

A message from the General Manager



Welcome to The Summit at Snoqualmie

Congratulations on becoming part of The Summit at Snoqualmie! You are joining a team of people committed to some very important goals:

OUR MISSION:

TO GET AND KEEP GUESTS BY PROVIDING A FUN, CONVENIENT ESCAPE.

We have put a great deal of thought and effort into building our brand position of being a fun, convenient, outdoor escape for well over 500,000 guests each year. We're very proud of our heritage – we've been the place where Seattle learns to ski for over 70 years, and this season we look forward to building on that tradition. Our resort touches thousands of families, and we've helped open the world of snow sports to generations of skiers and snowboarders.

You will notice our continued emphasis on things like music, terrain parks, and great service. These are things that bring our resort to life. Our guests are here to enjoy a great escape ~ just around the corner and a million miles away.

More than anything, it's our STAFF that makes the difference.

Get to know the products, services and experiences available at each of our base areas. Make the job fun and the rewards are sure to follow for both you and our guests.

I very much look forward to working with each of you this winter in bringing The Summit to life. I know it's going to be a great season!

HAVE FUN, BE SAFE, AND ENJOY THE SEASON.

Dan Brewster
General Manager



GET THE MOST OUT OF YOUR JOB

Stay Informed:

This Employee Handbook is a tool to give you as much information as possible as you embark on an exciting adventure working in the dynamic ski industry! Policies, practices, and expectations are outlined here (more detailed policy information is available in HR) along with perks, benefits and safety procedures and guidelines that you need to know.

A great way to keep informed is to attend your weekly department meetings. Be there so you know the scoop!

Employee Appearance & Behavior

Attitude:

Your attitude is the first and last thing guests and coworkers see. Attitude is what makes or breaks a situation. Your attitude should project a positive, enthusiastic demeanor. Your body language should convey enthusiasm and helpfulness. The Summit at Snoqualmie is a Fun, Convenient, Outdoor Escape, and your everyday attitude is key to our success.

Uniforms:

Uniforms are required while working at The Summit.

Depending on your position, you may or may not receive a full outdoor uniform at the start of the job. The appropriate uniform for your position will be provided. In cases where employees are not supplied a full company uniform, they will still be expected to conform to grooming standards and dress appropriately for the job performed. We take pride and respect in wearing our Summit uniform. Anything that is visible to the guests must be neat and clean. Outdoor gear **must** be returned to Human Resources at Summit West at the end of the season.

Nametags:

In order to continue meaningful interactions with our guests, wearing your nametag visibly at all times is required while on duty. Name tags can be ordered through your supervisor or HR. Lost name tags should be reported immediately for replacement. If you lose your nametag, there may be a replacement fee.

Hats:

Only company-approved hats should be worn while on duty during operating season. A hat may or may not be issued as part of your uniform depending on your position. Hats with logos or written statements other than "The Summit at Snoqualmie" or "Alpentel" may *not* be worn without manager approval.

Uniforms are not to be worn when using any tobacco product, or while consuming alcohol.



Hair:

Please keep beards, mustaches and goatees neatly trimmed, with sideburns no longer than to the corner of the ear. Hair must be neat and well-groomed. If head hair exceeds collar length, it must be pulled back ponytail-style or tucked up under a company-approved hat when working around equipment, machinery or food. Hair must be kept neat and clean at all times.

Jewelry:

Jewelry must be in good taste and not excessive. Rings and watches are permitted however we recommend they be removed when working around machinery. Employees may wear earrings, however only studs and small hoops are permitted for safety reasons. A discreet nose stud as well as retainers or tongue cap are acceptable, as is ONE discrete, low-profile eyebrow piercing. Other visible forms of body piercing are **not** permitted while working.

Tattoos:

Tattoos must be covered while on duty.

Employee Lift Benefits, Services & Discounts**Employee ID – which doubles as your Season’s Pass:**

All employees are issued an employee ID which also functions a complimentary Season’s Pass. This unlimited pass is good any time at The Summit at Snoqualmie, as long as the employee is in good standing.

Your employee ID will be issued by your supervisor when you start work. This picture ID is your passport to benefits and privileges at the resort. Keep in mind that you must have your employee ID with you to take advantage of any of the benefits and privileges offered to employees. All employees must sign a liability release before using employee privileges.

Dependent Pass(es):

A Dependent is defined as an individual who is eligible to be claimed by the employee for tax purposes (i.e., spouse & children). Please note: dependent passes are contingent upon your fulfillment of the terms of your employment. If your employment is prematurely terminated for any reason during the season dependent passes will need to be prorated for the duration of the season for continued use.

Groups 1 and 2

Group 1 = Full Time (over 32 hrs/wk) Year Round

Group 2 = Full Time (over 32 hrs/week) Seasonal, Returning

Eligible for complimentary Dependent Passes for ALL Dependents (as defined by the IRS).



