THIS HANDBOOK IS INTENDED AS A GUIDE FOR THE EFFICIENT AND PROFESSIONAL PERFORMANCE OF YOUR JOB. NOTHING HEREIN CONTAINED SHALL BE CONSTRUED TO BE A CONTRACT BETWEEN THE EMPLOYER AND THE EMPLOYEE. ADDITIONALLY, THIS HANDBOOK IS NOT TO BE CONSTRUED BY ANY EMPLOYEE AS CONTAINING BINDING TERMS AND CONDITIONS OF EMPLOYMENT. JHMR RETAINS THE ABSOLUTE RIGHT TO TERMINATE ANY EMPLOYEE, AT ANY TIME, WITH OR WITHOUT GOOD CAUSE. MANAGEMENT RETAINS THE RIGHT TO CHANGE THE CONTENTS OF THIS HANDBOOK AS IT DEEMS NECESSARY, WITH OR WITHOUT NOTICE.
Our Mission Statement
We enrich lives. We create memories.

Always An Ambassador
Be helpful, be engaged and be genuine.

Be Safe
See it, report it and fix it. Know the code.

Be Green
Every day, every time, everybody.

Have Fun

WE ARE THE MOUNTAIN.
Dear Fellow JHMR Team Member and Ambassador,

Welcome, and thank you for being a part of our Jackson Hole Mountain Resort Team!

This handbook was developed to communicate our expectations of our employees and to outline the policies, programs and benefits available to eligible employees. Please familiarize yourself with the contents of the employee handbook. Should you have any questions, contact your supervisor or the Human Resources and Safety Department.

In welcoming you to this year’s season, let me recap some of the things we have been working on. Last winter was an outstanding season for JHMR with 634,500 skier visits and we achieved a NPS goal of 90.0. The momentum of last winter continues as this year we will open Solitude Station - a retail, rental, restaurant complex that will create a unique and engaging experience for participants in our Mountain Sports School. We also added Rodeo, a premium women’s boutique located in Teton Village. Nick Wilson’s is being renovated and will open as RPK3 with a fresh design and new menus that will add excitement to the base area. Investments in trails, snowmaking and safety measures set us up for another successful season.

Although I share with you recent improvements to our business the foundation of our success is the truly unique and memorable guest experiences that are delivered by our Team Members. Success, however, never remains stationary but rather evolves each time our guests return. What we delivered last year sets the guest expectations for this year, and as we continue to improve our brand and exceed our guests and employees expectations, the bar will continue to raise.

So how do we continue to excel? I would answer this question by saying that WE ARE THE MOUNTAIN. This means that the only difference between any other ski resort and us is YOU. You look for opportunities to create your own solutions beyond what our existing practices subscribe. We consistently hear that the difference in making Jackson Hole a special place is when an employee makes an extra effort, solves a problem, or offers insider advice on a special experience. You are experts at your role and the perspective you can provide on the guest experience and the personal recommendations to best experience the resort.

Take advantage of all the benefits and amenities that you receive as an employee and use the mountain. Our Mission to ‘create memories’ hold true for your experience of this winter as much as it does for our guests. Your exposure to a fun experience enables you to craft a similar experience for each unique guest. When you see an opportunity to personalize service, act on it because WE ARE THE MOUNTAIN and this makes the difference between a good guest experience and a great guest experience.

Each of you contributes directly to a guest experience and the sum of these deliver JHMR success. We ask that you take as much pride in being a member of our team as we take in having you as a member of our team.

This winter look forward to sharing your story of how WE ARE THE MOUNTAIN.

Sincerely,

Mary Kate Buckley
President
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I. INTRODUCTION

*The Jackson Hole Mountain Resort (JHMR) Story*

The Aerial Tram first opened to the public on July 31, 1966, and the winter of 1966–1967 recorded the inaugural season at Jackson Hole, operating the tram and three chairlifts on opening day. Jackson Hole Ski Corp, later renamed Jackson Hole Mountain Resort, would eventually become over 2,500 acres of inbounds terrain, with 12 chairlifts and 116 named runs offering 4,139 vertical feet of continuous skiing and riding.

In 1992, the Kemmerer’s, a long time Wyoming family, purchased Jackson Hole Mountain Resort from its founder and owner Paul McCollister. Since then, the Resort has grown and developed with an environmentally sensitive approach, maintaining its balance of nature and preservation of the Old West.

The original aerial tram was retired in 2006 after 40 years of service. After 2 years of construction, the new $32 million tram returned to JHMR in December, 2008. Now twice the size and 20% faster than its predecessor, “Big Red” remains the symbol of big mountain skiing in North America. The new tram can carry 100 passengers and climbs 4,139 vertical feet in less than 9 minutes to the top of Rendezvous Mountain, the longest continual vertical rise of any lift in the U.S.

A year round adventure outpost, with incredible skiing and snowboarding in the winter and amazing national park access in the summer, “The Big One” combines terrain for all levels of skiers and snowboarders, amazing on-mountain dining and the full service resort of Teton Village at the base.

For more information about the history of Jackson Hole and JHMR, visit https://www.jacksonhole.com/history.html.

*JHMR Service*

Guest Service is one of our core values and a top priority at the Jackson Hole Mountain Resort. Regardless of your job title, we consider you and every person working at Jackson Hole Mountain Resort an Ambassador.

At JHMR it is our goal to provide a legendary resort experience for our guests. You have been hired to “create memories”. As an Ambassador you can do this by using some of the following methods:

- Use the guest’s name
- Personalize the experience
- Offer something extra

Employees are expected to focus on guest service at all times. No matter if it’s at your primary place of work or at other places within the resort, we count on you to act as an Ambassador.

We have created five key guest service systems in order to help you in your role as an Ambassador:

I. Information Dissemination - How do we communicate information throughout our organization?

- Trail Map – Applicable season maps available online and throughout the village.
- First Tracks – Emailed to all company accounts on a weekly basis and a copy can be requested from your supervisor or on ADP.
- JH Tapped –Available in the App Store.
• Bulletin Boards – located in each department
• Sharepoint – [http://sharepoint.jhmr.com/default.aspx](http://sharepoint.jhmr.com/default.aspx), a site where managers can access forms, calendars, schedules and company information. If accessing Sharepoint from an outside network use: [http://sharepoint.jacksonhole.com](http://sharepoint.jacksonhole.com) you will need to use your Windows login, then use JHMR\WindowsLoginName and Windows password to authenticate.

• Valley Dispatch – Valley Dispatch provides a centralized post for all JHMR communications. It is a necessary “on the Mountain” communication tool that gathers and disseminates information. Its use should be limited to work related or emergency situations (ext 2636).
• Company Radios – JHMR has an extensive network for radio communications due to the nature of our complex operations. If you find a radio that has been lost or misplaced, please turn it in to your supervisor. Before you use a radio, you will be trained in its use and in the necessary protocol. Please limit all radio traffic to that which is absolutely necessary. Please note that our radios are governed by the rules of the FCC and we request that you use appropriate, inoffensive language when communicating by radio.
• Press Inquiries – From time to time you may be contacted by a member of the press seeking information. Please do not respond to these inquiries before discussing the matter with a member of the Communications department or the President. It is best to advise the member of the press to contact Communications directly at 739-2704.

II. Feedback - How do we communicate guest and employee experiences, thoughts, and opinions to the right people in a timely manner?
- Talk with your Manager
- Talk with Human Resources

III. Empowerment – What can we do to personally ensure the guest has a great experience? How do we recover when the guest is dissatisfied?

One of the reasons you were hired is that you demonstrated core guest service skills that match our values. These skills include the ability to:
- Listen
- Understand
- Offer solutions
- Follow up

Should you need another tool in addition to your guest service skills, the Jackson Hole Mountain Resort has a “We Care Card”. It is a tool to assist in solving guest problems or unfortunate circumstances on-the-spot. The goal is to keep the guest “focusing on fun” versus their unfortunate circumstance. Any employee can use them; ask your supervisor for more information.

IV. Measurement – How do we quantify our guest service results so that we have a baseline for continuous improvement?
- RRC Surveys – We use a professional research partner to capture guest satisfaction feedback and also important learning about their experience in Jackson Hole. The data we capture is analyzed, compiled, and distributed to all departments each Tuesday for
our busiest 14 weeks throughout the season. We use the learning to identify opportunities, recognize departments and individuals for superior performance, and to compile our import Net Promoter Score.

V. Recognition – How do we recognize employees for outstanding guest service?

• **Ambassador Club & Super Ambassador Club** – Programs designed to recognize employees and supervisors/managers for their superior guest services. Any employee can nominate another employee who they feel exemplifies any of JHMR’s four Core Values: Always an Ambassador, Be Green, Be Safe, Have Fun. Nomination forms can be found on ADP.

• **Scratch cards** – A program designed to reward employees on-the-spot who go above and beyond. Simply bring your scratch card to the Front Desk of the Olympic Sports Plaza to redeem your reward- every card is a winner!

II. YOUR CONTACTS

We understand the importance of open communication and the valuable contributions you add to our company’s success. There are many avenues for you to provide your thoughts, suggestions, receive answers to your questions or have your problems addressed. Your primary sources are listed in this section.

*Your Supervisor*

Your supervisor is your best and fastest source for information and generally should be your starting point for questions and problems.

*Human Resources and Safety Department*

The Human Resources (HR) & Safety Department’s responsibilities include recruiting, compensation, benefits, training, human resources planning, career development, employee relations, work force diversity, employee and guest safety and risk management. If your supervisor is not available or unable to help you, contact the HR & Safety Department for assistance.

*Accounting Department*

The Accounting department staff is involved in all financial concerns of the company. They act as your main contact regarding payroll issues.

III. USE OF TECHNOLOGY

*E-Mail/ Internet Usage Policy*

JHMR’s computer network, access to internet, email, and voicemails systems are intended for employees’ use in performing their jobs. Therefore, all documents and files are the property of JHMR. All information regarding access to computer resources, such as user identifications, modem phone numbers, access codes and passwords are confidential JHMR information and may not be disclosed to non-JHMR personnel. All computer files, documents, and software created or stored on JHMR’s computer systems are subject to review and inspection at any time. In this regard, employees should not assume that any such information is confidential, including email either sent or received. See [https://www.jacksonhole.com/computer-policies.html](https://www.jacksonhole.com/computer-policies.html).
*Personal Use of the Internet*
JHMR prohibits the display, transmittal, or downloading of material that is in violation of JHMR guidelines or otherwise is offensive, pornographic, obscene, profane, discriminatory, harassing, insulting, derogatory or otherwise unlawful at any time.

