

A Proud Member of Peak Resorts

Snow Creek Employee Guidebook

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Welcome to Snow Creek a member of Peak Resorts Inc., or in so many cases, welcome back, whether you have just joined us for your first season, or have been with us a while, we want you to know that we are pleased to have you as part of our company. We recognize that we cannot reach our goals and objectives without a competent and dedicated staff. In fact, we believe our employees are our most valuable resource.

This Employee Guidebook is designed to acquaint you with Peak Resorts, Inc. and to familiarize you with company policies as they pertain to you as an employee, provide general guidelines on work rules, expectations, disciplinary procedures, benefits, and other policies. The guidebook will also help answer many of the questions that may arise in connection with your employment. This guidebook does not purport to include every conceivable situation; it is merely meant as a guideline, and unless laws prescribe otherwise, common sense shall prevail.

Personnel policies are applied at the discretion of Peak Resorts, Inc. The company reserves the right to change, withdraw, apply, or amend any of our policies or benefits, including those covered in the guidebook, at any time, with or without notice and without a written revision of this guidebook.

You are responsible for reading, understanding, and complying with the provisions of this guidebook. Following the policies in this guidebook is considered a condition of employment. Our objective is to provide you with a work environment that is constructive to both personal and professional growth.

We wish you success in your position and hope that your employment relationship with Peak Resorts, Inc. will be a rewarding experience.

Company Background

Peak Resorts Inc. is the parent company for a variety of resorts located throughout the Midwest and East Coast. Peak Resorts Inc. proudly owns and or operates: Attitash, Boston Mills and Brandywine, Crotched Mountain, Hidden Valley, Jack Frost and Big Boulder, Mad River Mountain, Mount Snow, Paoli Peaks, Snow Creek, Alpine Valley and Wildcat Mountain. For more background information or up to date information about growth within the company please visit, www.peakresorts.com.

EMPLOYMENT POLICIES AND PROCEDURES

Employee Relations Philosophy

Peak Resorts Inc. is committed to providing the best possible climate for maximum development and achievements of goals for all employees. Our practice has always been to treat all employees fairly. We have always sought to develop a spirit of teamwork with individuals working together to attain a common goal.

In order to maintain an atmosphere where these goals can be accomplished, we provide a workplace where communications are open; problems can be discussed and resolved in a mutually respectful manner taking into account each individual circumstance and the individual employee. We firmly believe that by our communicating with each other directly, we can continue to resolve any difficulties that may arise and develop a mutually beneficial relationship.

Each resort has a Human Resources Department to service staff members. During your employment, HR can assist you with benefits and privilege questions, career planning, assist you with work-related or personal problems which affect your work, as well as offering general company information.

Your supervisor can answer most of your work related questions and concerns. If you find that you still have questions after meeting with your supervisor, you may request a meeting with the department head. Your suggestions and comments on any subject are important, so we encourage you to take every opportunity to discuss them with us. Your job will not be adversely affected in any way because you choose to use this procedure.

At-Will Employment

Peak Resorts Inc. is an at-will employer. Your employment with the company is on an at-will basis and is not for a fixed term or definite period. This means that regardless of any provision in this guidebook, either you or the company may terminate the employment relationship at any time, for any reason, with or without cause or notice. Nothing in this Employee Guidebook or in any document or statement, written or oral, shall limit the right to terminate employment-at-will. Only the president of Peak Resorts, Inc. or designated representative of the company has the authority to enter into a signed written agreement guaranteeing employment for a specific term.

Immigration I-9 Reform

Peak Resorts Inc. complies with the Immigration Reform and Control Act of 1986, employing only those who are legally eligible to work in the United States. All employees are asked on their first day of employment to provide original documents verifying the right to work in the United States and to sign a verification form required by federal law (INS Form I-9). If an individual cannot verify his/her right to work within three days of hire, Peak Resorts must terminate his/her employment.

Employee Classifications

Staff is divided into various classifications for the purpose of administration of benefits and other personnel policies as follows:

Full-time Year Round (FTYR): Employees who are scheduled, and budgeted to work 40 hours per week, 52 weeks per year. Such employees are eligible for benefits after all requirements have been met.

Part-time Year Round (PTYR): Employees who are scheduled and budgeted to work less than 40 hours per week, 52 weeks per year, but a minimum of 2 five hour shifts per week. Such employees will receive all legally mandated benefits (such as workers compensation, and Social Security benefits), but are ineligible for other benefit programs except for facility privileges.

Full-time Seasonal (FTS): Employees who are scheduled and work 40 hours per week, less than 52 weeks per year and are subject to seasonal hour reductions, layoffs or termination. Seasonal employees will receive all legally mandated benefits, but are ineligible for other benefit programs except for facility privileges.

Part-time Seasonal (PTS): Employees who are scheduled and works less than 40 hours per week less than 52 weeks per year and a minimum of 2 five hour shifts each week and are subject to

seasonal hour reductions, layoffs or termination. Seasonal employees will receive all legally mandated benefits, but are ineligible for other benefit programs except for facility privileges.

Temp: Includes on call positions, short term, and positions where the employee is scheduled to work less than the minimum of 2 shifts per week.

There are no guarantees for any position against hour reduction, temporary layoffs, or termination.

Americans with Disabilities Act

It is the policy of Peak Resorts Inc. that we will not discriminate against qualified individuals with disabilities with regard to any aspect of their employment. Peak Resorts Inc. is committed to complying with the American with Disabilities Act of 1990 and its related Section 504 of the Rehabilitation Act of 1973, as applicable. Peak Resorts Inc. recognizes some individuals with disabilities may require accommodations at work. If you are currently disabled or become disabled during your employment, you should contact your manager to discuss reasonable accommodations that may enable you to perform the essential functions of your job.

Anti Discrimination and Harassment

In accordance with Federal law and U.S. Department of Agriculture policy, Peak Resorts Inc. is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability.

Peak Resorts Inc. provides equal opportunity in all of our employment practices to all qualified employees and applicants without regard to race, color, religion, gender, national origin, age, disability, marital status, sexual orientation, military status or any other category protected by federal, state and local laws. This policy applies to all aspects of the employment relationship, including recruitment, hiring, compensation, promotion, transfer, disciplinary action and training.

Policy Prohibiting Harassment and Discrimination

Peak Resorts Inc. strives to create a productive and respectful work environment, free from all forms of harassment and discrimination. Employees have the right to be treated with respect and dignity, and to raise concerns about harassment/discrimination without fear of reprisal.

Peak Resorts Inc. does not and will not permit employees to engage in sexual harassment or harassment based on race, religion, creed, color, age, sex, national origin, ancestry, marital status, sexual orientation, disability, military service, or any military status. Harassment by any employee, supervisor, manager or person doing business with Peak Resorts Inc. is strictly prohibited.

The term 'harassment' includes, but is not limited to, slurs, jokes and other verbal, graphic, and physical conduct relating to an individual's race, gender, sexual orientation, religion, national origin, citizenship, age or disability. The term 'harassment' also includes sexual harassment in the form of unwelcome sexual advances, request for sexual favors, unwelcome or offensive touching, and other verbal, graphic, or physical conduct of a sexual nature. Behavior that contributes to a hostile work environment such as sexual innuendo or connotations will not be tolerated. Violation of this policy will be subject to individual disciplinary action, up to and including immediate termination and prosecution.

Any employee who believes he/she is being harassed or discriminated against by a co-worker, manager, supervisor, or other individual whether employed with Peak Resorts Inc. or not, or

believes his/her employment is being adversely affected by such conduct (whether directed at another employee or not), should immediately report the concerns to the Director of Human Resources, or the General Manager. A prompt and thorough investigation will occur and, if it is determined harassment has occurred; Peak Resorts Inc. will take appropriate disciplinary action in its best judgment based on the circumstances, up to and including termination of the offending employee, and forfeiting of company benefits and facility privileges.

All complaints and information obtained during investigations will be kept as confidential as possible. All employees are expected to cooperate fully in such investigations. Retaliation against an employee who makes a complaint about sexual or other harassment is a violation of our policy and is prohibited by both state and federal law.

