

The logo features a stylized silhouette of a deer with large antlers, positioned to the left of the word "STAFF". The letter "S" is significantly larger than the other letters in "STAFF". Below "STAFF" is the text "DEER VALLEY" with a registered trademark symbol (®) to its right. Below this entire logo assembly is the word "HANDBOOK" in a large, bold, sans-serif font.

**STAFF**  
DEER VALLEY®  
**HANDBOOK**

**A Guide to Your Success at  
Deer Valley Resort**

**November 2020**



DEER VALLEY  
RESORT

## OUR CULTURE

Company culture is the personality and feel of the work environment as viewed by staff. Culture includes “buy-in” to company values, ethics, expectations and goals. A company’s culture has a huge impact on how everyone performs their job. Deer Valley Resort’s unique culture IS our competitive edge in the ski industry.

We summarize our unique culture using our Vision, Mission Statement and Three Circle Business Model.

### OUR VISION:

Be the undisputed resort leader in providing exceptional guest service and experience.

### OUR MISSION STATEMENT:

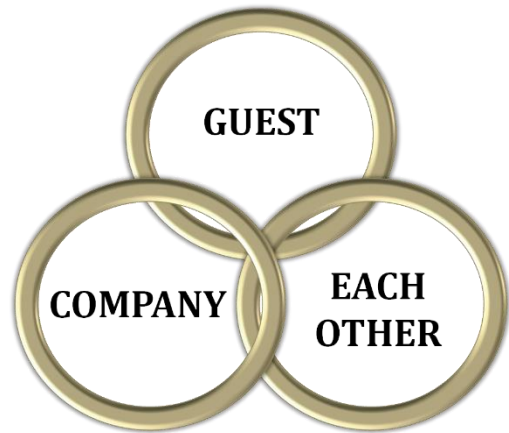
We embrace technology and innovation to keep our brand relevant while attracting and retaining inspired staff to elevate our guests' experience.

### OUR VALUES

#### The Three Circle Model

- Take Care of the **Guest**
- Take Care of the **Company**
- Take Care of **Each Other**

Our Business Model is a simple concept that guides our daily decisions and helps to maintain the balance between all three areas of your work experience.



The following are core values based on the Three Circle Model and performance expectations for all Deer Valley staff members.

#### **Taking Care of Our Guests – Attention to Detail**

Demonstrate attention to detail and accuracy in delivering products and/or services. Commit to excellence and look for ways to improve product quality and service. Take initiative to be self-directed in problem solving, prioritizing workload, and organizational skills (monitor quality levels, find root cause of quality problems, own/act on quality problems).

### **Taking Care of Our Guests – Guest Service**

Demonstrate availability and approachability to both internal and external guests by greeting them with a smile, eye contact, and taking the initiative to appropriately assist in a positive and respectful manner. Communicate professionally to guests with clear, concise and accurate information. Follow through on guest requests. Answer guest questions about Deer Valley Resort, Park City and surrounding area. Handle service complaints or problems politely and efficiently. Follow departmental guest service procedures and demonstrate the ability to make sound guest service decisions within the realm of your responsibilities and know when to take issues to the proper supervisor on duty.

### **Taking Care of the Company – Following Policies and Procedures**

Follow Deer Valley Resort company policies and departmental procedures including but not limited to: uniform and grooming/professional appearance, workplace cleanliness and organization, behavior standards. Respect and follow safety policies and regulations (i.e. workplace injury and hazard reporting, etc.). Encourage others to utilize safe and healthy work practices.

### **Taking Care of the Company – Attendance/Dependability**

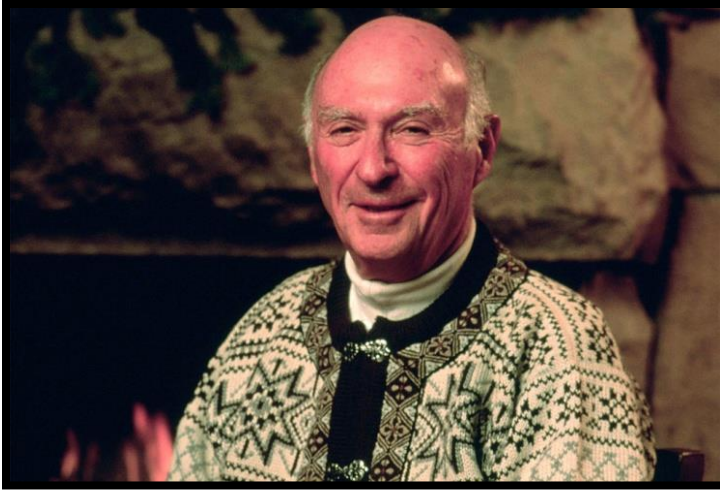
Have dependable and reliable attendance, on time and ready to work when scheduled. Communicate with supervisor in a timely manner when encountering problems that may limit ability to meet expectations. Meet your scheduling commitments with limited schedule special requests. Exhibit willingness to adapt to changes in resort's fluctuating business needs (available to work when needed or take extra days off). Follow proper timekeeping procedures.

### **Taking Care of Each Other – Professional Relationships**

Display respect for and cooperate with other staff at all times. Demonstrate willingness to interact professionally with staff inside and outside your immediate department. Actively and positively resolve any workplace conflict in a professional manner.

### **Taking Care of Each Other – Teamwork**

Contribute to a positive, enjoyable workplace by making constructive contributions and share knowledge with others. Complete a fair share of work and demonstrate teamwork skills. Be willing to offer and ask for help from other team members as workload dictates.



### **Deer Valley Resort Founder Edgar Stern**

Our Founder's Seven Principles of Guest Service represent Edgar Stern's vision of creating a ski resort that would model the world-class guest service previously found only in a five-star hotel experience. The following are examples of how Edgar's principles are incorporated across the resort today.

**Anticipation** – Our guest's first experience with the Deer Valley brand may begin with a phone call or online services to book reservations and learn about the resort.

**Arrival** – Ski valets assisting in the loading zones create that great first impression that Edgar envisioned for our guests.

**Uncrowded Experience** – Limiting lift ticket sales to allow for a pleasant on-mountain dining experience is a unique way of looking at the whole guest experience.

**Five-star Cuisine** – An important part of a five-star hotel visit is great dining experiences and Deer Valley Resort is committed to providing the best for our guests.

**Slope Grooming** – The guest's on mountain ski experience can be affected by the quality of our snow surface and is just as important as the dining and accommodation part of their Deer Valley visit.

**Attention to Detail** – Taking the time to get the small details right was important to Edgar's vision and is key to providing the Deer Valley Difference.

**Greeted by Friendly/Uniformed Staff** – The appearance of our well trained, neatly groomed and uniformed staff represent the Deer Valley brand and five-star hotel image that Edgar sought at his ski resort.

## **Our Founder's Seven Principles of GUEST SERVICE:**

**Anticipation**

**Arrival**

**Uncrowded  
Experience**

**Five-star  
Cuisine**

**Slope  
Grooming**

**Attention to  
Detail**

**Greeted By  
Friendly,  
Uniformed  
Staff**



## DEER VALLEY RESORT

### INTRODUCTION

This handbook is designed to help you be successful at Deer Valley Resort. **It is a guide to Deer Valley's policies, procedures and employee benefits.** It is important that you understand and follow our policies and procedures, which are designed to provide our guests with the highest levels of satisfaction and enjoyment. We are committed to making this information easy to understand. Please let us know if you need additional clarification.

Deer Valley has the right to change these policies at any time. *There may be circumstances when a policy may be modified but only with President's approval.*

### HUMAN RESOURCES POLICIES AND PROCEDURES

#### MANAGEMENT STRUCTURE

Deer Valley Resort operations are broken down into eleven divisions. Each division has a Director who reports directly to the President and Chief Operating Officer. The individuals in these positions are listed below. The management structure of Deer Valley will be more fully explained to you during your training so that you have a clear idea of your supervisors' and managers' respective areas of responsibility. If something about Deer Valley's management structure is not clear to you, your supervisor or the Director of Human Resources can answer your questions.

#### RESORT DIRECTORS

Jeremy Levitt	President
Brian VandenBroek	Director of Finance
Jodie Rogers	Director of Food and Beverage
Chris Lampe	Director of Human Resources
Jeff Engman	Director of Information Technology
James "Jamo" O'Reilly	Director of Lodging Operations
Coleen Reardon	Director of Marketing
Georgia Anderson	Director of Merchandising and Logo Licensing
Steve Graff	Director of Mountain Operations
Steve Issowits	Director of Real Estate and Resort Planning
Dirk Beal	Director of Sales
Rob Sogard	Director of Skier Services

## SUPERVISORY CLASSIFICATIONS

The following terms are used throughout this handbook and in Deer Valley's day-to-day operations to refer to various supervisors and managers. **Any reference in this handbook to your "supervisor" means your immediate supervisor.**

**The President** (title in this handbook refers to Jeremy Levitt, the President & COO of Deer Valley Resort, who has overall responsibility for all aspects of resort operations.

**Division Director** refers to any one of the Directors listed on the previous page. Each Director has overall responsibility for a particular area of resort operations. The Division Directors report directly to the President.

**Department Heads** are generally responsible for one or more departments within a division, and report to the Division Director.

**Managers/Supervisors** are responsible for specific operations within a particular department, and generally report to the Department Head or the Division Director.

# I. EMPLOYMENT AT DEER VALLEY

## A. EQUAL OPPORTUNITY EMPLOYER

Deer Valley is committed to abiding by all laws pertaining to fair employment practices. We prohibit discrimination on the basis of race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age (40 or older), disability or genetic information of an otherwise qualified person or any other status protected by law.

## B. AMERICANS WITH DISABILITIES ACT

Any applicant or employee who requires an accommodation in order to participate in the application process or to perform the essential functions of a particular job should contact the Director of Human Resources and request such an accommodation, specifying what accommodation is needed. Deer Valley will conduct an investigation to identify the barriers that make it difficult for the applicant or employee to have an equal opportunity to apply for or perform the job. We will also identify possible accommodations, if any, that will eliminate the difficulties. If an accommodation is reasonable and will not impose an undue hardship on Deer Valley, we will make the accommodation.

## C. EMPLOYMENT AT WILL

Your employment relationship with Deer Valley is referred to as “employment at will”. This means that both you and Deer Valley have the option of terminating the employment relationship at any time, with or without notice and with or without cause. **No manager, supervisor or employee of Deer Valley has the authority to enter into any agreement with you for anything other than at-will employment, or to change your status as an at-will employee. This handbook does not represent a contract of employment of any kind.** It is a set of guidelines to Deer Valley's policies, practices, procedures and benefits as they apply to you, the Deer Valley employee. **Nothing contained in this handbook changes your status as an at-will employee.**

## D. EMPLOYEE CLASSIFICATIONS

Winter ski privileges and seasons of service are based upon winter seasons completed. Completing a winter season with a termination status of Reduction in Force or Medical Excused and meeting the required hours for a Full-time, Part-time and On-call status with at least 80 hours of service will qualify you for a season of service. For those classified as Temporary Help, previously credited seasons of service will be maintained if applicable, but a season of service is not earned while in this category. If an employee does not meet the minimum 80 hours of work for the winter season, they will not earn a season of service and will remain at their current number of seasons. It is each employee's responsibility to monitor and maintain their status hour requirements. (Please see Appendix A for ski benefit details associated with this classification.)

**Full-time:** Employees whose positions require them to work on average 30 hours or more per week, typically requiring **400 or more hours during the season** depending on their particular job functions and their department's needs. Full-time employees may be either hourly or salaried depending upon the job position.

**Part-time:** Employees whose position generally requires them to work less than 30 hours per week, but who are generally scheduled to work at least six shifts per month typically requiring a total of **120 or more hours during the season**. Due to fluctuations in business demands, some part-time

employees may be required to work more than six shifts during some months and at times less than six shifts in a month depending on their particular job functions and their department's needs. Part-time employees are hourly employees.

**On-call:** Employees whose positions are designated to be on an as needed basis depending on their particular job functions and their department's needs; **OR** whose work schedule is generally less than an average of six shifts per month in a season typically requiring **80 or more hours during the season**.

**Temporary Help:** Winter employees whose positions are designated to be a specific time frame only (like holiday periods) based upon department needs. These employees work less than the required on-call schedule **OR less than 80 hours** in a season. For this position previously credited seasons of service will be maintained if applicable, but a season of service is not earned while in this category.

**SEASONAL:** Employees whose positions will last only for an estimated period, coinciding with winter or summer operations. Seasonal employees may be either hourly or salaried.

**YEAR ROUND 1 (YR1):** Employees whose positions have been designated as full-time throughout the year without predetermined periods of layoff. YR1 employees may be either hourly or salaried.

**YEAR ROUND 2 (YR2):** Employees hired in one of the company's designated full-time YR2 positions based upon the needs of the company and the specific department. YR2 positions may have periods of business leave or layoff\* designated by the company or by the job or may have reduced hours depending upon business need. YR2 employees may be either hourly or salaried.

**YEAR ROUND 8 (YR8):** An employee who has successfully completed 8 consecutive seasons (winter and summer) in a full-time seasonal position may qualify as a YR8 employee on the start of the 9th consecutive season (winter or summer). In order for consecutive seasons to count toward attaining YR8 status, in each season an employee must; be classified as full-time, be available to work full-time (30+ hours per week) for the duration of the operational dates typical for the department position, end each season as a reduction in force (RIF), and work a minimum of 450 hours from May 1 - October 31 for Summer AND from November 1 – April 30 for Winter. To maintain YR8 status the employee must continue to work consecutive seasons (winter and summer) and continue to fulfill the criteria above. It is the responsibility of the employee to track their hours throughout the season and to seek additional employment at Deer Valley if needed to attain the 450 hours required during each timeframe. YR8 positions may have periods of business leave, layoff, or reduced hours designated by the company based on business need.

\*Periods of business leave or layoff are determined by the company and is not considered personal leave unless specifically requested and approved by the Manager and the Division Director.

**New:** Are employees who have not worked at Deer Valley in the past 12 months.

**Returning:** Are employees who, before being rehired, had worked for Deer Valley in the preceding 12 months, and who successfully completed their last season worked.

## **E. I-9 FORM REQUIREMENT**

**Federal law** requires all employees to complete an I-9 Form and present documents establishing identity and eligibility to work in the United States. Deer Valley Resort utilizes the internet-based Employment Verification System called E-Verify, managed by the United States Citizenship and Immigration Services (USCIS). This system allows employers to electronically verify employees' eligibility for work in the United States. Prior to or on your first day of work, you will need to provide the documents necessary for verification. You will not be allowed to work until you provide valid documents necessary to file a case in E-Verify. Once a case has been filed, generally you will not be



required to provide documentation in the future unless you possess an expired work authorization document. For further details and a list of acceptable documents to satisfy E-Verify please contact Human Resources.

## **F. EMPLOYEE IDENTIFICATION CARDS**

All employees will receive an identification card that will verify current employment at Deer Valley. These cards are used to record hours worked with the time clock system, to obtain benefits at the resort and employee discounts from certain merchants. Your identification card is non-transferable and may be used only by you. **If you lose your identification card, there is a \$10.00 replacement charge.**

# **II. TIMEKEEPING AND PAYROLL**

## **A. TIMEKEEPING PROCEDURES**

If you are an hourly employee, your Deer Valley identification card can be used to record your time by means of a bar code reader on the time clock. You may also use the mobile app or computer to access Kronos and clock in or out. If utilizing the mobile app for clocking, you are required to enable your location while using the app. **You are responsible for clocking in and out with your identification card, on the Kronos Mobile Ready App or by accessing Kronos on a computer.** Your paycheck will be based on this time record. In the event you need a manual time entry, contact your supervisor. All manual time entries must be entered and approved by your supervisor. If you frequently forget your identification card, forget to clock in or out, or need your supervisor to write in times for you, you may be subject to disciplinary action.

You may clock in no more than three minutes before the start of your shift and clock out no more than two minutes after the end of your shift. If you need to clock in or out at other times you must have the approval of your supervisor before doing so. **You must be in uniform when you clock in and out.** You are not allowed to clock in or out for another employee or continue working after you have clocked out. Falsification of time records is illegal and is prohibited.

If you are a salaried employee, you are responsible for manually adding your time into your biweekly timesheet which will be explained by your supervisor.

## **B. WORKDAY, HOURS OF WORK, WORKWEEK**

The workday runs from 12:01 a.m. to 12:00 midnight. The workweek runs from Monday 12:01 a.m. to Sunday 12:00 midnight. Each supervisor determines the hours of work for his or her employees. You are required to be at your assigned position, ready to work, when your shift begins.

**Winter seasonal work is about being flexible.** Our business is often subject to variables like weather, road conditions and fluctuations in guest and business volume, things that are outside of our control. That is why we hire people who are adaptable and flexible. There may be very long or very short workdays, depending on demand. Thank you for being flexible.

## **C. REST AND MEAL BREAKS**

Employees **MAY** be given a 10-minute break for each 4 hours worked, and an unpaid meal period of 30 or 60 minutes during any shift that is at least 4.5 hours long. These breaks and meal periods will be scheduled by your supervisor as business dictates and are not mandatory by law for adult workers. Verify with your supervisor if your meal break is automatically deducted or if

you should clock out/in for meal breaks. If you have an automatic meal break deduction, you will need to notify your supervisor if you do not take a meal break, or if your meal break is substantially longer or shorter than usual. Employees who are minors (under the age of 18) will be given breaks in accordance with state and federal labor laws.

## **D. OVERTIME POLICY**

Deer Valley will pay hourly employees time and a half for all hours worked over 40 per week. Overtime pay is calculated on the employee's base rate in effect when the overtime is worked. **All overtime must be authorized in advance by your supervisor. Unauthorized overtime may be considered a violation of company policy and subject to disciplinary action.** Time paid but not actually worked (e.g., holidays, vacations, sick leave) will not be counted as hours worked in computing overtime.

## **E. PAYCHECKS**

Deer Valley payroll is calculated biweekly. Pay periods start every other Monday and run for a two-week period ending on a Sunday. Payday is the Friday following the end of each pay period. Any questions regarding your paycheck should first be reported to your supervisor. Your supervisor will then report any necessary adjustments to the Payroll Department. If a question cannot be resolved with your supervisor, please contact the Payroll team.

**You have two options to receive your paycheck, Direct Deposit or a Focus Card, a type of paycard. We encourage all employees to sign up for Direct Deposit.** Your paycheck may be automatically deposited in either a savings or checking account. Most Park City banks offer FREE checking if you participate in Direct Deposit. Please contact the Payroll Department or Human Resources Front Desk for more information. Deer Valley Resort has Focus Cards available for issue, if you do not have a bank account. Focus Cards are available for issue through the Payroll Department upon request.

Payroll deposit notices for all direct deposits may be viewed online via Kronos or the Kronos App. You can access Kronos at [staff.deervalley.com](http://staff.deervalley.com) under HR Resources/HR Accounts/Kronos by using your personal and secure login and password. *Contact Human Resources with questions about login information.*

*\*If the employee needs to update their direct deposit information while actively working or their bank account has been closed, it is the employee's responsibility to update it in Kronos and contact the Payroll Team.*

### **1. LOST PAYCHECKS**

If you lose your paycheck, report it immediately to the Payroll Department. Before giving you a replacement check, Deer Valley will put a stop-payment request on your original paycheck. The bank's stop-payment fee of \$25.00 will be deducted from your replacement check. Your replacement check will be processed on the next payroll.

### **2. GRATUITIES**

Any gratuities left to you on a charge card will be included in your next scheduled paycheck, with the appropriate payroll taxes withheld. The IRS requires that each employee report any cash tips received IN EXCESS OF \$20 PER MONTH. By law, you must declare your cash tips on IRS form 4070, which you must complete and submit to your supervisor immediately after completing your last shift of the pay period. Your supervisor will forward it to the Payroll Department so that appropriate income taxes may be withheld from your paycheck. Your supervisor or the Payroll Department can provide you with form 4070. Deer Valley will allocate tips per IRS regulations if total reported tips are less than 8% of gross sales.

Deer Valley follows federal tip credit guidelines. This means that we are allowed to pay tipped employees less than minimum wage, as long as the tips received per working shift bring the employee's gross wage for the shift up to minimum wage.

For further information concerning federal regulations on reporting tip income or the federal tip credit, contact the Payroll Department.

## F. PAYROLL ADVANCES

Deer Valley will consider a payroll advance only in an emergency situation. If you want to ask for an advance, contact your supervisor. Any advance will require the approval of your Manager, Division Director and the President. The amount of any payroll advance may not exceed the wages earned but unpaid up to the time of your request. Deer Valley reserves the right to refuse any request for a payroll advance.

## H. WAGE GARNISHMENTS OR ATTACHMENTS

Wage garnishments, or wage attachments, create an increased administrative burden for Deer Valley. We encourage you to avoid situations that give rise to wage garnishments. When a notice of garnishment is received, the Payroll Department will generally provide a copy of the documents to the employee.

# III. PAID LEAVE AND LEAVES OF ABSENCE

## A. PAID VACATION

Paid vacation time will be earned and accrued by all year round employees starting from their first day of employment. The amount of time to be accrued and rate at which vacation hours are paid will be based on the employee's classification and length of service. A maximum of 55 days of vacation leave may be accrued.