*Social Media Policy*
Postings by an employee on a blog, wiki, chat room, or social networking site are considered personal communications and are not Company communications. All social media postings on behalf of the Company must be preapproved and sent by authorized employees. For authorization, please contact Anna Cole, Communications Director, at ext. 2704. Personal postings by an employee concerning the Company are not prohibited provided they comply with guidelines set forth below or in this handbook.

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

A blog, wiki, chat room, or social networking site is not the ideal place to make a complaint regarding alleged discrimination, unlawful harassment, or safety issues. Complaints to the Company regarding these issues must be made consistent with the complaint process in this handbook so that the Company can address them.

When you use social media, use good judgment. We request that you be respectful of the Company, our employees, our customers, our partners and affiliates, and others. Avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparages our employees, customers, partners and affiliates, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone’s reputation or posts that could contribute to a hostile work environment.

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

*Downloaded Software*
The download of any software (whether free or for a fee) must be approved and documented by the JHMR Information Systems Department. Software downloaded through the Internet must be used and purchased according to United States Copyright Law and JHMR’s purchasing practices.

*Unauthorized Use*
Employees may not attempt to gain access to another employee’s personal file, personal identifiable information, email messages or send a message under someone else’s name without the latter’s expressed permission. Under no circumstances may the JHMR network and computing resources be used for any of the following purposes:

- Circumventing existing security controls to damage the integrity or disrupt the use of JHMR’s information resources.
- Using JHMR resources to conduct outside business ventures without express approval.
- Disclosing confidential or restricted information to unauthorized personnel.
- Performing illegal activities, including gambling.
• Downloading and/or using software that has no business purpose, such as games.
• Using JHMR computer systems as a conduit for unauthorized access attempts on other computer systems.

The activities mentioned above are illustrative and not intended to be all inclusive. If you have any question whether your behavior would constitute unauthorized use, contact Information Systems or Human Resources before engaging in such conduct.

IV. RESOLUTION OF EMPLOYEE CONCERNS AND COMPLAINTS

In the event that you find a particular situation calls for a formal review, JHMR has created an employee problem resolution procedure. The procedure provides you with the opportunity to have your concerns addressed. The process proceeds through the following contact points to ensure your concern’s review, appeal and thorough consideration:

• Supervisor
• Department Head
• Human Resources & Safety Department
• Review by Senior Team Member
• President

You may initiate a complaint at any level of the process. However, since your supervisor is the most knowledgeable about departmental and interdepartmental matters it is generally recommended that department management be the first step, since they are in the best position to respond to your concerns.

If you are not satisfied after discussing the problem with the supervisor, or if it is inappropriate to go to the supervisor, an “open door” guideline exists. You may take your problem to a representative of the Human Resources Department and/or to another level of management, as mentioned here. Should you desire further resolution, speak to the President who will make the final determination.

*Arbitration
Any dispute relating to your employment with Jackson Hole Mountain Resort which cannot be resolved by negotiation between the parties within 60 days of either party giving notice to the other party that a dispute has arisen shall be submitted to mediation (pursuant to the Employment Mediation Rules of the American Arbitration Association), and failing settlement of that dispute within 30 days thereafter, the dispute shall be submitted by any party for final resolution to binding arbitration pursuant to the Employment Arbitration Rules of the American Arbitration Association. Contact your supervisor or the Human Resources & Safety Department for more information.

V. STANDARD PRACTICES AND POLICIES

*Equal Employment Opportunity (EEO)
JHMR is dedicated to the principles of equal employment opportunity. We prohibit unlawful discrimination against applicants or employees on the basis of race, color, religion, sex, national origin, age 40 and over, ancestry, creed, disability, genetic information or any other status protected by law.
Further, the policy calls for the maintenance of a working environment for all that provides:

- Freedom from abusive, intimidating or offensive behavior on the part of supervisors or other employees. In this regard, harassment of any sort will not be tolerated, including derogatory ethnic, racial or sexist remarks.
- Freedom from sexual harassment. This refers to behavior which is not welcome, is personally offensive and interferes with the work effectiveness of its victims and their co-workers. See the following Anti-Harassment Policy for further explanation.

JHMR strives to maintain a workplace that accepts the differences in employees’ culture, age, ethnicity, gender, physical and mental ability and lifestyle. We expect that all members of the JHMR community will interact and treat each other with dignity and respect.

*Anti-Harassment Policy*
JHMR is committed to providing a work environment that is free from harassment of any sort. Sexual harassment refers to unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct by anyone (employee, guest, vendor, etc.) of a sexual nature when:

- Submission to such conduct is made (whether explicitly or implicitly) a term or condition of an individual’s employment.
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual.
- Such conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile or offensive working environment. Such conduct could include inappropriate jokes, cartoons, graphics, lewd comments, physical contact and repeated requests for dates.

Harassment by an employee at any level will not be tolerated.

Any employee who believes that he or she has been subject to or has observed any form of sexual harassment should report the incident to their supervisor immediately. If the supervisor is unavailable or the employee believes it would be inappropriate to contact that person, the employee should immediately contact the Human Resources & Safety representative with whom the employee is comfortable.

Complaints will be promptly investigated. In the event, upon investigation, JHMR concludes that sexual harassment or inappropriate conduct has occurred, the responsible employee may be subject to disciplinary action up to and including immediate termination of employment.

*Anti-Retaliation Policy*
No adverse employment action or retaliation will be permitted against any employee making a good faith complaint or concern, or against any employee assisting in the investigation of a complaint.

*ADA and Religious Accommodation*
JHMR will make reasonable accommodation for qualified individuals with known disabilities unless doing so would result in an undue hardship to the Company or cause a direct threat to health or safety. JHMR will make reasonable accommodation for employees whose work requirements interfere with a religious belief, unless doing so poses undue hardship on our organization.

*Anti-Violence Policy*
Our goal is to strive to maintain a work environment free from intimidation, threats, or violent acts. This includes, but is not limited to: intimidating, threatening or hostile behaviors; physical/verbal abuse;
vandalism; arson; sabotage; use of weapons; carrying weapons onto our premises; or any act which, in management’s opinion, is inappropriate to the workplace. Offensive comments regarding violent events and/or behavior are not tolerated.

Any behavior listed above should be immediately reported to a supervisor or Human Resources & Safety representative. Complaints will receive attention and the situation will be investigated. Based on the results of the inquiry, action will be taken which management believes appropriate. Employees should directly contact law enforcement personnel if they believe there is an imminent threat to the safety and health of employees and/or property.

*Drug and Alcohol Policy*

It is the policy of Jackson Hole Mountain Resort to foster a work environment free from the effects of illegal or non-prescribed drugs, controlled substances, and alcoholic beverages. The Company is committed to maintaining a drug-free work place. Abuse of drugs and alcohol impairs employee judgment, which may result in increased safety risks, employee injuries, faulty decision making and lower productivity.

To help ensure a safe and productive work environment, JHMR strictly prohibits the manufacture, distribution, dispensation, possession, sale, or use of drugs, alcohol or controlled substances on any JHMR premises, in any JHMR vehicle, or on work time. In addition, JHMR strictly prohibits any employee from reporting for or being at work with any detectable level of drugs, controlled substances, or alcohol in the employee’s system, or when tested by breathalyzer with a breath alcohol content of 0.00 or greater. Any violation of this policy will not be tolerated.

**Alcohol at the Resort:**

While JHMR supports team members enjoying the services and activities of the resort, it is important to remember that even as an off-duty employee you are expected to act responsibly and represent JHMR in a positive and respectful manner. Such activities are a privilege and we ask that you act accordingly. This privilege can be revoked for any and/or all employees at any time.

Consumption of alcohol is allowed at restaurants, lounges and areas where alcohol is dispensed for sale to the public. If you wish to purchase or consume alcohol, you must:

a) be completed with your work day;

b) be out of uniform and nametag; and,

c) be 21 years old and be prepared to show picture ID upon request (driver’s license, state ID card or passport).

Alcohol is not to be consumed in any work areas such as shops or store rooms, kitchens, locker rooms, break rooms, offices, or on the lifts, tram or anywhere on the mountain.

Exception: With Sr. Executive approval, in moderation, beer or alcohol may be consumed in designated areas for special events provided you are off-duty.

**Testing:**

Employees will be tested for drugs by urine sample and for alcohol by a breath analysis or urine analysis. An employee can be tested for any of the following reasons:

- Pre-Employment
- Reasonable Suspicion
- Post- Accident/ Incident
- Random
Winter season testing will typically take place at the Teton Village Clinic. When the Teton Village Clinic is closed, testing will typically occur at St. John’s Medical Center in Jackson. When called to the clinic (or hospital) for testing, you must take a photo ID, such as your driver’s license or employee ski pass, and know your Social Security Number for identification purposes.

Pre-Employment:
The company reserves the right to require that all prospective employees submit to a drug test as part of the application process.

Reasonable Suspicion:
If there are facts or circumstances giving rise to a reasonable suspicion that an employee is in violation of this policy, JHMR will require the employee to submit to an appropriate test for substance abuse.

Post-Accident/Incident:
JHMR requires any employee to submit to an appropriate test for substance abuse after an accident or incident in any of the following circumstances: an injury where the supervisor determines an employee needs medical attention beyond First Aid; an injury report is filed with the Wyoming Workers’ Compensation Division; an employee has lost time from work; the incident involves damage to equipment and/or material in excess of $500.00.

Random:
JHMR reserves the right to drug test all employees on a random selection basis. Because of random selection and timing, it is impossible to predict how often and when any individual employee will be tested in a given year. Each time a random selection is made, every employee on the active payroll will have an equal chance of being selected (even if you have previously been tested).

