limit an employee's rights under Section 7 of the National Labor Relations Act.

All telephone calls regarding a current or former employee's position/compensation with our company must be forwarded to the human resources manager.

The company's address shall not be used for the receipt of personal mail.

Conflict of Interest/Code of Ethics

A company's reputation for integrity is its most valuable asset and is directly related to the conduct of its officers and other employees. Therefore, employees must never use their positions with the company, or any of its guests, for private financial gain, to advance personal financial interests, to obtain favors or benefits for themselves, members of their families or any other individuals, corporations or business entities, or engage in activities, investments or associations that compete with the company, interferes with an employee's business judgment concerning the company's best interests, or exploits an employee's position with the company for personal gain.

The company adheres to the highest legal and ethical standards applicable in our business. The company's business is conducted in strict observance of both the letter and spirit of all applicable laws and the integrity of each employee is of utmost importance.

Employees of the company shall conduct their personal affairs such that their duties and responsibilities to the company are not jeopardized and/or legal questions do not arise with respect to their association or work with the company.

This policy will not be enforced to prevent employees from discussing their wages or other terms of employment.

Parking

Free parking facilities are available to employees. You are required to park within the designated areas.

The company is not responsible for loss, damage or theft of your vehicle. Therefore, we suggest that you lock your vehicle doors.

If You Must Leave Us

Should you decide to leave your employment with us, we ask that you provide the human resources manager with at least two weeks' advance notice. Your thoughtfulness is appreciated and will be noted favorably should you ever wish to reapply for employment with the company.

Employees, who are rehired following a break in service in excess of six months, other than an approved leave of absence, must serve a new initial introductory period whether or not such a period was previously completed. Such employees are considered new employees from the effective date of their reemployment for all purposes, including the purposes of measuring benefits.

Our company does not provide a "letter of reference" to former employees. Generally, we will confirm upon request our employees' dates of employment, salary history, and job title.

All company property, including this Employee Handbook, must be returned at the end of employment. Otherwise, the company may take action to recoup any replacement costs and/or seek the return of company property through appropriate legal recourse.

You should notify the company if your address changes during the calendar year in which discharge occurs so that your tax information will be sent to the proper address.

Safety in the Workplace

Each Employee's Responsibility

Safety can only be achieved through teamwork at our company. Each employee, supervisor and manager must practice safety awareness by thinking defensively, anticipating unsafe situations and reporting unsafe conditions immediately.

Please observe the following precautions:

1. Notify the manager of any emergency situation. If you are injured or become sick at work, no matter how slightly, you must inform the manager immediately.
2. The use of alcoholic beverages or illegal substances during working hours will not be tolerated. The possession of alcoholic beverages or illegal substances on the company's property is forbidden.
3. Use, adjust and repair machines and equipment only if you are trained and qualified.
4. Know the proper lifting procedures. Get help when lifting or pushing heavy objects.
5. Understand your job fully and follow instructions. If you are not sure of the safe procedure, don't guess; just ask the manager.
6. Know the locations, contents and use of first aid and fire-fighting equipment.
7. Wear personal protective equipment in accordance with the job you are performing.

A violation of a safety precaution is in itself an unsafe act. A violation may lead to disciplinary action, up to and including discharge.

Guest Conduct

Unfortunately at times visitors will not always act in good taste. Employees who witness a customer abusing privileges, breaking rules, or annoying others should immediately notify his/her supervisor or the nearest supervisor.