Vacation is accrued each pay period based on the hours worked during the pay period. Based on 80 hours for each pay period, an employee would accrue, by the end of the year, at the following rates:

	<u>Hourly Employees</u>	<u>Salaried Employees</u>
1st year	1 week	2 weeks
2nd & 3rd years	2 weeks	3 weeks
4th - 9th years	3 weeks	4 weeks
10th & subsequent years	4 weeks	5 weeks

**Note:** "A year" for purposes of accruing vacation hours is defined as 2080 hours of work. All hourly year round employees classified as YR8 are paid vacation time at their highest rate of pay earned during the last 12 months. Year Round employees classified as YR1 or YR2 are paid at the rate of pay in effect when they take vacation.

Any accrued but unused vacation time will be paid out upon termination of employment, provided the employee has worked at least 1040 hours for Deer Valley Resort.

## B. VACATION BUYS

Once in each calendar year, all year round employees may sell up to one week (40 hours) of vacation back to Deer Valley, which means they may trade that vacation time for money. To be eligible, an employee must be accruing vacation at the rate of two weeks or more a year. Sale of vacation time may be made only once each calendar year, and only in increments of either twenty or forty hours. To sell vacation time, you must submit your Vacation Buy request in Kronos. Your check will be processed in the next payroll.

## C. PAID HOLIDAYS

Deer Valley recognizes seven paid holidays each year: Thanksgiving Day, Christmas Day, Observed Memorial Day, Independence Day, Pioneer Day, Observed Labor Day and the day after the resort closes for the ski season.

### Hourly Guidelines:

1. All seasonal hourly employees who work on a holiday will be paid time and a half for their hours actually worked.
2. Hourly year round employees who work on the holiday will be paid time and a half for their hours actually worked and 8 hours of holiday pay.
3. Hourly year round employees who take the holiday off will be paid 8 hours of holiday pay if they work one shift or use PTO during the 2 week pay period.

NOTE: Any hourly employee who enters overtime on a holiday will receive double time pay.

### Salaried Guidelines:

Salaried employees are eligible for an additional day off of their normal work schedule in a week in which a holiday occurs. In general, the guideline used will be two scheduled days off plus the holiday. Departmental schedules and needs may dictate variations to this guideline.

1. Salaried employees who do not work the holiday and take only 1 scheduled day off during the holiday week accrue 8 hours of trade time.
2. Salaried employees who work the holiday but took an additional day off in the holiday week accrue 4 hours of trade time.
3. Salaried employees who work the holiday and worked the remainder of their normal schedule in the holiday week accrue 12 hours of trade time.

Note: Regarding salaried employees, the Division Director together with the Director of Human Resources may need to modify the above guidelines from time to time to allow flexibility for individual departments scheduling needs.

Unused trade leave will be paid out upon termination or when an employee transfers to a non-salaried seasonal position.

**Note:** All hourly year round employees classified as YR8 are paid trade time at their highest rate of pay earned during the last 12 months.

Year round employees do not receive holiday pay during periods of layoff. To be eligible for holiday pay, the year round employee must work at least one shift in the pay period in which a holiday occurs. If the employee has no scheduled shifts, they may use accrued vacation, personal or trade pay in place of a scheduled day.

## D. PAID SICK TIME

All salaried employees accrue paid sick leave at the rate of 4 days per year. For hourly year round employees, accrual rates are based on hours worked but will not exceed the maximum of 4 days earned per year. A maximum of 55 days of sick leave may be accrued. Sick leave hours are paid at the rate of pay in effect when the hours are used. Sick leave may only be used in the event of the employee's own illness or medical or dental appointments. It may not be used for a family member's illness or medical or dental appointments. **Unused sick leave is not paid out upon termination.**

## **E. ALTERRA EMERGENCY COVID-19 LEAVE POLICY (AECL)**

In light of the COVID-19 pandemic, Alterra Mountain Company's commitment to the safety and well-being of our employees and other members of the community is our top priority. Alterra Mountain Company (the "Company") has adopted a temporary Alterra Emergency COVID Leave ("AECL") Policy (the "Policy"). Under the Policy, employees may take a paid sick leave of absence, up to a maximum of two weeks. AECL is to serve as a supplement to other paid leaves provided by the Company or other regulatory agencies to the employee, subject to the terms and conditions outlined below:

**A. Eligibility:** All employees are eligible for AECL, regardless of length of employment with the Company. Under this Policy, employees will be compensated for their regularly scheduled hours up to 80 hours maximum.

- Employees who are normally scheduled to work 40 or more hours per week are eligible for up to a maximum of 80 hours of AECL for a two-week period.
- Employees who normally work less than 40 hours per week are entitled to a pro-rated amount of AECL based on their scheduled hours for a two-week period.
- Employees must be in an active status and scheduled in order to receive AECL.
- AECL is only available when an employee's resort is not otherwise considered a "covered employer" under the Families First Coronavirus Response Act ("FFCRA") or similar federal, state, or local paid leave law.
- Employees are eligible for up to a total maximum of two weeks of paid leave when combining AECL, the FFCRA's Emergency Paid Sick Leave ("EPSL"), and all other similar federal, state, and locally mandated paid leave.
- AECL will not be paid in the event an employee must quarantine following voluntary personal travel.

**B. Reasons for AECL and Compensation Information:** In order to qualify for the AECL benefit, you must be taking leave for the following reasons:

- (1) You are unable to work remotely due to the requirements of your position; and
- (2) have been advised by a health care provider to self-quarantine due to concerns related to COVID-19;
- (3) are experiencing symptoms of COVID-19 and are seeking medical diagnosis;

If you qualify for AECL, you will receive for each applicable hour the greater of:

- your regular current rate of pay,
- the federal minimum wage in effect under the FLSA, or
- the applicable State or local minimum wage.

**C. Carryover:** AECL provided under the policy will not carry over into the following fiscal year and is a supplement to any paid sick leave currently provided by the Company. Additionally, you cannot take 80 hours of AECL for self-quarantine and then another amount of paid sick leave for another or same reason provided under the Emergency Paid Sick Leave Policy (EPSL). AECL is only available when EPSL is not in effect. Please see your local HR department regarding the EPSL Policy.

**D. Request to use AECL:** To request AECL, employees are required to request such leave in writing to Human Resources (contact local Human Resource office), before the leave begins, using the AECL Request Form. Where leave is foreseeable, an employee should provide notice of leave to the employer as reasonable.

**F. Termination:** If an employee's employment should end for any reason, any unused AECL will not be paid out as wages upon termination and shall be forfeited by the employee.

H. **Return to Work:** Alterra/Resort location will default to State/Local guidance or the recommendation of the healthcare provider, whichever is stricter, for release to return to the workplace – if unable to work from home.

I. **Termination of AECL:** Once the reason for which the employee took AECL has concluded, the employee must return to work on the employee’s next regularly scheduled workday or shift.

J. **Overtime:** AECL does not count as hours worked for purposes of calculating an employee’s entitlement to overtime. The AECL Policy requires that paid sick leave be paid only up to 80 hours over a two-week period.

K. **Documentation:** The Company may request that employees provide documentation to support a request for AECL and will notify employees if documentation is required. Please also note that all existing certification requirements under the FMLA remain in effect if you are taking leave for one of the existing qualifying reasons under the FMLA. For example, if you are taking leave beyond the two weeks of AECL because your medical condition for COVID-19-related reasons rises to the level of a serious health condition, you must continue to provide medical certifications under the FMLA.

L. **Replacement Employee:** Employees who take AECL are not required to search for or find a replacement employee to cover the hours during which the employee is using AECL.

M. **Coordination with Other Laws:** The Company will comply with all federal, state and local laws enacted to address the COVID-19 virus. In the event of any conflict between this Policy and any other paid sick leave laws passed in response to COVID-19, the terms of the applicable federal, state or local legislation shall apply.

N. **Effective Date and Expiration:** This Policy becomes effective on August 1st, 2020 and shall expire on July 31<sup>st</sup>, 2021, or earlier upon such notice from the Company.

### **How to apply for AECL at Deer Valley Resort**

In any instance where you believe AECL would apply to you, the first step is to contact our Outbreak Coordinator, Steve Mullins, at [smullins@deervalley.com](mailto:smullins@deervalley.com) or 435.615.6083. He will work with you on your concerns and provide guidance on next steps including how to apply for AECL if appropriate.

## **F. PAID PERSONAL TIME**

All salaried employees accrue paid personal leave at the rate of 2 days per year. For hourly year round employees, accrual rates are based on hours actually worked but will not exceed the maximum of 2 days earned per year. Personal leave hours are paid at the rate of pay in effect when the hours are used. A maximum of 55 days personal leave may be accrued. Paid personal leave may be used at the discretion of the employee. **Unused personal leave is not paid out upon termination.**

## **G. FAMILY AND MEDICAL LEAVE ACT**

In compliance with the federal Family and Medical Leave Act (FMLA), Deer Valley will allow eligible employees to take up to 12 weeks of unpaid, job-protected leave during a “rolling” 12-month period for certain family and medical reasons. Eligible employees may take up to 26 weeks of job-protected leave in a “single 12 month period” to care for a covered service member with a serious injury or illness. An employee is eligible if (1) he or she has worked for at least one year, as defined by the FMLA (this year may be a consecutive or cumulative 52-week period), and (2) he or she has worked at least 1,250 hours in the immediately preceding 12 months. Leave will be granted to eligible employees for any of the following reasons:

- For the birth or adoption of an employee's child, or placement of a foster child in the employee's custody.
- To care for the employee's spouse, son, daughter or parent who has a serious health condition.
- For a serious health condition that renders the employee unable to perform his or her job.
- The National Defense Authorization Act for FY 2008 (NDAA), Public Law 110-181, amended the FMLA to allow eligible employees to take up to 12 weeks of job-protected leave in the applicable 12 month period for any "qualifying exigency" arising out of the active duty or call to active duty status of a spouse, son, daughter, or parent.

Employees may use any accrued leave for FMLA with the exception that sick leave may only be used if the leave of absence is for the employee's own illness. Employees must provide 30 days advance notice when the need for leave is foreseeable. In less foreseeable situations, employees should give as much notice as possible. Requests for FMLA leave must be made in writing and submitted to the Benefits Team. A medical certification must be submitted to support a request for leave involving health-related conditions within 15 days of the request for leave. A fitness-for-duty report is required before the employee can return to work if the leave is for the employee's own illness. Medical certification forms are available from the Benefits Team in Human Resources.

After five consecutive (or cumulative in a calendar year) absences due to illness of the employee, illness of the employee's family member, or for other reasons covered under the FMLA, Deer Valley may request a meeting with the employee to determine whether subsequent time off should be considered FMLA leave.

Deer Valley requests that the employee uses at least enough accrued leave to cover the employee's share of insurance premiums during periods of FMLA leave. Employees will not be paid for holidays during unpaid leave.

Employee perks will remain intact. Employees on unpaid leave who participate in our Section 125 Cafeteria Plan have different options available to maintain the maximum pre-tax benefit. Affected employees should contact the Benefits Team.

Upon return from FMLA leave, an employee will be restored to his or her original position, or an equivalent position with equivalent pay and benefits. FMLA leave will not result in the loss of employment benefits that accrued prior to the start of the leave. If you have further questions regarding the FMLA leave policy, please contact the Benefits Team in Human Resources.

See Appendix E for Employee Rights-FMLA

## **H. OTHER LEAVES OF ABSENCE**

Year round employees may request a leave of absence for reasons other than those covered under the federal Family and Medical Leave Act. Requests must be submitted in writing to the employee's supervisor and will be reviewed on a case-by-case basis by the supervisor, the Division Director, President, and the Director of Human Resources. If approved, the terms and conditions of the leave will be outlined and reviewed with the employee.

If you request a leave of absence that we are unable to accommodate, you will either need to work as scheduled or voluntarily terminate employment with Deer Valley. If you voluntarily terminate under these circumstances, you may reapply for employment. The application will be considered based on the availability of suitable work and your prior work record.

### **1. MILITARY LEAVE**

Employees requesting time off for annual training, activation, or for other reasons related to military service are requested to provide notice as soon as they have knowledge of upcoming military service.

Except in rare cases of military necessity where advance notice is impossible or unreasonable, employees are required to notify their immediate supervisor in advance about impending military service. Notice may be either verbal or written; however, Deer Valley requests that upon receipt of written orders, a copy of those orders be forwarded to the Benefits Team in Human Resources. Upon receipt of those orders, the Benefits Team will contact the employee to review the details of our military leave policy as they relate to procedures, application for reinstatement, and benefits. Deer Valley Resort is committed to protecting the job rights of employees absent on military leave to the full extent required by law.

## **2. JURY DUTY**

All employees will be granted a leave of absence to serve jury duty. Jury duty leave is unpaid for seasonal hourly employees. All salaried employees and hourly year-round employees will be paid up to 10 days to fulfill jury duty obligations. An amount equal to any per diem received by the employee from the courts for those 10 days will be deducted from the employee's leave pay. Inform your immediate supervisor regarding your call to jury duty.

## **3. BEREAVEMENT LEAVE**

All salaried employees and hourly year round employees are eligible for up to three days off with pay following the death of an immediate family member. "Immediate family" encompasses step-relations and adopted family members as well as blood relations, and is defined as the employee's spouse, children, mother, mother-in-law, father, father-in-law, legal guardian, brother, brother-in-law, sister, sister-in-law, grandfather, grandfather-in-law, grandmother, grandmother-in-law, grandchild, daughter-in-law, son-in-law, or a permanent member of the employee's household. See your supervisor regarding pay arrangements for bereavement leave.

## **4. SABBATICALS**

All year round employees may be granted an unpaid sabbatical. Requests for sabbatical will be considered case by case, based on the company's business needs. Sabbaticals must be approved by the Division Director, the President and the Director of Human Resources.

## **5. PAID PARENTAL LEAVE**

Regardless of gender, Deer Valley staff may be eligible to receive six (6) weeks of fully paid time off within the first six (6) months of a child's birth, adoption, or foster placement. To qualify for the Paid Parental Leave staff must be; classified as YR1, YR2, YR8, have been employed for at least 12 months, and worked at least 1,250 hours in the 12 months immediately preceding the effective date of the paid parental leave.

# **IV. EMPLOYEE BENEFITS AND SERVICES**

Deer Valley is pleased to offer a variety of benefits and perks to its employees. We recognize not all employees will be eligible for or use all the benefits offered. We do not offer either compensation for unused benefits or alternative benefits on an individual basis. This handbook will outline many of the benefits available to you based on your employment classification, as defined in section III. D. above. However if you are unsure of your eligibility for a specific benefit, if you have changed classification, or if you have any questions, please contact the Benefits Team. All benefits are subject to change without prior notice. **Please be discreet while you are in guest space using any discount you receive as an employee.**

## **A. HEALTH INSURANCE**

Major medical insurance is available to all full-time employees, subject to a waiting period. (Please see the Benefits Team for the exact date that your coverage begins as it is calculated from your



individual start date.) Employee contributions vary based on classification. The employee's share of premiums is paid through payroll deduction. **It is the employee's responsibility to complete the necessary paperwork to sign up for insurance within 30 days of starting full-time employment.** You must also notify the Benefits Team and apply for any change in coverage due to a change in family status within 30 days of the event. If you want to sign up for insurance coverage, or if you signed up but have not received the information packet or your insurance identification card, or if the appropriate deductions have not been taken from your paycheck, contact the Benefits Team immediately. Once enrolled, please call SelectHealth Member Services at **(800) 538-5038** if you have any questions regarding coverage.

All deductions for health insurance premiums are taken from your check on a pre-tax basis, as allowed under the Deer Valley Flexible Benefits Plan. Deductions are collected in advance of the coverage month.

## **B. EMPLOYEE ASSISTANCE PROGRAM**

Deer Valley offers all its employees, their spouses and dependents free, confidential counseling through an employee assistance program (EAP). Professional counseling is available 24 hours a day, 7 days a week. The EAP is offered through **Blomquist Hale**. EAP services are provided for a wide range of issues such as: Stress/Anxiety, Parenting, Aging, Grief, Finances, Depression, Relationships, Child/Elder Care, Workplace Abuse, Alcohol/Drugs, Marriage, Legal and Family issues. We recognize that it can be difficult to ask for help. **Your use of this program is kept strictly confidential.** Providers are available within the immediate Summit County, Wasatch County and Salt Lake City. To schedule an appointment OR if you have an emergency issue, call **(801)262-9619** or toll free **(800)926-9619**, [www.blomquisthale.com](http://www.blomquisthale.com).

## **C. 401(K) PLAN**

Deer Valley is a part of the Alterra Mountain Company 401(k) retirement plan. To participate in the plan, you must be at least 21 years of age. You are eligible to enroll on the 1<sup>st</sup> of the month following your employment. You will be contacted by Fidelity regarding the enrollment process and can make your election at [401k.com/easy](http://401k.com/easy). The Plan offers both pre-tax and Roth post-tax deferrals. Once an election is made, employer matching contributions commence immediately.

There is a match of 100% on the first 4% of your contributions on a per paycheck basis. The vesting for these funds is immediate. Additionally, employer matching contributions that were subject to a vesting schedule became fully vested on 01/01/2020.

If you have questions regarding the 401(k) plan or feel you might be eligible and have not been contacted, please contact the Benefits Team in Human Resources.

## **D. EMPLOYEE HOUSING**

Deer Valley has a limited number of spaces available for rent in our housing facilities. Housing for the winter season is reserved for Full time Seasonal staff. After the initial deposit, rents are generally collected through payroll deduction however, you will be responsible for paying in advance if you need housing prior to your start date. Should you voluntarily terminate your employment or if you are involuntarily terminated from Deer Valley Resort, you will forfeit your deposit and **may** have up to 48 hours to vacate the housing property, however, the Director of Human Resources may elect to require immediate vacancy should the circumstances require. The fact that you occupy a unit in employee housing does not alter your employment at will status. If you are interested in renting a unit in employee housing, you should contact Human Resources at [housing@deervalley.com](mailto:housing@deervalley.com) for further details.

## **E. EMPLOYEE DINING ROOMS**

We are privileged to have employee dining rooms available in three locations throughout the resort and include the Silver Spoon located in Snow Park Lodge, the Grotto in the Royal Plaza building, and the Daly Bowl in the Empire Canyon Lodge. The hours, prices and available meal service will be posted in each of the employee dining rooms. Please adhere to the following guidelines to make everyone's experience in these dining rooms a positive one.

- The staff that will be serving you in the employee dining rooms are your coworkers. Please "take care of each other" by respecting the job they do and by following their directions.
- **Employee dining rooms are for use by on-duty employees only and may not be used by employees when they are not on duty or by non-employees (with some exceptions by your Department Manager or Director approval).**
- **Family members or guests are not allowed in employee dining rooms.**
- When using the employee dining room during meal times, please be in uniform and/or wearing your name tag and have your employee ID available.
- To pay for your meal during the winter months, you may do a payroll deduction or pay in cash. Please always have your employee ID with you for the cashier to see. During the summer months there is payroll deduction only and a system will be set up for you to print your meal ticket.
- Beverages are available all day for working staff only.
- All dining rooms have limited space. Please remember that many people must be served in a short period of time during peak periods and we ask that you be sensitive to those waiting to find a seat.
- Please clear all your items from the table when you leave and place them in the appropriate bus cart bins OR dish area. Make every effort to leave the space clean for the next staff member.
- Items are priced a la carte except for the daily special. We are unable to provide substitutions on the special.
- Please be aware that employee dining room benefits are a privilege and your privilege may be revoked if you are unable to follow these guidelines.

### **Sack Lunch Options**

During the winter and summer months, sack lunches are available. They must be ordered by 9:30 am and all sack lunches are a payroll deduction option only. If you are interested in purchasing a sack lunch, visit [edr.deervalley.com](http://edr.deervalley.com) to order or ask your supervisor for assistance.

### **Additional Guidelines**

You are not allowed to take food out of the employee dining rooms unless your Division Director gives prior approval. When transporting any food or beverage items at any time, avoid guest space whenever possible as our presentation to our guests should be our primary concern. Out of courtesy, any used china is to be returned to the employee dining rooms as soon as possible. Please see your supervisor for food transport procedures that are specific to your department.

## **F. EMPLOYEE DISCOUNTS IN DEER VALLEY RESTAURANTS**

All active Deer Valley Staff are eligible for a 15% discount with unlimited use outside of blackout periods, Fridays, Weekends, max party of 6. The following restaurants will be participating; Royal Street Café (lunch only), Fireside Dining, Seafood Buffet, Mariposa, Grocery Café, The Brass Tag, Goldener Hirsh (dinner only). Date and time restrictions and the reservation process will be posted on the staff website. Before taking part in this benefit, please review all important details on the staff website or contact Human Resources

## G. EMPLOYEE DISCOUNTS AT DEER VALLEY RETAIL SHOPS

Deer Valley owns and operates several retail shops where we offer the following employees discounts:

- **Deer Valley Signatures** stores offer a wide range of gifts and apparel, along with an exclusive selection of Deer Valley logo merchandise. Employees receive a 20% discount on a variety of regularly priced items. Discounts are not available on sale items and some selected merchandise. The employee discount is available at the three *Signatures* store locations; Snow Park Lodge, Silver Lake Village and 625 Main Street in Park City.
- **Shades of Deer Valley**, located on the lower level of the Snow Park Lodge, offers a 20% discount to employees on regular priced eyewear sold in the store. Shades of Deer Valley offers a great selection of goggles, along with a wide selection of sport and designer sunglasses.
- **NextGen DV**, located on the lower level of the Snow Park Lodge, offers a 20% discount to employees on regularly priced merchandise. NextGen DV has the latest in outerwear and accessories for toddlers to teen.