DOT Testing for CMV Drivers:
Some positions fall under the U.S. Department of Transportation testing provisions and will also be tested under the JHMR Drug & Alcohol Policy for CMV Drivers (CDL Holders). Contact Human Resources & Safety for information on this policy.

Refusal to submit to a drug or alcohol test is a violation of this policy and will result in termination of employment. Attempts to alter or substitute the specimen provided will be deemed a refusal to take the test.

Prescribed or Over-the-Counter Drugs:
The use or possession of prescribed or over-the-counter drugs (as defined by applicable Wyoming State and Federal Laws) is not prohibited by this policy, if:

A. The drug has been legally obtained and is being used for the purpose for which it was prescribed and/or manufactured;

B. The drug is being used in the dosage prescribed or authorized;

C. The employee must, when drugs are prescribed by a medical professional, inquire of the prescribing professional whether the drug prescribed has any side effects which may impair the employee’s ability to safely perform essential job functions the employee’s job. If the answer from the medical professional is yes, the employee must obtain a statement from the medical professional indicating any work restrictions and their duration. The employee must present that statement to his or her supervisor prior to going on duty.
Off Duty:
Illegal use of drugs off duty and off JHMR premises is not acceptable because it can affect on-the-job performance and the confidence of our guests, the government, and our employees. Such use is not tolerated.

*Non-Solicitation Policy*
JHMR prohibits solicitation on the premises. Please report any violations of this policy to Security at 699-4798.

*Attendance Guidelines*
Scheduling is based on business levels, and schedules are created to meet business demands. We need you to be on the job every day you’re scheduled to work. Excessive absenteeism will not be tolerated.

Your supervisor will advise you of your work schedule as well as department practices concerning work breaks and lunch periods. It is important to advise your supervisor if you will be late or must leave early. We understand that personal business, family or medical appointments may occasionally conflict with your commitment to JHMR. You should try to avoid making personal appointments during business hours whenever possible. Please schedule personal appointments at times that best fit your department’s needs. Provide as much advance notice as possible and try to work out individual scheduling conflicts.

Occasionally, changing business priorities may require a change in your working schedule. We understand the inconvenience this may cause you, therefore such changes will be kept to a minimum and you will receive as much advance notice as possible.

*Personnel Files*
As an employer, JHMR maintains benefit, performance appraisal and salary records. Personnel files belong to the company. All personnel files must be stored in the Human Resources department. Personal information, such as your employment application, performance appraisal forms, and warning notices are kept in your official personnel file. The content of these files are not to be given to employees or former employees. However, employees may review their file in the presence of a department manager or a representative of the Human Resources & Safety Department.

*Employment References and Verifications*
With your written permission, JHMR will release information to institutions or employers you specify. Otherwise, JHMR will only provide references with positions you held and the dates of your of employment.

*Smoking and E-Cigarettes Policy*
To provide a safer and healthier work environment, smoking is prohibited in all JHMR buildings and vehicles. Tobacco (including E-Cigarettes and the like) use by all employees, vendors, and visitors is only allowed in designated, signed smoking areas. The designated areas are as follows: Cody lot near trash bins, the Main lot in front of the Tram, behind the Four Seasons by the loading dock and the E lot behind the Mountain Operations Building. Tobacco use in any other location at JHMR as an employee (on or off the clock) is forbidden. Please remember to dispose your cigarette butts appropriately, otherwise that is considered littering.

Employees should notify guests who smoke in prohibited areas of our Smoke Free Policy and ask them to refrain from smoking unless in a designated area or require the person to leave the premises.
*Dress and Appearance Guidelines*

Pride in personal appearance and good hygiene is important in our ability to be competitive in the service industry. The appearance of our employees communicates an image of JHMR to the public. It is for that reason the following dress and appearance standards are enforced. Jackson Hole Mountain Resort Management reserves the right to make final decisions regarding dress and appearance.

**Dress:**
All employees are expected to be neatly dressed and well-groomed. Staff members in positions with guest contact are required to wear name tags while on duty. When a uniform or coat is issued, it must be worn only on the job or when designated.

**Employees must NOT ski in uniform unless they are working.** The uniform must be kept clean and in good repair. Personal, non-uniform clothing may be worn only if it does not interfere with the overall appearance of the uniform (this includes hoodies). Upon termination of employment, employees are required to return all company clothing in reasonable condition before the final paycheck is issued. If uniform items are not returned, a deduction may be made from the employee’s final paycheck for the value of the unreturned items.

**Appearance:**
- **Mustaches:** Permitted, must be neatly trimmed.
- **Beards:** Employees who have well developed and neatly trimmed full beards or goatees on the first day of employment may retain such at the discretion of their supervisor. These must be maintained in a well-groomed manner and may not be more than one inch in length. Employees will not be permitted to start growing beards or goatees during an operating season.
- **Sideburns:** Must be neatly trimmed and may not extend beyond the bottom of the ear.
- **Hair:** Hair is to be maintained in a neat and clean manner at all times. Men with hair that extend to the shoulder and below must pull it back. No radical styles or colors are allowed.
- **Earrings:** Other than one stud or small hoop earring in the earlobe, no rings, studs, or other piercing jewelry is permitted on any body part visible to the public, with the exception of one small, discreet nose stud.
- **Cosmetics:** Exercise good judgment when wearing makeup.

**Pets**
In the interest of safety and cleanliness, having pets in the area is prohibited. This includes dogs kept inside and/or tied to an employee’s car. Please leave pets at home. Ski Patrol Avalanche dogs are necessary for the safety of JHMR employees and guests and are exempt from this policy.

**Lost and Found**
All items (including cash) lost or found on or near JHMR premises, or in any building operated by the Jackson Hole Mountain Resort should be turned into the Guest Service Center. The Guest Service Center is located next to the Tram building, to the right of the ticket windows. It is the policy of the Jackson Hole Mountain Resort to hold any lost or found item for a predetermined time period; if the item has
not been claimed, the Guest Service Center will donate the item to any number of community organizations.

*Environment*
Jackson Hole Mountain Resort is a member of the National Ski Areas Association’s Climate Challenge. The Climate Challenge is a voluntary program dedicated to helping participating ski areas reduce greenhouse gas (GHG) emissions. JHMR and ski areas across the country adopted an Environmental Charter in 2000 to address the environmental concerns of our industry. The Charter, commonly referred to as "Sustainable Slopes," identifies climate change as a potential threat to the environment and our business. Although we are not a major source of greenhouse gas (GHG) emissions, many resorts across the country are taking steps to reduce their own, limited GHG emissions.

To collectively address the long-term challenges presented by climate change and continue our commitment to stewardship under the Sustainable Slopes program, we adopt this climate change policy. Through this policy, we aim to raise awareness of the potential impacts of climate change on our weather-dependent business and the winter recreation experience; reduce our own greenhouse gas emissions; and encourage others to take action as well. We are committed to working toward solutions that will keep both the environment and economy healthy and preserve quality of life.

To this end, we will take the following actions:
- Educate the public and resort guests about the dependence of winter sports on natural ecosystems and the potential impacts of climate change on the winter recreation experience; educate guests on how they can help reduce GHG emissions.
- Raise policy maker awareness of the dependence of winter sports on natural ecosystems and the potential impacts of climate change on the winter recreation experience.
- Advocate the national reduction of GHG emissions through legislative, regulatory or voluntary measures.
- Support sound, science-based solutions to climate change, including the use of renewable energy technologies.
- Partner with appropriate organizations and agencies to assess opportunities to reduce resort emissions and increase energy efficiency; invest in new, more efficient products, practices and technologies; and measure our emission reductions.
- Pursue resort-wide goals to reduce GHG emissions and municipal solid waste.

*Recycling*
Facilities are available to enable employees to participate in recycling. Receptacles for collection are available in several locations in Teton Village. All employees are encouraged to recycle their personal items at a recycling location convenient to them. Employees choosing to drop off their personal materials (aluminum, tin, glass, newspapers and copy paper) will need to do so at the recycling facilities located in the Ranch Lot. In addition, containers are distributed throughout JHMR buildings to gather recyclable materials. For more information on what materials can be recycled, please contact the Buildings and Areas Department at ext. 2656.

*Parking and Transportation*
Jackson Hole Mountain Resort works with Teton Village Association to manage traffic to and from Teton Village because less cars means fewer wildlife-vehicle collisions, lower carbon emissions, and less vehicle congestion, which helps add up to a higher quality of life overall for our community.
In compliance with the Teton Village Master Plan’s Transportation Demand Management (TDM) requirements, employee parking and transportation guidelines have been established. JHMR employees (who do not have approved exceptions) have the following options for getting to work at Teton Village:

- **Ride the START bus from your nearest convenient bus stop.** JHMR purchases START bus passes, which employees will receive at no cost, for all transportation in Jackson and between Jackson and Teton Village. Full reimbursement is available for those taking the bus from Teton Valley or Star Valley.
- **Drive or ride a START bus to the Teton Village Transit Center (Stilson) and ride the free Stilson Shuttle or START bus to the Village.** There is an indoor heated waiting area that serves Great Northern coffee 6:00-10:00 a.m. Please be green and bring your own cup for free coffee!
- **Employees dropping kids off at the Kids Ranch will be allowed to park for free in the Ranch Lot.** They will receive a validation notice from the Kids Ranch to show the parking attendants. Validation notices must be presented each time you park.
- **Paid parking is in the Ranch Lot $10.** Cody/Upper Village, Crystal Springs/Middle Village and Village/Lower lots $20 from 6:30am - 1pm and $10 from 1-3pm. Peak Holiday pricing rates, $30 in front lots and $15 in Ranch lot, will apply from Saturday, December 22, 2018 thru Sunday, January 6, 2019 and every weekend thereafter until Sunday, March 17, 2019.
- **There is no overnight parking permitted at Stilson or in any of the Teton Village parking lots.**
- **1 hour short term and disabled parking is available in select locations, and is strictly enforced.**

**VI. WORK ETHICS**

*Ethical Conduct*

JHMR believes in high ethical standards and responsible conduct in providing quality service to our customers- both internal and external. JHMR believes adherence to these standards is essential to the attainment of our Mission. If you ever have any question with regard to your activities, discuss them with your supervisor or HR & Safety.

