

SEASONAL EMPLOYEE HANDBOOK



EMPLOYEE HANDBOOK - MOHAWK MOUNTAIN SKI AREA, INC. 11-18

This Employee Handbook has been developed to assist you in understanding the practices and procedures of Mohawk Mountain Ski Area, Inc. ("Mohawk Mountain" or "the Mountain"). It is to be used as a reference to provide a general overview and is intended for informational purposes only. This Handbook may not contain all the information that you will need during the course of your employment. You may receive additional information and instructions from Mohawk Mountain from time to time. If you have any questions regarding this Handbook or any Mohawk Mountain policies, please direct your concerns to your immediate supervisor. It is your responsibility to read and understand this handbook and to seek clarification if you need it.

No matter what department you work in at Mohawk Mountain or what your responsibilities are, your contribution is very important. Any job you do directly influences the Mountain's reputation. Our goals are to provide excellent and helpful services to customers and to do so as efficiently and economically as possible. Satisfied customers re-visit Mohawk Mountain often and will recommend us to others. We're glad to have you as an employee, and we hope you find your work to be both challenging and rewarding.

I ABOUT THIS HANDBOOK

This Handbook contains the policies and practices of the Mountain that are in force at the time of publication. Please read this Handbook thoroughly as all previously issued Handbooks and any inconsistent policy statements or memoranda are superseded by this Handbook. As an employee, you are responsible for abiding by the Mountain's rules and policies. The Mountain reserves the right to revise, modify, delete or add to any and all programs, practices or procedures described in this Handbook at any time with or without advance notice and in the Mountain's sole discretion. The Mountain may also issue supplements or revisions to policies contained herein on a seasonal basis. Your continued employment after any of these policy changes indicates your agreement with these policies. Please note that violation of any of the policies articulated herein or any other Mohawk Mountain policy or procedure may lead to discipline, up to and including termination of employment.

All employees of Mohawk Mountain are employed on an "at will" basis, which means that both you and the Mountain have the right to terminate employment at any time, for any reason or no reason, with or without cause and with or without notice. No manager or employee of the Mountain, other than the President or Vice-President in a signed, written

agreement, has authority to enter into an agreement for employment for any specified period of time or make any agreement for employment other than at will.

Nothing in this Handbook, or any other Mohawk Mountain document, including benefit plan descriptions, creates a promise of continued employment. This Handbook is not intended to create, nor should it be construed as, a contract of employment. Neither this Handbook nor any other Mohawk Mountain practice or communication creates an employment contract, term or obligation of any kind on the part of the Mountain. No manager or employee of Mohawk Mountain (other than the President or Vice-President in a signed agreement) has the authority to make promises or statements to the contrary.

**IT IS THE RESPONSIBILITY OF ALL CURRENT, RETURNING AND NEW EMPLOYEES
TO READ AND UNDERSTAND THIS HANDBOOK**

This Handbook is available in a paper copy or online at mohawkmtn.com/seasonalhandbook

II GENERAL EMPLOYMENT POLICIES

1. EMPLOYEE RELATIONS PHILOSOPHY

We try to provide the best possible climate for employees to develop and achieve success. As employees, we are individuals working on a team toward common goals. To accomplish this, we try to provide a comfortable and progressive workplace. We value open communication where problems can be resolved with mutual respect and consideration for individual circumstances.

2. EQUAL EMPLOYMENT OPPORTUNITY

Mohawk Mountain is committed to a policy of equal employment opportunity. It is our policy to provide equal employment opportunity to applicants and employees in all phases of our operation without regard to their age, sex including pregnancy and pregnancy related complications, sexual orientation, gender identity and expression, race, color, creed, religion, ethnicity, national origin, alienage or citizenship, disability, marital status, familial status, veteran status, or any other legally protected basis under federal, state or local laws, regulations or ordinances. If you feel that you may have been mistreated on the basis of any such classification, please follow the complaint procedure contained in the Policy Against Discrimination and Harassment below.

3. AMERICANS WITH DISABILITIES ACT

The Mountain is committed to providing equal employment opportunities to otherwise qualified individuals with disabilities, which includes providing reasonable accommodation when needed. You must notify your supervisor of the need for a reasonable accommodation. Upon doing so, your supervisor may ask for your input on the type of accommodation you believe may be necessary or the functional limitations caused by your disability. We may need your permission to obtain additional information from your physician or other medical or rehabilitation professionals. Job descriptions are available to assist you in finding a suitable position at Mohawk Mountain.

4. POLICY AGAINST DISCRIMINATION and HARASSMENT

The Mountain is committed to maintaining an atmosphere that is free from illegal discrimination or harassment of any kind, including discrimination or harassment on the basis of any legally protected basis under federal, state or local laws, regulations or ordinances. The Mountain has a complaint procedure that employees should follow in the event any employee feels that he or she has been the subject of any type of impermissible harassment, including sexual harassment, or discrimination.

Sexual Harassment

The Mountain firmly prohibits sexual harassment of any employee by another employee, supervisor or third party. Harassment of third parties by our employees is also prohibited. Sexual harassment means any unwelcome sexual advances or requests for sexual favors or any conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
- Submission to/rejection of such conduct by an individual is used as the basis for employment decisions affecting the individual
- Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Although it would be impossible to list all conduct that could violate this policy, the following are examples of prohibited conduct:

- Offensive comments, jokes or other sexually oriented statements or depictions;
- Unwelcome sexual advances or flirtations or requests for sexual favors
- Making unwelcome comments about a person's clothing, body, or personal life
- Unwanted hugs, touches, kisses or other physical contact
- Derogatory, offensive or pornographic posters, signs, cartoons or drawings
- Transmitting or forwarding e-mails containing offensive, suggestive or lewd attachments, statements or jokes
- Uploading or downloading of inappropriate pictures or material onto the Mountain computer systems
- Retaliating against an employee for making a complaint or participating in an investigation regarding harassment/discrimination.