**Your valid, current Staff ID must be scanned by the salesperson in order to receive a discount at these locations.** Please be discreet while you are in guest space using this or any other discount that you receive as an employee. You must be present to receive your discount.

## H. FRED'S EMPORIUM

Freds Emporium will be closed for the 2020/21 winter season.

## I. EMPLOYEE TRANSPORTATION OPTIONS

During the winter season, all current employees are eligible to use the UTA PC-SLC bus free of charge. Employees may ride the bus on both working and non-working days, but **must present current UTA bus pass, that can be obtained at Human Resources** at the time of boarding.

Employees riding the bus agree to hold Deer Valley Resort Company and its agents harmless from any injury, damage or loss arising out of or in any way related to their use of UTA or Deer Valley employee transportation. In addition, employees who park personal motor vehicles at the pick-up point, whether in an area designated by Deer Valley or elsewhere, do so at their own risk, and assume all risk and responsibility for any damage or loss to their motor vehicles or their contents.

You are responsible for any personal property brought onto the bus and you do so at your own risk. Deer Valley Resort may not be held responsible for any damage or loss of personal property including theft or for other reasons. NO alcoholic beverages may be consumed while riding employee transportation.

## J. CHILD CARE & DEER VALLEY ACADEMY

Deer Valley Child Care will not be available to the public or employees for the 2020/21 season. There will be a limited number of employee-discounted spaces available in the Deer Valley Academy at a 10% or 20% discount based upon employment status at the beginning of each Deer Valley Academy semester.

Standard cancellation, change and no-show fees apply. Contact Skier Services Reservations at 435-645-6648 for additional information.

## K. SKI SCHOOL

Employees and their eligible spouse and dependents receive a 50% discount (for lesson portion only; lift tickets not included; use your employee benefit for these) on morning and afternoon Max 4 adult group lessons and a 60% discount (for lesson portion only; lift tickets not included in, Adventure or Teen; use your employee benefit for these) on Adventure Club and Teen Escape programs. Discounts are not available on private lessons or during designated black-out periods and may not be available during other peak periods.

We also offer all active employees a 25% discount (for lesson portion only; lift tickets not included; use your employee benefit for these) on our Adult and Children's Specialty Programs. Active employees may receive discounts for their dependents enrolled in the Deer Valley Academy (limited space available) and/or Summer Adventure Camp based upon status. Please inquire at the time of booking.

- **Black-out dates:** All Skier Services discounts for employees, spouse and dependents
  - **December 26, 2020 – January 2, 2021**
  - **February 11, 2021 – February 20, 2021**
  - **March 14, 2021 – March 23, 2021**
  - **Additional blackout dates in March may be added as “at capacity” days fill in**

In addition to these discounts, **one complimentary lesson** will be offered to **active employees** during the season on specific dates. (This is subject to change please reach out to Skier Services reservation line to confirm) See dates and times listed below:

- Sunday, December 13, 2020: am (FT-AB only) and pm (all abilities)
- Thursday, January 7, 2021: pm (all abilities)
- Tuesday, February 2, 2021: pm (all abilities)
- Monday, March 1, 2021, pm (all abilities)

**Policies to be aware of for complimentary lesson:**

- Available for active employees only
- Limit one per employee, per season
- Optional free rental included
- Space is limited so must call ahead to make a reservation: 435-645-6648
- Lift tickets not included; use your employee benefit for these
- **If you do not show and do not cancel you will be charged \$40.00**

For all lessons, please call ahead for availability and reservation information at 435-645-6648 or 888-SKI-TIPS (754-8477). You may reserve your complimentary lesson or purchase a discounted lesson at any Skier Services sales location or by phone at the reservation line. At the time of the reservation, you and/or your dependent must provide a valid credit card. Standard cancellation, change and no-show fees apply. The cost of the discounted lesson will be charged to your credit card that same day. For complimentary lessons, the credit card will only be charged if the optional free rental equipment is not returned. You and/or your dependent must present a current Deer Valley employee ID at any of the Skier Services Sales locations to pick up your lesson ticket(s).

## **L. SKI RENTAL**

All employees and their eligible spouse and dependents may receive a 50% discount on ski equipment rentals for themselves through Deer Valley's Rental Shop. A current Deer Valley identification card and a valid credit card (there are no exceptions to this requirement) must be presented at the time of service. Standard cancellation, change and no-show fees apply. Discounts are not available during black-out periods and may not be offered during other peak periods.

- **Black-out dates:** All Skier Services discounts for employees, spouse and dependents
  - **December 26, 2020 – January 2, 2021**
  - **February 14 – 21, 2021**

From time to time, rental ski equipment may be close to capacity or sold out and thus not available to employees outside of the designated black-out dates. Also, employee discounts may not be offered on certain types of skis based on day-of guest demand (i.e. powder skis on a powder day).

### **M. SUMMIT MEADOWS ADVENTURES SNOWMOBILE TOURS**

All employees will receive a one-time discount for 50% off a snowmobile tour (weather and availability permitting) for the employee and one guest. Reservations are required in advance. Please refer to [staff.deervalley.com](http://staff.deervalley.com) for specific blackout dates and additional details.

### **N. DISCOUNTS AT DEER VALLEY RESORT LODGING PROPERTIES**

This discount is available for **active** Deer Valley employees, whether seasonal or year-round, and their Immediate Family Members. Employee must be currently on the payroll at the time of booking and use. "Immediate Family Member" encompasses step relations and adopted family members as well as blood relations, and is defined as the employee's spouse, children, mother, mother-in-law, father, father-in-law, legal guardian, brother, brother-in-law, sister, sister-in-law, grandfather, grandfather-in-law, grandmother, grandmother-in-law, grandchild, or a permanent member of the employee's household.

The Employee or Immediate Family Member must have a valid credit card on file and must sign a damage waiver authorizing any excess charges due to extra cleaning fees and/or any damage which is incurred during the stay.

This discount is limited to a total of **five** days per fiscal year (August to July) for full time employees, four days per fiscal year for part-time employees, and two days per fiscal year for on-call employees.

In no case shall the number of guests exceed the maximum occupancy of the accommodation, and in some cases minimum night requirements will need to be met.

Management approval is required in all cases prior to booking lodging, and bookings are subject to unit availability.

Discounts are as follows:

- Deer Valley Signature Properties (not ski-in ski-out) - 35% off listed room rate
- Deer Valley Signature Properties (ski in-ski out) - 30% off listed room rate
- Lodges and Silver Baron - 37% off listed room rate
- Trails End Lodge - 25% off listed room rate
- Black Diamond Lodge - 25% off listed room rate
- Stag Lodge - 20% off listed room rate
- Empire Pass (Arrowleaf, Shooting Star, Flagstaff, Grand Lodge) - 25 % off listed room rate

*Housekeeping services will not be provided during the guest stay, however if the guest would like housekeeping at any time during their stay it will be available for a flat rate per hour.*

#### **Discount is NOT VALID for the following dates (inclusive):**

December 18, 2020– January 2, 2021

January 14 - January 18, 2021

January 28, 2021 – February 6, 2021

February 11, 2021– February 20, 2021

Dates after March 8 will be considered on a case by case basis

April 10, 2021 - April 11, 2021

#### **Procedure:**

- Complete a Lodging Discount Request Form (found in Human Resources or on the staff web site at [staff.deervalley.com](http://staff.deervalley.com)) including manager approval. Complete contact information for the

Employee or Immediate Family Member who will be using this benefit. Send the completed form via interoffice mail addressed to “Lodging Reservations” at the Deer Valley Plaza or you can email it to [lodging@deervalley.com](mailto:lodging@deervalley.com) to continue the process.

- You or your Immediate Family Member (Responsible Party) will be contacted to discuss lodging options for the dates provided, to come up with an appropriate lodging option. \*All lodging is subject to Lodging Manager Approval at the property level before final booking occurs.
- Once the appropriate approvals have been attained, a confirmation will be sent to the Responsible Party who will then need to fill out a Credit Card Authorization form and return it to the Lodging office to complete their booking.
- On the scheduled day of arrival, Responsible Party must check in during normal business hours at the appropriate front desk location. Signing a Registration Card and adhering to a strict no party policy is required. We ask that you and your Immediate Family Members be discreet regarding their discounted lodging rate.
- If you or your Immediate Family Member would like to schedule housekeeping services (for an additional charge) during the stay, this must be arranged at the front desk during check in.

## **V. EMPLOYEE SKI PRIVILEGES AT DEER VALLEY RESORT**

Deer Valley employees receive complimentary ski privileges at the resort based on their employee classifications (as defined in section III.D). To maintain the quality of skiing experience offered to our guests, Deer Valley puts a cap on the number of skiers allowed on the mountain on any given day. Once that cap has been reached, complimentary employee lift tickets will continue to be issued. However, spouse/dependent privileges, designate privileges and marketing research coupons (all of which are discussed below) may not be valid on those days.

**Park City Ordinance No. 13-08 prohibits reselling ski lift tickets, et al. Violators are guilty of a Class B misdemeanor, punishable by up to six months in jail and a \$1,000 fine.**

**Employees that misrepresent any of the ski privileges offered by Deer Valley Resort by offering to buy, sell, trade or donate them are subject to disciplinary action up to and including termination and prosecution of theft of services.**

Winter ski privileges are based upon winter seasons completed. The ski benefits available to employees, spouses, dependents and designates are explained in the chart attached to this handbook as Appendix A.

**Deer Valley is a ski only resort.** Staff and guests on alpine, telemark and monoski equipment with feet placed side by side and facing forward are allowed. Snowboards and carving boards are restricted from use. Reasonable accommodations for adaptive ski devices will be made, however the equipment must be in accordance with the resort’s ski only policy.

NOTE: Due to the limited amount of ski storage for our guests, employees and their spouse, dependents or designate are not to use the complimentary ski storage corrals for overnight ski storage. This includes the corrals located at Snow Park Lodge, Silver Lake Lodge, Empire Canyon Lodge and the Gondola. Employees and their spouse, dependents and designate may check skis for day use only. Thanks for helping us “take care of our guests.” Please be aware that Deer Valley Resort is not responsible for equipment left in the ski corral at any time by an employee, spouse, dependent or designate.

### **A. PRIVILEGES FOR EMPLOYEES**

Except during black-out periods (identified in section F, below), Deer Valley employees are eligible for complimentary or discount skiing privileges, as described below and in Appendix A to this

handbook. For purposes of counting ski passes issued, the "week" begins on Monday and ends on Sunday. All employees eligible for a season pass must sign a season pass release form. Employee ski privileges become invalid upon termination of the employee, , **except** if the termination is due to a reduction in force.

When an employee has been suspended from their work duties due to disciplinary action, they are no longer eligible for skiing privileges of any kind including reciprocal ski area benefits and Intermountain Ski Area Association (ISAA) coupons. The suspended employees marketing coupons, spouse/dependent or designate privileges remain valid during the suspension. Privileges to the employee are restored when the immediate supervisor of the suspended employee notifies the front desk in the Human Resources office.

## Employee Ski Privileges

**Black-out Dates:** *Ski privileges for employees may also be restricted or unavailable at other times if snow and/or crowd) conditions warrant.*

**December 26- January 2 2021**  
**February 13-15, 2021**

**Full-time** seasonal hourly employees all seasons.....Season Pass\*  
**Part-time** seasonal hourly employees 1<sup>st</sup> – 9<sup>th</sup> seasons.....4 days/week  
 10<sup>th</sup> seasons +.....Season Pass\*

**On-call and Temporary** employees.....1day pass/6 hours worked  
 (Hours credited when payroll processed; hours not cumulative from season to season.)

**All Year Round** Hourly & Salaried employees.....Season Pass\*

## **B. PROCEDURES, DRESS AND CONDUCT FOR EMPLOYEES USING COMPLIMENTARY SKI PRIVILEGES**

All employees must adhere to Deer Valley's policy concerning employee presence in guest space during non-working hours, described in section XI. This policy requires employees to wear appropriate ski attire that is in good repair (clean with no holes or rips). No shorts, jeans or jean jackets, army fatigues or outerwear not specifically designed for snow sports, or T-shirts without collars are allowed. Please arrive at the appropriate pass distribution site dressed in your ski gear. Some uniformed departments may allow the uniform pants to be worn on a mid-shift ski break or other occasions only with supervisor approval. Company issued returnable uniform pieces may not be worn while off-duty skiing. Every employee requesting a pass must show his or her Deer Valley identification card. We will be unable to issue a lift pass to anyone who does not meet these standards.

## **C. PRIVILEGES FOR SPOUSE/DEPENDENTS OR DESIGNATE**

The ski privileges available to an employee's spouse and dependents or designated recipient are explained below and in Appendix A to this handbook. **Deer Valley follows the IRS code in defining an eligible spouse or dependent.**

### **1. SPOUSE AND DEPENDENTS GUIDELINES**

Deer Valley follows the IRS code in defining an eligible spouse or dependent. Spouses and dependents must meet the following conditions to qualify for complimentary or discounted ski privileges:

1. Documentation must be provided to verify the current status of the spouse and dependents (marriage certificate, tax forms, birth or adoption certificate, school schedule) along with appropriate photo ID such as a driver's license or school identification card.
2. Eligible spouse and dependents (dependents are defined as a child or a stepchild or fosterchild who has the same principal residence as the employee for more than half the year and must be under the age of 19, OR under the age of 24 IF a full-time student for at least five months of the year, OR be permanently and totally disabled at any time during the year) may register with Human Resources and sign an acknowledgement of program guidelines. Each eligible family member must obtain a spouse or dependent identification card from Human Resources. The spouse or dependent must present the identification card in order to receive a lift ticket. There is a \$10.00 fee for replacement of this card.
3. Season passes for eligible spouse and dependents are issued in Human Resources. **These season passes are subject to all black-out periods** (identified in section F below.) If lost, a \$10.00 fee will be assessed for season pass replacement. Everyone eligible for a season pass must sign a season pass release form. Season pass replacement costs are not refundable.
4. Spouses and dependents using complimentary passes are expected to follow the guidelines for appearance and conduct explained in section D, below.
5. Spouse and dependent ski privileges become void upon termination of the employee, **except** in the case of termination due to a reduction in force.
6. Abuse of spouse/dependent ski privileges or misrepresentation of spouse or dependent status may result in disciplinary action against the employee (including termination) as well as prosecution for theft of services.
7. Only the spouse or dependent to whom the pass is issued may use it. Passes are nonrefundable and nontransferable.



These privileges are subject to holiday black-out periods; spouses and dependents privileges may not be valid on sold-out days; and privileges may be further restricted should management determine that conditions so warrant.

## 2. DESIGNATE GUIDELINES

**Designate Cards are non-transferable and not for purchase, sale or trade. Violation of this policy may subject the employee to disciplinary action up to and including termination and both the employee and card holder or unauthorized user to theft of services.** A designate must meet the following conditions to qualify for complimentary ski privileges:

1. An eligible employee may designate only ONE person to receive ski privileges for the ski season.
2. **The employee must accompany the designate to register in Human Resources If they have not been a designate to Deer Valley before** in order to obtain a designate identification card. There is a \$10.00 fee for replacement of this card.
3. The designate must sign an acknowledgement of program guidelines.
4. Designates using complimentary passes are expected to follow the guidelines for appearance and conduct explained in section D below.
5. Designate ski privileges become void upon termination of the employee, **except** in the case of termination due to a reduction in force.
6. Abuse of designate ski privileges or misrepresentation of designate status may result in disciplinary action against the employee (including termination) as well as prosecution for theft of services.

Only the designate to whom the pass is issued may use the pass. Passes are nonrefundable and nontransferable.

# Employee Spouse/Dependents or Designate Ski Privileges

**Black-out Dates:**

*\* Black-out dates apply to all employee/spouse/dependents and designates including Season Pass holders. Ski privileges may also be restricted or unavailable at other times if snow and/or crowd conditions warrant.*

**December 26-January 2, 2021**

**February 13-15, 2021**

**Full-time** seasonal hourly employees

1<sup>st</sup> – 4<sup>th</sup> seasons.....2 days/week for each family member

5<sup>th</sup> seasons +.....Season Pass\* for each family member

**OR**

4 days/week for designate

**OR**

5 Additional Marketing Coupons

**Part-time** seasonal hourly employees

1<sup>st</sup> – 4<sup>th</sup> seasons.....2 discount lift tickets/week for each family member  
(onetime fee of 35.00 per dependent)

3<sup>rd</sup> – 4<sup>th</sup> seasons.....2 days/week for each family member

5<sup>th</sup> – 9<sup>th</sup> seasons.....2 days/week for each family member

**OR**

5 Additional Marketing Coupons

10<sup>th</sup> seasons +.....Season Pass\* for each family member

**OR**

4 days/week for designate

**OR**

5 Additional Marketing Coupons

**On-call and Temporary Help** employees.....None Available

**ALL Year Round Hourly & Salaried** employees.....Season Pass\* for each family member

**OR**

4 days/week for designate

**OR**

5 Additional Marketing Coupons

## D. APPEARANCE AND CONDUCT OF NON-EMPLOYEES USING COMPLIMENTARY SKI PRIVILEGES

Spouse/dependent and designate skiers and those using Marketing Research Coupons are asked to adhere to the following guidelines for dress and conduct:

**APPROPRIATE SKI ATTIRE IS REQUIRED.**

- No shorts, jeans or jean jackets, army fatigues, costumes or outerwear not specifically designed for snow sports or T-shirts without collars.
- Ski attire must be in good repair (clean with no holes or rips).
- Present a neat appearance to receive privileges.
- Maintain a low profile and refrain from mentioning to others that you are skiing at no charge or at a discount.
- Avoid using certain amenities (restaurants, Silver Lake Beach area) during peak periods.

## **E. LOCATIONS FOR PICKING UP DAY PASSES**

**PLEASE NOTE: Marketing Research Coupons can be redeemed only at the Snow Park Ticket office window, cannot be redeemed once Mountain is sold out. Marketing Research coupons MAY NOT be redeemed at Jordanelle ticket office at any time.**

## **F. BLACK-OUT PERIODS**

Each ski season, peak holiday black-out dates are established in advance. During the black-out periods, the complimentary and discount benefits described here are not valid or available. Black-out dates for employees, spouse/dependents and designate skiing privileges at Deer Valley for the 2020-2021 season are **December 26, 2020 – January 2, 2021 and February 13-15, 2021**. Ski privileges for employees, spouse/dependents and designates may also be restricted or unavailable at other times if snow and/or crowd conditions warrant.

## **G. EMPLOYEE RESPONSIBILITY FOR USE OF SKI PRIVILEGES**

By using employee ski privileges, you, your spouse/dependents or designate agree to the terms and conditions stated on the lift ticket. Abuse or misuse of employee ski privileges may be grounds for disciplinary action (including termination) and prosecution for theft of services.

**Skiing out of control or at excessive speeds is not tolerated at Deer Valley at any time on any ski runs.** Any time you, your spouse/dependents or designate is skiing at Deer Valley, you are all required to abide by Your Responsibility Code (recited below) and to conduct yourselves in a professional manner. Failure to do so may result in loss of skiing privileges, and possible suspension or termination of employment.

Any Deer Valley employee, whether on duty or off, or the spouse/dependents or designate of a Deer Valley employee, could be held legally liable if he or she causes injury to another skier or a bystander. Furthermore, it is against Deer Valley policy, and a violation of county ordinance, to ski above or beyond “closed” signs. If you have questions on how to proceed if you encounter a closed area, please contact the Ski Patrol.

**EMPLOYEES ARE NOT COVERED BY WORKERS COMPENSATION WHILE SKIING OFF DUTY.**

## **YOUR RESPONSIBILITY CODE**

### **READ ALL SIGNS ~~~ USE COMMON SENSE**

- 1. ALWAYS STAY IN CONTROL, AND BE ABLE TO STOP OR AVOID OTHER PEOPLE OR OBJECTS.**
- 2. PEOPLE AHEAD OF YOU HAVE THE RIGHT OF WAY. IT IS YOUR RESPONSIBILITY TO AVOID THEM.**
- 3. YOU MUST NOT STOP WHERE YOU OBSTRUCT A TRAIL, OR ARE NOT VISIBLE FROM ABOVE.**
- 4. WHENEVER STARTING DOWNHILL OR MERGING ONTO A TRAIL, LOOK UPHILL AND YIELD TO OTHERS.**
- 5. ALWAYS USE DEVICES TO HELP PREVENT RUNAWAY EQUIPMENT.**
- 6. OBSERVE ALL POSTED SIGNS AND WARNINGS. KEEP OFF CLOSED TRAILS AND OUT OF CLOSED AREAS.**
- 7. PRIOR TO USING ANY LIFT, YOU MUST HAVE THE KNOWLEDGE AND ABILITY TO LOAD, RIDE AND UNLOAD SAFELY.**

**KNOW THE CODE --IT IS YOUR RESPONSIBILITY  
THIS IS A PARTIAL LIST -- BE SAFETY CONSCIOUS**

## **H. ISAA COURTESY CARDS**

Full-time employees are eligible to receive 4 Intermountain Ski Area Association (ISAA) courtesy cards per season. These cards allow them to ski at participating resorts at a discount from the resort's regular day-pass rate (black-out periods designated by each resort excluded). An employee cannot use more than 2 ISAA cards at any one area per season. The cards are issued at the Snow Park Human Resources office, and are valid for one week after issuance. Discounts will vary from resort to resort and are subject to change or rescission without notice. Employees must show current Deer Valley identification to redeem the cards. Reduction In Force employees are not eligible for ISAA passes.