*Conflict of Interest*

Employment of spouses and relatives is discouraged within the same department and will not be allowed in certain situations, such as where: a) the job function of one or both individuals includes cash handling where one employee audits the other employee’s work; or, b) one individual is in a direct supervisory or management position over the other.

If a romantic relationship develops between two people where one is in a supervisory position over the other, both parties are responsible for reporting the relationship to Human Resources. Such relationships can be disruptive to the work environment, create a conflict of interest or the appearance of a conflict of interest, and lead to complaints, favoritism, discrimination, or sexual harassment. Steps may be taken to change the work relationship to avoid any conflict of interest.

*Discipline*

Occasionally performance or other behavior falls short of our standards and/or expectations. When this occurs, management takes action, which, in its opinion, seems appropriate. Disciplinary actions can range from an informal discussion with the employee about the matter to immediate discharge. Action taken by management in an individual case does not establish a precedent in other circumstances.

All employees must notify JHMR no later than 5 days after being convicted of a felony.
VII. EMPLOYEE CATEGORIES

*Seasonal
Seasonal employees are those hired to work a season or a portion of a season. The annual re-employment of seasonal employees is not guaranteed, although seasonal employees who have performed exceptionally well may be re-employed. There are two types of seasonal employees:

- **Full Time** - Commit to work at least 4 days per week, and/or a minimum of 30 hours per week.
- **Part Time** - Commit to work less than 4 days per week and less than 30 hours per week.

*Dual Seasonal
Employees working full time in both a winter and a summer seasonal position may be eligible to convert to dual seasonal status. Currently, all dual seasonal employees qualify for PTO, Sick, life insurance and 401(K).

To be eligible for Dual Seasonal Status, an employee has to work an average of at least 30 hours per week and at least 300 hours per season, begin work within the first three weeks of the season, and finish work within three weeks of the close of the season. Once they meet this requirement, they will become Dual Seasonal on the first day of the next season or the day they start work (whichever is later).

To maintain their Dual Seasonal status, they must commit to and work full-time hours (30 hours/week). Hours reports will be checked every pay period by HR. If an employee is not meeting their hour commitments for two pay periods in a row, they will be removed from Dual Seasonal status and changed to Seasonal status.

*Year Round
Year round employees are those hired to work in one position on a year round basis, or in one position full time the “majority” of a year (more than dual seasonal).

- **Full Time** – Employees who are regularly scheduled to work at least 30 hours per week. Full-time, year round employees are eligible for certain benefits that part-time employees are not. The anniversary date for calculating benefits is the first day of employment.
- **Part Time** – Employees who are regularly scheduled to work less than 30 hours per week. Part-time, year round employees are eligible for the same benefits as seasonal employees.

VIII. COMPENSATION

Employment with JHMR is voluntarily entered into, and the employee is free to resign at will at any time, with or without cause. Similarly, JHMR may terminate the employment relationship at will at any time, with or without cause.

JHMR compensation is based on pay for performance. This is a partnership between you and your supervisor to determine the skills and competencies required to do your job, training and job expansion.

*Compensation Programs
JHMR believes in paying for performance. Performance evaluations are based on company, department, and individual goals. Performance toward these goals combined with the planned salary budget and the company’s ability to pay will determine individual pay. Please see the 2018-2019 JHMR Wage & Salary System booklet for more information.
*Overtime*

The work week begins on Sunday at 12:01 a.m. and ends Saturday at 12:00 midnight. Occasionally, additional hours of work may be required to meet business needs and customer demands. If you are a non-exempt employee (an employee eligible for overtime pay), you must first receive your supervisor’s approval before you start early, work late, take work home or work any overtime. It is the employee’s responsibility to verify overtime requirements with their supervisor.

Non-exempt employees will receive overtime at one and a half times their regular hourly rate according to their departmental guidelines dictating overtime. Most employees will be paid overtime after 56 hours of work per week. Food and Beverage employees will be paid overtime after 48 hours of work per week. Grooming, Mountain Patrol, Ski Patrol and Snowmaking employees will be paid overtime after 45 hours of work per week. Accounting, Administration, Carpentry, Electrical, Facilities Overhead, Gondola Maintenance, Groups and Conference Services, Hoback Sports, Human Resources, Information Systems, JHRL, Lift Maintenance, Marketing, Operations Administration, Retail Buying, Retail Warehouse, Resort Store, RTP, Security, Summer Trails Crew, Tram Maintenance, and Vehicle Maintenance will be paid overtime after 40 hours of work per week.

Employees who work hours in both a 56 hour per week and a 40 or 45 hour per week department in the same work week will be paid overtime for all work after 40 or 45 hours in that week. Employees will be paid overtime only for the hours they actually work. Vacation time, sick time, jury duty and other paid time off do not count as hours worked for purposes of calculating overtime.

*Tips*

According to federal law, any employee who receives $20.00 or more per month in tips is required to report them to the Payroll department. This law includes both credit card and cash tips. Credit card tips are automatically processed through payroll but it is the employee’s responsibility to report cash tips by submitting a Form 4070 (available in Payroll). The form is due by the 10th day of the following month. Failure to properly report tips will result in discipline up to and including termination.

IX. YOUR PAYCHECK

JHMR utilizes a paperless pay system via ALINE Pay by ADP® program or direct deposit.

*Direct Deposit of Paychecks*

Employees have the option to deposit their paychecks directly into their checking or savings accounts on paydays. If you are interested, please fill out the appropriate authorization form (it can be found in your hire packet or in the Human Resources and Safety office). Provide a voided check or account information and return it with a Direct Deposit form to the Human Resources and Safety office. If you sign up for direct deposit you will no longer receive a paper statement, however, all paystubs can be located via the ADP Portal. Please contact Payroll at ext. 2705 for more information.

*ALINE Pay by ADP®*

Employees have the option to enroll in ALINE Pay by ADP®, a reloadable prepaid payroll card. If you choose not to activate your ALINE Card, you will receive your pay via ALINE Check by ADP® - a payroll check you authenticate and write to yourself. If no pay selection is made, you will automatically be enrolled for payments on ALINE Pay. If you are interested, please fill out the appropriate authorization form (it can be found in your hire packet or in the Human Resources and Safety office). Please contact Payroll at ext. 2705 for more information.
*Pay Periods*
Our pay structure is based on a biweekly pay period, resulting in 26 pay periods per year. The following is a calendar of scheduled pay period end dates and pay days:

<table>
<thead>
<tr>
<th>PPD Begin Date</th>
<th>PPD End Date</th>
<th>Pay Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/18/2018</td>
<td>12/1/2018</td>
<td>12/7/2018</td>
</tr>
<tr>
<td>12/2/2018</td>
<td>12/15/2018</td>
<td>12/21/2018</td>
</tr>
<tr>
<td>12/16/2018</td>
<td>12/29/2018</td>
<td>1/4/2019</td>
</tr>
<tr>
<td>12/30/2018</td>
<td>1/12/2019</td>
<td>1/18/2019</td>
</tr>
<tr>
<td>1/13/2019</td>
<td>1/26/2019</td>
<td>2/1/2019</td>
</tr>
<tr>
<td>4/7/2019</td>
<td>4/20/2019</td>
<td>4/26/2019</td>
</tr>
<tr>
<td>5/19/2019</td>
<td>6/1/2019</td>
<td>6/7/2019</td>
</tr>
<tr>
<td>6/30/2019</td>
<td>7/13/2019</td>
<td>7/19/2019</td>
</tr>
<tr>
<td>7/14/2019</td>
<td>7/27/2019</td>
<td>8/2/2019</td>
</tr>
<tr>
<td>7/28/2019</td>
<td>8/10/2019</td>
<td>8/16/2019</td>
</tr>
<tr>
<td>8/11/2019</td>
<td>8/24/2019</td>
<td>8/30/2019</td>
</tr>
<tr>
<td>8/25/2019</td>
<td>9/7/2019</td>
<td>9/13/2019</td>
</tr>
<tr>
<td>10/6/2019</td>
<td>10/19/2019</td>
<td>10/25/2019</td>
</tr>
</tbody>
</table>

*Timesheets*
Time and Attendance edits and approvals must be completed by supervisors and communicated to employees by 2:00pm every Monday. If you are a non-exempt, hourly employee you are responsible for recording your time by clocking in to and out of the timekeeping system for hours worked. If you feel there is a discrepancy between your timesheet in Time and Attendance system and your paycheck, notify your supervisor immediately. Do not under any circumstance clock in to or out of timekeeping system as another person or request another employee to do this for you. Any falsification or misrepresentation of time worked will not be tolerated.

*Pay for Exempt Employees*
Exempt employees must be paid on a salary basis. This means exempt employees will regularly receive a predetermined amount of compensation each pay period on a weekly basis. The Company is committed to complying with salary basis requirements which allows properly authorized deductions.
If you believe an improper deduction has been made to your salary, you should immediately report this information to Human Resources. Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, you will promptly be reimbursed.

*Payroll Advances*
In emergency situations, JHMR may make advances on pay, excluding appropriate payroll tax deductions. Payroll must receive a check request from the supervisor of the employee, reflecting the approval (signature) of the supervisor/department head, as well as a copy of the employee’s approved time card or Time and Attendance hours. A $25 administrative fee is charged for the additional work required to process each payroll advance. The amount of the pay advance will reflect total hours worked during the pay period at the date of request minus the fee and payroll/tax deductions. Pay advances must be received in payroll by 10:00 AM for the check to be available to the employee by 5:00 PM that same day, Monday through Friday. No pay advances will be issued on Mondays and Tuesdays of a pay week. No advances will be provided for time not yet worked.

*Payroll Deductions*
While employed by JHMR, certain deductions will be made from your paycheck. By law, Federal income tax must be withheld from your paycheck each pay period unless you claim exempt. In addition, per government regulations, an amount is withheld from your pay for FICA benefits (Social Security and Medicare), which the government will hold until you are eligible for these benefits. JHMR will not deduct FICA for our international staff. JHMR will deduct from you paycheck any debts you owe the Company or the value of any Company property issued to you which is either not returned or damaged due to your negligence, upon your termination of employment.