Group 3 = Full Time (over 32 hrs/wk) Seasonal, New
Dependent Passes available at prices listed on pass agreement.

Group 4 = Part Time (less than 32 hrs/wk)
Dependent Passes available at prices listed on pass agreement.
* Some restrictions may apply depending on snow conditions/volume

Food & Beverage:

Every employee with a valid employee ID may purchase food & non-alcoholic beverages at a 50% discount. This discount may be used by employees only and may not be used to purchase food for friends or family. To better serve our guests and allow room for them, the employee discount may not be available during peak periods.

Ski & Snowboard Rentals:

Equipment rentals are available for any employee skiing or riding on his or her personal time at a 50% discount. Employees may take advantage of this privilege on non-holiday weekdays if equipment is available. Due to supply issues, employee dependents and friends are not eligible for this privilege.

Retail:

Employees are eligible to receive a 20% discount on retail merchandise. Discounts will only be given on regularly priced merchandise unless otherwise stated. For sale situations, employees will receive a 20% discount or the posted retail discount offered to guests, whichever is greater. Employees must be prepared to pay for retail purchases with cash or major credit card at the time of purchase. There will be no exceptions. Price discount will be taken at the register at the time of purchase. Employees must show current employee ID to receive discount.

Ski & Snowboard Lessons:

Employees with a valid employee ID may join a group lesson on his or her personal time (not in uniform) for skiing, snowboarding or cross-country at no cost depending on availability of space in the class. Employee dependents with a valid pass or lift ticket receive selected Summit Learning Center products at a 50% discount. These products include any consecutive week lessons & walk-in lessons only when there are 4 registered (paying) guests on the same level signed up for the class. Private lessons and the Alpentel 3-year-old program are *not* available at the employee discounted price.

Employee Referral Rewards Program:

Employees who refer others to work at the Summit at Snoqualmie are eligible to receive "referral rewards" for their recruiting efforts! Rewards are paid out after Presidents Day week if both employees are still working their agreed-upon schedules. For more information see HR.



Employee Skiing & Snowboarding:

As an employee of the resort, you may enjoy the privilege of skiing and snowboarding on breaks and on your days off. If you take advantage of this privilege, take care to respect the following rules:

1. Observe "Your Responsibility Code" as well as state and local skiing and snowboarding statutes outlined in your resort's trail map.
2. "Clock out" before taking a ski or snowboarding break.
3. All recreational skiing and snowboarding is considered "off the clock" activities and resulting injuries are not covered by Workers' Compensation.
4. An employee that must ski or snowboard for his or her job, or report to the job site by skiing or snowboarding, shall take designated routes or the easiest route between areas.
5. Any employee who skis or snowboards while off-duty will not be in uniform.

Please read and understand "Your Responsibility Code" and follow it when enjoying the sport. As an employee you can help enforce the code by example and by talking with others on the mountain. All employees must sign a liability release before being issued their employee ID.

Common sense and personal awareness can help reduce risk.

Observe the code listed below and share with other enthusiasts the responsibility for a great skiing experience.

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

Skiing, Snowboarding & Cross-Country Privileges:

Your employee ID allows you to ski, snowboard or cross-country ski free of charge. While enjoying your skiing, snowboarding, cross-country or other privileges, you are expected to represent the resort in a positive manner and observe "Your Responsibility Code" as listed above. Letting someone else use your ID is considered an abuse of this privilege and may result in disciplinary action including suspension of privileges or termination. Employees unable to perform normal work duties due to illness, injury, personal business or other reasons will not be allowed to use skiing, snowboarding, cross-country, or other privileges until they return to work. Employees separated for reasons other than being laid off must surrender their season pass as well as any dependent passes at that time.



Employee PNSAA Ski Area Exchange Program:

Because our resort is a member of the Pacific Northwest Ski Area Association's Exchange Program, Summit employees are eligible for discounted and/or free skiing at other PNSAA participating ski areas. The program runs from December 1 through mid-April, conditions allowing, and the Summit must be in full operation to participate.

Ski exchange letters authorizing discounted and/or free skiing for employees are administered by Human Resources. For additional information not included in this document, or for a Ski Exchange Authorization, please see Human Resources at Summit West or call 425.434.7669 x 6300.

Employees must make their request to HR at least **three days prior and not more than two weeks prior** to the day they want to visit another ski area. Submit your request via email skiexchange@summit90.com or phone or in person. A maximum of four letters for any one ski area will be issued for each day. An individual employee is limited to two letters per week. Weeks follow the pay cycle, beginning on Saturdays and ending on Fridays.

At Guest Services of the ski area you are visiting, employees must present current Summit at Snoqualmie employee identification and an original Ski Exchange Authorization letter on Summit at Snoqualmie letterhead, properly signed and dated by an HR representative and your Supervisor. Eligible employees will receive one complimentary or discounted daily lift ticket. All participants must observe the Skier Safety Code and use good guest behavior— or the privilege will be revoked.