This list is illustrative of types of conduct that would violate this policy and, as such, by no means represents an exclusive list. Offensive and inappropriate behavior need not rise to the level of sexual harassment within the meaning of applicable law to be deemed a violation of this policy.

The conduct prohibited by this policy includes conduct in any form including but not limited to e-mail, voice mail, chat rooms, Internet use or history, text messages, pictures, images, writings, words or gestures. In addition, no supervisor shall threaten or insinuate, either expressly or implicitly, that another employee's or applicant's refusal to submit to sexual advances will adversely affect the terms and conditions of that individual's employment.

Violations of this policy are not permitted and may result in disciplinary action, up to and including discharge. The Mountain does not consider conduct in violation of this policy to be within the course and scope of employment or the direct consequence of the discharge of one's duties. Accordingly, to the extent permitted by law, the Mountain reserves the right not to provide a defense or pay damages assessed against employees for conduct in violation of this policy.

Harassment on Account of Other Protected Class Status

In addition to sexual harassment, it is a violation of the Mountain policies to engage in conduct that is harassing or disparaging of another on account of any legally protected basis under federal, state or local laws, regulations or ordinances. The conduct prohibited by this policy includes conduct in any form including but not limited to e-mail, voice mail, chat rooms, Internet use or history, text messages, pictures, images, writings, words or gestures

Violations of this policy are not permitted and may result in disciplinary action, up to and including discharge. The Mountain does not consider conduct in violation of this policy to be within the course and scope of employment or the direct consequence of the discharge of one's duties. Accordingly, to the extent permitted by law, Mountain reserves the right not to provide a defense or pay damages assessed against employees for conduct in violation of this policy.

Discrimination

It is also a violation of the Mountain policies to subject an employee to adverse job action or to otherwise discriminate against an employee on account of any legally protected basis under federal, state or local laws, regulations or ordinances.

Violations of this policy are not permitted and may result in disciplinary action, up to and including discharge. The Mountain does not consider conduct in violation of this policy to be within the course and scope of employment or the direct consequence of the discharge of one's duties. Accordingly, to the extent permitted by law, the Mountain reserves the right not to provide a defense or pay damages assessed against employees for conduct in violation of this policy.

Pregnancy Accommodations

In compliance with Connecticut law, the Mountain will not discriminate against an employee or prospective employee in the terms or conditions of her employment in relation to pregnancy, childbirth or a related condition including, but not limited to, lactation. The Mountain will not limit, segregate or classify an employee in a way that would deprive her of employment opportunities due to her pregnancy.

The Mountain will endeavor to provide reasonable accommodations for conditions related to pregnancy, childbirth or a related condition, including, but not limited to, lactation, unless the accommodation would pose an undue hardship on the Mountain's business. The Mountain will not retaliate against an employee in the terms, conditions or privileges of her employment based upon such employee's request for a reasonable accommodation under this policy.

If employees have any questions about or would like to request a reasonable accommodation pursuant to this policy, they should contact a supervisor.

5. COMPLAINT PROCEDURE

Employees who believe they have been subject to any harassing or discriminatory conduct in violation of the foregoing policies, including if by another employee, a member of management, a customer, vendor or a visitor, should report such conduct immediately to his or her supervisor, manager or to senior management. If physical danger is imminent, employees should remove themselves from the situation. Similarly, an employee who witnesses conduct that violates this policy should report it immediately to his or her supervisor, manager or another member of senior management and provide assistance if they can.

If for any reason an employee is uncomfortable approaching his or her supervisor (for example, if the supervisor is the person the employee feels is engaging in the offensive conduct), or if the employee feels that the matter is not being addressed adequately after s/he complains, s/he should promptly bring it to a member of senior management.

Any supervisor or manager who receives a complaint of harassment or discrimination from an employee, regardless of whether it is a "formal" or "informal" complaint, or who learns of an incident, MUST inform senior management immediately.

If, in the Mountain's judgment, the circumstances warrant, the Mountain will promptly conduct an investigation in response to specific reported instances of violations of this policy. Upon request, employees are required to cooperate fully in any investigation. Following the resolution of any report, employees should continue to keep the Mountain informed if the conduct persists.

Retaliation or reprisal against an employee who, in good faith, reports an alleged violation of this policy or who provides information in any investigation related thereto is strictly prohibited and shall constitute a violation of this policy. Employees who have been determined to have retaliated against an employee for making a complaint or participating in an investigation pursuant to this policy may be subject to discipline up to and including discharge.

III NEW EMPLOYEE INFORMATION

Upon receiving and accepting an offer letter you have been electronically sent an onboarding packet which consists this employee handbook. It is the responsibility of ALL current and new employees to read and understand this handbook.

You have been asked to complete electronically, personnel, payroll, and benefit forms. You have been subject to a comprehensive background check. All forms including the receipt of the employee handbook must be completed prior to your employment beginning. You will be issued an ID (that remains the property of Mohawk Mountain) and assigned an employee number. You may also be assigned a departmental uniform. The manager responsible for the operation of your department will be your primary contact for orientation and training. Managers and supervisors are good sources of information about the Mountain and your job.

YOUR CATEGORY OF EMPLOYMENT

FULL & PART-TIME SEASONAL EMPLOYEES are hired to perform specific jobs, usually for all or part of the duration of our primary operating season (winter) or for less than one year. As a seasonal employee, you will work varied hours, covering different shifts. You are eligible for statutory benefits which may vary according to position and length of employment. Please contact your supervisor for benefit information.

STAFF TITLES

Senior Management: Carol Lugar, President, Steve Hedden, Vice-President, Don Hedden, Director and General Manager, Cassie Schoenknecht, Administrative & Operations Director

Manager: The head of a department, responsible for all departmental operations and staff. Answers to senior management.