Violence in the Work Place

We do not tolerate any type of workplace violence committed by or against employees. Employees are prohibited from making threats or engaging in violent activities. The term 'Violence in the Work Place' includes, but is not limited to:

- Causing physical injury to another person
- Making threatening remarks
- Aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress
- Intentionally damaging company property or property of another employee
- Possessing unauthorized firearms or other unauthorized weapons while in any company vehicle, or on company property, at a company function or on any staff member's person
- Committing acts motivated by, or related to, sexual harassment or domestic violence

Any potentially violent situations must be reported immediately to a supervisor, Security or the human resources department. Threats, threatening conduct, or any other acts of aggression or violence in the workplace will not be tolerated. Any employee determined to have committed such acts will be subject to disciplinary action, up to and including termination and/or criminal prosecution.

Criminal Background Check

All employees who are hired may be required to submit to a background check as a condition of employment. Failure or refusal to consent to a criminal background check or the receipt of a substantially adverse background check will result in employment offers being rescinded. All information will be kept confidential and the employee has the right to request a copy of such background search. Peak Resorts Inc. also reserves the right to require a background check for conviction of a felony offense.

Personnel Records

An employee's personnel file consists of an employee's employment application, withholding forms, reference checks, emergency information and any performance evaluations, benefits data and other appropriate employment-related documents.

It is your responsibility to notify the Human Resources Department of any changes in name, address, telephone number, and marital status, number of dependents, military service status, beneficiaries or person to notify in the event of an emergency.

Personnel records are considered Peak Resorts Inc. property. Access to staff personnel records is limited. You may review your records in the Human Resources Department during business hours upon providing adequate notice. You are also free to insert written responses to any information with which you disagree. You may obtain a copy of your file by submitting a written request to Human Resources.

Written consent from the employee will be necessary to release any information contained in employee files to an outside source with these exceptions:

- Dates of employment, title or position and job responsibilities as well as rehire status.
- Authorized and properly served requests from a court or law enforcement agencies.

Orientation and Training

Knowledge of your work area will promote safety and professionalism and allow you to provide the best customer service possible. Therefore, Peak Resorts Inc. is committed to providing Orientation and Training sessions to its staff.

All newly hired staff members must attend a 'new hire orientation' within a reasonable time after hire. All returning seasonal staff must attend one rehire orientation each year. Year round staff must attend one rehire orientation per year. No facility privileges will be granted until the orientation requirement is satisfied and the employee new or returning has fulfilled one full shift of work with supervisor's approval.

Cash Handling

All staff handling company funds (including cash, charge slips, coupons, vouchers, and other recognized forms of payment) are responsible for securing those funds, both the funds earned from sales made at their sales point and the funds in the bank that was issued to them. Therefore, all staff are accountable for any unresolved/unexplained shortage of those funds. You are responsible for both your bank and your receipts, when your total receipts do not match the total sales amount, you will be either OVER or SHORT. These discrepancies can be a result of simple errors that are easily corrected. However, repeated over or shorts may result in transferring employee to a non cash handling position, or disciplinary action up to and including termination.

Job Duties and Flexibility

All Peak Resorts Inc. employees are hired as 'service specialists'. It is likely that you will be asked to work in departments, and perform duties outside your normal area of responsibility. You may be required to work at another Peak Resort Inc. location or another department at any time.

Punctuality

Work shifts begin at a specified time each day. You have a responsibility to the company and your fellow employees to leave for work early enough to arrive at the job on time.

Severe weather is not uncommon in this area. Some businesses may shut down or work with skeletal staffing, but we cannot because snow is one of the foundations for good skiing, riding, and tubing, and an increase in customer volume must be expected during natural snowfall.

If you are going to be delayed you must notify your supervisor before the start of your shift. Our automated phone system operates 24 hours a day so you may leave a message at any time.

Leave your full name, time of call and identify which department you are scheduled to work in. Speak clearly and slowly so your message will be understood. Garbled and unclear messages will not be accepted.

Unexcused lateness or repeated tardiness will result in immediate suspension of all skiing privileges and/or termination.

Absenteeism

If you are unable to report for work as scheduled because of illness or other serious reasons notify your supervisor **as far in advance as possible** so a replacement can be arranged by you or your supervisor. When leaving a message, you must include your full name, time of call and department. If your supervisor is not available when you call, s/he will return your call sometime during your scheduled shift to talk directly with you. A doctor's excuse may be required for you to receive an excused absence.

One unexcused absence or repeated absences will result in immediate suspension of all facility privileges. If you do not report for work and do not notify your supervisor in advance, it will be assumed after two consecutive days of absence that you have abandoned your job, and you will be removed from the payroll.

If terminated for cause, you will not be eligible for rehire. **Do not risk your job, facility privileges, or a good reference for future jobs** – report for work as scheduled and on time!

Work Schedule and Breaks

Peak Resorts Inc. expects staff members to be punctual when reporting to work and diligent while on the job. Due to the nature of our business, regular working hours will include weekends, midnight sessions, and holidays. Alterations, including extra shifts, will be added to your normal work schedule at the discretion of resort management.

Work schedules and breaks will be set by individual department managers and supervisors. In order that we may provide our customers with the best possible service and safe environment, you may not go on break or leave your work area without permission from your supervisor. Thirty minute unpaid lunch breaks are scheduled during any shift of at least 8 hours. Shifts that are under 8 hours will not have a break deducted however if your supervisor can get you a break it will be 15 minutes. Lunch and break times begin when you leave your workstation and end when you arrive back. Employees will spend their scheduled breaks in designated areas, and will not distract or socialize with other employees on duty. Moreover, employees will not have visitors or socialize with customers, friends, or other employees in an inappropriate manner while on duty.

Weather Dependent Work

Some of the work at our resort is subject to the weather. Certain conditions may affect work hours. Please be aware of weather forecasts so you can plan accordingly. If there are any questions regarding the day's operating status, you must contact the area as instructed by your supervisor. If you are asked to report to work and the area does not open or your position is not needed, you will be assured of two hours of work in another department. If you choose not to accept the

alternate work your punches will be deleted, or if you choose to leave before the two hours are up, you will get paid only for actual hours worked, if any.

Uniform, Appearance and Behavior

Your appearance is an integral part of creating a positive image of Peak Resorts Inc. A Dress Code and uniforms will be designated for all employees whose job requires them. Uniforms will be issued at Orientation. Uniforms help customers readily identify employees and maintain a high degree of consistency in employee appearance. Moreover, you will also be held to a certain standard of conduct while in uniform regardless if you are on duty. **Uniforms are not to be worn while free skiing, riding, or tubing or at any time you are off duty.**

You are expected to comply with departmental requirements and if you arrive at work without your uniform, you will be sent home without pay to get it before being allowed to work. Appropriate shoes for your position are also required, i.e., warm winter boots with good traction for all outside positions and tennis shoes or rubber soled shoes for indoor positions.

A clean and neat appearance of our employees creates a good impression on the public and promotes a positive environment. Therefore, you must be **well groomed and wearing clothes that conform to company uniform policy, fit properly, are clean and in good repair at all times.** Your supervisor will provide you with your department specific dress code policy and has the final say in what is acceptable.

In addition to your appearance, your behavior must also present a professional and positive impression. Therefore, foul language, belligerent or aggressive behavior, gum chewing, and the use of **all** electronic devices including **cell phones (conversing, texting, or internet use)** are not allowed while you are working.

Peak Resorts Inc. reserves the right to determine what are appropriate grooming, dress, appearance and behavior of its employees while on duty.

Standards of Conduct

As a member of the Peak Resorts Inc. team, you are expected to be friendly, courteous, and professional with guests and each other. We ask that you treat our guests as you would like to be treated on your vacation.

Remember that you are almost always within sight and sound of our guests. Statements and gestures may have an unintended audience. Peak Resorts Inc. expects you to show proper respect for the resort, its staff members, guests, procedures, practices and privileges.

Peak Resorts Inc. recognizes and respects your right to engage in activities outside your employment that are private in nature. However, Peak Resorts Inc. reserves the right to determine if your activities represent a conflict with the resort's interests, and will take whatever action is necessary to resolve the situation including termination.

Disciplinary Action

Peak Resorts Inc. expects every employee to adhere to the highest standards of job performance and personal conduct, including individual involvement with Peak Resorts Inc. personnel and outside business contacts.

Peak Resorts Inc. reserves the right to discipline or discharge any employee for violating any Company policy, practice or rule of conduct. Therefore, Peak Resorts Inc. retains the discretion to determine the nature and extent of any discipline, based upon the circumstances of each individual case.