## **I. RECIPROCAL MULTI RESORT SKI PRIVILEGES**

Please see the staff website or come into the Human Resources office for the most up to date information regarding additional ski privileges.

## **J. MARKETING RESEARCH COUPONS**

To aid in our marketing efforts, Deer Valley gives its employees a number of marketing research coupons. To help us provide the best experience for our paying guests, a \$15.00 or \$35.00 surcharge will be assessed on each coupon redeemed on certain peak dates listed above and printed on each coupon. The marketing research coupons are not valid on holiday black-out dates, also listed above and printed on each coupon. The number of coupons you will receive is based on your classification and winter seasons completed. **Your marketing research coupons become invalid if your employment with Deer Valley is terminated, except if the termination is due to a reduction in force.** You may distribute your marketing research coupons to persons of your choice, subject to the guidelines and restrictions stated on the coupons and in section D, above. You are encouraged

to review these policies when you pick up the coupons and to go over them with the coupon recipients.

**Marketing Coupons may ONLY be redeemed at the Snow Park ticket window in Snow Park Lodge. Coupons are not valid if sold, traded or donated for any purpose.**

## Marketing Research Coupons

Marketing Coupon Black-out:  
December 5-6, 2020  
December 26, 2020 – January 2, 2021  
February 13-16, 2021  
April 10-11, 2021

Surcharge Days:  
15.00 Weekday from Feb. 8<sup>th</sup> to Apr. 9<sup>th</sup>, 2021  
with an additional day Jan. 3<sup>rd</sup>, 2021  
35.00 weekends from Jan. 30<sup>th</sup> to Apr. 4<sup>th</sup>, 2021  
with additional days Jan. 15-18, 2021 and Feb. 17-19, 2021

**Coupons Expire Friday April 9, 2021**

### Marketing Research Coupons (Seasons are calculated based on winter seasons completed)

#### Full-time seasonal hourly employees

1 <sup>st</sup> season.....	5 coupons
2 <sup>nd</sup> – 4 <sup>th</sup> seasons.....	10 coupons
5 <sup>th</sup> – 9 <sup>th</sup> seasons.....	15 coupons
10 seasons +.....	20 coupons

#### Part-time seasonal hourly employees

1 <sup>st</sup> – 4 <sup>th</sup> seasons.....	5 coupons
5 <sup>th</sup> – 9 <sup>th</sup> seasons.....	10 coupons
10 seasons +.....	15 coupons

#### On-call employees

1 <sup>st</sup> – 4 <sup>th</sup> .....	2 coupons
5 <sup>th</sup> – 9 <sup>th</sup> seasons.....	6 coupons
10 season +.....	10 coupons

**Temporary Help** employees.....NA

#### Salaried employees

1 <sup>st</sup> – 4 <sup>th</sup> seasons.....	15 coupons
5 seasons + .....	20 coupons

#### All Year Round hourly employees

1 <sup>st</sup> – 4 <sup>th</sup> seasons.....	10 coupons
5 <sup>th</sup> – 9 <sup>th</sup> seasons.....	15 coupon
10 season +.....	20 coupons

If you lose your marketing research coupons there is a charge of \$15.00 per coupon for replacement. Abuse, misrepresentation, sale, trade or donation of marketing research coupons may result in disciplinary action (including termination) as well as prosecution for theft of services.

## VI. PROFESSIONAL CONDUCT AND APPEARANCE

Deer Valley prides itself on its reputation as a world-class resort, and we depend on every employee to present an image in keeping with Deer Valley's reputation and exacting standards. You, as a representative of Deer Valley, are expected to conduct yourself professionally at all times. Any

behavior that draws undue attention, is disruptive to our guests or other employees, or reflects negatively on you or Deer Valley, is inappropriate. An employee who acts unprofessionally may be subject to discipline, including termination.

## **A. TARDINESS AND ABSENTEEISM**

If you are going to be late for, or absent from, your scheduled shift, you must notify your immediate supervisor at least one-half hour prior to the time your shift begins. If you live outside the Park City area, you may call the toll-free number provided by the company for this purpose, which is **800-306-2002**. Ask your supervisor about appropriate notification procedures for your department and in the event you cannot reach him or her.

After three consecutive days off work due to illness or accident, Deer Valley may require a written medical statement from your physician explaining the nature of the illness or accident, and a work release stating whether you have any work restrictions. This note should be given to your supervisor upon your return to work. Your supervisor, at his or her discretion, may also request an explanation from your physician if you are absent due to illness on other occasions.

A no-show for any shift or misrepresentation of illness is grounds for disciplinary action. Any employee missing two consecutive shifts or missing two cumulative shifts during a season without contacting his or her supervisor will generally be considered to have voluntarily terminated employment with Deer Valley. Excessive absences from work for any reason may result in disciplinary action.

## **B. ANTI-HARASSMENT POLICY**

Act with integrity and be respectful of each other. Deer Valley Resort is committed to maintaining a positive work environment free of unlawful harassment and which is sensitive to the diversity of its staff members. In doing so, the Company prohibits harassment because of age, race, sex, gender, color, religion, creed, national origin, disability (including pregnancy), sexual orientation, gender identity or expression, genetic information, marital status, uniform service or veteran status, or any other legally protected status. **All such harassment is unlawful.** A statement of Deer Valley's policy on harassment appears at Appendix B to this handbook. This anti-harassment policy applies to everyone involved in the operation of Deer Valley and prohibits unlawful harassment by any employee of Deer Valley, management and non-management alike, and by anyone doing business with or for Deer Valley.

"Harassment" is defined as verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his or her protected characteristic as defined above, and that:

1. Has the purpose or effect of creating an intimidating, hostile, or offensive working environment.
2. Has the purpose or effect of unreasonably interfering with an individual's work performance.
3. Otherwise adversely affects an individual's employment opportunities.

Examples of harassing conduct can include, but are not limited to, the following:

1. Use of epithets, slurs, negative stereotyping, or threatening, intimidating, or hostile acts that relate to race, color, religion, gender, sex, national origin, age, or disability; and
2. Written or graphic material that denigrates or shows hostility or aversion toward an individual or group because of race, color, religion, gender, sex, national origin, age, or disability and that is placed on walls, bulletin boards, or elsewhere on Company premises, or circulated in the workplace.
3. Verbal or nonverbal innuendoes that relate to or reflect negatively upon someone because of their race, color, religion, gender, sex, national origin, age or disability.

Similarly, sexual harassment involves:

1. Making as a condition of employment unwelcome sexual advances, requests for sexual favors, or other offensive verbal or physical conduct directed toward an individual because of his or her sex.
2. Making submission to or rejection of such conduct the basis for employment decisions.
3. Creating an intimidating, offensive, or hostile work environment by such conduct.

Conduct which could rise to the level of sexual harassment can include, but is not limited to:

1. Verbal—sexual innuendo, suggestive comments, insults, threats, jokes about gender-specific traits, or sexual propositions.
2. Nonverbal—making suggestive or insulting noises, leering, whistling, or making obscene gestures.
3. Physical—touching, pinching, brushing the body, coercing sexual intercourse, or assault.

Such forms of harassment or retaliation may constitute discrimination under law and will not be tolerated by the Company. Any team member who is found to have engaged in such conduct will receive disciplinary action up to and including termination, depending upon the circumstances.

Deer Valley encourages you to immediately report any incidents of harassment so that your complaint can be quickly and fairly resolved. Staff members who believe they have been subjected to any form of discriminatory or harassing behavior by anyone, including supervisors, co-workers, guests, clients, or vendors, are encouraged to let the other party know clearly, calmly, and without any doubt, that they object. Staff members uncomfortable with this approach, or in cases where this approach is ineffective, must report the incident to a direct Supervisor or Human Resources representative so that a proper investigation can be conducted. You may be asked to provide a written statement that includes details of the incident or incidents, names of the individuals involved and names of any witnesses. Deer Valley will immediately undertake a thorough and objective investigation of the harassment allegations. Employees who observe or have knowledge of a situation involving others where harassment may have occurred are requested to bring it to the immediate attention of their supervisor, Department Head, Division Director or the Director of Human Resources. If Deer Valley determines that harassment has occurred, appropriate action and effective remedial action will be taken. Whatever action is taken with the harasser will be made known to the complaining employee. Deer Valley will not retaliate against any employee who files a complaint, and will not knowingly tolerate or permit retaliation by its management or employees.

Team members may also submit a report of harassment to the Anonymous Employee Reporting Hotline however, the Company cannot conduct an effective investigation and ensure a harassment-free work environment if the Company is not provided sufficient information to conduct a thorough investigation. Staff members are encouraged to report unlawful harassment and the Company will respect the confidential nature of these reports; however, the Company does require the identity of the reporter when submitting a report of unlawful harassment.

### **C. HEALTHY WORKPLACE ANTI-BULLYING POLICY**

Deer Valley Resort is committed to offering a healthy and professional workplace that is free of bullying. Bullying behaviors that represent abuse of power or authority are unacceptable, decrease staff morale, and are not in keeping with our commitment to taking care of each other.

Deer Valley Resort defines bullying as any conduct a reasonable person would find hostile or offensive which may include: *repeated inappropriate behavior that demeans, intimidates or humiliates, is either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others at work and /or in the course of employment across all company lines. Such behavior is considered a violation of our Professional Conduct policy found above (see Section VIII Professional Conduct).*

The purpose of this policy is to communicate to all employees across all company lines that Deer Valley Resort will not tolerate bullying behavior. *Behavior that is deemed a violation of this policy is*

*subject to disciplinary action up to and including termination. Retaliation is also a violation of this policy and will not be tolerated.*

Bullying may be intentional or unintentional, however, when an allegation of bullying is made, the intention of the alleged bully is irrelevant. As with Harassment, the effect of the behavior upon the individual is the relevant factor and will be investigated.

The following are examples of behavior that can be considered bullying:

**Verbal Bullying:** behavior that is hurtful, insulting or humiliating

- Persistent singling out of one person or group
- Shouting or raising your voice at an individual whether in public or private, as well as angry outbursts or public reprimands
- Personal insults, spreading rumor and/or gossip

**Physical or Gesture Bullying:** pushing, poking, tripping, a threat of physical assault or nonverbal threatening and obscene gestures which can convey a threatening message

**Exclusion Bullying:** excluding a team member from work related activities or manipulating the ability of someone to do their work (like withholding pertinent information to perform the job)

The consequences of bullying are twofold. Both the employee and the company suffer. Deterioration of quality and quantity of work, increased absenteeism, uncomfortable work environment, and psychological and stress related illness are just a few of the consequences of bullying. The above consequences also affect the individuals who witness the bullying.

**What to do if you believe you have been bullied:**

1. Speak to your Supervisor, Manager, Director or the Director of Human Resources.
2. An investigation of the issue will take place and any appropriate disciplinary actions will be taken.

## **D. PERSONAL APPEARANCE**

Deer Valley is a public-contact, service-oriented business. All our staff members must maintain a demeanor and appearance consistent with Deer Valley's first-class image and the expectations of our guests. Every staff member must be well groomed and attired in a neat, clean manner appropriate for their job.

The following guidelines are in place to provide a consistent professional appearance at work. It is not possible to name all scenarios regarding appearance and grooming in these guidelines. There may be occasions when your interpretation of the standards differs from our intent. In these cases, you will be asked to modify your appearance for business, brand, culture, health or safety reasons.

Additional guidelines, other than the ones below, may be imposed at any time to ensure compliance with health and safety standards applicable to your particular job. If you have a health or religious reason that would prevent you from following the standards below, please see your supervisor and speak with the Human Resources Director. Departure from our grooming and appearance standards without discussing it through the proper channels in advance may result in disciplinary action up to and including termination of your employment.

### **1. GROOMING/ APPEARANCE STANDARDS**

Consistently maintaining a clean, well dressed and neatly groomed appearance provides for a great first impression by our guests. This ensures that we send the message to our guests that we are approachable and ready to take excellent care of their needs. Our presentation is critical to our brand and culture. Thank you in advance for following these guidelines.

- Staff are expected to follow regular personal hygiene/personal care standards in order to avoid offensive odors.
- Excessive perfume or cologne odor is not acceptable.
- Hands and fingernails must be clean. Nails should be conservative in length and well



maintained. Conservative and well maintained colored nail polish may be worn except where prohibited by health standards. Please see your supervisor for details on where nail polish is restricted.

- Makeup or cosmetics must promote a professional image and must be conservative in nature. Extreme colors and excessive amounts of make-up are not acceptable and you may be asked to remove it if it attracts undue attention.

#### HAIR STANDARDS

- Hairstyles must not be distracting or draw undue attention. Neat and well-groomed hairstyles are required while on duty. Hair that does not meet our standards may not be hidden in a hat to avoid our policy.
- Men's hair must be tapered and above collar length.
- For health and safety purposes (i.e. working with or around machinery, or in the kitchens), you may be asked to tie your hair back and restrain it at all times while on duty.
- Excessive styles such as mohawks, partially shaved heads, shaved geometric patterns or designs, large spikes, styles that cover the eyes or face, or other distracting styles will not be allowed.
- You may have one additional color outside a natural hair color as a limited accent. Keeping in mind your overall professional image should not draw undue attention.
- You may be asked to modify your hairstyle if it doesn't meet these standards.

#### FACIAL HAIR

- Facial hair of a conservative style and natural color is allowed and can create an overall neat and polished look. Neatly trimmed facial hair that does not exceed ½ inch in length and in one of the three styles (depicted in Appendix D) is acceptable. No other interpretations will be allowed.
- Facial hair must be groomed and defined, including, where applicable, clearly groomed neck and cheek lines. If you do not shave or groom daily, you are not in compliance with this policy. This policy does not allow patchy or undeveloped beards while on duty. Facial hair must be fully established at the time of hire and cannot be grown in while working.
- Mustaches cannot extend more than ½ inch beyond the corner of the lips.
- Conservative and neatly trimmed sideburns are allowed and must NOT extend in length beyond the earlobe. No flares or mutton chop styles will be permitted.

#### JEWELRY STANDARDS

- Jewelry, including rings, necklaces and watches, must be conservative in nature and not draw undue attention. Some jewelry might present a safety or health hazard for your position and you may be asked to remove the jewelry.
- Conservative earrings are allowed but no more than three per ear for females and 1 per ear for males. Tunnels, barbells, spikes and spirals are not allowed.
- One tasteful and unobtrusive nose stud size 3 mm or smaller, is allowed. Nose rings or tongue, lip, eyebrow, or other facial piercings of any other kind are not permitted.
- Earlobes that have been gaged to ½ inch are allowed but must be plugged with ONLY flesh tone filler gages while on duty.
- You will be asked to remove or adjust your jewelry if your appearance doesn't meet these standards.

#### TATTOOS

- Non-offensive visible tattoos, in moderation, which do not distract from our professional image, will be allowed.
- Tattoos on the face or the neck above collar height, offensive words or images, racist or other discriminatory messages, nudity, violent imagery and those that depict anything illegal are strictly prohibited.
- The company has the final judgement of what constitutes acceptable tattoos and you may be asked to completely conceal a tattoo with clothing or uniform pieces while on duty if the tattoo does not meet these standards.

## **2. DRESS CODE FOR WORKING HOURS**

Whether you are wearing a uniform provided by Deer Valley or your own work attire, you should project a positive, professional image. Clothing may not be "extreme" (too short, too bare, too tight, too baggy, too sheer, soiled, or otherwise inconsistent with a professional appearance). As always, your supervisor will provide guidance regarding what is appropriate to wear for your position. Please direct questions in this matter to your supervisor.

- Your clothing must be neat, clean and appropriate for your job.
- All staff members are required to be in uniform or proper work attire when clocking in and out for their shifts.
- Company issued hats or company approved helmets, when appropriate, are the only acceptable head gear while on duty. Ball caps may be appropriate for some inside positions.
- Footwear requirements will vary by position but all footwear worn on the job must be clean and in good repair. For health and safety reasons, you may be asked to wear closed-toed shoes or footwear specific to the needs of your position.
- In some instances your director may establish a more restrictive personal appearance policy. If you have any questions about dress code requirements, ask your supervisor.

#### STAFF MEMBERS ISSUED A UNIFORM

Deer Valley will furnish certain uniform items to staff who are required to wear a specific uniform. Some positions require staff to wear specific pieces, check with your supervisor regarding what is appropriate for your position and how it is to be worn. There may be some specific, approved uniform pieces for purchase by the staff member.

Specified uniform items will be issued, cleaned, and returned through, the Equipment Issue department. Some specific uniform items may be exchanged for clean ones at Equipment Issue. Non-returnable items will need to be maintained by the staff member as personal presentation is key to a professional image. Staff are expected to keep their uniforms in good repair. Deer Valley may charge the staff member for any company provided item damaged beyond normal wear and tear, or any item that has been lost. Any staff member who loses a uniform item (or thinks it may have been stolen) should report the situation immediately to the appropriate Equipment Issue office and complete a lost or stolen uniform report. Appropriate deductions may be made from the staff member's final paycheck for uniform items not returned. A staff member who terminates employment prior to the end of the season will be charged for non-returnable uniform items (hats, headbands and turtlenecks) that were issued to him or her.

- Staff may use staff facilities to change in or out of uniform, or may wear their uniforms to and from work.
- Staff who choose to wear their uniforms to and from work are strictly prohibited from wearing them in public places off resort property.
- All layered clothing under your uniform pieces should not be visible while in uniform.

#### STAFF NOT ISSUED A UNIFORM

To maintain Deer Valley's first-class image, all on-duty staff who are not issued uniforms are expected to adhere to our guidelines for proper attire.

- When your position requires your own personal pants to be worn while on duty please note that slacks (to include denim pants of a single color that are free from holes, rips, tears, distressing or embellishment), skirts or dresses in modest lengths, or Bermuda-length shorts (during summer months) are acceptable, as long as they are in good taste and reflect a professional standard. Yoga pants, sweat pants, or other casual knit type pants are not acceptable.
- Clothing with competitor's logos or other non-approved or affiliated brands may not be worn on duty.

### **3. DRESS AND CONDUCT CODE FOR NON-WORKING HOURS**

Employees using Deer Valley facilities while off duty should exercise discretion so they do not draw attention to the fact they are receiving discounted or complimentary benefits. Our off-duty dress

code follows the general rules of employee dress. Please keep in mind that there are other modes of dress not covered here that may also be deemed unacceptable.

- During the winter, T-shirts without collars and shorts are not acceptable for any employee using Deer Valley guest facilities. During the summer months, shorts and T-shirts may be worn if they are in good repair and the shorts are of moderate length. Army fatigues are not acceptable at any time.
- Employee grooming standards must be maintained.
- Clothing should be in good condition, clean with no holes or rips.
- When dining at a Deer Valley restaurant in the evening, men should wear shirts with collars and sweaters or sport coats. Women should wear dresses or appropriate pant and blouse combinations.
- When skiing, employees are required to wear appropriate ski attire in good repair, and to adhere to employee grooming standards.

#### **4. SNOW SPORTS HELMET POLICY**

##### **Purpose**

It is the Company's goal to establish and maintain a safe and healthy work environment. Employees who ski or snowmobile are potentially at risk for head injuries from contact with the snow surface or other natural and man-made objects while performing their job tasks. Helmets, when worn properly, have been shown to offer a degree of protection from head injuries.

##### **Scope**

This policy applies to all employees of Deer Valley Resort Company who are required to snowmobile, or are required to, or elect to ski in connection with their duties, in or out of uniform.

Any employee who does not comply with this policy will be subject to disciplinary action up to and including termination without notice.

##### **Helmet Requirements**

Employees who are required to snowmobile or elect to ski while in uniform or in connection with their job duties are required to wear a snow sports helmet while skiing. The helmet must be compliant with ASTM F2040-06 Standard Specification for Helmets Used for Recreational Snow Sports or any subsequent substitute or replacement for ASTM F2040-06.

Helmets must be worn as intended, i.e., chin strap must be used.

##### **Company-Issued Helmets**

Employees who are required to snowmobile or are required to or choose to ski as part of their duties are eligible to receive a company-issued helmet. Please go to the Snow Park Rental Shop for proper helmet sizing, then pick up your company-issued helmet at Equipment Issue.

##### **Employee-Provided Helmets**

Employees who own their own helmets may use their current helmets *as long as the helmet is compliant with ASTM F 2040-06 and is in good condition, subject to an annual inspection.* The employee-provided helmet must be complementary to the uniform. We prefer white, black or gray; other colors must be approved by the employee's manager. **No stickers** are allowed on helmets. If an employee-provided helmet does not pass the annual inspection, the employee will be eligible to receive a new helmet. Special pro pricing programs are available if employees choose to purchase their own helmets.

##### **Voucher Options**

Employees who choose not to use a company-issued helmet may elect to receive a voucher for another product, such as poles or goggles, based upon availability. Employees will present their vouchers to their department managers for the elected option while supplies last. Employees who receive a product on the voucher program are eligible for a replacement every three seasons.

Helmets received in the Deer Valley Employee Helmet Program or other products received in the Voucher Option may not be sold, transferred, loaned, bartered or traded; nor may vouchers or other elected products received in lieu of a helmet be sold, transferred, loaned, bartered or traded.

## **Helmet Replacement**

Employees who receive company-issued helmets will be eligible for a replacement helmet every three seasons. In order to qualify for a replacement, the helmet must be returned to the employee's manager. Employees who lose/misplace their helmet prior to qualifying for a replacement will be responsible for obtaining their own replacement.