Supervisor: The employee responsible for general departmental operations and staff for specific assigned shifts. Answers to the department manager.

PAY AND BENEFITS

1. RECORDING YOUR TIME:

- You are required by law to maintain an accurate record of all time worked.
- **You *must* record your worked hours daily.** This includes *ALL* start and stop times.
- Time clocks are located in or near your department. Your supervisor can show you the correct location and procedure.
- ***No other employee may record hours for you at any time. You must punch in and out using your employee ID issued to you.***
- All errors or omissions must be approved and corrected by your supervisor. Notify them immediately.
- **You *must* clock out before you leave the resort for any non-work reason. Clock back in upon returning to work.**
- **You may clock in at the beginning of your scheduled work period ONLY, not before.**
- **You may not ski or snowboard at any time during your scheduled work shift, even on breaks or if clocked-out.**

2. OVERTIME:

There may be times when you will be asked to work overtime hours so we can meet the needs of our schedule and customers. Overtime is scheduled and approved by managers. Non-exempt employees will be paid at an overtime rate of **time & one-half of their regular hourly rates** for time over 40 hours in a workweek. Only actual hours worked count toward computing overtime.

3. PAYDAY

You will be paid weekly for the period from Monday morning through Sunday night.

Your pay information is available to you through the PayChex Flex website on Friday. Your supervisor or manager will provide you with the information necessary for setting up an account.

- **We do not issue paper checks or paper paystubs** If you have special circumstances or schedules in any pay period, please discuss them with your supervisor ahead of time.

Upon reviewing your first paycheck online, please take time to verify the information on your check. Look particularly at spelling, address, deductions and *social security number*. Report all corrections to your supervisor or the main office *immediately* and make changes online.

Direct deposit and Pay Cards are available. Upon hiring you have the option to enter your bank account information for direct deposit. Should you choose not to have direct deposit, you will be issued a pay card. See the main office or your supervisor for details.

If you think there is an **error on the time or amount of a paycheck**, see your supervisor immediately. We can make in-house corrections for most errors. There is a computer available in the main office for access to the PayChex Flex website in order to make changes however each employee is responsible for keeping track of their username and passwords.

You will be responsible for reimbursing Mohawk Mountain for any overpayment in accordance with applicable law.

4. JURY DUTY LEAVE

Should you be called to serve on a jury panel, please notify your supervisor within 24 hours after receiving your jury duty notice. In accordance with Connecticut law, you will not suffer any loss of regular pay for up to the first 5 days of jury duty leave. For those 5 days, you will be paid your regular wages or salary by the Mountain. After the 5th day, the remainder of the jury duty leave will be unpaid. Employees may elect to substitute any accrued paid time off for the unpaid portion of jury duty leave. To be paid for jury duty leave, the Mountain will require proof of your attendance.

5. FAMILY VIOLENCE LEAVE

Under certain circumstances, employees who are victims of family violence are allowed up to 12 days of unpaid leave per calendar year. "Family violence" includes incidents resulting in physical harm, bodily injury, assault, or an act of threatened violence between family or household members. Leave is available to enable an employee to:

- Seek medical care or counseling for the employee's injury or disability resulting from family violence;
- Obtain services from a victim services organization;
- Relocate due to such family violence;
- Participate in any civil or criminal proceeding related to or resulting from such family violence.

Employees must use any accrued and unused paid time off time in connection with leave. If an employee has exhausted or has failed to accrue paid time off, the company will provide up to 12 days of unpaid leave. Employees must provide written notice of foreseeable leave seven days in advance. For unforeseeable leave, employees should provide notice as soon as practicable. The Mountain asks that employees provide a written statement signed by the employee certifying that the leave is due to an incident of family violence, as well as one of the following documents in support of the leave:

- A police or court record related to the incident of family violence, or
- A signed, written statement confirming that the employee is a victim of family violence from an employee of a victim services organization, an employee of the Office of Victim Services or Office of the Victim Advocate, or a medical professional.

The Mountain will make every attempt to ensure documents provided in support of a family leave request under this policy remain confidential and protected from disclosure, unless disclosure is required by law or is necessary to protect the employee's safety in the workplace. Employees will be given prior notice of any disclosures the company makes. The company will not discharge, penalize, threaten, or coerce employees who take leave pursuant to this policy or state or federal law.

6. LEAVE FOR CRIME VICTIMS AND WITNESSES

Employees are allowed to take unpaid time off to obey a legal subpoena to appear in court as a witness in any criminal proceeding, or to attend a court proceeding or participate in a police investigation related to a criminal case in which the employee is a crime victim. The term "crime victim" means an employee who suffers direct or threatened physical, emotional or financial harm as a result of a crime or an employee who is an immediate family member or guardian of (i) a person who suffers such harm and is a minor, physically disabled, or incompetent, or (ii) a homicide victim. Employees who are the parent, spouse, child, sibling, or legal guardian of a victim of homicide will be allowed to take unpaid time off to attend court proceedings related to the criminal case of the person charged with committing the crime that resulted in the death of the victim.

Before the leave of absence, the employee must give his or her supervisor a copy of the notice of each scheduled legal proceeding that the employee plans to attend. When feasible, employees must give advance notice to their supervisor. When advance notice is not feasible, employees must provide their supervisor with documentation evidencing the judicial proceeding within a reasonable time after their leave. Employees may use accrued paid time off during their leave.

7. SOCIAL SECURITY & MEDICARE

Social Security is more than a paycheck deduction. It offers financial security for you and your dependents once you reach retirement age. This is a federally established and required program. For the duration of your employment, both you and Mohawk Mountain contribute funds to the federal government to support the Social Security program on your behalf.

8. WORKERS' COMPENSATION

On-the-job injuries are covered by our Workers' Compensation Insurance Policy, provided at no cost to you.