Drone Policy

Out of safety concerns for guests, employees, and resort property, as well as concerns for individual privacy, Ski Ward prohibits the operation or use of unmanned aerial systems, or drones, by the general public – including recreational users and hobbyists – without the prior written authorization from Ski Ward. This prohibition includes drones used for filming or videotaping, as well as any drone use by media or journalists operating above or within Ski Ward boundaries. This prohibition on drone operations or use extends to any drones launched or operated from Resort property, as well as drones launched from private property outside of the Resort boundaries. Please contact a resort representative if you have any questions or if you seek prior authorization to operate any aerial drones. Any authorized operation of aerial drones may be governed by Federal Aviation Administration (FAA) rules and regulations, local law enforcement, [and / or U.S. Forest Service rules], as well

as those policies separately established by this Resort, which may include certification, training, insurance coverage, indemnification requirements, and waivers or releases of liability. Any violation of this policy may involve suspension of your skiing or snowboarding privileges, or the revocation of your season pass, as well as confiscation of any drone equipment, and may subject violators to any damages, including, but not limited to, damages for violations of privacy and/or physical or personal injuries or property damage, as well as regulatory fines and legal fees.

Responsibility Code

The Winter Season can be enjoyed in many ways. At ski areas you may see people using alpine, snowboard, telemark, cross country and other specialized ski equipment, such as that used by disabled or other skiers. Regardless of how you decide to enjoy the slopes, always show courtesy to others and be aware that there are elements of risk in skiing that common sense and personal awareness can help reduce. Observe the code listed below and share with other skiers the responsibility for a great skiing experience.

1. Always stay in control.
2. People ahead of you have the right of way.
3. Stop in a safe place for you and others.
4. Whenever starting downhill or merging, look uphill and yield.
5. Use devices to help prevent runaway equipment.
6. Observe signs and warnings
7. Keep off closed trails.
8. Know how to use the lifts safely.

KNOW THE CODE. IT'S YOUR RESPONSIBILITY.

Workplace Violence

Violence by an employee or anyone else against an employee, supervisor or member of management will not be tolerated. The purpose of this policy is to minimize the potential risk of personal injuries to employees at work and to reduce the possibility of damage to company property in the event someone, for whatever reason, may be unhappy with a company decision or action by an employee or member of management.

If you receive or overhear any threatening communications from an employee or outside third party, report it to the manager at once. Do not engage in either physical or verbal confrontation with a potentially violent individual. If you encounter an individual who is threatening immediate harm to an employee or visitor to our premises, contact an emergency agency (such as 911) immediately.

All reports of work-related threats will be kept confidential to the extent possible, investigated and documented. Employees are expected to report and participate in an investigation of any suspected or actual cases of workplace violence and will not be subjected to disciplinary consequences for such reports or cooperation.

Violations of this policy, including your failure to report or fully cooperate in the company's investigation, may result in disciplinary action, up to and including discharge.

Workplace Searches

To protect the property and to ensure the safety of all employees, guests and the company, the company reserves the right to conduct personal searches consistent with state law, and to inspect any packages, parcels, purses, handbags, brief cases, lunch boxes or any other possessions or articles carried to and from the company's property. In addition, the company reserves the right to search any employee's office, desk, files, locker, equipment or any other area or article on our premises. In this regard, it should be noted that all offices, desks, files, lockers, equipment, etc. are the property of the company, and are issued for the use of employees only during their employment. Inspection may be conducted at any time at the discretion of the company.

Persons entering the premises who refuse to cooperate in an inspection conducted pursuant to this policy may not be permitted to enter the premises. Employees working on or entering or leaving the premises who refuse to cooperate in an inspection, as well as employees who after the inspection are believed to be in possession of stolen property or illegal substances, will be subject to disciplinary action, up to and including discharge, if upon investigation they are found to be in violation of the company's security procedures or any other company rules and regulations.

Smoking in the Workplace

Our company is committed to providing a safe and healthy environment for employees and visitors. Smoking, including the use of e-cigarettes, is not permitted.

Violations of this policy may result in disciplinary action, up to and including discharge.

No Weapons in the Workplace

Possession, use or sale of weapons, firearms or explosives on work premises, while operating company machinery, equipment or vehicles for work-related purposes or while engaged in company business off premises is forbidden except where expressly authorized by the company and permitted by state and local laws. This policy applies to all employees, including but not limited to, those who have a valid permit to carry a firearm.

If you are aware of violations or threats of violations of this policy, you are required to report such violations or threats of violations to the manager immediately.