Seasonal employees who plan on returning the next season may retain possession of their helmet during the off season. If a seasonal employee returns without his/her usable helmet, he/she will be charged the replacement value of the helmet. Employees who complete the winter season in good standing may retain their company-issued helmets; those who do not complete the season in good standing will be charged for their helmet.

## **5. Warnings and Employee Responsibilities**

### Warnings

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

### Employee Responsibilities

1. Always wear your helmet in the proper position.
2. Fasten your buckle and tighten your chin strap.
3. Check your adjustments every time you wear your helmet.
4. Inspect your helmet regularly for signs of wear or damage.
5. Replace a helmet that has been subjected to a severe blow.
6. Don't attach anything to the helmet unless recommended by the manufacturer
7. Don't wear anything hard or sharp under your helmet.
8. Don't take risks just because you are wearing a helmet.

## **Helmet Inspection**

Any employee who has damaged his/her company-supplied helmet must bring that helmet to a manager for a visual inspection and, if there is no visual damage, a discussion of the impact the helmet has experienced. If the manager determines that an employee's helmet should be replaced, that manager will contact Equipment Issue and approve the issue of a new helmet to the employee.

## **Responsibilities, Training and Disciplinary Action**

Each director and his/her management team are responsible for ensuring that their employees understand and comply with this policy. Employees who fail to follow the Helmet Policy will be subject to Deer Valley progressive disciplinary policy.

## **6. PIN POLICY**

Some employees may be permitted to wear a reasonable number of company-issued pins while on duty and in uniform. Whether pins are allowed, and the number of pins allowed, will vary from department to department and from job to job. The wearing of pins may not interfere with job performance, present a safety hazard or distract from the professional appearance of the uniform

or office attire. Pin placement must not damage uniform material. You may be asked to remove pins that do not meet these standards.

## **E. HONESTY**

Deer Valley considers trust between the company and its employees to be of utmost importance. Omission or falsification of information during the application process, regardless of when the discrepancy comes to Deer Valley's attention, is grounds for termination of employment. If you are convicted of an offense (other than a minor traffic violation) after having been offered a position, while working at Deer Valley or while between periods of employment at Deer Valley, we will evaluate the circumstances to determine whether it will adversely affect your status with the company. Other situations that may adversely affect your status with the company include but are not limited to false claims involving workers' compensation or unemployment, and misrepresentation or falsification of information in other employment-related matters.

## **F. CONFIDENTIAL AND PROPRIETARY COMPANY INFORMATION**

In the course of your employment at Deer Valley, you may become privy to certain confidential and proprietary business information. You are responsible for safeguarding all such information. You must not discuss Deer Valley business matters or our employees or guests with anyone outside Deer Valley unless your job requires you to do so. Any questions from the media, insurance company representatives, attorneys or any other outside sources should be referred to your Department Head or Division Director. Any employee acting in violation of this policy is subject to disciplinary action, up to and including termination.

## **G. SMOKING AND OTHER PERSONAL HABITS**

If your job involves direct guest contact or you are in view of the guests, you may not smoke, chew tobacco, chew gum, drink beverages or consume any other substance inconsistent with a professional appearance while on duty or in view of the guests. If you are not sure whether your activities will be in view of the guests, ask your supervisor.

Smoking (including the use of the E-cigarettes, vaping, etc.) is prohibited in and around all Deer Valley buildings (and by law must be 25 feet from the building) except at designated locations outside of each facility. The designated employee smoking locations are:

<u>Snow Park Lodge</u>	Outside the building in the area adjacent to the city pump house.
<u>Silver Lake Lodge</u>	Outside the building in the loading dock area adjacent to the downstairs entrance near Equipment Issue.
<u>Empire Canyon Lodge</u>	Outside the building near the loading dock area.
<u>Maintenance Facility</u>	Outside of all buildings in the area, <b>except</b> in locations near flammable materials such as by the gas pumps.
<u>Plaza Building</u>	Outside the building on the Northeast corner of the building near the delivery entrance to the restaurant.
<u>Other Lodging Properties</u>	Please see your supervisor for the designated area at your location.

## **H. PERSONAL VISITS AND MAIL**

Personal mail and personal visits can be disruptive to the efficiency of Deer Valley operations. For that reason it is important that we make every attempt to minimize both. We ask that you not use the Deer Valley mailing or delivery address without express approval from your Division Director.

Personal visits in particular are strongly discouraged, as they disrupt service to our guests and can even create safety hazards. Therefore, if you expect a personal visitor, you must get your supervisor's approval prior to the visit. Personal visits that are disruptive to the work atmosphere or interfere with guest service, or the receipt of personal mail at Deer Valley addresses, may lead to disciplinary action.

Employees may not use Deer Valley Resort letterhead, envelopes, office supplies, postage service or our logo for personal reasons.

## **I. USE OF PERSONAL CELL PHONES AND PERSONAL ELECTRONIC DEVICES**

### **1. CELL PHONES**

Personal cell phone use as part of communication for the purpose of enhancing our guests experience and safety is appropriate provided the use is for business reasons only. Have your phone in the off position while in guest space unless needed for business reasons at the discretion of your supervisor. If you anticipate an urgent situation for which you may need to have your cell phone on while on duty (such as the birth of a child or a medical problem in your family), you should notify your supervisor, who has discretion whether or not to allow you to use your phone. Personal use of a cell phone while working in an office environment must not be excessive and is at the discretion of the manager. Personal cell phones may be used anytime **while not in guest space** on your breaks or during your meal periods when guests or clients are not present.

### **2. PERSONAL ELECTRONIC DEVICES**

Utilizing personal electronic devices while on duty disrupts service to our guests, interferes with job performance and may even create a safety hazard. Personal electronic devices **may not be used while in guest space**. Guest space as defined in the handbook and includes but is not limited to restaurants, common areas, decks, guest restrooms, retail space, mountain facilities and any other location where a guest may be encountered. To avoid confusion, please speak to your manager or supervisor to determine what is considered guest space for your specific area and if using the device creates a safety hazard for you or others or is disruptive to our guest service. Personal electronic devices may include (but are not limited to) headphones, earphones, computer games, personal music (iPod, cell phone) or reading devices (Kindle), personal laptop computers or tablets (iPad).

## **J. WEAPONS AND VIOLENT CONDUCT**

Employees are not allowed to carry, possess, display, or store personal weapons or ammunition of any kind on company property without direct permission from the President. In addition, violent conduct of any nature, including the threat of violent conduct, will not be tolerated.

## **K. VANDALISM**

Whether working or not, any employee who is involved in the intentional or willful destruction or abuse of company property is subject to disciplinary action, including termination, as well as prosecution.

## **L. GUIDELINES FOR EMPLOYEE CONDUCT AT DEER VALLEY EVENTS**

Throughout the year, during both summer and winter seasons, Deer Valley will host a wide variety of events for guests. Some of these events are (but are not limited to): ski races and related events, outdoor concerts, bike races, inside and outside media and athlete areas, private and public indoor events, weddings, banquets and conferences. During some of these events, access to Deer Valley lodges, buildings, parking and office space for non-essential off-duty employees or on-duty

employees may be restricted. Cooperation with security and event staff is essential to maintain positive guest relationships. Entering a restricted area or ticketed event without a ticket or the proper credentials is also prohibited. Failure to follow the guidelines set for a specific event may result in disciplinary action.

## **1. SUMMER CONCERT/EVENT GUIDELINES**

### **Event Ticketing:**

On the day of the concert, if the event is not sold out, active Deer Valley employees may purchase up to two half price tickets by showing a valid Deer Valley employee I.D. Subject to change based on promoter or talent restrictions.

### **Conduct:**

For ALL events and concerts, Deer Valley employees may not set out blankets, chairs and/or coolers in the Snow Park Outdoor Amphitheater prior to gate opening. Any items placed on the venue prior to opening will be removed by Guest Services. Deer Valley employees can only access the venue through the public gates and must wait in line with our patrons.

The Snow Park Outdoor Amphitheater and Lodge are rented by the concert promoter. Employees who are not working the concert are not allowed to access any area of the lodge, including their offices or the Amphitheater without proper credentials after 5 p.m. Employees are asked to be respectful and follow the directions of volunteers and security agents who have been hired by promoters to control access to the building and the artists.

During concerts/events, there may be private VIP functions taking place in and around the Snow Park Lodge. Employees are not allowed to attend or access other areas of the lodge unless as an invited guest.

Use of the employee cafeteria, the Silver Spoon, is considered part of the Snow Park Lodge and can only be accessed and utilized by employees working the concert.

On special event days, employees must park according to direction given by Guest Service's parking attendants. Access to certain parking areas such as the Loading Dock areas, Executive Lot parking or Lot #1 may be restricted.

If you should have any questions regarding these guidelines, please see your supervisor for clarification. Violation of these guidelines may result in disciplinary action up to and including termination of employment.

## **M. SOCIAL MEDIA POLICY**

Deer Valley Resort views the use of Social Media as an opportunity to support and build the company brand. Our expectation is that you will use good judgment and common sense when using Social Media and will keep in mind our Three Circle Business Model (take care of the guest, take care of the company and take care of each other).

This policy provides Deer Valley Resort staff, both on- and off-duty, with a framework for responsible conduct when participating in Social Media sites. When we refer to Social Media in this section, we are referring to forums, weblogs (blogs), wikis, social bookmarking, social communication sites, podcasts, photos, videos and chat rooms. Social media venues, include but are not limited to, YouTube, Flickr, Facebook, Wikipedia, Twitter, LinkedIn, Chatter and message boards. All of these are Internet based tools for sharing and discussing information.

While Deer Valley Resort employees are welcome to participate in Social Media, we expect anyone who participates in Social Media to understand and follow these guidelines:

- If you identify yourself as an employee of Deer Valley Resort, the reader may interpret that you are a spokesperson for the company. Be aware that employees are not authorized to speak on

behalf of the company unless you are specifically instructed to do so for purposes of your position in the company. If you refer to Deer Valley Resort in your communication, identify yourself and include a disclaimer that indicates the information you are sharing is your personal opinion and not that of Deer Valley Resort.

- Deer Valley Resort Confidentiality Policies prohibits staff from discussing Deer Valley Resort business matters, employees or guests with anyone outside of Deer Valley unless your job requires you to do so.
- Exercise good judgment when you write. Remember, the information is out there for everyone to see so consider your readers. They will be guests, employees, vendors and others interested in Deer Valley Resort. Do not use language that may be interpreted as slanderous, harassing, sexually offensive, racial, or any other areas protected by law.
- Do not use Deer Valley Resort logos, photos or trademarks. Use of our guest's names, employee names, vendor names, photos of guests or employees requires signatures of the guest or the employee on a Permission Agreement form available upon request through our Marketing Department. Once the guest or employee has signed the agreement, please submit the agreement to the Communications Manager or Coordinator in Marketing.
- Respect the laws governing copyrighted materials.
- Do not post information that is considered defamatory or discredits Deer Valley Resort, its guests or employees. You have sole responsibility and are legally liable for anything you write or post on any form of Social Media. You can be sued by anyone that views your commentary, content, or images as defamatory, pornographic, proprietary, harassing, libelous or creating a hostile work environment.
- Deer Valley Resort's Professional Conduct policy states that as a representative of Deer Valley Resort, you are expected to conduct yourself professionally at all times and any behavior that draws undue attention is disruptive to our guests or other employees or reflects negatively on you or Deer Valley is inappropriate.
- Use of company computers to engage in Social Media while on duty (unless your position requires it for your job) is considered personal business. Guidelines for company computer use for personal business are outlined in our Acceptable Use Policy for Computers. Please see your supervisor if you have questions about what is considered company time and what is considered your own time. Time spent on personal business should not be disruptive to work or interfere with productivity at work.
- Information posted, whether you are on- or off-duty, is subject to monitoring by Deer Valley Resort. Do not use Social Media as a way to air your differences with Deer Valley Resort, its guests or employees. You are encouraged to utilize our Complaint and Problem Resolution policy as a way to solve your differences.

Nothing in these guidelines is intended to interfere with, coerce, or restrain any team member from exercising his/ her right to engage in activities protected by § 7 of the National Labor Relations Act, such as the right to discuss terms and conditions of employment.

If you have any questions relating to this policy please contact Human Resources.

Deer Valley Resort will respond and investigate reports of any violation of this policy or other related policies. If you suspect a violation has occurred, please inform Human Resources. Violation of this policy may result in disciplinary action up to and including termination.

## **VII. SAFETY AND HEALTH**

Deer Valley takes reasonable precaution to offer team members a place of employment free from known or recognized hazards that cause or are likely to cause death or serious physical harm. Safety measures and procedures are in place for the protection of all team members. It is the responsibility of each team member to help prevent work place accidents. You should review and understand all workplace safety rules and policies and use any Company provided safety and protective equipment. Any unsafe workplace or hazardous condition should be reported to a Supervisor, Manager, or Human Resources. Additionally, any questions regarding health & safety practices at Deer Valley Resort should be directed to Human Resources.



Deer Valley Resort is committed to providing a healthy working environment for all staff. Staff members that come to work ill can present a health hazard for coworkers and for our guests. Please consider our business model of “taking care of each other” by observing the following prevention practices. These are proven to be the best methods in avoiding the transmission of illness.

- Wash hands thoroughly
- Maintain sanitary work areas
- Avoid contact with others to prevent the spread of the illness

NOTE: You may be asked to leave your work station and/or go home if there is a concern for the health and welfare of coworkers and/or our guests.

## **A. DRUG AND ALCOHOL FREE WORKPLACE**

Deer Valley is committed to providing a healthy and productive workplace. It is important to our employees and guests alike that we provide safe working conditions, free from the effects of drugs and alcohol, and that we maintain excellence in the services and products provided by Deer Valley. It is well documented that drug and alcohol abuse create a variety of workplace problems, such as increases in injuries on the job, increased absenteeism, increases in workplace theft, declines in employee morale, productivity and the quality of products and services. They also impose a financial burden on health and benefit programs and increase the company's exposure to liability. It is our intention and obligation to provide a healthy, safe, drug-free and alcohol-free work environment. Our employees are expected and required to report to work in a suitable mental and physical condition for work. Therefore, to protect the interests and welfare of Deer Valley, its employees, our guests and the general public, we find that fair and equitable testing for drugs and alcohol in the workplace, in accordance with the company's written policy, is beneficial to all.

Drug testing will be done under the following circumstances: random testing; following work-related accidents (including exposure to hazardous materials where the employee or others require medical treatment); following work-related accidents that involve damages and expenses in excess of \$150; and in cases of reasonable cause. Alcohol testing will be done for reasonable cause or following an accident where it is suspected the employee involved is under the influence of alcohol. Any employee with verified positive test result will be terminated from employment and will be ineligible for rehire. Any employee who refuses to take required tests or who adulterates the samples will be considered terminated and will be ineligible for rehire.

**The company prohibits the consumption of alcohol while on duty. The company does not prohibit off duty employees who are of legal drinking age from consuming alcohol on company premises so long as the consumption of alcohol is confined to locations licensed by the State of Utah. Consumption of alcohol on company property other than the locations licensed by the State of Utah is prohibited except under specific circumstances authorized by the President.**

### Prescription Medications

When drugs are prescribed by a medical professional, it is the team member's responsibility to inquire of the prescribing professional whether the drug prescribed has any side effects which may impair one's ability to safely perform one's job duties. If the answer from the medical professional is “yes,” the team member must obtain a statement from the medical professional indicating any work restrictions and their duration. The team member must present that statement to the team member's supervisor prior to going on duty. If the Company determines that such use adversely affects the team member's ability to safely perform the functions of his or her job, the Company may temporarily reassign the team member, grant a leave of absence during the period of treatment, or otherwise attempt to accommodate the team member. If the Company determines that such use does not pose a risk, the team member will be permitted to work. Improper use of "legal drugs" is prohibited and may result in disciplinary action. Prescription medication must be kept in its original container if such medication is taken during working hours or on Company property.

The complete Deer Valley Drug and Alcohol Free Workplace Policy is found in Appendix C to this handbook

## **B. ON-THE-JOB INJURIES**

Any on-the-job injury suffered by an employee should be reported immediately to the injured employee's supervisor. All injuries must be documented on an accident/investigation report form filled out by both the injured employee and the supervisor. This completed form will be given to the Benefits Team or the front desk in HR. Notification will be made by HR to the Intermountain Park City Instacare that an injured employee is on the way to their facility for an exam.

The injured employee will receive a document from the Benefits Team outlining his or her responsibilities. It is the injured employee's responsibility to follow through these procedures to assist the company in processing injury claims in an efficient and effective manner. If you are injured on the job and do not receive a copy of this document, contact the Benefits Team.

Employees are covered by workers compensation while skiing during a work assignment or skiing to or from a work assignment. Certain ski runs may be designated for employee use on these occasions.

### **EMPLOYEES ARE NOT COVERED BY WORKERS COMPENSATION WHILE SKIING OFF DUTY.**

Any employee seeking medical attention for a work-related injury, including exposure to hazardous materials or illness, is subject to drug and alcohol testing as outlined in our Drug-Free and Alcohol-Free Workplace Policy, Appendix C to this handbook.

If you are injured on the job, we will attempt to create the opportunity for you to return to work as soon as medically possible. Our ultimate goal is to return injured employees to their original jobs. If you are injured and are unable to perform all the tasks of your original job, but your doctor has released you to return to work and has provided a clear description of your restrictions, we will make every effort to provide you with alternative productive work or modified duty that meets your post-injury capabilities. Any employee who turns down an offer of modified duty work may no longer be eligible for supplemental wage payments from our workers compensation carrier. Your employee skiing privileges will be suspended at the time of injury and while you are on modified duty. Your spouse/dependent or designate privileges will remain available. Season pass holders may be asked to turn in their season pass to the Benefits Team. Skiing privileges will resume when your doctor returns you to full duty.

Deer Valley's workers compensation insurance carrier may deny a claim for workers compensation, including medical bills, if it feels that an injury cannot be determined to be work-related. Any fraud in filing a workers compensation claim will adversely affect the employee's status with the company and could subject the employee to prosecution.

Questions regarding workers compensation insurance should be directed to the Benefits Team in HR.

## **C. HAZARD COMMUNICATION**

Hazard communication, the "Employee Right to Know," requires employers to inventory and label hazardous chemicals in the workplace, and to inform and train workers about the chemical hazards they may encounter on the job. The purpose of hazard communication is to help workers protect themselves from injury and illness related to chemical exposure. If this requirement applies to your position, your supervisor will conduct the appropriate safety training. If you have any questions regarding this policy, or whether your position involves contact with any potentially hazardous material, please contact your supervisor, the Resort Maintenance Manager, or Human Resources.

## **D. BUILDING EVACUATION/FIRE PROCEDURES**

Know the location of the exits in your work area. If you are unsure, ask your supervisor.

**Leave ALL buildings promptly when:**

1. The fire alarm sounds continually without stopping.

**OR**

2. The fire alarm sounds, then stops after a short time and then resumes continually without stopping.

**E. COVID-19 PROTOCOLS FOR STAFF**

As an update, here are the protocols we have put in place for the safety of staff and guests. All information can be viewed at [www.deervalley.com](http://www.deervalley.com) or [www.staff.deervalley.com](http://www.staff.deervalley.com).

These protocols and processes have been created using the best information available at the time to meet Summit County Health, Utah Department of Health, State of Utah, and Alterra Mountain Company requirements and are subject to updates.

Every staff member must complete a COVID-19 Check-In prior to each shift. The procedures can be found in the Appendix section of this Handbook. Check with your manager for details in your department or location. Any staff member reporting symptoms of COVID-19 should stay home. It is imperative you Steve Mullins, Outbreak Coordinator at 435-615-6083 or [smullins@deervalley.com](mailto:smullins@deervalley.com) for next steps.

Please ensure you are wearing your mask and practicing physical distancing when entering a building, reporting to work and during the health screens. Symptoms and situations which are considered during employee health screening;

- A fever (100.4°F or above), or a sense of having a fever
- A cough
- Shortness of breath
- A sore throat
- Muscle aches or weakness
- Any loss of smell or taste
- Been in close contact with anyone suspected to have, or confirmed to have, COVID-19

Any staff member who has a temperature of 100.4 degrees Fahrenheit or above, who is experiencing symptoms, or who answers yes to any of the health screening questions, will not be allowed to work on site.

**F. FACE COVERINGS**

**Current staff requirements:**

- All staff should be wearing a face covering when entering Deer Valley lodges, buildings, restaurants, etc..
- All staff should be wearing a face covering at all times while indoors (unless alone in their specific office), while working, walking between locations, etc.
- All staff should be wearing a face covering outdoors when social distancing (minimum of six feet apart from others) cannot be achieved.
- All staff should be wearing a face covering outdoors when guests are present to set the tone and assure our guests, and to ensure they also wear their masks, as is now required while waiting in line in outdoor areas.
- Deer Valley staff members have been provided two branded face coverings and those working on the mountain received neck buffs.
- Contact Allan Nunez at [anunez@deervalley.com](mailto:anunez@deervalley.com) for face covering distribution.

**G. CURRENT GUEST REQUIREMENTS**

Effective July 17, 2020, we require all guests waiting in line in outdoor areas (lift lines and ticket lines for example) to wear a face covering. All guests should also be wearing a face covering when indoors within our property entities.

If a guest becomes difficult about the requirement of wearing a face covering, then please let them know due to public health concerns, requirements by the county, and for us to stay open, we have to stay safe. If a guest still refuses to wear a mask, please contact a manager and the guest will be asked to leave the property.