If you are injured on the job, no matter how slightly... *Report the incident to your supervisor immediately.*

- During the winter operating season, injured employees should also report to Ski Patrol at the designated first aid building, if Ski Patrollers are on duty. Ski Patrol can provide some medical assistance and assess the nature of your injury.
- You may be sent or taken to a hospital or other medical facility for treatment according to the nature of your injury. The Mountain utilizes St. Francis Care Center for Occupational Health, 1598 East Main Street, Torrington, CT 06790 (860-482-3467) as its primary workers' comp health provider. You will be referred there and they retain the Mountain's workers comp information on file. When they are not available, the Charlotte Hungerford Walk-In Clinic (next door to St. Francis) will take care of you. The third option is to visit Concentra Urgent Care, 333 Kenedy Drive, Suite 202, Torrington, CT 06790 (860-482-4552).
- You may be asked to submit to a toxic substance screen.
- As soon as you are able, you will be required to complete forms that include details of your incident and injury.

Following a worker's compensation injury/claim, the employee is responsible for *promptly*:

- Returning all work or claim related phone calls and/or responding to all related emails or letters
- Maintaining regular contact with their supervisor, main office staff and the insurance carrier;
- Providing updates, medical reports, return-to-work/limited-duty status and other pertinent claim information.

Grounds for termination of worker's compensation benefits and/or employment are:

- Failure to maintain required contact and to provide accurate and timely information regarding the claim
- Failure to return-to-work as scheduled
- Worker's Compensation fraud; illegal activities including infractions like working for others while receiving benefits (without carrier permission) or providing inaccurate information. The claimant may also incur repayment obligations.

On-the-job safety is important; for you and to us. We ask for your assistance in alerting management to any condition that could lead or contribute to an employee accident. Please review the “Safety in the Workplace” section of this handbook.

9. MOUNTAIN BENEFITS

Mountain employees are eligible for a variety of unique Mountain benefits including skiing and snowboarding privileges, meal discounts and other discounts for rental equipment, lessons and retail purchases. Any purchases obtained through Mountain benefits programs are for your personal use only. In addition, employee guests can receive lift tickets, rentals and lessons at discounted rates. All discounts are given at the discretion of each departmental manager. Show your employee ID when purchasing any goods or services under this plan. An annual benefits update is issued to all employees at the start of each operating season that gives detailed information on benefits. Your supervisor is also a good resource for benefits information.

IV YOUR IDENTITY AS A MOHAWK MOUNTAIN EMPLOYEE

It is important that all employees be identified as Mohawk Mountain staff. Together we are responsible for a customer’s experience and we represent all aspects of the Mountain’s successful operation. Your contribution is vital and should be acknowledged. Being readily identifiable also helps if a guest requires assistance or if you need to oversee a difficult situation.

1. UNIFORMS

The Mountain requires each employee to be in uniform during working hours. Appropriate uniforms for each department are issued to employees. During completion of your hiring packet you signed a receipt for uniforms.. Uniforms belong to the Mountain unless you are told otherwise. A lost, misplaced or stolen uniform is your responsibility. Notify your supervisor immediately if you don’t have your uniform. Arrangements will be made for a replacement. If a new uniform is needed, you are responsible for the cost. At the end of the season or upon termination, some uniforms must be returned to the Mountain, complete, clean and in good condition. If you do not do so, you’ll be billed for its replacement cost. You must immediately pay this bill or return the uniform. Failure to comply will result in deduction of the value from your paycheck, as permitted by law, and/or any legal remedy available, including court action.

Uniforms must:

- Be kept clean and in good repair at all times. This is each employee’s responsibility
- Be worn during all working hours and at Mohawk Mountain only. If you arrive at work without all of your department’s required uniform and your ID, you may be charged for new uniform or ID immediately or sent home without pay.

Uniforms must NOT:

- Be worn for any other purpose except as required work attire. Uniforms are not appropriate for street wear or to prove employee status when visiting other resorts and places of business.
- Be loaned to other people at any time or for any reason.

2. IDENTIFICATION CARDS and NAME TAGS

Mohawk Mountain also requires that each employee be easily identified during working hours with a photo identification card that is also used as your name tag. IDs are issued before your first work shift. They are the property of Mohawk Mountain.

IDs Must:

- Be worn during all work hours, as specified by your supervisor. Failure to wear your ID may result in disciplinary action.
- Not be loaned to other people at any time or for any reason.
- Be secured when not worn as part of your work uniform. Magneticstrips hold personal information, may determine security levels required to perform your duties and are necessary for benefits. This information should

not be available to others. In order for the magnetic-strip on the back of each ID to work for these purposes, IDs must be kept clean and in good repair.

IDs May:

- Be used for meal discounts at the cafeteria.
- Be used as your authorized lift pass for skiing/snowboarding (Signed release required - See annual benefits update)
- Be used as appropriate identification to prove employee's status when visiting other resorts.

Lost, stolen, or misplaced IDs are the responsibility of each employee. Notify your supervisor immediately if you do not have your ID and arrangements will be made for a replacement. If a new ID is needed, the cost can be deducted from your pay. There is no charge for replacing a broken or damaged ID if you bring all the pieces to the main office for replacement.

Should your employment at Mohawk Mountain end before the last day of operation for each winter season, you must surrender your ID to your supervisor. Failure to return an ID in a timely manner will result in legal prosecution to the fullest extent of the law.

FURTHER INFORMATION REGARDING UNIFORMS and IDs is available from your supervisor, the main office or on the forms you signed in your hiring packet.

V **ON THE JOB**

1. ATTENDANCE AND PUNCTUALITY

Attendance and punctuality are important to your success at Mohawk Mountain. Our success requires that each person be in the right place at the right time.