Idaho State Income Tax deduction is available for those residents of Idaho wishing to have this deduction. See Human Resources to fill out the proper paperwork. It is the employee’s responsibility to tell Payroll/HR if they would like this deduction and/or if they would like this deduction to stop (for example, if the employee moves out of Idaho). Failure to do so may result in reporting and withholding errors. Employees are responsible for any cost incurred to amend incorrect reporting at the end of the year due to this error.

*Garnishment of Wages*
The term “garnishment” means any legal or equitable procedure through which earnings of an individual are required to be withheld for the payment of any debt. Should JHMR be served with a garnishment on your wages, we are required by law to withhold the amount stated.

*Termination*
Upon termination, employees must supply Human Resources with a forwarding address for W-2 purposes, and return to supervisor any Company issued keys, uniforms, other property. Employee passes will be deactivated upon termination.
X. BENEFITS

*Insurance (Medical, Dental, Life)*
JHMR full-time year round and dual seasonal employees, are currently eligible for individual and dependent group medical, dental, and life insurance coverage after 90 days of year round or dual seasonal status. Premium payments are currently shared by JHMR and the employee. The employee contributions are paid bi-weekly on a pre-tax basis through payroll deductions. Contact Human Resources & Safety for current employee contribution amounts.

Employees on unpaid leave (voluntary or involuntary) will be required to pay the employee portion of their insurance premiums while they are on leave. Contact Human Resources & Safety for more information.

Dual Seasonal employees are subject to the above policy during our summer and winter operating seasons (19 pay periods). During seven designated off season pay periods, dual seasonal employees will not be billed for the employee paid health insurance premiums.

For 2019 the seven designated off season pay periods are:

<table>
<thead>
<tr>
<th>PPD Begin Date</th>
<th>PPD End Date</th>
<th>Pay Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>4/7/2019</td>
<td>4/20/2019</td>
<td>4/26/2019</td>
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<tr>
<td>5/19/2019</td>
<td>6/1/2019</td>
<td>6/7/2019</td>
</tr>
<tr>
<td>10/6/2019</td>
<td>10/19/2019</td>
<td>10/25/2019</td>
</tr>
</tbody>
</table>

*401(K) Plan*
Year-round and dual seasonal employees are currently eligible to participate in this tax-deferred savings program if you have completed 3 months of service. Additionally, full-time Ski Patrollers and A-status and B-status Ski Instructors are eligible to participate in the 401(k) Plan.

Through a payroll deduction you can put whole percentages of your total W-2 compensation (yearly maximum restrictions apply), into your choice of the funds offered by JHMR. JHMR may make a discretionary match to your contributions each year based on a proportion of your contributions. Restrictions apply in regards to changing your contribution percentage, access to money in your account if you terminate employment, loans, withdrawals, etc. For information on eligibility and enrollment in the 401(k) Plan, please contact Human Resources & Safety.

*All Mountain/ Lift Privileges*
JHMR Employee Passes:
All employees scheduled to work at least 15 hours every week during the winter season are currently eligible for a complimentary JHMR Grand Pass, based on employment status. This pass will permit unlimited use of all chair lifts, tram and gondolas. You are required to have your employee pass with you each time you pass through a lift access gate.
Employees who violate any mountain rules will be disciplined up to and including loss of mountain privileges and termination of employment.

Dependent Passes:
All seasonal full-time, year round full-time and dual seasonal employees of JHMR are currently eligible to receive complimentary JHMR family passes for their spouses and dependent children residing with the employee, through the senior year of high school. This pass will permit unlimited use of all chair lifts, tram, and gondolas in the winter season. Family passes offer access based on the employees’ status. Family members are required to show employee family passes each time you pass through a lift line.

Employees and dependents are encouraged to enjoy these privileges. JHMR supports and enforces Wyoming Statutes § 6-9-201, 301 (1989). Individuals who enter closed areas, who are involved in hit and run collisions, who are impaired by alcohol or drugs, or who act recklessly endangering themselves or others, face immediate revocation of lift privileges, removal from the area, arrest, and criminal prosecution.

Lost, Stolen, Defaced Passes:
A $25 service charge applies for the replacement of lost, stolen, defaced passes.

*Service Recognition
All JHMR employees who retire, in good standing and are eligible for rehire, with 20 plus years of service, will receive a lifetime Grand Pass. To be eligible, the employee must have 20 full-time seasons of service; have 20 years of service in year round or dual seasonal status, or a combination of the two. NOTE: The employee must be with JHMR for 20 years, i.e., working a full-time winter and a full-time summer season in the same year counts as one year toward the 20 year requirement. Employees will receive this recognition when they meet the 20 years of service requirement.

*Benefits at Other Resorts
Grand Targhee
Grand Targhee offers free skiing/riding to full-time JHMR employees. In order to ski/ride free at Grand Targhee, a signed letter of introduction from your supervisor is required along with a valid JHMR employee season pass. (No duplications are allowed.) Some restrictions may apply. Plan ahead to see your supervisor to arrange for a letter of introduction. Employees must always present their JHMR employee pass and a letter to receive this benefit.

Snow King
Free skiing and snowboarding for full-time employees, half priced tubing, and half priced coaster rides, at Snow King’s discretion. You must take your employee pass and a letter filled out by your supervisor.

Intermountain Ski Areas Association (ISAA)
ISAA offers reduced prices for skiing/riding other member areas. Some restrictions apply. Contact Human Resources for details.

Mountain Collective
As a part of the Mountain Collective, JHMR employees are eligible to ski at any of our partner mountains for 50% off the one day window price. To receive the discounted lift pricing, you must pick up one Mountain Collective Employee card for each day you plan to ski from the Human Resources department. This is to be presented along with your employee pass at the partner resort’s ticket window. You must obtain a Mountain Collective Card from Human Resources prior to travel.
IKON Pass
As a part of the new IKON Pass, JHMR employees are eligible to ski at any of our partner mountains for 50% off the one day window price. **To receive the discounted lift pricing, you must pick up IKON Employment Verification forms for each day you plan to ski from the Human Resources department.** This is to be presented along with your employee pass at the partner resort’s ticket window. You must obtain an IKON Employment Verification form from Human Resources prior to travel.

*Employee Assistance Program (EAP)*
EAP is a contracted service outside the Company providing free confidential help with a wide variety of personal problems, issues and concerns. Professional counselors offer crisis intervention, short-term counseling, assessment and referral to community resources. Any personal problem that troubles an employee is a legitimate reason for using EAP. These issues can include: marriage/family conflict, alcohol and/or drug dependency, financial worries, physical abuse, stress, bereavement, workplace issues, legal concerns and other personal problems. Employees are provided four free visits per issue with an EAP counselor. The EAP staff also makes referrals and provides information for family members of employees. The fact that you have been a client of EAP will not affect your job; it will be kept completely confidential. For a brochure or to talk to a counselor, please call (800) 999-1077. Brochures may also be picked up in the Human Resources & Safety office.

*Profit Center Discounts*
JHMR employees currently receive discounts at all JHMR Profit Centers during the season of employment (seasonal dates are the published periods). EMPLOYEES ARE ONLY ELIGIBLE FOR PROFIT CENTER DISCOUNTS WHILE THEY ARE ACTIVELY EMPLOYED WITH JHMR. YOU MUST ALWAYS SHOW YOUR EMPLOYEE PASS TO RECEIVE THESE DISCOUNTS!

**Food & Beverage** -- 40% discount at Casper Restaurant and Café 6311. 20% discount at RPK3, General Store (10% off retail alcohol), Off Piste Market and Tin Can Cantina (Summer Only). Due to capacity issues, the employee discount is not eligible at the Rendezvous Lodge between 12-2. Discount applies to employees’ food only. 20% off at Piste Restaurant for employees for up to a table of four people (alcohol and gratuity not included).

**Retail/Rental** -- 20% discount on accessories, soft goods and ski/snowboard hard goods, 10% discount on bike purchases, 10% additional on sale items, 20% discount on bicycle repairs/tunes, 40% discount on ski and snowboard repairs/tunes, 50% off rentals/demos. Discounts good at JH Sports, Teton Village Sports, Hoback Sports, Hole in the Wall Snowboard Shop, JH Sports Junior, Jackson Hole Resort Store, Mountain Khaki and Rodeo. **Discounts for personal use only. Discounts only apply to products representing the season employed. Bike/ski subject to special order.**

**Jackson Hole Resort Lodging** -- up to 20% discount (depending on dates, availability, and property restrictions) for immediate family members on Jackson Hole Resort Lodging condominium units. To make reservations, employees should contact the JHRL Reservations Department at 1-800-443-8613.

**Mountain Sports School**
**Class Lessons:** Employees may participate in up to 3 complimentary full day class ski or snowboard lessons on a space availability basis. To enroll, employees will sign up at MSS Sales in the Bridger Center. There must be at least one paying guest in a lesson for employees to enroll.

Employee dependents receive 50% off class lessons on a space available basis. Advance registration at the MSS Sales desk in the Bridger Center, or Kids Ranch required.

Employee class lesson and dependent lesson benefits are not available during blackout periods.
Camps: Employee participants receive 50% off adult ski and snowboard camps on a space availability basis.

Wrangler Daycare Program: Daycare pricing for employee children is available. Reservations must be made at least 7 days in advance to receive employee rates. To make reservations please go to the Employee eStore and click on the Daycare link. Immunization records required for enrollment. Call 739-2788 for more information and pricing.

Pioneers, Rough Riders and Explorers (Ages 3 – 14): 50% off class ski and snowboard lessons for employee children during non-peak seasons, 50% off all local season-long programs. To make reservations go to the Employee eStore.

Employee dependent benefits apply only to the employee’s spouse and children. Employee class lesson and dependent lesson products are not offered during blackout periods. Employee rates for daycare are available during blackout periods only on days the employee is working at JHMR. Blackout dates for the 2018-2019 season are: 1/5, 2/15-2/23, 3/9-3/24.

Other Discounts -- In addition to these savings, many other local establishments and retail outlets offer discounts to JHMR employees. These will be listed on the seasonal benefits brochure which can be found at https://www.jacksonhole.com/employee-benefits.html.