Nothing in this guidebook or any other Peak Resorts Inc. document is intended to:

- Modify this “at-will” employment
- Promise progressive discipline or disciplinary counseling,
- Promise notice in circumstances where Peak Resorts Inc. considers immediate termination or discipline to be appropriate.

Prior warning is not a requirement for termination.

Listed below are some examples where immediate termination could result. This list is general in nature and is not intended to be all-inclusive:

- Discourtesy to a customer, provider, or the general public resulting in a complaint or loss of good will.
- Insubordination, refusal or failure to follow directives from a supervisor, manager, or Peak Resorts, Inc. officer.
- Unsatisfactory quality or quantity of work.
- Failing to follow instructions or company procedures or policies.
- Failing to follow established safety regulations.
- Breach of confidentiality relating to employer, employee, and customer, or provider information.
- Altering, damaging, or destroying Company property or records, or another employee’s property.
- Dishonesty, theft or improper use of resort property or the property of others.
- Providing false or misleading information to any Peak Resorts Inc. representative or on any Company records including the employment application, benefit forms, time cards, expense reimbursement forms, etc.
- Fighting or engaging in disorderly conduct on Company or customer’s premises.
- Violations of any of the Company’s employment policies including, but not limited to, confidentiality, safety, security, solicitation, insider trading, conflict of interest, and code of conduct.
- Conduct or performance issues of a serious nature.
- Failure of a drug or alcohol test.
- Being under the influence of illegal drugs or alcohol during work.
- Any illegal behavior or actions.
- Sexual or any type of harassment.
- Making or contributing to the publication of confidential information, malicious, false, or derogatory statements that may damage the integrity or reputation of Peak Resorts Inc. or any of its staff members.
- Reckless or high speed skiing, riding, or tubing, or skiing, riding, tubing on closed trails or outside ski area boundaries.
- Possession of any unauthorized firearm or explosive materials on resort property.
- Sleeping on duty.

- Unexcused or excessive absenteeism or tardiness.
- Failure to report a work related injury or the fraudulent reporting of an alleged work related injury.
- Improper disposal of hazardous materials.
- Simultaneous employment by a competitive firm where conflicts may be disruptive to business.
- Accepting substantial gifts or entertainment from an outside organization or agency designed to influence your decisions as a staff member.

This list is not all inclusive and Peak Resorts Inc. expressly reserves the right to discipline or discharge staff members for improper actions and/or behavior not mentioned above without prior notice or warning. Peak Resorts Inc. may issue verbal or written warnings, but such warnings are not required before suspension or termination.

Employment of Relatives/Significant Others

Members of your family, or significant others will be considered for employment on the basis of their qualifications. However, relatives or significant others cannot be employed in the same department where one reports directly to the other relative or significant other. Failure to disclose such a romantic relationship prior to employment may result in disciplinary action up to and including dismissal. Romantic relationships between a supervisor and subordinate can result in charges of favoritism, disruption or sexual harassment. To avoid potential problems, inappropriate relationships or conduct between employees or supervisors and their subordinates are expressly forbidden. Furthermore, all relationships between fellow employees and/or supervisors should remain professional at all times.

Promotions and Transfers

If an individual would like to change departments it must be with the consent of **both** your current supervisor and your future supervisor. Decisions are made based on the needs of both departments and the individual's qualifications for any new job as compared to other applicants. A department supervisor is under no obligation to hire the requesting transferee as vacancies will be filled with the best-qualified applicants. The timing of department transfers is determined by the agreement of both supervisors, and the HR department. Your wages may be adjusted upward or downward based upon the prevailing wage scale in effect for the new position.

Layoffs

Periodic layoffs are a part of our **seasonal recreational business**. You will receive as much notice as business conditions allow. You must turn in all Peak Resorts Inc., equipment, passes, name tags, keys, etc. Mid season layoffs may be necessary due to a change in seasonal business needs, weather, or poor business conditions.

Termination of Employment and Final Checkout

There may be reasons in the future that cause you to leave our employ. If you resign, you must give, and fully work the customary two weeks written notice so we may adjust work schedules and minimize the load on your fellow workers. Failure to do so is grounds for rehire ineligibility. Time off of any kind is not permitted during the two week notice period. If you fail to give, and work your two week notice, or are terminated for cause accrued vacation time will be forfeited.

COMPENSATION POLICIES

Pay Period

Peak Resorts Inc. operates on a bi-weekly pay period system, running from Monday through Sunday at midnight. Paychecks are available every other Friday from your Supervisor or in the office for the period that ended the previous Sunday. Checks are distributed by supervisors unless other arrangements have been made. Individuals who fail to submit information necessary to the payment of wages will not get a pay check until such paperwork is turned in to Human Resources. No salary advances will be made before the regular payday.

It is the employee's responsibility to pick up their checks. Paychecks that have not been picked up will not be mailed.

All checks must be cashed within 60 days of pay date or they become invalid. Employees must pay a \$35.00 bank fee or *current rate* to stop payment on a destroyed or misplaced check or to replace a check not cashed within 60 days of issue.

If you have any questions concerning your paycheck, contact the Payroll Manager or Human Resources immediately.

Pay Periods are posted in your department and at the end of this manual

Time Keeping System

Payroll is figured based on a computerized time clock system. All hourly employees must clock in and out at the company time clock whenever working to receive pay for hours worked. Each employee must clock in and out for him/herself only and **no one else**. After clocking in, you must report immediately to your department supervisor for work assignment. You may not go to another department, the restroom, or stop and visit with other employees or customers. When told to clock out by your supervisor, you must go directly to the time clock and do so. You may not detour or delay in any manner. Any problems or errors in clocking in or out are to be referred to your departmental supervisor on duty. Most departments also keep a written time sheet. It is very important to sign in on the written time sheet so that we have record in case something happens to the time clock.

You will only be paid for worked hours recorded on the time clock. **It is your responsibility to clock in and out at the start and end of each work shift.** Failure to clock in and out will result in disciplinary action, administrative fees, and inaccurate paychecks. Fraudulent clocking in and out or clocking in and out for or by another employee will result in immediate termination.

Payroll Deductions

While employed with Peak Resorts Inc., certain deductions will be made from your paycheck. Federal and state (where applicable) income taxes must be withheld by law from your paycheck each pay period to assist you in meeting this obligation. Also, an amount specified by law is withheld from your paycheck for Social Security. In addition, we are required to conform to all court ordered deductions.

Tip Reporting

The IRS required employees who receive gratuities/tips, customarily and regularly, in excess of \$20 a month to report these tips as income.

Overtime Hours and Pay

Conditions frequently exist in the operation of the resort where additional work, outside normal hours and on weekends, must be scheduled to maintain normal services, finish certain tasks, or meet work schedules during peak periods of business. Peak Resorts Inc. complies with state law regarding overtime pay. Overtime requires advance approval from your supervisor and senior management. Seasonal Employees can work up to 52 hours prior to going into overtime.

Salaried employees are expected to work a minimum of five days per week, 40 hours per week. Vacation days, personal days, etc., must be approved by the department manager in advance and documented in writing. Such documentation must be submitted to the payroll office before the end of the work week.

Holiday Observance

Due to the nature of skiing, riding, and tubing it is necessary to be open on holidays that fall during the operating season. Such days are considered regular workdays and you must work as usual if they fall within your normal work schedule.

All FTYR non-essential staff members are encouraged to take Thanksgiving Day and Christmas Day as personal days.

Annual Performance Review

All employees will receive End of the Season Evaluations. Managers are responsible for evaluating the job performance of each of their employees. The performance appraisal process will include a review of your strengths; identify any areas needing improvement, and goals and objectives that need to be achieved. Formal performance feedback is imperative to eligibility for rehire and becomes a permanent part of your personnel file.

Year round employees may receive salary increases and/or bonuses from time to time, as well. These are based on individual merit, the corporation's profitability and any other factor deemed significant by the corporation. Whether or not salary increases and/or bonuses are granted is within the sole discretion of the executive committee. **Peak Resorts Inc. pays for performance** and no increase in compensation is guaranteed or assumed to be included in the review process.