- **If you are going to be late for work or absent, notify your supervisor within ½ hour of the start of your workday.**
- Please call 860-672-6100 and leave a message in the department's voice-mail box or use the preferred communication method within your department. (Extensions are in "Who's Who" section)
- If you must change your schedule, it is your responsibility to find a shift replacement and to notify your supervisor so that they may approve said change.

The Mountain expects that employees will follow this notification procedure. Failure to follow this procedure on any three occasions in a single year will result in the termination of employment unless prohibited by law.

2. WORK WEEK

Because of the nature of our business, your work schedule will vary depending on your job.

- Mohawk Mountain operates seven days/week during the winter season, generally from late November to late March.
- We work weekdays, weekends and winter holidays. There are two shifts daily, except for Sundays.
- Weekday operating hours are 9:30am to 8:00pm - Monday through and Wednesday, 9:30am to 10pm Thursday and Friday.
- Weekend and Holiday period operating hours are 8:30am to 10pm daily, except for 4pm closings on Sundays.
- Work shifts generally start before and last beyond these times.
- Your schedule may also vary according to weather or operational needs. You may be required to work a different schedule; asked to come in more or different days or to not work on days when we do not operate or schedules are cut.
- No employee is guaranteed any specific shift or number of hours of work.

3. MEAL TIME & BREAKS

Short personal breaks and/or a 30-minute meal break may be taken each day depending on your duties, schedule and in accordance with applicable law. Upon completing your hiring packet, you must choose a meal break option. The form describes CT law and your options in choosing a paid or unpaid meal break.

Your supervisor is responsible for all meal break scheduling. Depending on daily operating requirements, your supervisor may schedule other breaks. **Do not leave your assigned workstation at any time without authorization.**

4. WORK ASSIGNMENTS

Work assignments are scheduled and distributed by supervisors. You will be advised of future schedules in advance. Duty stations or work assignments may vary. Once you have begun an assignment, you will report directly to your supervisor for all matters relating to its completion. Employees are occasionally asked to perform jobs that are not part of their usual work. All such tasks are to be completed in a timely, efficient and cheerful manner.

5. SEVERE WEATHER

Severe weather is expected during the winter months and mostly we like it. Although driving may be difficult at times, roads are normally passable when caution is used. We are all expected to work our regular hours. Time taken off due to poor weather conditions is unpaid. As with any other absence or tardiness, let your supervisor know promptly.

6. STANDARDS OF CONDUCT

Each employee must observe and follow Mountain policies and maintain proper standards of conduct at all times. If an employee's behavior interferes with orderly and efficient operation, corrective disciplinary measures will be taken. Standards of conduct and adherence to Mountain and CT Laws/rules apply at all times while at Mohawk Mountain including when skiing.

The following is a non-exhaustive list of conduct that may result in disciplinary action:

- Violation of federal or CT law, the Mountain's policies or safety rules.
- Insubordination, poor attendance or poor performance.
- Theft or dishonesty.
- Except for ski instructors, ski patrol and other positions which expressly require skiing/boarding, participation in these sports during an employee's shift, even during break time, is prohibited. Skiing and/or snowboarding are not considered to be part of an employee's duties and unauthorized skiing and/or snowboarding will result in disciplinary action up to and including discharge.
- Possession/use/sale of alcohol, illegal drugs or controlled substances on work premises, when reporting to work or during shift.
- Reporting to work under the influence of alcohol, illegal drugs or controlled substances.
- Unauthorized possession, use or sale of weapons, firearms or explosives on work premises.
- Physical harassment, sexual harassment or disrespect toward fellow employees, visitors or other members of the public.

While employed by the Mountain, your conduct both on and off Mohawk Mountain premises is a reflection on us. It is up to you to act responsibly.

7. DISCIPLINARY ACTION may include verbal warning, written warning, suspension without pay and discharge. The Mountain will determine any disciplinary action to be imposed. The Mountain does not guarantee that one form of action will necessarily precede another. You are employed on an "at-will" basis. Disciplinary actions are documented by supervisors and an employee's signature may be required.

10. CUSTOMER SERVICE and PUBLIC RELATIONS

The Mountain's reputation is built on friendly, excellent service and quality work. Our customers have high expectations and standards. Their opinions and attitudes may be formed by the actions of one employee. Your behavior, demeanor and attitude is noticed, from entering and exiting the parking lot, to breaks, transitioning between duties or any at time or place around the Mountain. If we take customers for granted, we risk losing not only that customer, but their associates, friends or family. Each employee must be honest and courteous with customers.

Please try to help customers with problems. If you cannot do so directly, contact your supervisor or send the customer to someone who can help. Provide customer assistance in a timely manner *but do not leave your assigned duties*. Customer Service extends far beyond your specific work site. Avoid altercations with customers. Should one

occur, report the incident to your supervisor immediately. If you cannot reach your supervisor, contact the main office personnel, Ski Patrol, or management. Relay any/all relevant information. Without everyone's cooperation and help, we cannot resolve problems for staff or customers.

Your supervisor will also discuss with you any complaints or concerns noted by customers, management or other employees. Usually we can find solutions to problems or make changes so they do not reoccur. Occasionally disciplinary action may be taken.

11. PROTECTING MOUNTAIN INFORMATION

Protecting Mohawk Mountain information is the responsibility of every employee and we all share a common interest in making sure it is not improperly or accidentally disclosed. Do not discuss the resort's confidential business with anyone. If you feel that you need more information regarding a particular situation, see your supervisor. We will try to inform you appropriately. Some circumstances have legal considerations that must be taken in to account. These concerns may involve employees so protecting Mohawk Mountain may also protect you and/or your co-workers. Refer all requests for information from the press/media or customers to the main office. Notify your supervisor or the main office immediately if a member of the press/media contacts you.