Exchange privileges are subject to modification and restriction by each participating ski area. For current information on PNSAA Ski Exchange Program participating ski areas or if you have additional inquiries about the program, please contact Human Resources by emailing skiexchange@summit90.com or 425.434.7669 x6300.

Boyne USA Resorts Access - Skiing/Riding at Our Sister Resorts

Summit employees in good standing with an active Employee ID may ski at Crystal Mountain any **non-holiday weekday**. For **weekend** access to Crystal Mountain employees must use the Ski Exchange program as outlined above.

RESTRICTIONS APPLY. Employees should check with Human Resources prior to traveling to Crystal Mountain for current procedures. Depending on time of season, you may need a letter or other proof of current employment in order to access lifts at Crystal. Contact Human Resources to find out information about employee privileges at other Boyne USA Resorts and properties.



Employee Assistance Program 1.800.538.3543

All employees & members of your household are eligible to participate in the Employee Assistance Program (EAP). Confidential counseling for any issues that cause you concern is offered at no cost to the employee in an effort to help you balance your work and personal life—while protecting what is most important...your family & your future. This program is offered through Cigna (www.cignabehavioral.com/cgi).

Policies, Practices & Procedures

Cell Phones/MP3 Players (etc):

Devices such as these are not permitted to be in use by employees **while on duty** in order to provide safe and engaging service experience for our guests. Reserve cell phones, pagers, personal computers and MP3 players for break time.

Smoking Policy:

Smoking is an employee privilege, not a right. As an employer the right to prohibit smoking is real and will be revoked in the event that an employees smoking behavior diminishes our guest opinion of their experience. Employees, while on the clock, are entitled to three breaks per 8 hour shift (morning, lunch, afternoon—or shift equivalents) during which smoking is permitted out of uniform.

All Summit at Snoqualmie buildings and company vehicles are **SMOKE FREE**, so smoking and use of all other tobacco products is **only** permitted outdoors, more than 25 feet away from entrances, exits, and intake vents.

While smoking, it is imperative that employees either remove resort-provided uniforms (along with Summit-specific logo wear) or conceal the same, to include hats, so that they appear as a public guest. Lack of compliance will jeopardize the smoking privilege. No employee shall be seen in uniform during operating hours smoking, on the mountain or in/around the base area.

With the privilege come responsibilities: Properly disposing of smoking paraphernalia (butts, matches and packs) is entirely the smoking employee's responsibility.

Drinking at The Summit:

No employee may perform their job duties while under the influence of alcohol. Employees who are of legal age and have legal identification with them may patronize any of our on-hill restaurants and bars that serve alcohol after their shift. However, **NO EMPLOYEE** shall consume alcohol on- or off-premises while wearing any Summit at Snoqualmie uniform. Even when off-duty, it is important for employees who make use of our on-hill bars, lounges & restaurants to maintain a professional demeanor. Failure to comply will not be tolerated.



Personal Web Sites and Blogs Policy:

We respect the right of employees to use these mediums during their personal time. Because our guests regard our team members as ambassadors of their resorts we ask that if you post comments or content about our resort or author a blog that you disclose that your views do **NOT** represent those of the Resort or of Boyne USA Resorts, and that you are not an official representative or spokesperson of the Summit at Snoqualmie.

Name and Likeness Release:

The Summit may have photographic portraits, videos, film or pictures taken of you at any time you are on the company property. When you sign the handbook acknowledgement form you will grant permission to the Company, its parents, subsidiary, affiliates and employees acting on behalf of the Company and their respective agents, clients and assigns, to sell copyright, exhibit, broadcast, distribute or otherwise use your name and photograph for the purpose of publicity, public relations, editorial, or other advertising purposes without restriction as to frequency, duration or medium. You assign exclusive rights to the photographs taken of you during working hours to the Company.

You will also waive any right that you may have to inspect and/or approve the finished product or the advertising copy that may be used in connection therewith or the use to which it may be applied.

If you have any problems or concerns regarding this policy you should speak to the Marketing Department.

Employment-At-Will:

Although we want and encourage you to have fun while you're working, there are times when we need to be serious. This is one of them. This handbook and information does not constitute a contract or guarantee of employment. Our relationship is "at-will". That means we can terminate your employment at any time, for any reason, with or without cause. The same holds true for you. You can voluntarily terminate your employment at any time, for any reason. Any changes to an "at-will" employment agreement must be made in writing and signed by both you and the Company. We understand and honor flexibility in guidelines and policies as a necessary part of doing business in an ever-changing world. While those policies and procedures outlined in this book are valid today, they may change at any time.

Equal Employment Opportunity & Diversity:

It is our policy to insure equal opportunity to all qualified persons without regard to race, color, religion, creed, national origin, sex, ancestry, age, sexual orientation, marital status, disability or any other characteristic protected under state, local and federal legislation. We welcome and celebrate diversity. We provide equal opportunity in all privileges, terms and conditions of employment including compensation, promotions and benefits.