GENERAL POLICIES AND PROCEDURES

Drugs and Alcohol

Peak Resorts Inc. is committed to providing a drug-free, healthy and safe work environment. Therefore, the company does not permit employees to use, possess, sell or distribute illegal drugs or alcohol while on company property or company business. The company reserves the right to search an employee's person or personal property if it believes that the employee has violated this policy.

The use of prescription drugs in a manner approved by the prescribing physician is allowed, but only if such does not impair the employee's ability to safely perform his/her job duties. Employees must notify their supervisor if they are taking a prescribed drug that could affect his/her mind or behavior while on company premises. Peak Resorts Inc. reserves the right to reassign you or send you home.

Peak Resorts Inc. also reserves the right to require their employees to submit to unannounced alcohol and drug testing to determine if drugs, narcotics, or alcohol, etc. are in the employee's system as allowed by law. An employee's refusal to submit to such tests will be considered a refusal of a direct work order and will be grounds for discipline, up to and including termination. A positive test is also grounds for disciplinary action, up to and including termination.

Drinking in our restaurants and bars is permitted **only** if you are at least 21 years of age, not on duty, not going to work for the rest of the day and are not in uniform. Underage staff members are not allowed in the bar area. Use or consumption of alcoholic beverages, not prescribed drugs or medicines, marijuana or other illegal substances during working hours or the reporting for work under the influence of the above is grounds for immediate termination.

Smoking

Our company is committed to providing a safe and healthy environment for employees and visitors. To accomplish this, smoking, or the use of smokeless tobacco is allowed only in very limited designated areas by people of legal age, out of sight of the customers and only at times designated by the department head for break. No smoking is allowed while on shift at the lifts or tube park. No smoking is allowed inside any building at any time.

Information Technologies and Communication Systems Security

Access to the Peak Resorts Inc. network, data, email, voicemail and Internet services have been provided to employees for the benefit of the company and its customers. Every employee has a responsibility to use information technologies in a productive manner and use safe practices to ensure the integrity and reliability of the company network and systems. This applies whether use of company resources is initiated on or off the clock, from within the company or by remotely accessing the network. All employees who are granted access must be aware of the following acceptable use policy.

Acceptable Use Policy

Peak Resorts is committed to protecting employees, partners, guests and the company from illegal or damaging actions by individuals, either knowingly or unknowingly.

Internet/Intranet/Extranet-related systems, including but not limited to computer equipment, software, operating systems, storage media, network accounts providing electronic mail, WWW browsing, and FTP, are the property of Peak Resorts. These systems are to be used for business purposes in serving the interests of the company, and of our clients and customers in the course of normal operations.

The purpose of this policy is to outline the acceptable use of computer equipment at Peak Resorts. These rules are in place to protect the employees and Peak Resorts. Inappropriate use exposes Peak Resorts to risks including virus attacks, compromise of network systems and services, and legal issues. This policy applies to employees, contractors, consultants, and other workers at Peak Resorts, including all personnel affiliated with third parties. This policy applies to all equipment that is owned or leased by Peak Resorts.

General Use

- Users should be aware that the data they create on the corporate systems remains the property of Peak Resorts. Because of the need to protect Peak Resorts network, management cannot guarantee the confidentiality of information stored on any network device belonging to Peak Resorts.
- Employees are responsible for exercising good judgment regarding the reasonableness of personal use. Individual departments are responsible for creating guidelines concerning personal use of Internet/Intranet/Extranet systems. In the absence of such policies, employees should be guided by departmental policies on personal use, and if there is any uncertainty, employees should consult their supervisor or manager.
- For security and network maintenance purposes, authorized individuals within Peak Resorts may monitor equipment, systems and network traffic at any time, per the Information Security Policy.
- Peak Resorts reserves the right to audit networks and systems on a periodic basis to ensure compliance with this policy.

Security and Proprietary Information

- Keep passwords secure and do not share accounts. Authorized users are responsible for the security of their passwords and accounts. All passwords should be changed quarterly.
- All PCs, laptops and workstations should be secured with a password-protected screensaver with the automatic activation feature set at 10 minutes or less, or by logging-off when the host will be unattended.
- Use encryption of information in compliance with Peak Resorts Encryption policy.
- Postings by employees from a Peak Resorts email address to newsgroups should contain a disclaimer stating that the opinions expressed are strictly their own and not necessarily those of Peak Resorts.
- All hosts used by the employee that are connected to the Peak Resorts Internet/Intranet/Extranet, must be registered for use by the resort and shall contain approved and updated virus-scanning software and personal firewall.
- Employees must use extreme caution when opening e-mail attachments received from unknown senders, which may contain viruses, e-mail bombs, or Trojan horse code.

Unacceptable Use

Under no circumstances is an employee of Peak Resorts authorized to engage in any activity that is illegal under local, state, federal or international law while utilizing Peak Resorts-owned resources. The lists below are by no means exhaustive, but attempt to provide a framework for activities which fall into the category of unacceptable use.

System and Network Activities

The following activities are strictly prohibited, with no exceptions:

- Violations of the rights of any person or company protected by copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including, but not limited to, the installation or distribution of "pirated" or other software products that are not appropriately licensed for use by Peak Resorts.
- Unauthorized copying of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books or other copyrighted sources, copyrighted music, and the installation of any copyrighted software for which Peak Resorts or the end user does not have an active license is strictly prohibited.

- Exporting software, technical information, encryption software or technology, in violation of international or regional export control laws, is illegal. The appropriate management should be consulted prior to export of any material that is in question.
- Introduction of malicious programs into the network or server (e.g., viruses, worms, Trojan horses, e-mail bombs, etc.).
- Revealing your account password to others or allowing use of your account by others. This includes family and other household members when work is being done at home.
- Using a Peak Resorts computing asset to actively engage in procuring or transmitting material that is in violation of sexual harassment or hostile workplace laws in the user's local jurisdiction.
- Making fraudulent offers of products, items, or services originating from any Peak Resorts account.
- Making statements about warranty, expressly or implied, unless it is a part of normal job duties.
- Effecting security breaches or disruptions of network communication. Security breaches include, but are not limited to, accessing data of which the employee is not an intended recipient or logging into a server or account that the employee is not expressly authorized to access, unless these duties are within the scope of regular duties. For purposes of this section, "disruption" includes, but is not limited to, network sniffing, pinged floods, packet spoofing, denial of service, and forged routing information for malicious purposes.
- Port scanning or security scanning is expressly prohibited unless prior notification is made.
- Executing any form of network monitoring which will intercept data not intended for the employee's host, unless this activity is a part of the employee's normal job/duty.
- Circumventing user authentication or security of any host, network or account.
- Interfering with or denying service to any user other than the employee's host (for example, denial of service attack).
- Using any program/script/command, or sending messages of any kind, with the intent to interfere with, or disable, a user's terminal session, via any means, locally or via the Internet/Intranet/Extranet.
- Providing information about, or lists of, Peak Resorts employees to parties outside Peak Resorts.

Email and Communications Activities

- Sending unsolicited email messages, including the sending of "junk mail" or other advertising material to individuals who did not specifically request such material (email spam).
- Any form of harassment via email, telephone or paging, whether through language, frequency, or size of messages.
- Unauthorized use, or forging, of email header information.
- Solicitation of email for any other email address, other than that of the poster's account, with the intent to harass or to collect replies.
- Creating or forwarding "chain letters", "Ponzi" or other "pyramid" schemes of any type.
- Use of unsolicited email originating from within Peak Resorts networks of other Internet/Intranet/Extranet service providers on behalf of, or to advertise, any service hosted by Peak Resorts or connected via Peak Resorts network.
- Posting the same or similar non-business-related messages to large numbers of users (newsgroup spam).