11. PRIVACY PROTECTION POLICY

Employees are permitted to access "personal information" only if necessary and appropriate to carry out assigned tasks for the company and in accordance with company policy. "Personal information" means information capable of being associated with a particular individual through one or more identifiers, including, but not limited to numbers from Social Security, driver's license, state identification card, account, credit or debit card, passport, alien registration form or health insurance identification. "Personal Information" does not include publicly available information that is lawfully made available to the general public from federal, state or local government records or widely distributed media.

Accessing and using such information without authorization by the company or contrary to the Mountain's policies and procedures can result in discipline up to and including termination of employment. There may also be legal consequences for you. If you come into contact with Social Security numbers or other sensitive personal information without authorization from the company or under circumstances outside of your assigned tasks, you may not use or disclose the information further and you must contact your supervisor and turn over to him or her all copies of the information in whatever form.

For more information about whether and under what circumstances you may have access to this information, review your job description or contact your supervisor.

12. CHANGES IN PERSONAL DATA

We need to maintain up-to-date information about you so we can aid you and/or your family in an emergency or for tax purposes. Changes in name, address, telephone number, next of kin and/or beneficiaries must be updated through our hiring website. Please see your supervisor for more information. Changes to payroll deductions such as marital status or number of dependents, must be changed online through the PayChex Flex website. It is also your responsibility to notify Mohawk Mountain that such changes have been made.

Changes to payroll deductions must be made by you through the PayChex Flex website.

If you make any personal changes that affect payroll, please review those changes on your next check for accuracy.

13. ACCESS TO PERSONNEL FILES

Upon written request, employees may inspect or make copies of their personnel files during regular business hours, up to twice each year, on Mountain premises and in the presence of a Mountain official. If you disagree with information in your personnel file, please contact your supervisor. You are entitled to add a statement challenging your file's content.

14. SOLICITATION

In order to avoid unnecessary annoyances and interruptions from your work, solicitation by an employee of another employee is prohibited on the Mountain premises or during work time. Customer solicitation is never allowed. Employee distribution of literature, including handbills, in any work area is prohibited. Solicitation or distribution of

literature by non-employees on these premises is also prohibited and should be reported to your supervisor. Solicitation on state property is generally prohibited.

15. CARE OF EQUIPMENT

You are expected to use proper care when using the Mountain's property and equipment. No property may be removed from the premises without proper authorization of management. If you lose, break or damage any Mountain property or notice damage to it, report it to your supervisor at once. Failure to do so could cause work stoppage or injury to you or others.

16. PERSONAL TELEPHONE CALLS

It is important to keep telephone lines free for customer calls and you must remain focused on your duties. Although occasional use of the Mountain's telephones may be necessary in a crisis, personal calls are not allowed. Messages are sent to your supervisor's voicemail or can be left in the main office. In an emergency, we will locate and notify you as soon as possible.

17. CELL PHONES, HEADSETS, I-PODS, ALL ELECTRONIC DEVICES

The use of cell phones, audio/visual equipment or personal electronic devices *of any kind* is not allowed during working hours. For good customer service and the security and safety of others, you must not be distracted from your assigned duties in any way. You will be asked to sign a form acknowledging this policy.

18. COMPUTERS, INTERNET ACCESS AND USE

Mountain's electronic systems, including created, sent, received, used, transmitted, or stored using Mountain's computers, phones, voicemail, internet, email, software, networks, and other communications systems (collectively "Systems") are provided for the purpose of facilitating communications and furthering the best interests of Mountain. These Systems are Mountain property and are provided for business purposes.

Employees may not use Systems in any manner that interferes with the performance of an employee's job, consumes significant resources, gives rise to more than nominal additional costs, or interferes with the activities of other employees. Employees may not use personal computers for Mountain business or communication without Senior Management permission and with all corporate safe guards in place.

Any communications or content that is created, sent, received, used, transmitted, or stored using Mountain's Systems ("Electronic Communications") is the property of the Company. "Electronic Communications" include, among other things, messages, images, electronic files, data or any other information used in e-mail, instant messages, voice mail, fax machines, computers, personal digital assistants (including Blackberry, iPhone or similar devices), text messages, back-up storage, information on a memory or flash key or card, jump or zip drive or any other type of internal or external removable storage drives.

Employees do not have any privacy with regard to any activity conducted using Mountain's Systems. The Systems and Electronic Communications are accessible to the Company at all times including periodic unannounced inspections. Our Systems and Electronic Communications are subject to use, access, monitoring, review, recording and disclosure without further notice; and the Company intends to exercise such rights to monitor, review, and audit the Electronic Communications of employees.

Employees may not use our Systems or Electronic Communications in a manner that violates our policies. Examples of prohibited uses include, but are not limited to, sexually-explicit drawings, messages, images, cartoons, or jokes; propositions or love letters; ethnic or racial slurs, threats, or derogatory comments; or any other message or image that may be in violation of Company policies.

In addition, employees may **not** use our Systems:

- To download, save, send or access any discriminatory or obscene material;

- To download, stream, save, send or access any music, audio or video file or otherwise violate the terms of trade secret, copyright, or intellectual property law;
- To alter, delete, encrypt or add programs or applications to any Systems;
- To download anything from the internet (including shareware or free software) without the advance written permission of a supervisor;
- To disable or attempt to circumvent installed anti-virus software;
- To download, save, send or access any site or content that the Company might deem “adult entertainment;”
- To access any “blog” or otherwise post a personal opinion on the Internet;
- To attempt or to gain unauthorized or unlawful access to computers, equipment, networks, or systems of the Company or any other person or entity;
- To disclose confidential and/or proprietary information, including the Company’s trade secrets and personal information about the Company’s employees and customers.
- In connection with any infringement of intellectual property rights, including but not limited to copyrights;
- In connection with the violation or attempted violation of any law;
- For excessive personal or non-business-related communications or activities;
- To disseminate chain letters, jokes, etc.;
- For personal gain; and
- For illegal activity.