*START Bus
The Southern Teton Area Rapid Transit “START” runs throughout the valley. In winter, the START bus pass is included as part of your employee pass. Additionally, employees purchasing START Bus passes to Star Valley or Teton Valley will be reimbursed 100%. In an effort to respect our environment and create more parking for our guests, employees are encouraged to use the START bus system. Please ask your supervisor or Human Resources & Safety for details.

XI. TIME OFF

*Jury Duty Leave
All employees are currently eligible for paid jury duty leave. JHMR currently pays two-thirds (2/3) of pay based on the employee’s regular rate. Employees must be on the current payroll and are requested to present a statement showing the duration of service to receive pay for those days. Jury duty leave pay will not exceed your regular scheduled hours, up to a maximum of 10 days. Jury duty is not considered time worked in the computation of overtime and benefits.

*Voting Leave
Voting is an important responsibility we all assume as citizens. We encourage employees to exercise their voting rights in all municipal, state, and federal elections.

Under most circumstances, it is possible for employees to vote either before or after work. If it is necessary for employees to arrive late or leave work early to vote in any election, employees should arrange with their supervisor/manager no later than the day prior to Election Day.

*Military Leave
Employees granted a military leave of absence are reinstated and paid in accordance with the laws governing veterans’ re-employment rights.
*Paid Time Off (PTO)*

JHMR currently provides PTO based on your eligibility, years of service and position within the company. Non-benefit eligible positions/seasons do not count towards length of service. **Full-time/year round and dual seasonal employees** are currently eligible for the following PTO benefits:

<table>
<thead>
<tr>
<th>Year of Employment</th>
<th>Hours of PTO</th>
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</thead>
<tbody>
<tr>
<td>1st year of employment</td>
<td>144 hours of PTO</td>
</tr>
<tr>
<td>2nd year of employment</td>
<td>144 hours of PTO</td>
</tr>
<tr>
<td>3rd year of employment</td>
<td>152 hours of PTO</td>
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<td>4th year of employment</td>
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<td>8th year of employment</td>
<td>192 hours of PTO</td>
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<td>9th year of employment</td>
<td>200 hours of PTO</td>
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<tr>
<td>10th year of employment</td>
<td>208 hours of PTO</td>
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<td>11th year of employment</td>
<td>216 hours of PTO</td>
</tr>
<tr>
<td>12 or more years of employment</td>
<td>224 hours of PTO</td>
</tr>
</tbody>
</table>

PTO is earned on an hourly basis throughout the year. Forty (40) hours are the maximum hours counted toward PTO in any one week. Overtime does not count as regular hours worked. A regular forty (40) hour work week may not be enhanced with PTO hours. With your supervisor’s approval, you may be able to use PTO time before you earn it in a given fiscal year. Employees who are in a negative PTO situation and terminate employment will have PTO deducted from their final paycheck. **Any unused PTO available at the end of the fiscal year will be forfeited.** All unused PTO will be paid out upon termination and cannot be added to the last day worked in order to extend the recorded termination date.

**PTO Accrual upon rehire:** If a benefit eligible employee’s break in service exceeds their previous length of employment they will begin to accrue PTO as if a new employee. If their previous term of benefit eligible employment exceeds the duration of the break in service, they will begin to accrue PTO at the amount they were earning prior to the termination. You are encouraged to request your PTO early so that your department can attempt to accommodate your absence. Your PTO request is subject to departmental approval and is dependent on business conditions. Your supervisor or department head will try to accommodate your individual vacation request; however, please remember your supervisor must also ensure the department continues to meet its obligations and other employees’ needs are considered.

**Sick Leave**

Full time/year round and dual seasonal employees and seasonal managers with budgetary responsibilities currently accumulate a maximum of 48 hours of sick leave per year. Sick time is earned on an hourly basis throughout the year with forty (40) hours being the maximum hours counted in any one week. Overtime does not count as regular hours worked.

Sick time is to be used for the following purposes: illness or injury of employee or immediate family member (parent, sibling, spouse or children), death in the family, and doctor or dental appointments. It is not for any other purpose. Violation of this policy is grounds for disciplinary action. Employees must be scheduled to work in order to use sick leave.

Unused sick leave may be accumulated and reserved for a serious illness or injury up to 160 hours (one month). Any portion of the 160 hours can be used if needed for a serious illness. JHMR will pay for one-half (1/2) unused sick leave (maximum of 80 hours) upon termination. After accumulating the maximum
160 hours, employees will continue to receive a maximum of 48 hours of sick time per year. One-third (1/3) of any unused sick time (of the maximum 48 hours) will be paid at the end of the fiscal year. An employee may only carry forward 160 hours into the next fiscal year.

*Dual Seasonal PTO and Sick Payout*
Dual seasonal employees will be paid for PTO and sick at an hourly rate equivalent to 60% of their highest seasonal hourly rate plus 40% of their lowest seasonal hourly rate, regardless of whether they earn more summer or winter.

*Winter Seasonal Sick Leave*
At the start of an employee’s 3rd consecutive full time winter season, the employee will accrue seasonal sick leave on the following schedule:

<table>
<thead>
<tr>
<th>Service</th>
<th>Sick time eligibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>3-4 years</td>
<td>16 hours</td>
</tr>
<tr>
<td>5-9 years</td>
<td>24 hours</td>
</tr>
<tr>
<td>10 + years</td>
<td>40 hours</td>
</tr>
</tbody>
</table>

Seasonal sick time is to be used for the following purposes: illness or injury of employee or immediate family member (parent, sibling, spouse or children), death in the family, and doctor or dental appointments. It is not for any other purpose. Violation of this policy is grounds for disciplinary action. Employees must be scheduled to work in order to use seasonal sick leave.

A regular work week cannot be enhanced with seasonal sick hours to put the employee into overtime nor do seasonal sick hours count towards hours worked for overtime. Employees are not to go into the negative on seasonal sick hours; any hours in the negative will be paid back to JHMR immediately.

JHMR will pay for one-half (1/2) of any unused seasonal sick leave upon favorable completion of the season. Completing the season is defined as terminating no earlier than 3 weeks prior to the end of the season, unless the employee is terminated for lack of work. There will be no carry over from one season to the next.

*Leave of Absence and Unpaid Leave*
Full time/year round employees may be eligible for extended periods of unpaid time known as a leave of absence. A written request for a leave of absence must be approved by your supervisor, department head, and the Chief Administrator of Human Resources & Safety. The business needs of the department are paramount in determining whether a leave of absence is approved. Employees on leave of absence are not eligible for any pay, including earning any credit towards holidays, sick or vacation. Skiing privileges are suspended.

Because business needs change, a leave of absence does not necessarily guarantee a return to the same job, or a return to active employment at JHMR. However, the Company will attempt to reinstate the employee at the termination of an approved leave of absence.

If you need time away from work and you have no paid vacation time available, talk with your supervisor about using unpaid personal time. All requests for unpaid leave must be approved by your supervisor. **Special note: Employees may use any accrued PTO hours before or concurrently with any unpaid leave.**
Family and Medical Leave (FMLA Leave)
Jackson Hole Mountain Resort provides up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:
- Incapacity due to pregnancy, prenatal medical care, or child birth;
- To care for the employee’s child after birth, or placement for adoption or foster care;
- To care for the employee’s spouse, son or daughter, or parent, who has a serious health condition;
- Serious health condition that makes the employee unable to perform the employee’s job.

Military Family Leave Entitlements
Eligible employees with a spouse, son, daughter, or parent on active duty or called to active duty status in the Armed Forces, National Guard, or Reserves may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

Eligible employees may also take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered service member is a current member of the Armed Forces, National Guard, or Reserves, who has a serious injury or illness incurred or aggravated in the line of duty on active duty. Covered service member also includes veterans who were members of the Armed Forces, National Guard, or Reserves at any time during the period of five years preceding the start of treatment, recuperation, or therapy.

The injury or illness must make the service member medically unfit to perform his or her duties for which the service member is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list. In the case of a veteran, the qualifying illness or injury must be incurred or aggravated in the line of duty and manifest itself before or after the service member became a veteran.

Benefits and Protections
During FMLA leave, JHMR will maintain the employee’s health coverage under any group health plan on the same terms as if the employee had continued to work. Employees must continue to pay their portion of any insurance premium while on leave. If the employee is able but does not return to work after the expiration of the leave, the employee will be required to reimburse Jackson Hole Mountain Resort for payment of insurance premiums during leave.

Upon return from FMLA leave, most employees are restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. Certain highly compensated employees (key employees) may have limited reinstatement rights. Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee’s leave. As with other types of unpaid leaves, paid leave will not accrue during the unpaid leave. Holidays, funeral leave, or employer’s jury duty pay are not granted on unpaid leave.

Eligibility Requirements
Employees are eligible if they have worked for JHMR for at least 12 months cumulatively, and for 1,250 hours over the previous 12 month.

Definition of Serious Health Condition
A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a
condition that either prevents the employee from performing the functions of the employee’s job, or
prevents a qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of
incapacity of more than three consecutive full calendar days combined with at least two visits to a
health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy,
or incapacity due to a chronic condition. Other conditions may meet the definition of continuing
treatment.

Use of Leave
The maximum time allowed for FMLA leave is either 12 weeks in the 12-month period as defined JHMR,
or 26 weeks as explained above. JHMR uses the 12-month period measured forward from the first day
of an employee’s leave.

An employee does not need to use this leave entitlement in one block. Leave can be taken
intermittently or on a reduced leave schedule when medically necessary. Employees must make
reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt JHMR’s
operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

Employees taking intermittent or reduced schedule leave based on planned medical treatment and
those taking intermittent or reduced schedule family leave with the JHMR’s agreement may be required
to temporarily transfer to another job with equivalent pay and benefits that better accommodates that
type of leave.

Substitution of Paid Leave for Unpaid Leave
JHMR requires employees to use accrued paid leave while taking FMLA leave. In order to use paid leave
for FMLA leave, employees must comply with the JHMR’s normal paid leave policies. If an employee fails
to follow JHMR’s policies, the employee cannot use accrued paid leave, but can take unpaid leave. FMLA
leave is without pay when paid leave benefits are exhausted.

Employee Responsibilities
Employees must provide 30 days advance notice of the need to take FMLA leave when the need is
foreseeable. When 30 days’ notice is not possible, the employee must provide notice as soon as
practicable and generally must comply with JHMR’s normal call-in procedures.