Blogging

- Blogging by employees, whether using Peak Resorts property and systems or personal computer systems, is also subject to the terms and restrictions set forth in this Policy. Limited and occasional use of Peak Resorts systems to engage in blogging is acceptable, provided that it is done in a professional and responsible manner, does not otherwise violate Peak Resorts policy, is not detrimental to Peak Resorts best interests, and does not interfere with an employee's regular work duties. Blogging from Peak Resorts systems is also subject to monitoring.
- Peak Resorts Information Security policy also applies to blogging. As such, Employees are prohibited from revealing any confidential or internal information, trade secrets or any other material covered by Information Security policy when engaged in blogging.
- Employees shall not engage in any blogging that may harm or tarnish the image, reputation and/or goodwill of Peak Resorts and/or any of its employees. Employees are also prohibited from making any discriminatory, disparaging, defamatory or harassing comments when blogging.
- Employees may also not attribute personal statements, opinions or beliefs to Peak Resorts when engaged in blogging. If an employee is expressing his or her beliefs and/or opinions in blogs, the employee may not, expressly or implicitly, represent themselves as an employee or representative of Peak Resorts. Employees assume any and all risk associated with blogging.
- Apart from following all laws pertaining to the handling and disclosure of copyrighted or export controlled materials, Peak Resorts trademarks, logos and any other Peak Resorts intellectual property may also not be used in connection with any blogging activity

This is general use policy and does not intend to cover all details of *Peak Resorts Information Technologies Policy Guide*. All FTYR employees and any employees with access to any Peak Resort Inc information systems are required to read and understand the full *Peak Resorts Information Technologies Policy Guide*. A copy of this guide will be available to all employees. Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination.

Conflict of Interest and Code of Ethics

A Corporation's reputation for integrity is its most valuable asset and is directly related to the conduct of its officers and other employees. Therefore, employees must never use their positions with the corporation, or any of its customers, for private gain, to advance personal interest or to obtain favors or benefits for themselves, members of their families or any other individuals, corporations or business entities. Employees at every level must adhere to the highest level of professionalism in the workplace.

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

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

Confidential Information

In the course of your work, you may have access to confidential information regarding the company, its suppliers, and its customers or perhaps even fellow employees. It is one of your most serious responsibilities that you in no way reveal or disclose any such information and that you use it only in the performance of your duties. You may not give out Company or customer information to outsiders, including the media, without approval from senior management.

Only specific senior management is authorized to make statements to the press, news media or anyone else about an accident. It is neither your right nor your responsibility to speak on behalf of Peak Resorts Inc. Refer all questions and inquiries to your supervisor or the General Manager.

Salary rate, compensation and benefits are confidential and are not to be discussed among employees. Also included is information concerning the number of customers at any given time, future pricing, capital plans, news of accidents, or maintenance problems.

Social Networking and Media Policy

Peak Resorts Inc. respects and understands the use of social networks on your personal time. These networks, blogs and sites are not to be viewed or utilized on company computers unless instructed by management.

- The Peak Resorts Inc. or any resort logo may not be used, copied or reproduced without the expressed permission from the General Manager or a designated representative of Peak Resorts Inc. Peak Resorts Inc. has the right to manage the public image created by an employee.
- Insulting, offensive, harassing, intimidating or derogatory postings against coworkers, management, customers or companies that work with or for Peak Resorts Inc. will not be tolerated.

Discussion and/or release of any information regarding Peak Resorts Inc., your work or your employment on electronic social websites such as *Facebook*, *Twitter* and *YouTube* or any other public forum is expressly prohibited. Employees that fail to observe these guidelines will receive disciplinary action up to termination.

Security and Personal Items

Peak Resorts Inc. is not responsible for lost or stolen personal articles. Personal belongings (clothes, skis, boards, tools, etc.) of employees stored on company premises are not covered by any of the company's insurance policies. Losses due to theft may be covered under the individual homeowner's or renter's insurance policy.

Lost and Found

Any articles that are found should be turned in to the Rental Manager, where they will be cataloged and stored for claiming. No staff member is authorized to take a found article or to remove any article from the Lost and Found area. If you are found to have taken or removed anything from Lost and Found, you will be subject to disciplinary action and prosecution. Theft of lost or mislaid property is a crime!

Surveillance System Camera Policy

In order to promote a safe environment for all employees and guests, Peak Resorts Inc. will be conducting video/audio surveillance throughout its properties.

The purpose of the video/audio surveillance is to help promote safety and security of people and property and to assist law enforcement agencies with regard to the investigation of any crime that may be depicted.

At no time will persons other than those designated by the General Manager have access to the video or audio recordings in the course of the surveillance. Personal information contained on the recordings shall not be used or disclosed for purposes other than those for which it was collected.

The focus of cameras used in video surveillance at each resort will not cover private areas, such as restrooms and dressing rooms.

Parking

Staff is required to park **only** in designated areas. Staff members that ignore this policy may have their vehicle towed at the owner's expense and are subject to disciplinary action. The Company is not responsible for loss, damage or theft to your vehicle.

Any employee working a second or third shift may request a security escort.

Phones and Office Equipment

Our safety systems, lifts, and other operations depend heavily on the phone system. Therefore, Company phones are for **business use only**. Employees, including office personnel, are not to use company phones or extensions for personal local or long distance calls. In addition, due to the large number of employees working for our Company, only emergency calls and messages will be forwarded to an individual employee. Personal cell phones may only be on and used during formal breaks unless specifically authorized by the General Manager as part of your job. No use of personal cell phones is permitted while on duty.

All office equipment and supplies are also for business use only and are not available for guest or personal use.

Company Vehicle and Equipment Use

Peak Resorts Inc. maintains a diverse fleet of vehicles and various types of equipment. When operating any vehicle, or other equipment, it is your responsibility as the driver or operator to prevent neglect, abuse or misuse. It is also your responsibility to report any defects, safety threats or mechanical problems of Company vehicles and equipment to your supervisor. It is important for staff safety and the safety of our guests that proper operating procedures are followed:

- No staff member may operate any vehicle without a valid driver's license and documentation of proper training. This includes snowmobiles and ATV's. All operators agree to authorize a Department of Motor Vehicle check to insure proper licensing. Ongoing DMV checks are a necessary part of Company risk management and an employee's refusal to submit to a DMV check when reasonably requested will result in a revocation of the right to operate Peak Resorts Inc. vehicles and equipment and may result in additional disciplinary action, up to and including termination.

- Employees are responsible for any moving and parking violations and fines which may result when operating a corporate vehicle.
- No smoking is allowed in company vehicles.
- Company or staff vehicles shall not be operated recklessly or irresponsibly.
- Unauthorized individuals shall not operate or ride in or on any resort vehicle or equipment.
- Vehicles may only be used for job related purposes and seat belts must be worn at all times, including passengers.
- Unsafe, unauthorized or illegal operation of company vehicles and/or equipment is considered grounds for termination.
- Supervisors are responsible for equipment borrowed by their crews from other departments.
- Whenever there is damage to a company vehicle or company property, the accident shall be reported to the Manager on Duty. A serious accident involving bodily injury and/or equipment damage will require that local police be called to the scene.

Mileage Reimbursement

Staff members are required to have pre-approval through the Resort Controller, General Manager or VP of Administration in order to use their own vehicle for business purposes. A copy of your valid driver's license and automobile insurance policy in an amount not less than \$100,000 must be on file in Resort Controller's Office **prior** to using your personal vehicle for business purposes. Mileage reimbursement requests and requisition slips, available in the administration office, are necessary to make the claim. Mileage reimbursements are not available to staff who use corporate credit cards for gasoline purchases.

Solicitation and Distribution

In an effort to assure a productive and harmonious work environment, persons not employed by Peak Resorts Inc. may not solicit or distribute literature on Company premises at any time for any purpose. Peak Resorts Inc. recognizes that employees may have interests in events and organizations outside the work place. However, staff members are not allowed to solicit during work time and are not allowed to distribute literature at any time in work areas.

The only exception to this policy would be events and causes that are specifically sponsored by Peak Resorts Inc.

Good Housekeeping

Good work habits and a neat place to work are essential for job safety and efficiency. It is the key factor in an effective safety and fire prevention program. An untidy workplace also projects a poor image to our guests. Good housekeeping is the responsibility of every employee and good housekeeping around your work area is your responsibility. Report anything that needs to be repaired or replaced to your supervisor.

Hazardous Materials

You have the right to know health and exposure information regarding hazardous materials. This information is posted at pertinent work sites. Take the time to become familiar with the information listed. It is very important that you know the potential hazards of the materials you work

with and what precautions you must take to use them safely. In addition to the posted information, a written hazard communication program is available at your request as further compliance with the OSHA Hazard Communication Standard, 1910.1200.

In the Work Area

All staff members are requested to discourage visitors and employees from other work areas from loitering at workstations. Visitors are not allowed in mechanical work areas at any time, unless accompanied by management.

After Operating Hours

When the resort is closed, only those individuals who are scheduled to work are authorized to be on the resort premises.