Employees who abuse access privileges or passwords by unauthorized entry into another employee’s system or files or into the Company’s internal or external networks or who distribute messages or materials which are not consistent with the policies for appropriate workplace conduct may subject themselves to disciplinary action up to and including termination. In some cases, the abuse of access privileges may be illegal, and the violator may be subject to legal penalties.

Under no circumstances is an employee authorized to use the mailbox of another employee for transmitting a message that appears to be from that staff member. Likewise, an attempt by an employee to access the voicemail or email messages of another employee, without their consent or authorization, is a violation of Company policy and that employee will subject himself or herself to disciplinary action, up to and including termination.

All Systems passwords and encryption keys must be available and known to the Company. Employees may not install password or encryption programs without the written permission of the supervisor. Employees may not use the passwords and encryption keys belonging to others.

Numerous state and federal laws apply to Electronic Communications. The Company will comply with applicable laws. Violations of this policy may result in disciplinary action up to and including discharge as well as possible civil liabilities or criminal prosecution.

Nothing in this policy is designed to interfere with, restrain, or prevent employee communications regarding wages, hours, or other terms and conditions of employees. Mohawk Mountain employees have the right to engage in or refrain from such activities.

19. SOCIAL MEDIA

If you mention the Mountain in a blog, tweet, Facebook, instagram or elsewhere in online social media, or it is reasonably clear you are referring to the Mountain or a position taken by the Mountain and you express a political opinion or an opinion regarding the Mountain’s positions or actions, the post must specifically note that the opinion expressed is your personal opinion and not the Mountain’s. This is necessary to preserve the Mountain’s good will in the marketplace. Please respect the privacy of all Mountain guests and do not post information about them without permission.

20. PARKING

Free parking is available for all employees. You are required to park within designated areas. Please see your supervisor for appropriate parking locations. The Mountain is not responsible for loss, damage, or theft of your vehicle or items left in it. We suggest that you lock your car.

21. ANIMALS

Mohawk Mountain is not an appropriate place for pets of any kind. Weather is unpredictable, pets can be injured and some customers are not pet fans. We are also subject to health codes and stringent state park laws and regulations.

- Do not bring pets to work. Do not leave pets in vehicles during your work shifts. Pets are not allowed on the mountain, at lifts or in public assembly areas at any time.
- Please report any stray animal, unleashed pet or animal about which you have concerns to your supervisor immediately, especially if there is an imminent threat to customers, staff or to the animal itself.

22. BULLETIN BOARD

Information of interest and importance to you is posted in by timeclocks. We suggest that you look regularly to keep up with what is happening. These sites are for administrative use. Employees may not post or remove information on them.

23. EMPLOYEE ROOM

Employee space may be available for your use in some of our buildings.

- Limited custodial care is provided by the Mountain. You are expected to keep these areas clean for the next person's use.
- Do not leave valuables or personal gear in these areas. Ask your supervisor about appropriate places to leave belongings or secure them in your vehicle

You may also use the public areas and cafeteria facilities in the main base lodge.

- As with other Mountain facilities, you are expected to keep these areas clean and neat.
- Customers may be waiting to use the same area on busy days. Please be courteous and thoughtful toward them.
- Do not litter. Dispose of refuse or recycling appropriately. Help keep the Mountain clean. Pick up trash wherever you find it.

24. VANDALISM including GRAFFITI and DEFACING PROPERTY

Vandalism, graffiti or defacing of Mohawk Mountain property is not acceptable at any time. This specifically includes lift buildings (inside and out), all other lift components and all employee areas as well as the rest of the Mountain facilities. Report any incidents of vandalism to your supervisor or the main office immediately.

25. IF YOU MUST LEAVE US

Should you decide to end your employment with us, we ask that **you provide your supervisor with at least two weeks' advance notice**. Your thoughtfulness will be appreciated and will be noted favorably should you ever wish to reapply for employment. We are glad to provide basic informational references upon request.

It is your responsibility to notify Mohawk Mountain before December 31 if your address changes during the calendar year in which termination occurs so that tax information and other correspondence are sent to the proper address.

VI WORKPLACE HEALTH & SAFETY

1. SAFETY IS EACH EMPLOYEE'S RESPONSIBILITY

Safety can only be achieved through teamwork. Each employee, supervisor and manager must practice safety awareness by thinking defensively, anticipating unsafe situations, using common sense and reporting unsafe conditions. Please:

- **Notify your supervisor of any emergency situation or potential emergency immediately.** Remember that emergencies can include customers as well as you and other employees.
- **If you are injured or become sick at work, no matter how slightly, you must inform your supervisor immediately.** Be sure that the emergency contact form in your personnel records is up-to-date.

- **Use of alcoholic beverages or illegal drug substances or the abuse of legal prescription drugs during working hours will not be tolerated.** Possession of alcoholic beverages or illegal drugs on Mountain property is forbidden at any time.
- **If you are taking prescription or over-the-counter medications that may impair your work performance, ask your supervisor for temporary reassignment.** Your safety and the well-being of customers and other employees depend on it.
- **Use, adjust and repair machines and equipment only if you are trained and qualified to do so *and* with permission.**
- **Use all appropriate safety gear and use only the proper tools and supplies for the job.**
- **Get help when lifting, pushing or moving heavy objects.** See your supervisor if you do not know how to do this correctly.
- **Understand every part of your job fully and follow instructions.** If you are not sure of the proper procedure, don't guess - ask your supervisor. Tell your supervisor if you feel you need additional training for any aspect of your job.
- **Wear appropriate clothing for your work site and job description.** Avoid loose, baggy clothing, trailing scarves or any gear or adornment that could get caught on/in workplace tools or equipment. Dress for changeable weather conditions or different work assigned
- **Wear personal protective equipment and use all appropriate safety gear in accordance with the job you are performing.** Be sure it is fitted correctly. Do not use equipment that has been fitted for another person.
- **Know the locations, contents and use of first aid kits, eyewash stations, emergency shower and firefighting equipment. Know how to contact Ski Patrol, and where their facilities are located.**
- **Comply with OSHA standards** from safety procedures, training materials. **Know about MSDS and how it applies to you.**

A violation of a safety precaution is itself an unsafe act. Above all, **you are responsible for your safety and the safety of others**, both customers and those working around you. Do not put yourself or others in harm's way!