Employees must provide sufficient information for JHMR to determine if the leave may qualify for FMLA
protection and the anticipated timing and duration of the leave. Sufficient information may include that
the employee is unable to perform job functions; the family member is unable to perform daily
activities; the need for hospitalization or continuing treatment by a health care provider, or
circumstances supporting the need for military family leave. Employees also must inform JHMR if the
requested leave is for a reason for which FMLA leave was previously taken or certified.

Employees also may be required to provide a certification and periodic recertification supporting the
need for leave. The Organization may require second and third medical opinions at JHMR’s expense.
Documentation confirming family relationship, adoption, or foster care may be required. If notification
and appropriate certification are not provided in a timely manner, approval for leave may be denied.
Continued absence after denial of leave may result in disciplinary action in accordance with JHMR’s
attendance guideline.
Prior to starting FMLA, an employee receiving JHMR Group Health Insurance must contact Human Resources to set up a health insurance premium repayment schedule.

**JHMR's Responsibilities**

JHMR will inform employees requesting leave whether they are eligible under FMLA. If they are, the notice will specify any additional information required as well as the employees’ rights and responsibilities. If they are not eligible, JHMR will provide a reason for the ineligibility.

JHMR will inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee’s leave entitlement. If JHMR determines that the leave is not FMLA-protected, JHMR will notify the employee.

**Unlawful Acts**

FMLA makes it unlawful for JHMR to:

• Interfere with, restrain, or deny the exercise of any right provided under FMLA;
• Discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

**Enforcement**

An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against the Organization. FMLA does not affect any federal or state law prohibiting discrimination, or supersede any state or local law or collective bargaining agreement which provides greater family or medical leave rights.

**XII. EMPLOYEE DEVELOPMENT**

JHMR understands that we have a mix of employees each having their own, individual set of goals and objectives for the future. We value all our employees and encourage you to work closely with your supervisor and co-workers to get basic training and develop job experience. JHMR encourages you to learn about the company and the industry. Educate yourself on how different departments function within JHMR and how other resorts work in comparison. We are certain this effort and the knowledge gained will reward you in the future regardless of your present goals and ambitions.

*Performance Appraisals*

Each department has a performance system which best aligns objectives with the goals of the department. Annual/seasonal appraisals should chart your specific accomplishments against objectives and may assess your strengths and development needs. During your performance period, you and your supervisor should have interim discussions concerning your performance and your progress toward your annual /seasonal objectives. Please see the JHMR Wage & Salary System booklet for more information.

*Job Postings Program*

JHMR generally will internally post open positions to meet your career development needs. You are eligible to participate in the job posting program if you are a current employee. Open positions are typically listed on the JHMR employment website, in First Tracks and on the job board in the Human Resources & Safety Department.
*Training*

Jackson Hole Mountain Resort is committed to being a learning organization. From your initial orientation through the final day of the season, we will provide training to help you perform your job and enrich the lives of our guests.

Be sure to take the initiative to ensure you receive the necessary training to perform your job. Your department may require you to take a course suited to your job that is offered outside the Company. If so, you will receive reimbursement for related expenses.

XIII. SAFETY, RULES AND GUIDELINES

*Opening Policy – Gondola*

Travel restrictions and area closures exist at the top of the gondola every night and early morning until that area of the mountain is opened by ski patrol. These closures are for staff and guest safety and exist as minimum restrictions regardless of the level of avalanche or weather hazard. All employees who utilize the Bridger Gondola for their scope of work need to be familiar with these closures. During times of elevated avalanche hazard as determined by the Avalanche Lab and notified through Valley Dispatch, all staff may be restricted to gondola cabin storage barn or in extreme cases, no access will be allowed. Failure to follow policy and protocol regarding restrictions and closures is dangerous and will result in disciplinary action up to and including termination.

*Opening Policy – Tram*

Tram Maintenance and Ski Patrol evaluate wind, weather, and avalanche hazard to determine loading of the Tram. Under no circumstance will anyone load the Tram alone. Failure to follow policy and protocol regarding restrictions and closures is dangerous and will result in disciplinary action up to and including termination.

**Note:** Valley Dispatch opens the mountain daily. Ski Patrol, Grooming (winch-cats), Snowmaking, Lift Operations and Maintenance and numerous other departments coordinate with Valley Dispatch each morning as to “CLEARANCES” before public is allowed up the mountain.

*Personal Electronics*

JHMR employees are prohibited from the use of personal electronic music players at work while skiing and snowboarding, or loading and unloading lifts. Your particular department may also have restrictions on cell phones, music players, or earphones. Contact your supervisor for more information.

*Helmet Policy*

**Purpose:**

It is the Company’s goal to establish and maintain a safe and healthy work environment. Winter employees and volunteers who ski, snowboard, operate snowmobiles, UTVs or ATVs are potentially at risk for head injuries from contact with the ground, snow surface or other natural and man-made objects while performing their job tasks. Helmets, when worn properly may offer a degree of protection from head injuries.

**Scope:**

This policy applies to all employees and volunteers who ski or ride as part of their job.
Helmet Requirements:
All JHMR employees and volunteers must wear a helmet at all times when alpine skiing or riding as part of their work responsibilities. All ski and snowboard helmets must meet the ASTM F2040 snow sports helmet certification.

Any employee who operates a snowmobile, UTV or ATV as part of their job duties is required to wear an appropriate helmet. This applies to all areas of the mountain. Your particular department may have additional helmet policies. Contact your Supervisor for more information.

**Downhill skiing and Snowboarding:** All JHMR employees must wear an ASTM-F2040 winter recreational helmet at all times when skiing or riding as part of their work responsibility.

**Snowmobile Operation:** Any employee who operates a snowmobile as part of their job duties is required to wear a DOT approved, AS/NZS1801:1997 or ASTM-F2040 winter recreational helmet. This applies to all areas of the mountain.

**UTV and ATV Operation:** Any employee who operates a UTV or ATV as part of their job duties is required to wear a DOT approved, AS/NZS1801:1997 or ASTM F1952 helmet.

**Bicycle:** Any employee who rides a bike as part of their job duties is required to wear a CPSC, ASTM F1447 or Snell certified bicycle helmet.

**Tower climbing, lift evacuation, snowmaking operations and construction activities:** These activities may require helmets that meet different standards. See your supervisor or manager for details.

All Employees are responsible for reading and understanding this policy and any notified updates. Violations of the helmet policy will lead to discipline up to and including termination of employment.

**JHMR SKIING AND SNOWBOARDING HELMET PROGRAM:**
JHMR will provide helmets through Jackson Hole Sports for employees or volunteers who are required to wear a helmet as outlined in this policy. Department heads will notify JH Sports of the employees/volunteers in their department who are eligible for a company helmet.
The procedure to obtain a company helmet is as follows:
- Helmets will be available to eligible employees at designated times and locations TBD throughout the season.
- Employees eligible for helmets will be on a list provided by the department manager.
- The employee must provide a picture ID to acquire a helmet (season pass or driver’s license).
- Helmets are for personal use only and are not transferable.
- Only approved company helmets will be provided at no cost.
- Helmets provided by JHMR are not to be exchanged at any retail outlet.
- Music Players are not to be used with company helmets.

Employees who choose to not obtain a company helmet must supply their own helmet as outlined in this policy. The helmet is part of the uniform and is expected to last 2 years for FT employees and 3 years for PT employees and volunteers. Discounted helmets are available to any employee or volunteer who chooses to wear a helmet and is not a member of the designated departments outlined above.

**HELMET REPLACEMENT**
Employees and volunteers will be eligible to receive a helmet every three seasons. Any helmet procured under this policy will be expected to last three years for employees and volunteers. If a company
purchased helmet does not pass the annual inspection, or it is damaged during the season, the employee/volunteer will be eligible to receive a new helmet provided the helmet is damaged in a work related incident that has been reported via the incident reporting process. If the company purchased helmet is damaged in a non-reported or non-work related incident, the employee is not eligible for a replacement but can receive a new helmet at a discounted employee cost. Any employee who has not previously received a company provided helmet and damages their personally supplied helmet will be eligible to receive a company helmet.

WARNINGS AND RESPONSIBILITIES

Warnings:
1. All safety equipment has limitations. Read and follow all the manufacturers’ instructions carefully.
2. Helmets are designed to absorb shock by partial destruction of the energy absorbing liner. This damage may not be visible. Therefore, if subjected to a severe blow, the helmet must be replaced even if it appears undamaged.
3. No helmet can protect the wearer from all foreseeable accidents. Depending on the type of impact, even a low speed accident can result in a serious head injury or fatality.
4. A helmet can only provide a certain level of protection for areas that it covers. It does not protect the neck.

Employee Responsibilities:
1. Always wear your helmet in the proper position.
2. Fasten your buckle and tighten your chin strap.
3. Check your adjustments every time you wear your helmet.
4. Inspect your helmet regularly for signs of wear or damage.
5. Do not wear a helmet that has been in an accident.
6. Do not attach anything to the helmet unless recommended by the manufacturer.
7. Do not wear anything hard or sharp under your helmet.
8. Do not take unnecessary risks just because you are wearing a helmet.

GENERAL REQUIREMENTS

Chin straps are to be fastened at all times when helmets are required. Helmets are considered company property and must be free of decorations, markings or paint that could compromise the integrity of the helmet. Only approved accessories (lighting systems, hearing protection, etc.) authorized by the JHMR may be added to a helmet.

*Workers’ Compensation*

All Jackson Hole Mountain Resort employees are covered under the company’s Wyoming Workers’ Compensation policy. It is essential to report all injuries which occur on the job to your supervisor immediately.

Employees who incur a work-related injury must complete a Report of Injury on the same or next day if possible. This form can be obtained from HR & Safety. The Report of Injury must be returned directly to the HR & Safety Department who will then send the report to the State of Wyoming.