BENEFITS

There are many facility privileges that come attached to employment with Peak Resorts Inc. Please be advised that our customers always receive priority. If you are in uniform and/or using a discount you are required to let customers go first, this becomes paramount when the resort is experiencing a high volume of customers during peak times of operation (i.e. weekends and/or Holidays).

Skiing/Riding Policy

Peak Resorts Inc. is happy to allow you to ski, ride, or tube **whenever you are not working**. Skiing/Riding is not part of most job descriptions. You must clock out and remove your uniform when free skiing or riding. Peak Resorts Inc. is not responsible for any injuries, damages, or losses you may incur while free skiing, snowboarding, or tubing.

All staff must remember that skiing or riding bears inherent risks for which the staff member assumes all responsibility. **Revocation/Deactivation of your facility privileges and all family/dependent privileges will occur in the following circumstances:**

- Failure to attend Orientation
- Fraudulent use of pass or misconduct while skiing
- Sale of your pass or other facility privileges
- Termination of Employment
- Disregard for the skier responsibility code
- Skiing, riding, or tubing on a closed trail
- Disciplinary action related to your job

Fraudulent information on Employee Pass or Employee Family pass application forms may result in termination. Continued use of employee benefits after termination is considered theft of services and is subject to repayment in full.

Your Responsibility Code

Skiing and snowboarding can be enjoyed in many ways. At ski areas you may see people using alpine, snowboard, telemark, cross country and other specialized ski equipment, such as that used by disabled or other skiers. Regardless of how you decide to enjoy the slopes, always show courtesy to others and be aware that there are elements of risk in skiing that common sense and

personal awareness can help reduce. Observe the code listed below and share with other skiers the responsibility for a great skiing experience.

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

Know the Code, it is your responsibility. This is a partial list. There are inherent risks in the sport. Be safety conscious. Officially endorsed by: National Ski Area Association (NSAA), PSIA, and National Ski Patrol



Always ski/ride/tube with caution. Be aware of changing conditions. Trail/Lane conditions and visibility vary constantly due to weather changes. Natural and manufactured obstacles exist. Snowmaking, grooming, maintenance and other activities may be in progress on the trails and slopes and snow vehicles may be present. Skiers/riders/tubers should realize that falls and collisions do occur and injuries, even death, may result. Therefore, skiers/riders/tubers should assume the burden of being under control at all times. Use caution and ski/ride/tube only on designated trails.

Terrain Park Safety

Freestyle Terrain may contain jumps, hits, ramps, banks, fun boxes, jibs, rails, half pipes, quarter pipes, snowcross, bump terrain and other constructed or natural terrain features. PRIOR to using Freestyle Terrain, you are responsible for familiarizing yourself with Freestyle Terrain and obeying all instructions, warnings and signs. Freestyle skills require maintaining control on the ground, and in the air.

- Make a plan for each feature you want to use.
- Look before you leap, know the landing is clear and clear yourself out of the landing area.
- Easy style it, start small and work your way up (inverted aerials are not recommended).
- Respect gets respect, from the lift line through the park.



Helmets

Educate yourself regarding the use of helmets, literature is available. Our resort rents helmets and sells helmets in our retail shop for the convenience of our staff and customers.

Skiing/Riding Privileges

Active Peak Resorts Inc. staff members in good standing may receive the following skiing/riding privileges after they work a full shift and attend Orientation:

Full Time Year Round:

- Complimentary Season Pass for employee and qualified dependents.

Part Time Year Round, Full & Part Time Seasonal, and Temporary:

- \$1 Season Pass for the Employee
- Qualified Family Members can buy a season pass for \$50 per family member. \$75 for season pass plus rental.
-

Qualified family members are defined as:

Spouse – Husband or Wife

Children – Dependent children age 7 through 21 who live at home

Grandchildren – Grandchildren ages 7 through 21 who live at home with parents or grandparents

Parents – Employees who are younger than 21, unmarried, and have no children may list their parents as qualified family members

(Siblings are not eligible to buy season passes at reduced prices)

***Qualified dependent is defined by the IRS tax code, i.e., spouse, civil union partner and dependant children up to age 18 or 24 if a full-time student. Proof of marriage and/or civil union is required. You may be asked to provide a copy of your income tax return to verify eligibility for dependent benefits.**

The Employee & Employee family season pass will be good for one snow pass per day. Employee Season passes are subject to availability of snow passes on any given session and Snow Creek reserves the right to have any employee skiing or riding on their season pass report for work if needed. Do not give your employee pass or daily ticket to anyone else. If you are caught doing this you will be terminated immediately.

If at any time an employee is no longer in good standing, gives notice, or is terminated for cause, all facility privileges (including Employee Season Passes and Family/Dependent Season Passes) will be forfeited. Employee and family/dependents season passes can be suspended or terminated at any time without notice.

When visiting any Peak Resorts Inc. ski areas you must observe the policies of the resort you are visiting. Violations of another resort's policies, including skiing out of bounds on closed trails, could result in the loss of your pass and/or termination of your employment. Food & beverage and retail discounts may be issued at the discretion of the resort you are visiting. Skiing is not part of your compensation and staff members must remember that skiing itself bears inherent risks for which they assume responsibility.

Snow Creek Pass Refund Policy

If you purchased a full price season pass prior to being notified that you were hired you are entitled to a full or partial refund

The following restrictions apply:

- The Snow Creek season pass must have been issued on a cash purchase and not as compensation or for exchange of services basis.
- **No refunds will be issued after January 18, 2019** If the employee subsequently resigns or is terminated by Snow Creek after exchanging his/her season pass, the cost to repurchase a non employee pass will be at the prevailing rate. **Please allow 15 days for the refund.**

Tubing Benefits

Employees can purchase one tubing ticket per day for a 2 hour session for \$5. The employee may only purchase the ticket for themselves and must present their employee ID. The employee must be in good standing. Family members are not included in the tubing benefits.

Rental Equipment

Employees and their qualified family members may add a seasonal ski/board rental package to their season pass for an additional \$25.00, or rent ski/snowboard equipment for \$7.00 per session on any session that their pass is valid; equipment is subject to availability.

Group Lessons

Employees and their qualified family members may participate in a group ski or snowboard lesson for \$10 per lesson. Lessons must be purchased at the time of pass validation and are subject to availability. SnowMonsters and Private Lessons are not available at a discounted rate.

Food Discount

All staff may receive a 50% food discount while in uniform and on duty. The privilege extends from 30 minutes before their shift to 30 minutes after they have clocked out. This discount applies to staff members only and in order to receive the discount, you must present your ID prior to ringing up the transaction in the restaurant. Alcoholic beverages and pre-packaged food items such as candy, cakes, & bottled beverages do not apply to the 50% discount. Tax is extra. **Employees must get a receipt for all food and beverage purchases, as it may be subject to review by any manager at any time. Please keep your receipt your entire shift.**

Please be considerate of the next person using the table. All employees are expected to pick up after themselves by throwing any leftover garbage into the garbage receptacle and by depositing their tray in the tray rack. Clearing the neighboring tables at the same time is encouraged.

Retail Discount

Peak Resorts Inc. staff members may receive a discount in our retail store at the following rates:

FTYR: 30 % off regular retail price.

FTS, PT, PTS: 20 % off regular retail price.

401K Retirement Plan

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

Full-time Year Round Benefits

FTYR employees are eligible for a variety of benefit plans.

Medical, Dental and Life Insurance: Qualified employees will become eligible to participate in a Medical, Dental and Life Insurance plan on the first of the month after completing 60 days of employment. Both the Company and the employee contribute to the cost of the monthly premium. Long term disability, additional short term disability, and supplemental life insurance is also offered at competitive rates, the staff member pays 100% of the premium. Eligible individuals will receive a detailed explanation of these programs at the time they qualify. The Certificate of insurance that you receive upon enrollment of insurance is the prevailing authority of rights and responsibilities of insurance. If you have a change in your marital or family status, it is your responsibility to notify your employer immediately to determine any affect on eligibility and/or cost of benefits. Failure to report changes does not relieve the employee from the appropriate financial responsibility due to changes.