Americans With Disabilities Act (ADA):

We do not discriminate against people with disabilities in any aspect of our operation. We will attempt to reasonably accommodate any person with a disability. From potential employees to our guests, we value all people. If you encounter a disabled guest who needs special assistance, contact management or guest services at your base area.

Harassment Policy:

We absolutely prohibit any form of unlawful harassment. We want you to look forward to coming to work and will not allow any harassment based on race, color, religion, creed, national origin, sex, ancestry, age, sexual orientation, marital status, disability or any other protected characteristic. Specifically, we prohibit unwelcome sexual advances, requests for sexual favors, all other verbal or physical conduct of a sexual or otherwise offensive nature, especially where:

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

Any and all forms of verbal, visual or physical harassment are prohibited including: offensive comments, jokes, innuendoes, sexually-oriented statements, expressions, gestures, telling lies or spreading rumors about a person's sex life, suggestive photographs, pin-ups, cartoons in print or other media, threats, stalking, and any unwanted propositions, compliments, touching or physical contact.

Open Door Grievance Policy & Complaint Procedure:

The best way of resolving issues is through open communication. We support an open door grievance policy. Start with your supervisor. If you don't feel it is appropriate to discuss your concern with your supervisor, speak to your department manager. If necessary, senior management and the General Manager may become involved. Every employee at our resort should be treated with respect. If you experience any type of harassment or believe you've been treated in an unlawful, discriminatory manner, let management know immediately, so that we can investigate. If it is determined that an employee is guilty of harassing another employee, disciplinary action up to and including termination will be taken. Retaliation against employees for filing complaints or assisting with investigations will not be tolerated. Any employee filing false complaints or giving false information will also be subject to disciplinary action up to and including termination. The Human Resources door is always open. We are dedicated to supporting an amicable, enjoyable workplace. Anything less is a compromise of our principles.



Performance Reviews:

Generally speaking, Group 1 employees receive an annual performance review. Seasonal employees (Groups 2, 3 & 4) may be reviewed mid-season in addition to receiving continual feedback from their supervisor.

Unacceptable Performance Behaviors:

The following is a list of offenses which can lead to disciplinary action or termination and while it includes many, it doesn't include them all;

- Insubordination.
- Inexcusable or excessive absence or tardiness.
- Failure to perform job duties.
- Failure to maintain personal cleanliness and hygiene.
- Violation of drug and alcohol policy.
- Sexual harassment or any form of unlawful discrimination.
- Any violent conduct, threat of violence, carrying a weapon or having unauthorized weapons on property.
- Sleeping during working hours.
- Using profane or abusive language; lewd or obscene conduct in any situation while on Company property; any verbal or physical conduct that creates an offensive working environment.
- Suggesting or hustling a tip for any service performed for a guest.
- Theft, fraud or dishonesty including but not limited to, removal of, or unauthorized use or possession of Company goods, products, records, property or funds, abuse of resort privileges or the misrepresentation of facts in reporting incidents or describing events. Each resort may report violations of the law.
- Walking off the job during an assigned work shift.
- Inability or unwillingness to work cooperatively and harmoniously with other employees.
- Unsatisfactory guest relations. Being rude or indifferent to a guest or fellow employee.
- Disregard of safety procedures as well as posted safety rules.
- Failing to disclose that your views do not represent those of the resort on a blog.
- Disclosure of confidential company information.
- Failure to follow any of the guidelines in this handbook, or violation or disregard for any other rule, procedure or policy which is known to the employee through other written or verbal communication.
- Failure to be in Uniform while on the clock.

Pre-employment & Post-employment Requirements:

Specific positions may require reference checks, background checks, post-offer physicals, drug tests and Department of Motor Vehicles checks. Other prerequisites may include specific training, a post-offer physical, or having your equipment inspected and adjusted before it is used while on duty.



Human Resources or your supervisor will inform you of your particular post-offer requirements and assist you in completing them.

Employment of Minors:

We employ people under the age of 18 with valid work permits and great attitudes. You can get a work permit at your local school district office. State and federal laws may restrict the number of hours you can work and the type of job you can hold at the resort. Check with the Human Resources Department for details.

Personnel Records:

You can review your file by making an appointment during regular business hours. Copies of documents can be provided with the approval of Human Resources. All personnel files are confidential and except to satisfy legal requirements like subpoenas and requests from government agencies, we do not release any information outside the resort without the employee's written approval.

Letters of Recommendation:

Letters of recommendation and references are handled exclusively by Human Resources. Your written authorization is required to release any information other than your hire and termination dates and the title of the position you held at termination.

Attendance & Punctuality:

If you're sick or are going to be late, let your supervisor know at least one hour before your scheduled start time. Calling into a co-worker or leaving a voicemail is not sufficient or acceptable protocol. Excessive or inexcusable absences or tardiness create a reason for disciplinary action up to and including termination.