If you or a staff member has concerns regarding possible exposure of themselves or a family member, they should reach out to Steve Mullins, Deer Valley's Outbreak Coordinator at 435-615-6083 or [smullins@deervalley.com](mailto:smullins@deervalley.com), to discuss what steps should be taken next. If Steve is unavailable, please reach out to Chris Lampe at 435-645-6653 or [clampe@deervalley.com](mailto:clampe@deervalley.com).

Each case is unique, and communication directly with the staff member is key. By providing consistent guidance, we can avoid undue concern related to misinformation and manage any required quarantine time frames. Please contact the Outbreak Coordinator directly to discuss and ensure we follow appropriate protocols to care for each other.

## **VIII. GUEST RELATIONS**

### **A. CONFIDENTIALITY**

All personal information concerning our guests, guest incidents or other sensitive situations occurring in or involving the workplace are to be kept strictly confidential. Any questions from the media, insurance company representatives, attorneys or any other outside sources should be referred to your Department Head or Division Director.

All of our guests expect our complete discretion regarding their visit to Deer Valley Resort. As an employee of Deer Valley Resort, whether you are on- or off-duty, our expectation is that you will respect the privacy of our guests and refrain from (but not limited to) taking photos, asking for autographs, posting their visit to your personal social media or any other infringement on their personal space or privacy. Adhering to this policy is crucial to maintaining our reputation and therefore violation of this policy may be grounds for disciplinary action.

### **B. GRATUITIES**

In keeping with industry-wide standards, Deer Valley recognizes several positions in which employees may expect to receive tips. Those positions include restaurant front of house staff, housekeepers, bellman, drivers, concierge, snowmobile tour guide and ski instructor. Unless you hold one of these positions, we ask that you politely refuse tips offered by our guests. Tip jars or signs hinting to our guests to tip are unacceptable at any time and at any location.

### **C. GUESTS REQUIRING SPECIAL ASSISTANCE**

Federal law requires that anyone using Deer Valley Resort facilities who needs special assistance to accommodate a disability be offered help as circumstances allow. If you are unable to comply with a request for assistance, immediately contact your supervisor. No employee may deny a request for

special assistance; a denial, if any, must come from a Department Head, a Division Director or the President.

## **D. FEDERAL LAWS GOVERNING TELEPHONE CONTACT WITH GUESTS**

As of October 1, 2003, all companies were required to comply with the requirements of the new federal do-not-call registry, based upon rules issued by the Federal Communications Commission (FCC). The FCC rules apply to intrastate as well as interstate telemarketing or “cold calling.”

The rules now make it illegal to call a residential telephone number for the purpose of telephone solicitation if that residential telephone subscriber has registered that number with the federal do-not-call registry. A telephone solicitation is defined as “a telephone call or message for the purpose of encouraging the purchase or rental of, or investment in, property, goods, or services, which is transmitted to any person.” The FCC rules make it clear that “cold-calling” activities of all businesses fall under this definition. Residential numbers of our guests may be called for up to 18 months after the consumer’s last purchase, delivery or payment or a consumer whom, within the last three months, made an inquiry about our business services.

In order for Deer Valley Resort to stay in compliance with this federal law and avoid fines and penalties we have adopted the following guideline: *Verify with your supervisor before you make any calls to a guest who has not specifically requested information from you. During training, your supervisor will advise you on the procedures for your specific department.*

## **IX. HUMAN RESOURCES POLICIES AND PROCEDURES**

### **A. BACKGROUND CHECK POLICY**

A background check is run on all seasonal employees (new and returning) once a year as well as at the beginning of employment for new year round employees. Subsequent background checks may be run at Company discretion during employment. Employees must complete an electronic Background Check Authorization form during onboarding. The results of a background check will determine an employee’s suitability for their position. Falsification or lack of disclosure of any information may result in termination of employment. Confidentiality of information received will be maintained by the Human Resources department. For the purpose of making decisions, report contents or portions of the content may be shared with appropriate managers who have a legitimate business need to know as determined by the Director of Human Resources.

### **B. PERFORMANCE EVALUATION PERIOD**

The first 45 days of your employment with Deer Valley are considered an evaluation period. This period is meant to give new employees and Deer Valley a chance to get acquainted and to determine whether their mutual expectations regarding employment are being met. The length of the evaluation period may be extended if departmental scheduling or an employee's performance warrants such action.

### **C. PERFORMANCE APPRAISALS AND MERIT INCREASES**

Employee performance reviews are based on specific job criteria and to provide performance feedback. During your training, you should receive an explanation of the criteria on which your performance will be reviewed.

All seasonal employees will receive an end of season review at the conclusion of each season.

\*Employees who work under 40 hours during the season will not be eligible to receive a merit increase and may not have an end of season review.

Mid-season reviews will be completed for New Hires, Conditional Rehires, and rehires who have had a 12 month lapse of employment.

Based on an individual's performance review rating and employee status, they may receive a merit increase according to the following scale:

- **Full-time and Part-time** staff may receive up to a 6% merit increase.
- **On-call** staff may receive up to a 4% merit increase.
- **Temporary Help** staff may receive up to a 3% merit increase.

All year round employees will be reviewed at least annually and may be reviewed every six months, depending upon department policy. If deemed appropriate, your supervisor may also schedule supplementary reviews. If you have not received your scheduled review, you should request one from your supervisor.

#### **D. PERSONNEL FILES**

Your personnel file generally includes your employment application, job offer information, reviews and appraisals, employee file memos, and other pertinent documentation concerning your employment with Deer Valley. Current employees may review their personnel files by making an appointment with the Director of Human Resources. Deer Valley treats the information in your personnel file as confidential, and disclosure of the information to outside sources will be limited. However, Deer Valley will cooperate with authorized law enforcement or local, state or federal agencies conducting official investigations, and may be required to provide your personnel file in response to a subpoena.

#### **E. PERSONAL INFORMATION CHANGES**

It is your responsibility to notify Human Resources in a timely manner of any change in your address, telephone number and changes in family status (births, marriage, divorce, etc.) which may affect your income tax status and group insurance requirements. This responsibility continues even if you are on lay-off status or leave of absence. You can update your information at any time through Kronos or by coming in to the Human Resources office.

#### **F. JOB POSTING**

All Deer Valley job openings are posted through Kronos on the staff website, unless time constraints, qualifications for the job or business discretion dictate otherwise. If you are interested in a position, apply through the website. Outside applicants may be interviewed at the same time as internal applicants to provide a wider range of candidates to choose from. If an outside applicant is better qualified or suited to the position, he or she may be hired rather than an internal applicant. In most cases, however, if both applicants are equally qualified, giving the position to the existing employee will be the preferred course of action.

#### **G. DEPARTMENT TRANSFERS**

Deer Valley is committed to the training and development of its employees. Promotions from within and departmental transfers are supported whenever such a move is in the best interests of both the employee and the company. If you are interested in a transfer you should complete an application for the preferred position through the Kronos website. Transfer requests will be considered and reviewed by the appropriate supervisors, with interviews scheduled when deemed appropriate. A departmental transfer, if approved, may be delayed until your current position has been filled.

## H. EMPLOYMENT OF RELATIVES

Deer Valley reserves the right to exercise discretion in cases where relatives may work together or one supervises the other. Each individual case will be reviewed by the Director of Human Resources, the appropriate Division Director and in certain cases by the President.

## I. CONFLICTS OF INTEREST

Conflicts of interest, or the appearance of a conflict of interest, should be avoided. Conflict situations may arise when any team member is in a position to influence company business decisions and/or realize personal gain by an association with another person or organization. For more information about the Anti-Corruption Policy review the Code of Conduct. If a team member has any questions or concerns regarding the policy, please contact the Chief Legal Officer at 303.749.8200

## X. DISCIPLINE, RESIGNATION AND TERMINATION

### A. DISCIPLINARY ACTION

Violations of any company policy, unprofessional or destructive conduct, and behavior deemed inappropriate by the company, whether or not covered in this handbook, can result in disciplinary action, including immediate suspension or termination. In the event discipline of an employee becomes necessary, progressive discipline procedures may be followed if deemed appropriate by management. This means that a verbal or written reprimand may precede more serious disciplinary measures. There may be times when business necessity or other circumstances do not allow for progressive discipline. Deer Valley reserves the right to bypass progressive discipline at its sole discretion. Whether or not progressive discipline is used, your employment relationship with Deer Valley is still considered to be at-will.

Deer Valley's goal is to be the best, for its guests *and* its employees. To achieve this end, it is imperative that all our employees follow Deer Valley's policies and procedures. Failure to follow any of Deer Valley's policies and procedures, whether they are written in this handbook or explained to you by your supervisor, could subject you to discipline, up to and including termination of employment.

### B. TYPES OF TERMINATIONS

For various purposes, Deer Valley classifies the circumstances of termination from employment as follows:

**Reduction in Force:** Employees who are taken off the work schedule based on a change in Deer Valley's business needs.

**Voluntary:** Employees who terminate employment by their own choice. May be eligible for rehire at management's discretion.

**Medical Excused:** Any employee who needs to quit work for medical reasons can apply for an excused voluntary termination by providing written medical documentation verifying an inability to complete the season in any available position.

**Involuntary:** Employees who are terminated by Deer Valley, with or without cause, other than those terminated due to a reduction in force. May be eligible for rehire at Director of Human Resource's discretion.

## **C. RESIGNATIONS AND TERMINATION**

Deer Valley intends that the employment relationship will grow to be in the best interests of both Deer Valley and the employee. Nevertheless, either the company or the employee may terminate the relationship at any time, and for any reason or for no reason. Neither the fact that Deer Valley offered you a job and you accepted it, nor the fact that Deer Valley has established certain policies and procedures guarantees that you will be employed for any specific period of time or under any specific circumstances. In other words, there is no contract of employment between you and Deer Valley.

If you choose to resign, we request that you notify your supervisor as soon as possible, preferably two weeks in advance.

If you resign or are terminated, on your last work day you will need to clean out your locker and turn in all company property to Equipment Issue before leaving. If an employee has failed to clean out his or her locker and turn in company property within 48 hours after termination, we will take appropriate steps to recover our property, including cutting the lock off the employee's locker. Any company property not turned in or recovered at that time, and money still due for goods or services purchased or used by the employee, will be charged to the employee and deducted from the employee's final check. Uniforms and company equipment will be priced at their replacement value for this purpose. Upon termination, if you fail to return company property or uniforms, you may not be eligible for rehire with Deer Valley Resort. Deer Valley is not responsible for any property left in the employee's locker.

If you are terminated, your paycheck will be available to you within 24 hours. Generally, if you resign, your final check is available on the next regular payday.

# **XI. COMPANY COMMUNICATIONS OPPORTUNITIES**

## **A. COMPLAINT AND PROBLEM RESOLUTION**

The management of Deer Valley has an open door policy. The purpose of the open door policy is to encourage open communication, feedback, and discussion about any matter of importance to an employee. If you have a complaint or problem, your first step, in most cases, is to discuss it with your supervisor. When bringing problems to your supervisor's attention, try to use a positive approach and come prepared with possible solutions. We appreciate ideas and feedback from all our employees. It is ineffectual and time-consuming for employees to complain to one another. Therefore, Deer Valley management strongly discourages such conduct. Direct interaction between the employees and their immediate supervisors is the key to solving most problems. If an appropriate solution to your problem cannot be developed by you and your supervisor, or if you feel you cannot discuss the problem with your supervisor, then you should involve your Department Head or Division Director. If additional assistance is needed, the Director of Human Resources will become involved upon the request of the supervisor or the employee.

## **B. ANONYMOUS REPORTING HOTLINE**

Staff members are encouraged to speak up if they witness a violation of Deer Valley Resort policy or law and to promptly report these violations to a Supervisor or to Human Resources. While knowing the identity of a reporter can assist Deer Valley Resort to address the situation quickly by asking



questions and gaining immediate feedback from the reporter, Deer Valley Resort understands and respects that in certain circumstances a reporting staff member may wish to remain anonymous. Deer Valley Resort participates in Alterra Mountain Company's Anonymous Employee Reporting Hotline ("Hotline") program, and staff members are encouraged to report violations of law or Company policy via telephone or internet at:

**1-866-869-9344 (U.S. and Canada)**  
**[www.alterramtnc.ethicspoint.com](http://www.alterramtnc.ethicspoint.com)**

The Hotline is an anonymous reporting option that is operated by an independent third party. Unless a reporter elects to disclose his/her identity, their identity will remain anonymous to the Company.

The Hotline is available 24/7/365 and is offered in English, French and Spanish. The Company encourages team members to submit good faith reports, so that we can work together for a better workplace.

The Hotline should not be used as a forum to share business ideas, suggestions, or general staff member feedback.

The Company prohibits any form of retaliation against any staff member for making a report or for assisting in a report or investigation. If you perceive retaliation against you for any kind of report that you may have made or for your participation in an investigation, please contact Human Resources or the Hotline.

### **C. EMPLOYEE RECOGNITION PROGRAM**

The Employee Recognition Program is intended to provide a way to acknowledge deeds that support our company philosophy of: a.) taking care of the guest, b.) taking care of each other and c.) taking care of the company. There are three tiers to the program ("**SHOUT OUT,**" **BRAVO,** and the **Deer Valley Difference or DVD**). Forms are available for each tier. These forms are generated by the Human Resources department and distributed to Directors, Managers and Supervisors. These forms will also be available on your department "SHOUT OUT" bulletin board and in Human Resources. Below is a brief description of the guidelines for qualifying for each tier and procedures for filling out the appropriate forms.

- **"SHOUT OUT"**
  - The "SHOUT OUT" recognition is a way for any staff member to acknowledge another for a good deed and to say thanks.
- **BRAVO**
  - The BRAVO is recognition available for any staff member to acknowledge another for an excellent deed generally done within the scope of an individual's job description. The deed should represent an example of our philosophies so noteworthy in scope that it requires recognition beyond the parameters of the "SHOUT OUT."
- **DEER VALLEY DIFFERENCE (DVD)**
  - The Deer Valley Difference or DVD is recognition available for any staff member to acknowledge another for a deed that truly goes "above and beyond and so noteworthy in scope that it requires recognition beyond the parameters of the "BRAVO."

**BEGIN HERE to determine the tier of recognition for the deed you are considering.**  
**Ask yourself the following questions:**

1. Did the action of your fellow employee make a difference in or make it easier for you to take care of the guest, take care of the company or take care of each other? YES or NO
  - If YES, proceed to the next question.
  - If NO, make sure you truly understand our philosophies and if questionable seek advice from your manager or supervisor.
2. Did the behavior have a substantial impact on the company, guest or each other that might need to be recognized beyond the parameters of the SHOUT OUT? YES or NO

- IF YES, proceed to the next question.
  - If NO, complete a “SHOUT OUT” form.
3. Did a significant behavior or deed happen within the general scope of the individual’s job, while on duty and represents our philosophies more noteworthy than the “SHOUT OUT”? YES or NO
- If YES, this may be a great example of the BRAVO!
  - If YES, **BUT** the effort may have been more substantial in its impact, then read below.
4. The behavior made a **significant** impact on how we take care of the guest, take care of each other or take care of the company that may be in the general scope of the individual’s job description, may have occurred while on or off duty, and is truly an **exceptional effort** or act classified as “above and beyond,” and so noteworthy in scope that it needs to be recognized beyond the parameters of the “BRAVO.” YES or NO
- If YES, this may be a great example of the DVD!
  - If NO, please refer back to the Bravo or discuss with your immediate supervisor.

**The “SHOUT OUT”-HOW IT WORKS:** Your manager or supervisor must review and sign the form before you present it to another staff member. When an employee receives a “SHOUT OUT”, that form should be posted on the employee’s home department “SHOUT OUT” board. When five forms are posted for one employee, the supervisor or manager will reward the employee with \$5.00 in Deer Valley Doe. The Doe may be redeemed at the following Deer Valley locations: Bakery, Cushing’s Cabin, Child Care, Deer Valley *Signatures* stores, Empire Canyon Restaurant, Daly Bowl, Grotto, Snow Park Lounge, Royal Street Café, Race Hill, Seafood Buffet, Silver Lake Restaurant, Silver Spoon, Rental Shops, Ski School, Snow Park Restaurant, Deer Valley Grocery ~ Café, Snowshoe Tommy’s, Mariposa, Etc., Next Gen, Shades of Deer Valley, Fred’s, Fireside Dining and The Brass Tag.

**BRAVO-HOW IT WORKS:** Complete a BRAVO form. The form then must go to your Division Director for review. If deemed a BRAVO, the Director will reward the individual with \$5.00 in Deer Valley Doe and will post the BRAVO on the appropriate department bulletin board.

**DVD-HOW IT WORKS:** Complete a DVD form. The form must then go to your Division Director for review. The Director will evaluate the circumstances, research the deed further if needed and will bring the DVD to the Director meeting for discussion. If the deed is not recognized as a DVD the Director will guide the level of recognition and proceed with a BRAVO. If the deed is recognized as a DVD the Manager or Director then makes a copy of the DVD for the department file and sends a copy of the DVD form to the HR Director for the individual’s personnel file. The Director will then present a \$25 Deer Valley gift card to the recipient. The director will compose a brief description of the deed and send it to HR to be featured in the employee newsletter, the *Ear of the Deer* recognizing the DVD.

## **E. STAFF SUGGESTIONS**

Your input is important to Deer Valley. We encourage you to submit ideas, comments and suggestions. The information submitted is reviewed and forwarded to the appropriate departments for consideration and follow-up. Your ideas can be submitted electronically on the staff website or using the QR codes posted on the suggestion boxes located in the employee dining rooms, next to the principle time clocks at Snow Park, Silver Lake, Empire Canyon Lodges, and outside the break room at the Maintenance Facility.

## **F. NEWSLETTER**

The employee newsletter, the *Ear of the Deer*, is published weekly and is distributed by email and is posted on our staff Web site. The newsletter offers information pertaining to the resort at large, as

well as employee programs and entertainment. We encourage you to submit information for the newsletter to [staffmemo@deervalley.com](mailto:staffmemo@deervalley.com).

## **G. BULLETIN BOARDS**

Electronic bulletin boards and bulletin boards for employee use are located in employee spaces at each company building. To maintain an orderly appearance, certain forms have been designed for sale items and housing information. These forms are available from Human Resources and the three Equipment Issue locations. From time to time, Human Resources reviews materials posted on the bulletin boards, and may contact the employee if we have any questions about a posting. Human Resources reserves the right to remove any material deemed inappropriate.

## **H. EMPLOYEE SURVEYS**

During the winter season, Deer Valley generally conducts resort-wide and/or supervisor-specific surveys. In our continuing effort to improve the quality of our workplace, we provide this opportunity for you to furnish valuable feedback and comment anonymously on your particular experiences as an employee. These surveys are anonymous to ensure complete confidentiality.

## **I. STAFF WEBSITE**

Our staff website is located at [staff.deervalley.com](http://staff.deervalley.com) (username: `dvstaff`, password: `gogreen`). The site contains valuable employee information including benefits, payroll, current job openings, events calendar, training tools, the Employee Handbook, community discounts, our on-line suggestion box and Bucky's List, our internal classifieds system. Please check it frequently for updates. Contact the Human Resources front desk for assistance.

# **XII. FACILITIES AND EQUIPMENT**

## **A. USE OF COMPANY FACILITIES**

Deer Valley Resort has been designed with separate facilities for our guests and our employees.

**Employee facilities** include employee dining rooms, locker rooms, and other spaces not normally accessible to our guests. A guest may need to access administrative offices and therefore, this space should be considered guest space. During non-working hours you may enter employee facilities to pick up your paycheck, pick up personal belongings from your locker or conduct Deer Valley business. If you enter employee facilities during non-working hours, you may not loiter or interrupt employees who are on duty. Non-employees are not allowed in employee facilities unless escorted by an employee, and then only with the prior approval of the escorting employee's supervisor.

**Guest facilities** include all commercial space and guest support facilities (restaurants, cocktail lounges, public restrooms, retail shops, common areas, some office spaces, mountain facilities and any other locations where a guest may be encountered) in Snow Park Lodge, Silver Lake Lodge, Empire Canyon Lodge, Royal Plaza, and any other facility managed by Deer Valley Resort.

### **1. DURING WORKING HOURS**

During working hours employees are not to enter guest facilities unless their normal work activities require them to be there. On a scheduled workday, employees should enter and exit the day lodges

using the designated employee entrances. Managers and supervisors within the individual departments are responsible for training and enforcing the separation of employee and guest areas.

## 2. DURING NON-WORKING HOURS

During non-working hours employees may use any of Deer Valley's guest facilities, subject to some rules and restrictions. If you are using the guest facilities, it is important that you act in a professional manner and maintain a neat, acceptable style of dress. Please refer to the personal appearance policy in this handbook for clarification on acceptable styles of dress. When restaurant discounts are offered, reservations will be available to employees on a limited basis. **During holiday periods** we ask that you refrain from using the guest facilities during non-working hours.

Off-duty employee access to the Silver Lake Beach area during the ski season is an example of guest space that becomes crowded during busy periods. When using this facility, please follow these guidelines:

- You must be in proper ski attire, with a lift ticket.
- Any food or beverage consumed must be purchased from one of the Silver Lake facilities.
- You should not use the Beach as a gathering place. Be discreet.
- Lunch times and during the afternoons is a busy time on the Beach. Please yield to guests during these times.