Vacation

Qualified employees begin accruing vacation when they become classified as FTYR and may begin to take paid vacation after completing 6 full, consecutive months of employment. Vacation is earned at the following rate:

Year 1 through 5 – 1.54 hours per week (the equivalent of 80 hours or 10 days per year)

Year 6 through 11 – 2.31 hours per week (the equivalent of 120 hours or 15 days per year)

Year 12 + -- 3.08 hours per week (the equivalent of 160 hours or 20 days per year)

Vacation time is accrued from November 1st through October 31st and must be used during the same period of the following year or it will be forfeited. Unused vacation time in excess of 8 hours cannot be carried over to the next year, except when required by the General Manager. Employees may not work during their designated vacation time to receive additional pay. Employees may not receive compensation in lieu of taking accrued vacation time.

Written approval must be given before scheduling your vacation and you may be refused during peak business periods or when work schedules cannot be properly adjusted. Due to the nature of our business, extended vacations and/or personal time off during the season cannot be granted.

Written requests for vacation must be submitted at least two weeks in advance to allow for all levels of approval and for your supervisor to adjust work schedules. The process for requesting vacation or personal days is not complete until you have received approval in writing from your supervisor and the Human Resources Director. In some exceptional cases, it may also require approval from the General Manager. Please do not make any firm plans until all levels of approval have been received.

Eligible employees are expected to work at least 40 hours and five days per week. Eligible employees must work at least 32 hours in any week to receive their weekly vacation accrual. Failure to work the equivalent of 32 hours will result in a forfeiture of your vacation accrual for that pay week. Vacation time must be used in 8 hour increments. Partial days are not permitted. You begin accruing vacation time from the date you become eligible, not necessarily your date of hire unless you were hired into a designated FTYR position. **Staff members do not accrue vacation**

time if they work less than 32 hours during that week; while on worker's compensation, unemployment, disability, personal unpaid leave, or any break in service.

Regular attendance is crucial to the success of this and any other business. Peak Resorts Inc. offers a limited number of personal/sick days (PTO) to qualified employees which are intended to cover any and all sick or personal days.

When you plan to use time for "personal" reasons and/or scheduled appointments, you must notify your manager of this request and schedule the time off as far in advance of the event as possible.

Beginning on the first of the month following 60 days of continuous employment with the company, all FTYR employees are eligible for personal/sick pay for a limited number of absences. You may be allowed personal/sick pay to a maximum of three personal days during your first employment year. Then beginning November 1st you will have a total of 6 PTO's and 80 hours vacation to be used Nov 1- Oct 31. Peak Resorts Inc. does not recognize paid holidays, PTO are to be used. Personal/sick pay may not be carried over from year to year. Time taken for health care purposes for yourself or your dependent's visit to the doctor, dentist, etc. will be counted as sick leave. Personal days may only be taken with the approval of the employee's supervisor and the Human Resources Director.

Personal/sick leave is a benefit provided to you in the event you need to take time off because of your health or for any personal reason.

Benefits such as accrued vacation time are forfeited if an employee is terminated for violation of any policy stated in this guidebook. It is at the discretion of Peak Resorts Inc. executive committee to decide if unused accrued vacation is to be given once an employee has been terminated for cause.

Family and Medical Leave (FMLA)

You may be eligible for family and medical leave if you have worked for Peak Resorts Inc. for at least 12 months and at least 1,250 hours during the 12-month period before the leave is to begin. Family and Medical Leave may be taken continuously or intermittently. Unpaid leave must be granted by law for any of the following reasons:

- The birth of a child, and in order to care for that newborn child.
- The placement of a child under the age of 18 with the employee for adoption or foster care, and to care for that child.
- To care for a spouse, daughter, son or parent of the employee, if that person has a serious health condition.
- An employee's own serious health condition that makes the employee unable to perform the essential functions of that job.
- A covered family member's active duty or call to active duty in the Armed Forces.
- To care for an injured or ill service member.

A serious health condition means an illness, injury, impairment, or physical or mental condition during which you are incapable of working that involves either:

- Treatment requiring inpatient care in a hospital, hospice or residential care facility, or

- Continuing treatment by a health care provider for a condition lasting more than three consecutive days, or for pregnancy or prenatal care, or for a chronic health condition continuing over an extended period of time, requires periodic visits to a health care provider and may involve occasional episodes of incapacity, such as serious asthma or diabetes.

It also includes a permanent or long-term condition such as Alzheimer's, a severe stroke, or terminal cancer. In addition, leave may be used to cover absences due to multiple treatments for restorative surgery or for a condition that would likely make you incapable of working for more than three days if not treated, such as chemotherapy or radiation treatments for cancer.

Notice of Leave

If your need for leave is foreseeable, you must give 30 days prior notice if possible. If you do not give such notice, the leave may be delayed. If your need for leave is due to a planned medical treatment, make every attempt to schedule the treatment so as not to unduly disrupt the work of your department. If your need for leave is not foreseeable, you must request it as soon as practical, no later than two business days after the need for leave arises.

Medical Certification

If leave is requested due to your own, or a family members serious health condition, you must provide medical certification from an appropriate health care provider. The medical certification must include the date on which the condition began and its probable duration. You may be denied leave if you fail to provide satisfactory certification. Peak Resorts Inc. may also require a second opinion or third opinion regarding certification of a serious health condition, at our expense.

Returning to Work

If your leave is due to your own medical condition, you are required to provide medical certification indicating your ability to resume work before returning. Both you and your health care provider must complete a Return to Work Medical Certification.

Upon returning to work, you will ordinarily be entitled to be restored to your former position or to an equivalent position with the same employment benefits and pay if possible. If you do not return to work at the end of the leave and do not notify Peak Resorts Inc. of your status, you may be terminated.

Benefits during Leave

Taking family and medical leave will not cause you to lose any employment benefits accrued prior to the first day of leave. Peak Resorts Inc. will maintain your insurance benefits while you are on leave, although you will be required to pay your portion of the premium. However, if you fail to return to work after the leave, you may be asked to reimburse us for the cost of maintaining insurance coverage during your leave.

Service member Leave Expansion

A covered family member's active duty or call to active duty in the Armed Forces. An employee whose spouse, son, daughter or parent either has been notified of an impending call or order to active military duty or who is already on active duty may take up to 12 weeks of leave for reasons related to or affected by the family member's call-up or service. Reasons related to the

call-up or service includes helping the family member prepare for the departure or caring for children of the service member. The leave may commence as soon as the individual receives the call-up notice. (Son or daughter for this type of FMLA leave is defined the same as for child for other types of FMLA leave, except that the person does not have to be a minor). This type of leave would be counted towards the employee's 12-week maximum of FMLA leave in a 12-month period.

Employee's requesting this type of FMLA leave must provide proof of the qualifying family member's call-up or active military service before leave is granted.

To care for an injured or ill service member, this leave may extend to up to 26 weeks in a 12-month period for an employee whose spouse, son, daughter, parent or next-of-kin is injured or recovering from an injury suffered while on active military duty and who is unable to perform the duties of the service member's office, grade, rank or rating. Next-of-kin is defined as the closest blood relative of the injured or recovering service member. An employee is also eligible for this type of leave when the family service member is receiving medical treatment, recuperation or therapy, even if the service member is on temporary disability retired list.

Employees requesting this type of FMLA leave must provide certification of the family member or next-of-kin's injury, recovery or need for care. This certification is not tied to a serious health condition as other types of FMLA leave. This is the only type of FMLA leave that may extend an employee's leave entitlement beyond 12 weeks to 26 weeks. Other types of FMLA leave are included with this type of leave totaling the 26 weeks.

Misrepresenting Reasons for Leave

If you intentionally misrepresent the reasons for requesting family and medical leave, you may be terminated.

At the employee or employer's option, certain kinds of paid leave may be substituted for unpaid leave.

Crime Victim Leave

In accordance with State Law, the Company provides unpaid leave to employees who are victims of crimes or who are the immediate family members of certain crime victims, subject to the following terms and conditions:

Definitions

For the purposes of this policy only, the following terms shall have the designated meanings:

- Victim. Any person who suffers direct or threatened physical, emotional, psychological, emotional, or financial harm as a result of the commission or attempted commission of a crime.
- Immediate Family. Father, mother, stepparent, child, stepchild, sibling, spouse, grandparent, or legal guardian of the victim, or any person involved in an intimate relationship and residing in the same household with the victim.