We understand employees get sick during the season. We ask that you use common sense and be mindful of your coworkers and guests and do stay home if you are ill. Please remember to contact your supervisor if you plan on staying home. Absences of three days due to sickness or injury may require a doctor's note. We consider absences of two consecutive working days without notification abandonment of employment and resignation. We work in geographic areas affected by challenging weather and slow traffic, so plan ahead to avoid being late.

Hours of Work:

The hours you work depend upon your job and the department in which you work. In the recreation industry, we operate seven days a week, including weekends and holidays. Weather and business level fluctuations preclude us from guaranteeing hours. It's your responsibility to check the schedule or ask your supervisors about working hours. All schedule changes must be cleared with your



supervisor. It's important that you are at your workstation on time and "clock in" just before the start of your shift and "clock out" immediately after your shift, or when you are no longer on duty.

"Clock in and out" refers to punching in or out. Your Supervisor will tell you and show you how to officially record the time that you work, and you must follow the procedure as described. If you are unable or forget to clock in or out, see your supervisor immediately. Your supervisor must approve early departure or overtime for any reason. Please clock in and out for yourself only. Any falsification of records or failure to comply with time-keeping will result in disciplinary action up to and including termination.

Breaks:

Employees receive two 10-minute breaks and one 30-minute lunch break if the shift is longer than six hours. Due to the nature and location of ski area work, employees in specific departments (Lift Operations, Patrol, Parking, Ticket Scanning, Grooming, Terrain Park, Vehicle Maintenance, Building Maintenance, Road Maintenance, Lift Electrical, Lift Maintenance, and Property Maintenance) are not required to clock in and out on the time clock for meal periods. By signing the handbook acknowledgement form you understand that a thirty (30) minute unpaid meal period will be automatically deducted from your time, unless you notify your manager in writing that you did not take a meal break.

Paydays & Paychecks:

Paychecks are distributed by your supervisor every other Thursday after 10:00 AM. The paycheck will reflect wages earned the previous two work weeks. Payroll advances are not permitted and you cannot cash payroll checks at the resort. Direct deposit is a great convenience and is recommended (see Human Resources for details).

If you lose your paycheck, you must complete a lost paycheck form to initiate the stop-payment process. This process generally takes 5 to 10 business days. There may be a fee associated with replacing a lost or stolen check. Report any lost paychecks or other payroll issues directly to your supervisor and they will work with Payroll to resolve the issue.

Various payroll deductions are required by law, which may include, but are not limited to, federal and state taxes and Social Security. While the resort pays or matches some of the taxes that go toward benefits for employees, the state and federal government also require individual with-holding.

Overtime:

Non-exempt employees (those paid on an hourly basis) may be entitled to overtime pay at the rate of one-and-one-half times their regular pay for hours worked in excess of 56 hours per work week. Overtime must be approved by your manager **prior** to working the overtime hours. If you hold two or more positions at your resort, the combined hours are treated as one job for the purpose of overtime.



Leaving The Company:

If you decide to leave your job with the resort, please discuss it with your manager prior to your departure to schedule your final day and checkout. A two-week notice before leaving is always appreciated. When you separate from the resort for any reason, all Company property must be returned or you will be responsible for payment of the replacement value. Please turn in any Company property at the time you pick up your final check.

Your performance and attitude determine your eligibility to be rehired the following season. The decision to rehire a former employee is made on an individual, case-by case basis. There must be an opening for which you are qualified. You must complete an employment application, be interviewed, and be approved by Human Resources for rehire.

Cleanliness of Facilities:

We expect you to keep the resort neat, clean and professional looking and to take action or inform others if you see an area that needs some attention. Using a clean bathroom or public area is a whole lot nicer than the alternative.

Retirement - 401(k) Plan:

It's never too early to plan your future. The resort offers a 401(k) program that enables eligible employees to set aside money for the future. You are eligible to enroll upon specified enrollment dates in January and July if you are 21 years of age or older, have 12 months of service and 1000 hours of work within those 12 months. Once enrolled, you may choose to invest in a variety of options. The Company may or may not match a portion of your contribution, depending on company performance. Complete details of the 401(k) plan, as well as educational materials on your investment options, are available from Payroll.

Jury Duty:

You must provide a copy of the jury summons to your supervisor at least one week in advance of jury service. Employees in Benefit Group 1 are granted a maximum of 15 days of paid jury duty leave per year. All other employees will be compensated for lost pay in accordance with state law. If you are excused from jury duty early or are not required to be present in court, notify your supervisor and return to work.

Bereavement:

We recognize the importance of attending to family matters when someone in your immediate family passes away. Immediate family includes spouse, son, daughter, sister, brother, mother, father, mother-in-law, father-in-law, grandparents, grandchild or other relative living in your residence. We try to be flexible about the amount of time you take off and we may compensate you for lost pay up to a



maximum of three scheduled working days. Time-off forms must be completed by the employee and signed by the manager prior to absences for bereavement.