## B. PARKING LOT SHUTTLE

The shuttle services operated in the Snow Park parking lots during the ski season are available for use by employees on working and non-working days. The hours of operation for the shuttle services change from time to time to coincide with the needs of our guests.

## C. PARKING

Company parking policies are designed with emphasis on a high level of guest service and convenience, and are subject to change. Each Deer Valley facility has designated employee parking areas. The areas and parking policies are listed below by location. Parking in the street or any restricted area is prohibited. There will be times when Guest Service Attendants have been assigned to direct parking in employee parking areas. **Please park as directed by the Guest Service Attendant.** If you need accommodation to this policy, please call the Benefits Team in Human Resources at Snow Park Lodge. You will be asked to supply a doctor's note stating the nature of the accommodation and the length of time it will be needed. The Benefits Team will issue a dated parking permit and will then direct you to where you may park.

### 1. SNOW PARK LODGE

During winter ski operations, from opening day through closing day, staff at Snow Park will park in Lot #4 or where directed by Guest Services staff on working days. During peak periods, alternate locations may be used for staff parking, at which time the Guest Service Attendants will direct staff to appropriate parking areas. On non-working days during the ski season, staff should park as directed by the Guest Service Attendants.

At all other times of the year, staff at Snow Park will park in Lot #1 and beyond. Staff should not park in the loading zone, bus stop areas or child care parking lot.

The parking area adjacent to the loading dock at Snow Park Lodge is reserved for official Deer Valley vehicles only. Due to the imperative for 24-hour access by emergency vehicles, any exceptions to this policy must be pre-approved by the President.

## **2. SILVER LAKE LODGE/ROYAL PLAZA**

Silver Lake employees will park in the Chateaux underground parking lot. During the winter, employees will be issued parking cards for this lot. These cards are non-transferable. There is a \$15.00 replacement charge for any parking card that is lost, stolen or not returned at the end of the ski season. Oversize vehicles will need to be parked at the Snow Park Lodge Lot#4 and employee ride the bus up to Silver Lake.

## **3. EMPIRE CANYON LODGE**

Employees authorized to park at Empire Canyon Lodge will be issued a hang tag that allows entrance into the Montage Hotel underground parking facility for designated employee parking. These hang tags are available at the Empire Canyon Lodge Equipment Issue and are non-transferable. There is a \$15.00 replacement charge for any parking pass that is lost, stolen or not returned at the end of the ski season.

## **4. DEER VALLEY PLAZA BUILDING**

Employee parking at the Deer Valley Plaza building is restricted to the North and West sides of the Lot. Parking spaces directly around the grass median are designated as temporary parking and will be reserved for Guests, Clients, Restaurant Patrons and Visitors to the building. Parking under the porte-cochere directly outside the main entrance is for a.) active guest loading and unloading only and b.) temporary parking for Deer Valley vehicles engaged in guest service. While not in use, Deer Valley vehicles are to be parked along the West side of the lot adjacent to Deer Valley Drive.

## **5. MAINTENANCE FACILITY**

Employees may park west of the gas pump island and on the south side of Building #3. No parking in posted snowshed areas. Winter parking is by permit only. See your supervisor for a parking permit.

## **6. OTHER LODGING PROPERTY LOCATIONS**

For employee parking locations at our other lodging properties please see your supervisor for the designated employee parking.

## **D. COMPANY VEHICLES**

**Company vehicles** owned or leased by Deer Valley are divided into two categories; Street Fleet (autos, SUVs, trucks, motorcycles, buses), and Off-Road Fleet (ATVs, snowmobiles, snowcats, heavy equipment). To operate a Deer Valley company vehicle, you must possess the appropriate operating licenses, complete the required orientation and training for operation, and have prior permission from your supervisor. **Deer Valley Resort requires all drivers of Street Fleet vehicles be at least 21 years of age and all drivers of Off-Road Fleet vehicles be at least 18 years of age.**

You must comply with all state and local laws in reporting accidents involving Deer Valley company vehicles. You should notify your supervisor no more than two hours after an accident involving a company vehicle, and follow up by completing a "Vehicle Accident Report" with the Fleet Maintenance Manager within 48 hours of the accident, documenting the event. In most cases, accidents involving damage to company vehicles and associated expenses will be documented in the personnel file of the employee involved. Frequent accidents, or accidents involving negligence, maliciousness or horseplay may result in disciplinary action. If the accident results in estimated damages in excess of \$150, the employee will also be required to submit to drug and alcohol testing in accordance with Deer Valley's Drug-Free and Alcohol-Free Workplace policy (Appendix C).

Any accident or incident involving Deer Valley will probably generate inquiry from the press, insurance adjusters, attorneys and others who are not employed by us. Before responding to any

such inquiry, it is essential that you bring the inquiry and the circumstances surrounding it to the attention of your Department Head or Division Director.

Any employee operating a company vehicle is expected to obey all traffic and parking laws (including seatbelt laws) and regulations and to behave in a courteous manner. Most company vehicles are well marked with the Deer Valley name and logo, so any employee who is driving a company vehicle is representing Deer Valley in the eyes of the general public. If you receive a moving violation while operating a company vehicle or a non-moving citation while a company vehicle is in your control, you will be responsible for any and all fines that may be assessed. You are strongly urged to deal with such situations in a timely manner to avoid assessment of penalties. Such matters create an administrative burden for Deer Valley as the owner of the company vehicles.

**While driving company vehicles, DRIVERS CAN:**

- Talk on the phone
- View GPS or navigation coordinates (not set them)
- Use voice command technology
- Dial 911 in a medical emergency to report safety hazards or criminal activity

**While driving company vehicles, DRIVERS CANNOT:**

- Dial a phone number
- Send, write or read text messages
- Send, write or read instant messages
- Send, write or read an email
- Access the internet
- View or record a video
- Enter data into your handheld device

Our insurance carrier reviews the driving records of employees who operate company vehicles. If you are authorized to operate company vehicles, you are required to 1.) complete the appropriate training with your supervisor; 2.) complete the appropriate paperwork for Human Resources records; 3.) report any moving violations to your supervisor within 2 working days, whether or not the citation is received while you are driving a company vehicle.

If your driving record proves to be unsatisfactory at any time, Deer Valley may take any of the following actions:

- Place you on a driving probation. If you receive additional citations during this probationary period, you may become ineligible to operate company vehicles.
- Revoke your eligibility to perform duties requiring the use of a company vehicle. In such instances efforts may be made to assign you other duties within your department, or to find you another position within the company that would not require operation of a company vehicle. In these circumstances your rate of pay may be adjusted accordingly.
- Take such other action as may be deemed appropriate by your Division Director and the President.

## **E. UTILIZING PERSONAL VEHICLES FOR COMPANY USE**

There may be positions within the company when a staff member has been authorized to utilize their own vehicle for company business. This use differs from the occasional use of a personal vehicle for company business in that it is frequent and continuous for a designated period of time. The employee's personal insurance coverage will be the primary insurance in all cases whether in the case of occasional or frequent use. Authorization must be approved by the Division Director and the President.

General guidelines:

- Continuous use of a personal vehicle for company business must be first approved by your Division Director and the President.
- Completion of the Driver Orientation and Training form signed and turned into HR.

- Copy of current driver's license and a current DMV report to be turned into HR with the Driver Orientation form.
- Copy of current auto insurance policy that meets the current adequate limits as well as a copy of current safety inspection certificate to be turned into HR. (Yearly proof will be required.)
- Maintain vehicle inspection and registration as required by law.
- Driver will obey all posted signs and will adhere to all state laws governing the driving of a vehicle.
- Deer Valley Resort has the discretion to determine if a vehicle may be inappropriate for company business.

Please see your supervisor if you need further clarification or have questions about this policy.

## F. SKI STORAGE

On-snow employees will have first priority on available locker space. No employee is obligated to use this space within the normal performance of his or her work assignment. However, employees using our ski storage facilities assume full and unconditional responsibility and risk for their own personal property. Ski storage space may or may not be available to you. Please direct questions concerning ski storage to your supervisor. Ski storage space assignments are made through the Snow Park, Silver Lake and Empire Canyon Equipment Issue offices. Ski storage space at Empire Canyon Lodge will be limited. Ski storage space is considered employee space. Employees may enter the ski storage locker area on their days off to retrieve ski equipment. However, non-employees are not allowed in the area. Employees may not use ski lockers to store dependents' ski equipment, nor are employees or dependents allowed to use the guest ski corrals for overnight storage of their ski equipment. Please be aware that **Deer Valley Resort is not responsible for any equipment left in lockers after the ski season.** Notices will be posted on all lockers indicating the date and time when they will be cleaned and all items removed.

## H. LOCKERS

Locker space is issued to staff based upon employment classification and position held within the company. Staff classified as On-call or Temporary may be required to share a locker. All lockers in Snow Park, Silver Lake and Empire lodges will have company issued locks on them at the beginning of the season. Equipment Issue will assign lockers to employees. Employees may provide their own locks or use the lock provided by the company. If you choose to use your own, the lock placed on the locker by the company must be returned to Equipment Issue immediately. All locks must be returned to Equipment Issue at the end of the ski season by the last person vacating a locker or \$5.00 will be charged to the employee. The lock becomes the property of the employee and the purchase price is nonrefundable. **It is your responsibility to remember your own locker combination once issued.** Lockers may not be changed without permission from the Equipment Issue office. If an item is missing from your locker, you should report the loss to the Equipment Issue clerk and complete a lost/stolen property report. Any items found loose in the locker room should be turned in to the Equipment Issue clerk.

Deer Valley Resort assumes no responsibility or liability for any articles, valuables, money or other items that are lost or stolen from the lockers or locker areas. Deer Valley will periodically request that personal items be removed so the lockers can be cleaned. **All ski and clothing lockers must be cleared out one week after the close of the winter season.**

Damage to lockers other than the usual wear and tear or the use of stickers or permanent markings may require a payroll deduction for the estimated cost for that damage.

Deer Valley reserves the right to inspect employee lockers at any time without notice. A locker inspection may be authorized by any Division Director, who should be present during the inspection. If circumstances allow, the employee whose locker is being inspected should also be present. If necessary, we will cut the lock. In that case, the lock will be replaced at no cost to the employee.

## H. COMPANY TELEPHONES

In the interest of keeping Deer Valley phone lines available for official Deer Valley business, employees are asked to limit personal use of company telephones. As a general rule, personal calls may only be made from designated employee local-call telephones and only during break and meal periods. Incoming emergency calls will generally be routed through Human Resources. If you have an urgent or emergency situation that you believe will require special consideration, contact your supervisor.

A toll-free number is available for employees to advise their supervisors of unscheduled lateness or absences. This number is **800-306-2002**. It will be answered in Human Resources or your call will go directly to voicemail and be forwarded to your supervisor when the Human Resources office next opens. **Employees and their friends and relatives are not allowed to use this or any other toll-free number belonging to Deer Valley for making or receiving personal calls.** Any employee using Deer Valley telephones to make or receive unauthorized personal long distance calls may be asked to reimburse Deer Valley for the cost of the call billed to Deer Valley plus a 25% surcharge and may also be subject to disciplinary action.

## I. ACCEPTABLE USE/SECURITY POLICY FOR COMPUTERS

The following outlines guidelines for use of the computing systems and facilities located at or operated by Deer Valley Resort Co. (DVRC). The definition of Deer Valley Resort computing systems will include any computer, printer, server, network, or other computing device provided by or supported by Deer Valley Resort. Use of the computer facilities includes the use of data or programs stored on Deer Valley Resort computing systems, data or programs stored on magnetic tape, floppy disk, CD-ROM, DVD, hard drive, USB storage devices or any other storage media that is owned and maintained by Deer Valley Resort. The “user” of the system is the person operating the computing system in order to perform work in support of Deer Valley Resort, or a project authorized by Deer Valley Information Technology (DVIT) department. The purpose of the policies are to ensure that all Deer Valley Resort users (users, support personnel and management) use the Deer Valley Resort computing facilities in an effective, efficient, ethical and lawful manner.

Deer Valley Resort accounts and systems are to be used only for the purpose for which they are authorized. Unauthorized use of a Deer Valley Resort account or system constitutes theft and is punishable by law and may constitute grounds for account or job suspension or termination. Any noncompliance with the above requirements will constitute a security violation and will be reported to the DVIT Director.

In the acceptable use rules below, “users” refers to users of the Deer Valley Resort computing systems and facilities.

The Deer Valley Resort computing systems are closed systems. Therefore, users may not install any software or hardware without the express approval of the DVIT Director.

- Users are responsible for protecting any information used and/or stored on/in their Deer Valley Resort accounts/systems.
- Users are to report any weaknesses in Deer Valley Resort computer security, and any incidents of possible misuse or violation of this agreement to the proper authorities by contacting the Deer Valley Resort Help Desk at extension 6978, or by completing an online help desk ticket at <http://helpdesk.deervalley> Users shall not attempt to access any data or programs contained on Deer Valley Resort systems for which they do not have authorization or explicit consent of the owner of the data or program, or the DVIT Director.
- Users shall not divulge Dialup modem phone numbers or VPN passwords to anyone.
- Users shall not share their Deer Valley Resort account(s) with anyone. This includes sharing the password to the account, or providing access via any other means of sharing.



- Users shall not download or make unauthorized copies of copyrighted software (e.g. MP3s, movies, programs, etc.), except as permitted by law or by the owner of the copyright.
- Users shall not make copies of any system/data/program files for their own unauthorized personal use, or to provide to other people/users for unauthorized uses.
- Users shall not purposely engage in any activity with the intent to harass other users, degrade the performance of systems, deprive an authorized Deer Valley Resort user access to a Deer Valley Resort resource, obtain extra resources beyond those allocated, circumvent Deer Valley Resort computer security measures, or gain access to a Deer Valley Resort system for which proper authorization has not been given.
- Electronic communication facilities (such as Web, Email, or Newsgroups) are for authorized use only. Fraudulent, harassing or obscene messages and/or materials shall not be viewed, sent from, sent to, or stored on Deer Valley Resort systems.
- Users shall not download, install or run security programs or utilities which reveal weaknesses in the security of a system. For example, Deer Valley Resort users shall not run password cracking programs on Deer Valley Resort computing systems.
- Personal business should not be conducted on Deer Valley Resort computing systems during work hours, however, employees are permitted to use their work computer for personal reasons on their own time, when appropriate. Please keep in mind when you use Deer Valley's computers for personal reasons, you do not have a personal expectation of right of privacy in any matter created on, received through or sent from the system. Deer Valley Resort reserves the right to monitor and/or access any matter created on, received through or sent from the system.
- Utilizing Deer Valley Resort printers for personal business is not permitted.

## **Deer Valley Information Technology (DVIT) Security Policies**

### **Software Policy**

- All Software will be reviewed and approved by the DVIT Director prior to installation on any DVRC furnished equipment.
- Software Piracy Laws. Users will read and comply with all software license agreements. This includes prohibitions against copying materials (media and manuals) legally protected by copyrights. If multiple copies are needed, they must be purchased.
- Shareware. Software distributed under the "Shareware Concept" is still copyrighted and requires purchasing a license to use. Shareware software is not FREE or the same as Public Domain software. Shareware will not be installed on DV computers without the prior approval of the DVIT Director. Questions on use of approved software will be directed to the DVIT Director.
- Freeware, Public Domain Software, and Open Source Software are unauthorized unless approved by the DVIT Director.
- Copying. Some licenses allow a user a backup or archival copy of the original media to have on hand in case the program media is damaged. Making copies to share with other computer users, or copying a program at work for personal use, are prohibited by law.

### **Hardware Policy**

- DVIT provides computer resources for the accomplishment of business duties. The use of DVRC owned computers in support of private or personal programs or endeavors are expressly forbidden. Such programs or endeavors are defined to include personal use, use by clubs or other organizations, other companies, games, or any other activity, which does not specifically support the daily conduct of business for DVRC. Violations will be reported through the incident reporting process stated in this policy.
- Personal and contractor owned computers.
  - The connection of personally owned computers to any DVRC network is strictly forbidden, and there will be no DVRC sensitive information on personally owned systems.
  - Contractor owned computers, specified in the contract statement of work, may be permitted when approved by the DVIT Director and are subject to DVIT configuration management policies.
- Only hardware approved by the DVIT Director will be purchased, maintained, and operated by DVRC.

## **INCIDENT REPORTING**

Incidents may result from accidental or deliberate actions on the part of a user or external influence. Evidence or suspicion of an incident, intrusion, or criminal activity will be treated with care, and the computer equipment maintained without change, pending coordination with DVIT as stated in this policy.

### **Incident and Intrusion Reporting**

a. All potential or malicious incidents will be reported immediately in accordance with guidelines as follows:

- (1) Isolate the system (unplug the network cable), SHUT DOWN the system.
- (2) Notify the helpdesk (435) 645-6978. This process allows for a single point of contact with 24-hour coverage to simplify incident reporting by users.

b. Report all computer equipment incidents or events including, but not limited to:

- (1) Known or suspected intrusion or access by an unauthorized individual.
- (2) Authorized user attempting to circumvent security procedures or elevate access privileges.
- (3) Unexplained modifications of files, software, or programs.
- (4) Unexplained or erratic computer equipment responses.
- (5) Presence of suspicious files, shortcuts, or programs.
- (6) Malicious logic infection (e.g., virus, worm, Trojan).
- (7) Receipt of suspicious email attachments, files, or links.
- (8) Unauthorized wireless access devices.

## **J. PERSONAL COPIES AND FAXES**

Employees may make personal copies on the copy machines in Snow Park, Silver Lake and Empire Canyon Lodges. There is a \$.10 charge per copy made. You may also send personal faxes from Deer Valley fax machines, for which you will be charged \$1.00 per page. To make personal copies or send personal faxes, contact the administrative employee closest to the machine you will use.

## **XIII. GENERAL INFORMATION**

### **A. PERSONAL PROPERTY**

Employees are responsible for all of their own personal property. Deer Valley is not responsible for any employee's personal property.

### **B. LOST AND FOUND**

In the winter season, items which have been found should be turned in to the Information Desks located at the Snow Park, Silver Lake and Empire Canyon Lodges. Guests inquiring about lost items should be directed to the Information Desks. During the summer season, lost and found items should be reported to the Guest Services Manager or given to the Etc. store at Snow Park Lodge. If you are unable to turn in a lost item to the appropriate location, you should turn it in to your immediate supervisor. In some circumstances, an unclaimed item may be returned to the individual who turned it in. No one can borrow or use items from the lost and found. Items found in employee space should be turned into Equipment Issue.

### **C. PHOTOGRAPHIC RELEASE**

Any photographs taken of employees on the job are the property of Deer Valley and may be used at Deer Valley's discretion without approval of the employees. All commercial photographers and film crews filming at the resort must receive prior approval from the Marketing Division.

## **D. USE OF LOGO**

The Deer Valley name and the aspen leaf and deer head Deer Valley logo are federally registered trademarks belonging to Deer Valley, and may be used only by Deer Valley or by others licensed by Deer Valley. It is illegal for anyone, including Deer Valley employees, to use the Deer Valley name or logo for any purpose not related to Deer Valley's business unless such use is approved in advance by the President. The Deer Valley name and logo are very valuable to us and we have gone to great lengths to protect them. Any employee using the Deer Valley name or logo illegally is subject to discipline, up to and including termination. Furthermore, if we learn of any illegal use of our name or logo, whether by an employee or others, we may take appropriate legal action.

## **E. CASH BANKS**

Employees in certain cash-handling positions may be responsible for a bank of cash. Under no circumstance is an employee allowed to borrow from the cash bank. At the beginning of each shift, each employee in a cash-handling position will verify the amount of money in the cash bank, and will reconcile the cash bank at the end of each shift.

## **F. PETS**

For health and safety reasons, employees are not allowed to bring any type of pet onto Deer Valley Resort property at any time. Employees should notify their supervisor if there are stray animals on company property.

## **G. PACKAGE INSPECTION**

From time to time situations may arise where, in order to protect company interests and property or our employees, it becomes necessary that we inspect packages, backpacks, purses or other containers in the possession of employees on company property. We reserve the right to do so. Package inspection may be authorized by any Division Director, who should be present during the inspection. If circumstances allow, the employee should also be present while his or her package is inspected. Any employee who refuses to allow an inspection will be subject to disciplinary action.

## **H. DRONES**

The use of drones is not allowed on Deer Valley Resort property.

## **I. WORK-RELATED TRAVEL**

If your job requires you to travel to and from various sites on Deer Valley business, you should generally use an official Deer Valley vehicle. If you need to use your personal vehicle for Deer Valley business, you must get prior approval from your supervisor and arrange reimbursement for mileage through your supervisor. For employees participating in work-related travel outside the local geographic area, a comprehensive travel policy has been designed to outline the appropriate procedures. This policy includes information on making travel arrangements as well as expense guidelines. Employees involved in this type of travel may obtain a copy of this policy from their Division Director.

## **K. DEER VALLEY'S COMMITMENT TO ENVIRONMENTAL SUSTAINABILITY**

Deer Valley is an environmental leader and collaborates with individuals in the community, ski industry and government. Offering environmentally friendly options is a guest service and a part of the resort's culture. Feel empowered knowing you are making a difference.

Our commitment to environmental sustainability incorporates diverse efforts in all areas of resort operations. These include:

- Participation in local, state and national sustainability advocacy
- Investment in renewable energy and energy reduction.
- Dedicated recycling and composting efforts with a target goal of Zero Waste to Landfill
- Commitment to improving environmental performance in all aspects of our operations

Sustainability policies are in place in each department. Please contact the sustainability team or your supervisor if you have questions or need additional training.