Eligibility/Grant of Leave

The Company will grant an unpaid leave of absence for an employee to attend court or other legal or investigative proceedings associated with the prosecution of a crime in which the employee: (i) was a victim; (ii) is part of the immediate family of a homicide victim; (iii) is part of the immediate

family of a child under the age of eighteen (18) who was a victim; or (iv) is part of the immediate family of an incompetent adult who was a victim. The Company requires employees to use any accrued vacation, personal, or sick time during the leave of absence.

Procedure

- An eligible employee must provide the Company with copies of written notices of hearings, conferences, and meetings that the employee must attend as part of the criminal proceedings prior to taking such leave (the “Required Documentation”).
- The Company will keep the Required Documentation confidential to the extent required by law.
- Upon receipt of the Required Documentation, Company will grant employee unpaid leave for such period of time as necessary, as long as the length of the absence or the effect of the absence does not create an undue hardship to Company’s business.

Personal Leave of Absence

Any non-medical leave of absence must be approved by the General Manager. If approved, you will not receive any company paid benefits or accrue additional benefits during your leave. Health plan coverage is terminated during leave and COBRA extended. Coverage is reinstated upon return to active employment status.

Upon return from a leave of absence, consideration will be given to placing you in a comparable job, providing an opening exists. However, we make no guarantees that a comparable job will exist.

Once returned to a staff member’s prior position or comparable position, the staff member is expected to maintain full-time hours. In the event the staff member voluntarily and repeatedly reduces his/her hours to less than 40 per week despite the fact that full-time work is readily available, such voluntary reduction in hours will result in an immediate change in status/category and resulting loss of benefits.

Bereavement Leave

In the event of the death of a member of your immediate family, full-time employees will be granted special consideration for paid absence from work. The determination of whether you will be granted paid bereavement leave for one to three days will be based on the prevailing circumstances (i.e. location of funeral and length of service). Immediate family is defined as spouse, child, parent, parent-in-law, brother, sister, grandchild, grandparent, grandparent-in-law, brother-in-law, sister-in-law and any dependent in the staff member’s household.

Jury Duty

If you are called to serve on a jury, you will be excused from work. You must show your supervisor your summons to serve on a jury prior to the time that you are scheduled to serve. Peak Resorts Inc. will pay the difference between the jury pay and regular wages for days when you are unable to report to work because of jury service up to a maximum of two weeks. Peak Resorts Inc. will make up any shortfall based on 40 hours. You must submit to the payroll department, a copy of the court payment with a summary of the days and hours served. If the court releases you at a time that you are able to return to work with two or more hours remaining in your normal work day, you must return to be eligible for compensation for that day.

This benefit cannot be applied to any court appearance other than jury duty unless such appearance is related to your employment.

SAFETY

Safety Policy and Incident Procedures

It is the firm and continuing policy of our company that all facets of our operation provide a safe place for employees to work and a safe place for the public to participate in the many and varied activities offered by Peak Resorts Inc. It is our objective to provide and maintain a work/recreation area free from recognized hazards and consisting of safe equipment, materials and safe methods and practices for every employee. Achieving this requires the assistance and cooperation of everyone. You will be trained in the **safe** way to do your job. Be alert and watch for unsafe conditions. All staff members are required to report all accidents and unsafe conditions to your supervisor **immediately**.

The safety of our customers and employees will be considered paramount. Safety will take precedence over expediency or shortcuts in operation of the company and every attempt will be made to reduce the possibility of an accident. Furthermore, it is the company's intent to abide by all applicable recommendations, regulations and laws concerning safety and the safe conduct of any of our operations.

Worker's Compensation

Safety is the top priority at Peak Resorts Inc. All paid staff members are covered by Worker's Compensation Insurance, which is governed by State law. This type of insurance covers only those injuries that occur during your scheduled work hours and which arise out of and in the course of your employment. Worker's Comp insurance does not extend to unpaid volunteers such as courtesy ski patrollers.

In the event of an on the job injury or accident, no matter how minor, you **must** notify your supervisor immediately and go to the First Aid facility. The injury or accident must be properly documented by completion of an Employee Accident Report and forwarded to your supervisor and the Human Resources Department within 24 hours. In reporting the injury or accident, you should be prepared to give the name and address of witnesses, and the circumstances surrounding the accident.

- Injuries from recreational sports activities are not considered to be work-related, and therefore, are not covered by Worker's Compensation.

If injuries occur while you are on your own time, (for example during lunch breaks, days off, or free ski, ride, or tube time), you are **not** covered under Worker's Compensation.

We will provide you with a release and waiver form that clarifies when recreational sports activities are and are not part of the work role as it is related to your job with Peak Resorts Inc. All staff members must sign this as a condition of employment and before you receive any staff benefits. This waiver does not affect your right to worker's compensation benefits as stipulated by state law, but it does clarify the circumstances under which a staff member is considered to be working. Uniforms are not to be worn while free skiing, riding, or tubing or at any time you are off duty.

Peak Resorts Inc. is not responsible for injuries, damages, or losses you may incur while free skiing, riding, or tubing.

Alternate Duty: Peak Resorts Inc. offers alternate duty to all staff members recovering from a Workers Compensation injury or illness. Please stay in contact with your supervisor regarding your medical progress and immediately notify him/her when your physician releases you to either light duty or full duty.

Emergency Situations

Staff members may be confronted with various kinds of problems and emergency situations with which they are expected to deal effectively, calmly, and courteously. Many staff members have specific instructions for emergencies as determined by supervisors. Below are some general guidelines:

- When confronted with an injured person, make the injured guest or fellow staff member comfortable and safe so that they will not exacerbate the injury. Send the guest/staff to first aid/Patrol if it is a minor problem. Do not allow a potentially seriously injured person to move at all.
- If you are informed of an accident on the hill, determine the precise location of the problem, what it is, and as much information about it as possible. Report the accident and all pertinent info to first aid/Patrol via radio.
- Assure those who are involved in the problem that you are calling for help.
- If you observe an accident or you are the first person to come on the scene, you should report it or have a reliable messenger report it to the nearest staff member with access to a radio and notify first aid/Patrol. Keep the public as far away as you can.
- Remember everything you have seen and heard. Write all of this down on a witness report as soon as you can, and go over it with the Manager on Duty (M.O.D.) or your supervisor before you go home that day. Provide factual information about the circumstances causing the accident, the physical surroundings, and events prior to the accident and about the people involved.

Fires: Your supervisor will explain the emergency procedures to follow for your department. These will include: Evacuation procedures in case of fire, location and use of nearest fire extinguisher, contact numbers in case of emergency, and fire prevention techniques. Report any fire immediately to the M.O.D. All staff who are not essential at their current position, should make themselves available near the site and wait for instructions from the M.O.D. to assist in evacuation, crowd control, public safety or other needs. All other parts of the operation should maintain normal operations until informed to the contrary by the M.O.D. Remember under the laws of the State, the Fire Chief is the senior officer in charge once the fire department is on the scene. Staff members should respond to and cooperate with their orders. Similarly, law enforcement officers have senior authority at a fire or crime scene with reference to crowd control and public safety.

Lift Evacuation: Lift evacuations are rare. However, should the need arise; an evacuation requires maximum staff effort. All staff members who are not essential at their present position will assist in evacuation procedures. All such available staff will go to the lift which is down and be assigned a duty by the supervisor in charge of the evacuation. All other personnel will maintain normal operation of other lifts and all other operating functions. Questions relating to

lift interruption should be answered by Senior Management. Pre-season training sessions will be provided for all appropriate personnel. You must attend these exercises if requested.

We are glad to have you as a member of our Peak Resorts Inc. team and look forward to working with you this season.

Snow Creek Pay periods 18/19		
Beginning	End	Pay Day
Nov 12	Nov 25	Nov 30
Nov 26	Dec 9	Dec 14
Dec 10	Dec 23	Dec 28
Dec 24	Jan 6	Jan 11
Jan 7	Jan 20	Jan 25
Jan 21	Feb 3	Feb 8
Feb 4	Feb 17	Feb 22
Feb 18	March 3	March 8
March 4	March 17	March 22

Ext. 205 Food Service - Dan
 Ext 208 Rental - Danielle
 Ext 204 Cash Office
 Ext 210 Michele
 Ext 202 Tara
 Ext 217 Patrol
 Ext 206 Instructors
 Outside Ops –816-308-2553