Violations of this policy will result in disciplinary action, up to and including discharge.

In An Emergency

Ski patrol should be notified immediately when an emergency occurs. Emergencies include all accidents, medical situations, bomb threats, other threats of violence, and the smell of smoke. In the absence of ski patrol, contact the nearest company official.

Should an emergency result in the need to communicate information to employees outside of business hours, the manager will contact you. Therefore, it is important that employees keep their personal emergency contact information up to date. Notify the manager when this information changes.

When events warrant an evacuation of the building, you should follow the instructions of the manager or any other member of management. You should leave the building in a quick and orderly manner. You should assemble at the pre-determined location as communicated to you by the manager to await further instructions or information.

Please direct any questions you may have about the company's emergency procedures to the manager.

Substance Abuse

The company has vital interests in ensuring a safe, healthy and efficient working environment for our employees, their co-workers and the guests we serve. The unlawful or improper presence or use of controlled substances or alcohol in the workplace presents a danger to everyone. For these reasons, we have established as a condition of employment and continued employment with the company the following substance abuse policy.

The company has implemented a drug testing program in compliance with local, state and federal laws. Employees are prohibited from reporting to work or working while using illegal or unauthorized substances. Employees are prohibited from reporting to work or working when the employee uses any controlled substance, except when the use is pursuant to a doctor's orders and the doctor advised the employee that the substance does not adversely affect the employee's ability to safely perform his or her job duties.

In addition, employees are prohibited from engaging in the unlawful or unauthorized manufacture, distribution, sale or possession of illegal or unauthorized substances and alcohol in the workplace including: on company paid time, on company premises, in company vehicles, or while engaged in company activities. Our employees are also prohibited from reporting for duty or remaining on duty with any alcohol in their systems. Employees are further prohibited from consuming alcohol during working hours, including meal and break periods.

Your employment or continued employment with the company is conditioned upon your full compliance with the foregoing substance abuse policy. Any violation of this policy may result in disciplinary action, up to and

including discharge. Furthermore, any employee who violates this policy who is subject to discharge, may be permitted in lieu of discharge, at the company's sole discretion, to participate in and successfully complete an appropriate treatment, counseling or rehabilitation program as recommended by a substance abuse professional as a condition of continued employment and in accordance with applicable federal, state, and local laws.

Consistent with its fair employment policy, the company maintains a policy of non-discrimination and reasonable accommodation with respect to recovering addicts and alcoholics, and those having a medical history reflecting treatment for substance abuse conditions. We encourage employees to seek assistance before their substance or alcohol use renders them unable to perform their essential job functions or jeopardizes the health and safety of themselves or others. The company will attempt to assist its employees through referrals to rehabilitation, appropriate leaves of absence and other measures consistent with the company's policies and applicable federal, state or local laws.

The company further reserves the right to take any and all appropriate and lawful actions necessary to enforce this substance abuse policy including, but not limited to, the inspection of company issued lockers, desks or other suspected areas of concealment, as well as an employee's personal property when the company has reasonable suspicion to believe that the employee has violated this substance abuse policy.

This policy represents management guidelines. For more information, please speak to the manager.

Receipt of Employee Handbook and Employment-At-Will Statement

This is to acknowledge that I have received a copy of the Ski Ward Ski Area Employee Handbook and I understand that it contains information about the employment policies and practices of the company. I agree to read and comply with this Employee Handbook. I understand that the policies outlined in this Employee Handbook are management guidelines only, which in a developing business will require changes from time to time. I understand that the company retains the right to make decisions involving employment as needed in order to conduct its work in a manner that is beneficial to the employees and the company. I understand that this Employee Handbook supersedes and replaces any and all prior Employee Handbooks and any inconsistent verbal or written policy statements.

I understand that except for the policy of at-will employment, the company reserves the right to revise, delete and add to the provisions of this Employee Handbook at any time without further notice. All such revisions, deletions or additions to the Employee Handbook will be in writing and will be signed by the owner of the company. I understand that no oral statements or representations can change the provisions of this Employee Handbook.