If an employee is injured on the job and files a Workers’ Compensation claim for lost wages (which is a separate claim from the Employee’s Report of Injury), the employee is currently paid two-thirds (2/3) of their wages by Workers’ Compensation for approved claims. Before returning to work, employees must provide a doctor’s signed release stating they are able to return to work.
Filing a Report of Injury is neither a claim nor a guarantee for lost wages or any other benefits. Employees should be prepared to cover their costs until the State of Wyoming Workers’ Compensation Division has approved a claim. Employees are responsible for giving medical providers their case number as soon as they receive one and for providing the State with all requested information. The State will correspond directly with the employee at their home address.

Any misrepresentation or fraud of a claim can lead to termination, a civil action or criminal prosecution.

LIMITATIONS ON WORKERS’ COMPENSATION AND SKIING PRIVILEGES

Workers’ Compensation does not cover accidents incurred while skiing/riding unless skiing/riding is a regular and authorized part of your job and you are injured while you are doing that job while in an authorized location.

It is the policy of JHMR that injuries sustained while skiing/riding will not be supported by the Company as an appropriate Workers’ Compensation claim under the following circumstances:

1. If the injury occurs during a non-compensated period. Employees choosing to ski/snowboard down the mountain will not be covered under Workers’ Compensation unless the skiing/riding is part of their specific job function.
2. Mountain Sports School Instructors are not covered under the Workers’ Compensation policy unless teaching a lesson, participating in paid training session(s) approved in advance by a supervisor, or performing duties specifically assigned by Mountain Sports School Management.
3. Food & Beverage employees working at either the Bridger or Casper restaurants that choose to ski/snowboard to and from the restaurants when the Bridger Gondola and Sweetwater lifts are open will not be supported by JHMR in a Workers’ Compensation claim.
4. Other departments may also have specific guidelines, please contact your supervisor for details.
5. If the injury is not caused by your employment responsibilities, (in other words, does not arise out of or occur in the course of performance of your employment responsibilities) we take the position that recreational skiing/riding (personal pleasure rather than a function of your job) and reckless skiing/riding (out of control based on your ability level) are not part of your employment responsibilities.
6. If the injury is caused by the employee’s intoxication or the influence of a controlled substance.
7. If the injury or condition was pre-existing at the time of employment.
8. If the employee undertakes a dangerous act which is outside the scope of employment. It is the position of the Company that, unless specifically designated in writing as within the scope of employment of an employee, employees are prohibited from skiing/riding any double black diamond runs, closed areas or out of bounds when on duty or working or in company uniform; by way of example and not limitation, Corbet’s Couloir, S&S Couloir, Alta Chutes, Expert Chutes, Tower Three Chute, Paintbrush, Hoops Gap, Central Chute into Cheyenne Bowl. These areas are prohibited for employee skiing/riding while on duty unless authorized in writing. Be aware that the company will not support any claims for Workers’ Compensation benefits for injuries occurring in these prohibited areas.

The above list is not exhaustive, but is intended as a general statement of policy. Obviously, whether an injury is compensable depends on the facts and circumstances of each incident as reviewed and determined by the State of Wyoming Worker’s Compensation Division. You are responsible for your own actions.
We encourage you to exercise caution at all times and ski/ride within your ability level. Various types of accident insurance are available and are recommended for coverage while skiing/riding during non-covered periods. This information is available from the Human Resources & Safety Department. You must seriously consider the risk that some injuries are not covered by Workers’ Compensation insurance and protect yourself. Please ask questions if there is any doubt on this subject.

*JHMR Safety Policy*
We are committed to providing a safe, accident-free, and healthy work environment for our employees and guests. A safe and healthy workplace is the result of diligent work and ongoing attention to JHMR policies by everyone.

Communication between all employees must be kept open at all times. Cooperation on the part of all employees is an essential element of a safe workplace. Employees who notice hazards or other safety issues must notify their supervisors immediately. Employees who feel they need additional training should notify their supervisor. Supervisors and management will address these concerns and take corrective action when warranted.

Everyone needs to be knowledgeable of the safe work practices applicable to their area or job, and must abide by them. Supervisors will promote safety awareness to their subordinates through personal example, personal contact, training, and regularly scheduled safety meetings. All employees will perform their work with maximum regard for the safety of themselves, coworkers, and our guests.

Past experience and current standards are essential components of our safety policies, and are also an integral part of the JHMR personnel policies. Compliance with the policies is a condition of employment and must be taken seriously. Failure to comply will not be tolerated.

Safety and health are a top priority in this organization and go hand in hand with productivity and quality. This, in turn, will help provide a safe recreation area for our guests. If you would like a copy of the company safety program, please contact Human Resources & Safety.

*Your Responsibility Code*
1. Always stay in control and be able to stop or avoid other people or objects.
2. People ahead of you have the right of way. It is your responsibility to avoid them.
3. You must not stop where you obstruct a trail or are not visible from above.
4. Whenever starting downhill or merging into a trail, look uphill and yield to others.
5. Always use devices to help prevent runaway equipment.
6. Observe all posted signs and warnings. Keep off closed trails and out of closed areas.
7. Prior to using any lift, you must have the knowledge and ability to load, ride and unload safely.

BE RESPONSIBLE, BE SAFE
Winter Recreation can be enjoyed in many ways. At Jackson Hole you may see people using alpine, snowboard, telemark, cross country or other specialized equipment, such as that used by disabled or physically challenged individuals.

Regardless of how you decide to enjoy the slopes, always show courtesy to others and be aware that there are elements of risk that common sense and personal awareness can help reduce. Observe the code listed below and share with others the responsibility for a great winter experience.
KNOW THE CODE. IT’S YOUR RESPONSIBILITY.
This is a partial list. Be safety conscious.

Smart Style/Park Smart (Terrain Park Safety)
START SMALL - Work your way up. Build your skills.
MAKE A PLAN - Every feature. Every time.
ALWAYS LOOK - Before you drop.
RESPECT - The features and other users.
TAKE IT EASY - Know your limits. Land on your feet.

*Employee Skier/ Rider Violations
All JHMR employees are required to follow all mountain rules, including closed areas, slow areas, and pass holder’s responsibilities. JHMR reserves the right to impose any penalties, as necessary, depending on the circumstances of infraction. Violation of any mountain rules will not be tolerated.

Staff found to be speeding or behaving recklessly may have pass revoked or have employment terminated based on severity of infraction. As determined by management, the suspension of ski pass may carry forward into the following season and may include a lifetime ban from JHMR. Records of skiing violations will be kept with Ski Patrol or Human Resources & Safety. All violations will be reported to the employee’s supervisor.

*Weapons Policy
Employees may not, at any time while on any property owned, leased or controlled by JHMR, including any location where an employee is to perform any part of his or her job with JHMR, such as customer locations, client locations, trade shows, restaurants, company event venues, and so forth, possess or use any weapon. Weapons include, but are not limited to, explosives, firearms, swords or knives with blades over four inches in length.
Regardless of whether an employee possesses a concealed weapons permit or is allowed by law to possess a weapon, weapons are prohibited on any company property or in any location in which the employee represents the company for business purposes, including those listed above. Employees who violate this policy will be subject to disciplinary actions, up to and including employment termination.

*Severe Incidents, Damages to Property and Guest Injuries
If you see, are involved in, or hear of an incident, please advise your supervisor immediately. You could help prevent a further mishap or even save someone’s life. A written report must be submitted as soon as possible and no later than 24 hours after the incident occurs.

If you see an incident, please complete the appropriate Incident Report Form and return it to your supervisor for further follow-up. If you are unsure which form to complete, please contact the Risk/Safety Manager at ext 2709.

It is possible that injured parties and/or attorneys may contact JHMR employees directly asking for information. If you are contacted directly by an injured party or his/her attorney about an accident, please refer them to the Risk/Safety Manager (ext 2709) Please do not speak to anyone about any accidents unless you have been so advised by the Risk/Safety Manager or the Chief Administrative Officer.

*Emergency Procedures
All employees must be aware of winter and summer emergency procedures. Please see your supervisor or Human Resources and Safety for details.
**Motor Vehicles/ Snowmobiles/ATVs/ UTVs**
All employees using JHMR motor vehicles, snowmobiles, ATVs (All-Terrain Vehicles), UTVs (Utility Terrain Vehicles) and/or Heavy Equipment must read and be aware of Company policies regarding their safe use and must sign off on the appropriate manual(s). See your supervisor for access to this manual and the appropriate training and procedures.

**XIV. SECURITY POLICIES AND GUIDELINES**

**Use of JHMR Resources**
The use of JHMR time, materials, or facilities for purposes not directly related to JHMR business, or the removal or borrowing of JHMR property without supervisory permission is prohibited. Examples include but are not limited to company computers, E-mail, fax machines, copy machines, JHMR letterhead, radios, tools, vehicles, mail, phones and cellular phones.

Employees who are assigned a cellular phone and/or a long distance access code must comply with the JHMR Cellular Phone and JHMR Long Distance Calling policies.

Employees are not to download software (whether free or for a fee) from the Internet onto a company computer without explicit permission from the Information Systems Department.

**Personal Property**
Employees are responsible for any personal equipment stored or left at JHMR. It is the employee’s responsibility and decision to insure, or not insure valuables via their homeowners, renters, or automobile policies.

**Inspection and Search**
JHMR reserves the right to conduct inspections to help maintain a safe, healthful and efficient working environment for the benefit and protection of all employees and to protect company property, equipment, operations and guests. Cooperation in the conduct of inspections is required as a condition of continued employment.

JHMR vehicles, lockers, computer files, desks, filing cabinets, files, etc. remain the property of the company, and if management or JHMR Security has reason to suspect that employee(s)’s safety is in jeopardy, illegal drugs or alcohol are being used on company time, or company property is missing, searches may be initiated at any time and without notice.

A JHMR initiated search does not necessarily imply an accusation of theft or that an employee has broken a rule. Refusal to cooperate with or submit to search will be not be tolerated.

Everyone needs to be knowledgeable of the safe work practices applicable to their area or job, and must abide by them. Supervisors will promote safety awareness to their subordinates through personal example, personal contact, training, and regularly scheduled safety meetings. All employees will perform their work with maximum regard for the safety of themselves, coworkers, and our guests.

Past experience and current standards are essential components of our safety policies, and are also an integral part of the JHMR personnel policies. Compliance with the policies is a condition of employment and must be taken seriously. Failure to comply will not be tolerated.
WE ARE THE MOUNTAIN.