## **J. LACTATION ACCOMMODATION**

Deer Valley Resort will provide a reasonable amount of break time to accommodate an employee who is lactating and wishes to express breast milk during the work day. These break periods, whenever possible, must run concurrently with rest and meal periods already provided. Deer Valley will make reasonable efforts to provide employees the use of private space for this purpose. Please see your supervisor or the Human Resources to arrange an accommodation in your work area.

## Appendix A

I am a **Seasonal Full Time Employee**

Years	Marketing Coupons	Employee Perks	Extended Perks (choose one, if available)				
1	5	Employee Season Pass	2 days/week for spouse and/or dependents				
2-4	10						
5-9	15	Employee Season Pass	Season Pass for spouse and/or dependents	OR	4 days/week designate pass	OR	5 additional marketing coupons
10+	20						

I am a **Seasonal Part Time Employee**

Years	Marketing Coupons	Employee Perks	Extended Perks (choose one, if available)				
1-2	5	4 days/week	2 days/week for spouse and/or dependents (onetime fee of \$35 per person)				
3-4			2 days/week for spouse and/or dependents				
5-9	10		2 days/week for spouse and/or dependents	OR	5 additional marketing coupons		
10+	15	Employee Season Pass	Season Pass for spouse and/or dependents	OR	4 days/week designate pass	OR	5 additional marketing coupons

I am a **Seasonal On-Call**

Years	Marketing Coupons	Employee Perks	Extended Perks
1-4	2	1 pass per 6 hours worked	No extended perks available
5-9	6		
10+	10		

I am a **Seasonal Temporary**

Years	Marketing Coupons	Employee Perks	Extended Perks
N/A	N/A	1 pass per 6 hours worked	No extended perks available

I am a **Year Round Employee**

Years	Marketing Coupons	Employee Perks	Extended Perks (choose one)				
1-4	10	Employee Season Pass	Season Pass for spouse and/or dependents	OR	4 days/week designate pass	OR	5 additional marketing coupons
5-9	15						
10+	20						

I am a **Salaried Employee**

Years	Marketing Coupons	Employee Perks	Extended Perks (choose one)				
1-4	15	Employee Season Pass	Season Pass for spouse and/or dependents	OR	4 days/week designate pass	OR	5 additional marketing coupons
5+	20						

## Appendix B

### DEER VALLEY RESORT COMPANY POLICY ON HARASSMENT

Deer Valley Resort Company abhors and prohibits all forms of harassment, whether sexual harassment or harassment because of race, religion, creed, color, national origin, ancestry, physical disability, sexual orientation, medical condition, marital status, age, or any other class protected by federal, state or local law, ordinance or regulation.

Acts of harassment may be perpetrated by another Deer Valley employee and by guests and vendors as well. Sexual harassment might be perpetrated by a person of the same sex or of the opposite sex. Harassment occurs between peers or between supervisors and subordinates. Notwithstanding the relationship between the harasser and the victim, harassment of any kind in the workplace is unacceptable and illegal, and will not be tolerated by Deer Valley.

Forms of unlawful harassment include, but are not limited to:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments.
- Visual conduct such as sexually-oriented or derogatory posters, photography, cartoons, drawings or gestures.
- Physical conduct such as assault, unwanted touching, or blocking normal movement.
- Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss, and offers of employment benefits in return for sexual favors.
- Retaliation for having reported or threatened to report any type of harassment.

Any such conduct by an employee, guest or vendor is a violation of this policy when:

- Submission to such conduct is made a condition of employment; or
- Submission or rejection of such conduct is used as the basis for employment-related decisions such as promotion, performance evaluation, pay adjustment, discipline, work assignment, etc.; or
- Such conduct interferes with a person's work performance or creates an intimidating or offensive work environment; or
- The complaining employee suffers retaliation for reporting or threatening to report the harassment.

Deer Valley is committed to investigating all complaints of harassment promptly and thoroughly. Violations of our anti-harassment policy will be treated as serious disciplinary infractions for which swift remedial measure will be taken. All complaints of harassment will be kept confidential. Only those persons necessary for the investigation and resolution of the complaint will be given information about it.

### WHAT YOU SHOULD DO IF YOU THINK YOU HAVE BEEN HARASSED

**STEP 1:** Your first line of defense is to tell the individual that they are making you uncomfortable and to please stop.

**STEP 2:** If you believe you have been harassed, contact your immediate supervisor, or if you do not believe you can discuss the matter with your immediate supervisor, contact your Department Head or Division Director, OR the Director of Human Resources. Deer Valley encourages you to come forward with any complaints of harassment. After you discuss the situation with a supervisor or the Director of Human Resources, you may be asked to put the details of your statement in writing, including names of any individuals involved and names of any witnesses.

**STEP 3:** Deer Valley management will promptly review and investigate your complaint. The matter will be kept highly confidential, and only persons necessary to a resolution of the matter will be given information about it. In most cases, it will be necessary and appropriate to go to the alleged harasser with details of your complaint. **Deer Valley will not permit or tolerate any retaliation against you for bringing a legitimate complaint.**

**STEP 4:** The complaint will be investigated and resolved within 5 working days, if possible. You will be notified of the action that was or will be taken. If you are not satisfied with the disposition of your complaint, you may request and will receive a meeting with the Director of Human Resources and the President to discuss the matter further.

## Appendix C

### DRUG AND ALCOHOL FREE WORKPLACE

- I. **DEFINITIONS:** For purposes of this Policy, the following definitions shall apply.
- A. "Alcohol" means ethyl alcohol or ethanol.
  - B. "Controlled substance" means any drug included in Schedules I, II, III, IV & V as defined by Section 802(6) of Title 21 of the United States Code.
  - C. "Illegal drug" means a controlled substance as defined by Section 802(6) of Title 21 of the United States Code, the possession of which is unlawful under Chapter 13 of Title 21. The term "illegal drug" does not mean the use of a controlled substance pursuant to a valid prescription or other use authorized by law.
  - D. "Supervisor" means an employee who, as defined by company job title and/or job description, is charged with supervisory and/or managerial responsibilities.
  - E. "Employee" means any exempt or non-exempt person as defined by the Fair Labor Standards Act, Sections 201, et seq. of Title 29 of the United States Code, who is in the service of the company for compensation.
  - F. "Drug test" means analysis of a urine sample provided by an employee to determine whether any illegal drug and/or controlled substance listed in subparagraph H below is present in the sample.
  - G. "Alcohol test" means analysis of a blood and/or breath sample provided by an employee to determine whether alcohol is present in the sample.
  - H. "Verified positive drug test" means a urine sample test result that was positive on an initial immunoassay test approved by the United States Department of Health and Human Services ("HHS") and confirmed by a gas chromatography/mass spectrometry assay (or other confirmatory test approved by HHS) and reviewed and verified by the medical review officer in accordance with this Policy. The initial screening cutoff and confirmation cutoff for positive levels for the drugs tested under this Policy are listed below. [**NOTE:** Because the initial screening test and confirmation test analyze different components of the sample, the positive cutoff levels for each test also differ.]

DRUG	POSITIVE SCREENING CUTOFF	POSITIVE CONFIRMATION CUTOFF
Marijuana and/or its metabolites	50 NG/ML	15 NG/ML
Cocaine and/or its metabolites	300 NG/ML	150 NG/ML
Phencyclidine (PCP)	25 NG/ML	25 NG/ML
Opiates and opiate-type analgesics	300 NG/ML	300 NG/ML
Amphetamines and/or methamphetamines*	1000 NG/ML	500 NG/ML

**\* Must also contain amphetamines equal to or greater than 200 NG/ML**

- I. "Verified positive alcohol test" means a test result that was positive for the presence of alcohol on an initial breath sample test and confirmed by a forensic quality blood or breath test and reviewed and verified by the medical review officer in accordance with this Policy. The screening cutoff for a positive level of alcohol is .04% on the initial breath test. The confirmation cutoff for a positive level of alcohol is .04%.
- J. "Random drug test" means a program of drug testing imposed without individualized suspicion that any particular employee is using any illegal drug. A statistically random sampling of employees will be based on a neutral criterion, such as employee identification numbers. The percentage frequency of random testing will vary from 1% to 100%, and will be determined by management.



- K. "Reasonable cause testing" means drug or alcohol testing that is initiated only after a supervisor, director and either the Director of Human Resources or the President, or in the event both the Director of Human Resources and President are unavailable, a supervisor and two Division Directors have been made aware of information, facts and circumstances that would lead a reasonable person to suspect drug and/or prohibited alcohol use. The decision to test shall be based on a reasonable and articulable belief, formed after observing specific contemporaneous physical, behavioral or performance indicators of probable drug and/or prohibited alcohol use. The supervisors shall document in writing all the findings which form the basis to warrant the testing. Although reasonable cause testing does not require certainty, mere "hunches" are not sufficient to meet this standard.

If an employee engages in unsafe practices, commits repeated errors on the job, violates regulatory or company rules, takes unreasonable risks, or exhibits unsatisfactory time and attendance patterns, those types of behavior among others, if coupled with a specific contemporaneous event that indicates probable drug or prohibited alcohol use, could provide additional cumulative evidence to support the decision to test an employee based on reasonable cause.

- L. "On-the-job accident" means an accident or occupational exposure that occurs on the company's property, at or on a company worksite, or while an employee is on company business.
- M. "Post-accident testing" means testing based on an employee's involvement in an on-the-job accident, in which the employee or others require medical treatment, or an employee's involvement in an on-the-job accident resulting in damage of \$150 or more to equipment and/or related expenses. [**NOTE:** A positive post-accident drug test may have adverse implications for workers' compensation claims.]
- N. "Medical review officer" means the individual responsible for receiving laboratory results generated from the company's drug and alcohol testing program, who is a licensed physician with knowledge of substance abuse disorders and the appropriate medical training to interpret and evaluate all positive test results together with an individual's medical history and other relevant biomedical information.
- O. "Employee assistance program" means a counseling program that offers assessment, short-term counseling and referral services to employees for a wide range of problems, including drug, alcohol and mental health problems, and monitors the progress of employees while in treatment.

II. PROHIBITED DRUG-RELATED CONDUCT: The following conduct is prohibited and shall constitute a violation of this Policy and shall render an employee unfit for duty.

- A. The use of any drug specified in paragraph I.C, above, while the employee is conducting company business on or off company premises.
- B. The presence in the bodily fluids of any employee of any illegal drug at or above the positive confirmation cutoff levels listed in paragraph I.H while the employee is conducting company business on or off company premises.
- C. The manufacture of an illegal drug while the employee is conducting company business on or off company premises.
- D. The purchase or distribution of an illegal drug while the employee is conducting company business on or off company premises.
- E. The possession of an illegal drug while the employee is conducting company business on or off company premises. Illegal drugs in the employee's locker will be deemed possession.
- F. Refusal to submit to a drug test prescribed under paragraph IV.A, below.
- G. Alteration, adulteration or contamination of a drug test sample or its identification, or tampering with such sample or its identification.
- H. Failure to report, within five days, any conviction under a criminal drug statute for a violation occurring while the employee is conducting company business on or off company premises.

III. PROHIBITED ALCOHOL-RELATED CONDUCT: The following conduct is prohibited and shall constitute a violation of this Policy and shall render an employee unfit for duty.

- A. The possession of alcohol while the employee is conducting company business on or off company premises, except under specific circumstances authorized by the President. Alcohol in the employee's locker will be deemed possession.
- B. The use of alcohol while the employee is conducting company business on or off company premises, except under specific circumstances authorized by the President.
- C. The use of alcohol on paid or unpaid breaks from duty of less than two hours, including lunch.
- D. A blood alcohol level of .04% or greater while the employee is conducting company business on or off company premises.
- E. Refusal to submit to an alcohol test prescribed under paragraph IV.B, below.
- F. Alteration, adulteration or contamination of an alcohol test sample or the identification thereof, or tampering with such sample or its identification.
- G. Failure to report, within five days, any conviction under a criminal alcohol statute, including driving under the influence of alcohol, for a violation occurring while the employee is conducting company business on or off company premises.

**[NOTE:** Because alcohol is a legal substance the company does not prohibit employees of a legal drinking age from possessing or consuming alcohol on company premises in locations licensed by the State of Utah for alcohol consumption while they are not on duty, except as described in subparagraph C above. However, any off-duty employee who chooses to possess or consume alcohol on company premises shall be expected to act responsibly and in a professional manner and may be subject to general company disciplinary procedures for improper conduct.]

IV. TESTING: The company intends to test employees for the presence of drugs and/or alcohol in accordance with the provisions of this Policy.

- A. Urine samples shall be provided by an employee for drug testing under the following circumstances:
  - (1) Random testing as defined in paragraph I.J, above. **[NOTE:** An employee will be required to report to the company-designated collection facility within two hours of notification of selection under the random program. The employee will be required to provide a sample within eight hours of arrival at the collection site. If the employee is unwilling or unable to provide a sample within the eight-hour limit, the company shall request the medical review officer to evaluate the employee. The employee shall be notified of the random selection on the first day the employee reports for duty at his or her home base of operation after the random selection has been made.]
  - (2) Reasonable cause testing as defined in paragraph I.K, above.
  - (3) Post-accident testing as defined in paragraph I.M, above.
- B. Breath and/or blood samples shall be provided by an employee for alcohol testing under the following circumstances:
  - (1) Reasonable cause testing as defined in paragraph I.K, above. **[NOTE:** Upon determination that there is reasonable cause to test, the employee will be required to take a breath test using a screening device. If the test results are .04% or higher, the employee will be escorted to an appropriate facility and required to submit to a forensic quality blood or breath test.]
  - (2) Post-accident testing as defined in paragraph I.M, above, if there is reasonable cause to believe that the employee's use or consumption of alcohol was a factor in the cause of the accident.

V. COMPANY ACTION PLAN:

- A. The company shall terminate any employee who violates any of the provisions of paragraphs II.A-H, above. The presence of any illegal drug listed in paragraph I.H shall be deemed established upon receipt of a verified positive drug test establishing a

prohibited drug level at or above the positive confirmation cutoff levels for each drug identified in paragraph I.H.

- B. The company shall terminate any employee who violates any of the provisions of paragraph III.A–G, above. The presence of a prohibited blood alcohol level that will result in termination shall be deemed established upon receipt of a verified positive alcohol test indicating a blood alcohol level of .04% or greater. In a situation where the employee has a positive alcohol test result indicating a blood alcohol level less than .04%, the company may take disciplinary action in accordance with the general company policy even though the employee has not violated any provision of paragraph III.A–G.
- C. The Company will provide transportation home to any employee whom it has reasonable cause to believe is impaired, or will place the employee in the custody of a responsible person or facility.

- VI. RELEASE OF DRUG TESTING INFORMATION: The company will release an employee's drug or alcohol testing results in accordance with Utah Code Ann. 34–38–13 (1997), which permits release of test results in proceedings related to disciplinary or rehabilitative actions taken by the employer as a result of verified positive drug or alcohol test results, as well as in defamation actions filed by an employee.

Any employee desiring to receive a copy of his or her positive test results may make a request in writing to the Director of Human Resources.

- VII. EMPLOYEE ASSISTANCE PROGRAM: The company pays for an employee assistance program in which all employees are eligible to participate. The program may be used for a variety of reasons, one of which is counseling for substance abuse. The services offered are anonymous, and employees with concerns in this area are encouraged to seek help. The company will pay for services offered through the program. Employees shall be responsible for the cost of services for counseling and treatment referred outside of the employee assistance program.

The company recognizes drug and alcohol abuse as real health and safety issues and encourages employees to seek help if needed. Conscientious efforts to seek such help, by themselves, will not jeopardize any employee's job. However, we stress that if an employee chooses to utilize the services of the employee assistance program on an anonymous basis or seeks help anonymously outside that program, the employee will continue to be subject to drug and alcohol testing. In the event the employee receives a positive drug or alcohol test while in a program anonymously, he or she will be subject to the disciplinary sanctions of this Policy.

Another option for any employee who feels that he or she has a substance abuse problem is to contact the Director of Human Resources to discuss the situation prior to being requested to take a drug or alcohol test. At that time the employee will be taken off the work schedule, will be exempt from drug and alcohol testing while off the work schedule, and will be required to meet with a counselor from the employee assistance program. Based upon recommendations from the counselor as well as the medical review officer, a return-to-work agreement will be set up between the company and the employee. The return-to-work agreement will contain a requirement that the employee obtain a negative test result prior to returning to work, as well as other parameters which will be outlined in the agreement.

## Appendix D

### Facial Hair: Acceptable



### Facial Hair: Unacceptable

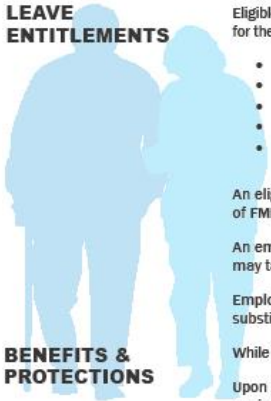


## Appendix E

# EMPLOYEE RIGHTS UNDER THE FAMILY AND MEDICAL LEAVE ACT

THE UNITED STATES DEPARTMENT OF LABOR WAGE AND HOUR DIVISION

### LEAVE ENTITLEMENTS



Eligible employees who work for a covered employer can take up to 12 weeks of unpaid, job-protected leave in a 12-month period for the following reasons:

- The birth of a child or placement of a child for adoption or foster care;
- To bond with a child (leave must be taken within one year of the child's birth or placement);
- To care for the employee's spouse, child, or parent who has a qualifying serious health condition;
- For the employee's own qualifying serious health condition that makes the employee unable to perform the employee's job;
- For qualifying exigencies related to the foreign deployment of a military member who is the employee's spouse, child, or parent.

An eligible employee who is a covered servicemember's spouse, child, parent, or next of kin may also take up to 26 weeks of FMLA leave in a single 12-month period to care for the servicemember with a serious injury or illness.

An employee does not need to use leave in one block. When it is medically necessary or otherwise permitted, employees may take leave intermittently or on a reduced schedule.

Employees may choose, or an employer may require, use of accrued paid leave while taking FMLA leave. If an employee substitutes accrued paid leave for FMLA leave, the employee must comply with the employer's normal paid leave policies.

While employees are on FMLA leave, employers must continue health insurance coverage as if the employees were not on leave.

Upon return from FMLA leave, most employees must be restored to the same job or one nearly identical to it with equivalent pay, benefits, and other employment terms and conditions.

An employer may not interfere with an individual's FMLA rights or retaliate against someone for using or trying to use FMLA leave, opposing any practice made unlawful by the FMLA, or being involved in any proceeding under or related to the FMLA.

### BENEFITS & PROTECTIONS

### ELIGIBILITY REQUIREMENTS

An employee who works for a covered employer must meet three criteria in order to be eligible for FMLA leave. The employee must:

- Have worked for the employer for at least 12 months;
- Have at least 1,250 hours of service in the 12 months before taking leave;\* and
- Work at a location where the employer has at least 50 employees within 75 miles of the employee's worksite.

\*Special "hours of service" requirements apply to airline flight crew employees.

### REQUESTING LEAVE

Generally, employees must give 30-days' advance notice of the need for FMLA leave. If it is not possible to give 30-days' notice, an employee must notify the employer as soon as possible and, generally, follow the employer's usual procedures.

Employees do not have to share a medical diagnosis, but must provide enough information to the employer so it can determine if the leave qualifies for FMLA protection. Sufficient information could include informing an employer that the employee is or will be unable to perform his or her job functions, that a family member cannot perform daily activities, or that hospitalization or continuing medical treatment is necessary. Employees must inform the employer if the need for leave is for a reason for which FMLA leave was previously taken or certified.

Employers can require a certification or periodic recertification supporting the need for leave. If the employer determines that the certification is incomplete, it must provide a written notice indicating what additional information is required.

### EMPLOYER RESPONSIBILITIES

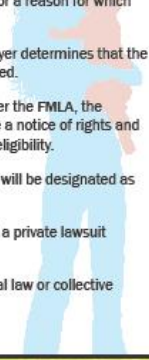
Once an employer becomes aware that an employee's need for leave is for a reason that may qualify under the FMLA, the employer must notify the employee if he or she is eligible for FMLA leave and, if eligible, must also provide a notice of rights and responsibilities under the FMLA. If the employee is not eligible, the employer must provide a reason for ineligibility.

Employers must notify its employees if leave will be designated as FMLA leave, and if so, how much leave will be designated as FMLA leave.

### ENFORCEMENT

Employees may file a complaint with the U.S. Department of Labor, Wage and Hour Division, or may bring a private lawsuit against an employer.

The FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement that provides greater family or medical leave rights.



For additional information or to file a complaint:

**1-866-4-USWAGE**  
(1-866-487-9243) TTY: 1-877-889-5627

**www.dol.gov/whd**

U.S. Department of Labor | Wage and Hour Division



WH1420 REV 04/16

# **APPENDIX F**

## **Deer Valley Resort COVID-19 Operations Update**

It is of utmost importance that we continue the vigilance of daily health screenings and adhering to safety protocols, including the use of face coverings and physical distancing. These measures have been introduced for public safety reasons and are the best opportunity to protect the health and safety of our staff members and guests.

Details of our policies and procedures can be found on the Staff Website at [staff.deervalley.com](http://staff.deervalley.com). Information will be updated as needed. Please use this resource for any questions regarding our operational plans as they will be the most up to date.

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