I understand that this Employee Handbook is not intended to create contractual obligations with respect to any matters it covers and that the Employee Handbook does not create a contract guaranteeing that I will be employed for any specific time period.

THIS COMPANY IS AN AT-WILL EMPLOYER. THIS MEANS THAT REGARDLESS OF ANY PROVISION IN THIS EMPLOYEE HANDBOOK, THE COMPANY OR I MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE. NOTHING IN THIS EMPLOYEE HANDBOOK OR IN ANY DOCUMENT OR STATEMENT, WRITTEN OR ORAL, SHALL LIMIT THE RIGHT TO TERMINATE EMPLOYMENT AT-WILL. NO OFFICER, EMPLOYEE OR REPRESENTATIVE OF THE COMPANY IS AUTHORIZED TO ENTER INTO AN AGREEMENT—EXPRESS OR IMPLIED—WITH ME OR ANY EMPLOYEE FOR EMPLOYMENT FOR A SPECIFIED PERIOD OF TIME. ANY AGREEMENT TO EMPLOYMENT FOR A SPECIFIED PERIOD OF TIME WILL BE PUT INTO WRITING AND SIGNED BY THE OWNER OF THE COMPANY.

I understand that this Employee Handbook refers to current benefit plans maintained by the company and that I must refer to the actual plan documents and summary plan descriptions as these documents are controlling.

I have read and understand the Vacation Policy in this Employee Handbook.

Initials _____ Date _____

I also understand that if a written contract is inconsistent with the Employee Handbook, the written contract is controlling.

If I have questions regarding the content or interpretation of this Employee Handbook, I will ask the human resources manager or a member of management.

NAME _____

DATE _____

EMPLOYEE
SIGNATURE _____

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Receipt of Changes or Additions to Employee Handbook

I received a revised copy of the updated policies for my Employee Handbook. I understand that I am responsible for reading the updated and/or new policies, replacing them in my Employee Handbook with this revised version, and complying with the revised policies. The policies which have been updated and/or added to the Employee Handbook include:

- A Word About This Handbook
- Acceptable Use of Electronic Communications
- Access to Personnel Files
- Building for the Future
- Business Hours
- Categories of Employment
- COBRA
- Conflict of Interest/Code of Ethics
- Distribution
- Drone Policy
- Domestic Violence Leave
- Employee Benefits
- Equal Employment Opportunity
- History of Ski Ward
- If You Must Leave Us
- In An Emergency
- Lactation Breaks
- Medical Insurance
- Military Leave
- No Harassment
- No Weapons in the Workplace
- Non-Solicitation
- Paid Sick Time
- Parental Leave
- Paycheck Deductions
- Personal Days
- Personal Telephone Calls

Pregnancy Accommodation
Protecting Company Information
Receipt of Employee Handbook and
Employment-At-Will Statement
Recording Your Time
Smoking in the Workplace
Social Media
Standards of Conduct
Talk to Us

In addition, the following policies have been deleted from the Employee Handbook:

Electronic Mail and Voice Mail Monitoring
Federal Family and Medical Leave Act
Paid Time Off (PTO)
Recording Devices in the Workplace
Sick Days

These Employee Handbook policies supersede and replace the former Employee Handbook policies contained in the Employee Handbook.

I understand that neither the updated or new policies in this Employee Handbook nor any other written or verbal communication by a management representative is intended to in any way create a contract of employment for any specified period of time, and that these policies are for informational purposes only. I also understand that the updated and/or new policies do not affect my employment-at-will status, which permits the company or me to terminate the employment relationship at any time, for any reason with or without notice.

I have read and understand the Vacation Policy in this Employee Handbook.

Initials _____ Date _____

If I have questions regarding these policies, or the content or interpretation of any policy in the Employee Handbook, I will bring them to the attention of my supervisor or a member of management.

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