Family & Medical Leave Act Policy (FMLA):

A family and/or medical leave of absence is an approved absence available to eligible employees for up to twelve (12) weeks of unpaid leave per year for: (1) the birth of the employee's child; (2) the placement of a child with the employee for adoption or foster care; (3) the employee's need to care for a child, spouse, or parent who has a serious health condition; or (4) the employee's inability to perform the functions of his/her position because of a serious health condition(5) or up to 26 weeks of military caregiver leave to care for a covered service member with a serious injury or illness. To be eligible for leave under this policy, you must have been employed for at least twelve months in total and must have worked at least 1250 hours during the twelve month period preceding the commencement of the leave. For further information on FMLA leave, please contact Human Resources.

Pregnancy Leaves Of Absence:

An eligible employee who is medically certified to be disabled by pregnancy, childbirth or related medical conditions may be entitled to an unpaid leave of absence of up to a four (4) months maximum. Contact Human Resources for more information regarding eligibility and other requirements for pregnancy leave.

Military Leaves Of Absence:

If you are drafted or enlist in the Armed Forces of the United States, you will be granted a military leave without pay. In addition, if you enter the Reserves or the National Guard, you will be granted a military leave without pay for the duration of your initial active duty training. You should provide your manager with a copy of your military orders. If you wish to return to work at the resort, you should state your intent to return to work as soon as you have satisfactorily completed your military service. Under federal law, you may have specific reinstatement rights. If you have any questions, consult with the Human Resources Department.

Other Leaves Of Absence:

Requests for personal unpaid leaves of absence must be made in writing with advanced notice of at least 30 days to your supervisor. Leaves of absences are granted at the discretion of the General Manager.

Solicitation & Distributions:

Employees are prohibited from soliciting and collecting money for membership, pledges, and subscriptions or for any unauthorized purpose during working time. You are free to do so on your breaks or lunch period. Be considerate of your fellow employees.



At no time are you allowed to distribute or circulate materials or petitions of any kind or nature in working areas except as required in the performance of your job. Employees who violate this policy will be subject to discipline up to and including termination. Unauthorized solicitation, distribution or circulation of any material on Company property by non-employees is prohibited at all times.

Media Inquiries & Logos:

All media inquiries must be referred to the Marketing Department or to the General Manager. Employees should not answer any questions from the media. Resort logos are the property of the resort and cannot be used without written permission. Please contact the Marketing Department for details.

Lost & Found:

Lost and Found is located at each base area's Guest Services desk.

Pets:

The Summit at Snoqualmie is a pet-free resort. Employees are not permitted to bring animals on resort property with the exception of guide dogs for individuals with disabilities or approved search and rescue dogs. This rule includes parking lots.

Personal Property:

The resort cannot assume liability for an employee's personal property while at work. Employees should not leave personal property unattended or on site without realizing their liability. Some examples are personal skis, boots, clothing, computers, cell phones, etc. Lockers may be assigned to some employees for temporary storage of ski equipment and clothing. The Summit cannot reimburse employees for loss of property on the premises.

In the event of a theft, report the loss to your supervisor. We will investigate and may notify local law enforcement agencies of the loss. Employees convicted of theft will be subject to disciplinary action up to and including termination.

Weapons & Workplace Violence:

Violence, threats of violence and intimidation have no place in our resorts. The possession of weapons on the job or on resort property is strictly prohibited, with the exception of authorized personnel such as law enforcement, avalanche control or other approved positions.

Employee Security & Search Policy:

Employees are expected to cooperate fully in any interviews or investigations of possible violations of our company rules and policies. We reserve the right to require employees, while on duty or on our property, including the parking lot, to agree to inspections of their person, vehicles, lockers, desks, file cabinets, handbags or their personal property whenever it is deemed necessary for safety, business



or security reasons. An employee's refusal to consent to such an inspection, or to otherwise cooperate in an investigation conducted under this policy, is grounds for disciplinary action up to and including termination.

Being Flexible:

Our business is often subject to outside variables like weather, road conditions and fluctuations in guest and business volume; things that are outside of our control. There may be extra long workdays or very short workdays, depending on demand.

Our Safety Policy:

We are committed to providing a safe and secure working environment for our guests and employees. The following section on safety serves as a guideline of general safety practices and policies that you can apply to your employment at the resort. Individual conditions may vary due to a variety of circumstances, and in such cases some of these guidelines may not fully apply.

Training for your specific job includes additional instruction on safe work practices and the proper operation of tools and machinery in your work area. During your training, you will have an opportunity to ask questions about any aspect of your work that you do not understand. In addition to the initial training, your department holds regularly scheduled safety meetings and inspections to address ongoing safety issues.