2. GOOD HOUSEKEEPING

Good work habits and a neat work place are essential for health, safety, efficiency and for the image we present to our customers.

- Keep your place of work organized and materials in good order, at all times.
- Report anything that needs repair or replacement to your supervisor
- Be observant as you move through your workday and report any problems you may notice in your department or others.

3. PERSONAL HEALTH

Do not put others at risk by exposing them to viruses or communicable diseases you may have. **Do not come to work if you are ill.** Advise your supervisor immediately if you are contagious and your illness could be a danger to others.

4. RECYCLING

Mohawk Mountain has a recycling program that complies with state and local statutes. Appropriate recycling bins and dumpsters are located around the area. See your supervisor for locations and recycling rules. Employees must use these containers in accordance with our program and encourage customers to do the same. Empty or exchange bins in your work area when they are full. Recycling and a clean environment are beneficial to all employees, customers, our image and the land around us.

5. SMOKING and TOBACCO IN THE WORKPLACE

Mohawk Mountain is committed to providing a safe and healthy environment for employees and visitors.

ALL BUILDINGS AND WORK-SITES AT MOHAWK MOUNTAIN ARE SMOKE TOBACCO AND NICOTINEFREE ENVIRONMENTS

Smoking, vaping or tobacco use is not permitted in any public areas including lifts or while in uniform or visible by customers.

- Extinguish smoking materials completely and appropriately. Dispose of any tobacco remains in approved containers only.

- See your supervisor for specific departmental rules, clarifications or suitable locations for engaging in these activities.

Use of electronic vapor “smoking” devices is not permitted while in uniform, visible by customers or in public assembly areas.

6. EMERGENCY PLAN

Mohawk Mountain has a comprehensive “Emergency Plan”. While we hope no significant emergencies will ever occur, anticipating such events can help mitigate disastrous outcomes. Understanding how to act in an emergency situation and knowing your options and responsibilities could be important to your safety and the well-being of those around you. Discuss emergency plans and/or chains-of-command with your supervisor before a crisis occurs. Do not deviate from these plans.

7. SUBSTANCE ABUSE

- No employee shall work, report to work or be present at Mohawk Mountain, in Mountain vehicles or engage in Mountain activities while under the influence of alcohol/illegal drugs/controlled substances which could affect job safety or performance.
- The unlawful or unauthorized manufacture, distribution, dispensation, possession, sale or use of alcohol/illegal drugs/controlled substances on Mountain premises, in Mountain vehicles or while engaged in Mountain activities is strictly prohibited.
- **Mohawk Mountain further reserves the right to take any and all appropriate and lawful action necessary to enforce this substance abuse policy. Including , but not limited to, the inspection of the employees’ personal property** in certain circumstances, as well as, Mountain-issued lockers, desks or other suspected areas of concealment in accordance with applicable law. Full compliance with this substance abuse policy is a condition of employment or continued employment.

8. MANDATORY REPORTING OF SUSPECTED ABUSE

The Mountain takes the safety of the youth involved in its programs very seriously. Any employee who suspects that a minor participating in one of the Mountain’s programs has been subjected to physical or sexual abuse must report such suspicions to law enforcement immediately, but not later than 24 hours after such suspicions arise. Employees who fail to abide by this policy may be subject to disciplinary action up to and including termination of employment as well as criminal liability. The Mountain will not retaliate against any employee who, in good faith, makes a report under this policy or cooperates with an investigation of suspected abuse.

VII QUESTIONS, PROBLEMS, SUGGESTIONS, IDEAS... Talk to Us

Please bring your questions, problems, complaints, suggestions and ideas to our attention. Employees have great ideas!

- Your suggestions and comments on any subject are important to us so we encourage you to bring them to our attention.
- We are interested in constructive ideas and suggestions for improving operations. Submit suggestions to your supervisor or to the main office.
- If you have questions or problems, talk to your supervisor. Most situations can be resolved with discussion and by determining facts.
- If you still have questions or your problem persists, meet with a member of the management team.

**RESPONSIBILITY FOR
COPY of EMPLOYEE HANDBOOK**
MOHAWK MOUNTAIN SKI AREA, Inc.

I have access to the Employee Handbook online at [mohawkmtn.com\seasonalhandbook](http://mohawkmtn.com/seasonalhandbook)

I have, this day, received access to the Mohawk Mountain Ski Area, Inc. Employee Handbook. **I understand that I am responsible for reading and understanding the personnel policies and practices described within it.** I understand that this Handbook replaces any and all prior Mountain Handbooks and policies.

I understand that the policies and benefits contained in this Employee Handbook may be added to, deleted or changed by Mohawk Mountain at any time. I understand that neither this manual nor any other written or verbal communications by a Mountain management representative is intended to, in any way, create a contract of employment. I understand that my employment with Mohawk Mountain is -at-will. I understand that failure to follow the policies of the Mohawk Mountain Employee Handbook may result in disciplinary action and/or discharge.

If I have any questions regarding the content or interpretation of this Handbook, I will bring them to the attention of my supervisor. I will obtain a printed, paper copy of this Employee Handbook from the Main Office if I so desire.

PrintName: _____

Date: _____ ID #: _____

Department: _____

EmployeeSignature: _____