Our Commitment To You:

Our resort's safety program is designed to reduce injuries, accidents and property damage. We strive to maintain the highest standards and the safest work environment possible.

Our safety program requires that an employee knows his or her job, the procedures for correcting unsafe conditions, and how to help maintain an accident-free environment. The urgency of any task cannot be at the sacrifice of your safety and welfare. We are committed to providing the resources and tools necessary to do the job safely. If at any time you feel an unsafe situation or condition exists, report it to your supervisor. One of our supporting values is "Safety is every person's job." This means you must take an active role for your own safety as well as that of your co-workers and guests.

Drugs & Alcohol Policy:

Drugs and alcohol have no place in the workplace. Our resort is committed to providing a safe, healthy, drug and alcohol-free environment for employees. We believe in operating our resort responsibly, which includes reducing injuries, accidents and property damage. **Our drug and alcohol policy applies to all employees and is strictly enforced.**

We prohibit the use, sale, possession, purchase or transfer of illegal drugs on resort time or resort property. The use of alcohol during working hours is prohibited. Employees are prohibited from being



under the influence of illegal drugs, alcohol or other illegal substances during work time. Alcohol is not permitted in the workplace, on or off-duty, except at resort-sponsored events or with management's express authorization and approval. Off-duty employees who choose to drink alcohol at resort bars must be 21 and carry legal proof of age. Employees are not allowed to wear uniforms while drinking or socializing in any establishment.

The use of prescription drugs is permitted on the job if it does not impair an employee's ability to perform the essential functions of the job in a safe and effective manner and when it does not endanger guests or other individuals in the workplace. Employees who operate heavy equipment, company vehicles, or are otherwise in a safety sensitive position and are taking prescription drugs, must report that information to the Department Supervisor.

Employees must be fit for work regardless of state statute approval to use a controlled substance. All questions regarding this issue should be referred immediately to Human Resources.

You will be asked to submit to a drug and alcohol screen if:

1. You are involved in an incident which:
 - a. Requires you to seek medical treatment from a hospital/medical facility.
 - b. Causes property damage of more than \$500.
 - c. Results in an injury to another person.
2. The Company has reasonable suspicion that you are under the influence of alcohol or drugs while on the job or that you are in violation of this Drug and Alcohol policy.
3. The resort has a policy of zero tolerance. Any employee whose drug and alcohol screen comes back positive for drugs or alcohol will be terminated. Employees have the right to refuse drug and alcohol testing. However, any refusal to consent to a drug and alcohol screen upon request is grounds for termination.

An employee who quits or is terminated based on a positive drug or alcohol screen may reapply for employment after a period of up to one year provided that proof of a clean drug and alcohol screen is documented at the employee's own cost.

There are resources available through your resort's Human Resources Department if you need help with a drug or alcohol problem. We encourage you to contact our Employee Assistance Program at 1-800-538-3543. If you have had performance problems and/or disciplinary action applied due to substance or alcohol use, you may be subject to further discipline including termination.



Code of Safe Work Practices:

All employees in all work areas should follow this list of general safety practices. In addition to the general guidelines for all employees, it is your responsibility to follow the specific rules, policies and training guidelines for your department. Each department supervisor provides specific training necessary for successfully performing your job duties.

1. Think before acting.
2. Know your limits. Ask for help when needed.
3. Take the time to do the job right.
4. Report all accidents and unsafe work conditions to your supervisor immediately.
5. Attend all regularly scheduled safety meetings.
6. Avoid physical confrontation with guests or co-workers.
7. Avoid horseplay.
8. Recreational skiing or snowboarding shall be off the clock and out of uniform.
9. Always observe "Your Responsibility Code" and all other policies relating to skiing/riding.
10. Use proper body posture when carrying loads or lifting.
11. Exercise caution when climbing, bending or working around machinery or equipment.
12. Use all step stools and ladders safely. Do not stand on the top steps of ladders.
13. Use seat belts whenever operating a vehicle.
14. Work in well lighted areas.
15. Promptly clean up all spills.
16. Unauthorized personnel should not be in work areas.
17. Always use guards where provided for all equipment, machinery and tools.
18. Do not distract the attention of any employee operating a machine or tool.
19. Use Safe Job Operating Procedures (SJOP) whenever using equipment, machinery or tools.
20. Do not operate equipment, machinery or tools unless you have been trained to do so.
21. Keep equipment, machinery and tools in top working shape.
22. Wear proper Personal Protective Equipment (PPE) as recommended for the job you're doing.
23. Wear proper clothing and footwear for each job.
24. Do not remove safety warning devices or tags from equipment or machinery.
25. Keep fire exits, stairs, walkways and aisles free of obstacles.
26. Keep all work areas clean and free of clutter.
27. Know how to safely use and clean up any hazardous material before you work with it.
28. Know where the Material Safety Data Sheets (MSDS) are located in your department. Read the MSDS before using substances.
29. Keep flammables stored properly.
30. Know the location of and use of fire alarms and equipment.
31. Be aware of gas shut off locations.
32. Keep electrical cords in good working order and do not overload outlets.
33. De-energize and lock out/tag out all mechanized devices prior to service, inspection or maintenance.



Disciplinary Action For Safety Violations:

Employees who fail to follow prescribed safety rules may be subject to disciplinary action including termination. Most accidents can be prevented. Whatever your role with the resort, you are important, and our goal is that you work safely each day and never experience an injury.

Personal Protective Equipment:

Some jobs at the resort require an employee to utilize Personal Protective Equipment (PPE). We will provide the necessary PPE and expect each employee to use it properly every time it is needed. Personal Protective Equipment includes, but is not limited to: ear plugs, dust masks, work gloves, work goggles/glasses, hard hats, helmets, and respirators. Take the time to get appropriate, well fitting PPE prior to undertaking a task.

Department Safety Meetings:

All departments will hold regularly scheduled meetings to discuss work hazards and unsafe practices that may lead to employee or guest injuries and property damage. Safety meetings will be conducted by a variety of people and will sometimes include training from outside specialists or by video. Your participation is encouraged and your ideas are welcome. Attendance will be taken to document participation.

Our Safety Committee:

The resort designates a Health and Safety Committee made up of managers, supervisors and line staff. The committee brainstorms remedies to common concerns and discusses techniques and solutions to identifiable hazards. Your supervisor may ask you to represent your department on a committee. All employees are welcome to participate.

Accident Investigations:

When an accident occurs you are asked to refrain from making any comments about the cause, result or losses of an accident to an injured person(s), the general public, press or media. If you witness an accident involving employees or guests, report it IMMEDIATELY to your supervisor so that a full investigation can be conducted. You play a vital role in helping management sort out the facts of who, what, where, when and how the incident occurred. Thorough investigative reports are critical for eliminating future injuries and losses. Post-accident investigations can include reports, employee statements, witness statements, photos, and preservation of evidence. We expect full cooperation in these investigations and appreciate your help in completing them.

Workers' Compensation:

All employees of the resort are covered by Workers' Compensation for injuries or illnesses that arise out of and occur within the scope of employment according to state law.



Work related injuries must be reported to your supervisor immediately or within your shift in order to preserve your right to benefits. These benefits may include:

1. Appropriate medical care.
2. Assistance with wage loss during your temporary absence from work.
3. Compensation for permanent disability that may result from the injury.
4. A return to suitable, gainful employment as soon as your condition allows.

The resort's drug and alcohol policy requires that you submit to a drug and alcohol test after a work related injury during the shift you are injured on. If the test results in a positive finding of drugs or alcohol, your right to Workers' Compensation benefits may be jeopardized. Failure to report an injury may result in disciplinary action up to and including termination.

We are committed to getting you back to work. If you are unable to return to your assigned job because of a work related injury, every attempt will be made to provide modified duty until a physician provides a full release. If light duty or modified work has been offered and you refuse this work, you could lose your right to some Workers' Compensation benefits as well as your job.

Vehicle Policy:

If your job requires you to operate a resort vehicle, resort equipment or your personal vehicle for business purposes, you must meet specific requirements. A current list of authorized drivers will be kept in the Human Resources Department. Your department supervisor will provide the necessary training and safety guidelines that must be followed to maintain your authorization to drive. In order to ensure the continued eligibility of employees who operate vehicles on the job, we may periodically review the Motor Vehicle Reports (MVR) of all authorized drivers. If an employee's MVR exceeds the standards for driving outlined at the resort, you may lose your driving privileges. If an employee, whose sole job is to drive a resort vehicle, becomes ineligible to operate a vehicle for resort business, a transfer of position may be offered as an alternative to termination.

Hazardous Materials Communication Plan:

The resort has a Hazard Communication (HAZCOM) Plan that provides you with information on the various substances and materials that are used on site. Your department has a Material Safety Data Sheets (MSDS) book, which has information on substances used in your area. MSDS forms list safe work practices, potential harmful effects of the chemical or substance, first aid measures and information needed for cleaning up spills.

The MSDS book is your guide to the substances you use. If you have any questions about any chemical or substance you are using, inspect the form and obtain the recommended personal protective equipment prior to using the substance. Please ask your supervisor before using any material or substance. If you inhale, ingest or absorb any chemical or material that causes a problem



with any of your senses or bodily functions, please notify your supervisor immediately. Report any spills or problems with chemicals immediately.

Disaster Planning & Emergency Procedures Plan:

The resort has an Emergency Procedures Plan. The plan is designed to prepare and guide you to protect the health, safety and welfare of employees, guests and resort property. Part of the Emergency Procedures Plan includes training to explain your role in an emergency. The information set forth in the Emergency Procedures Plan is meant as a guideline only and contains responses for various types of disasters such as fire, avalanche, lift evacuation, search and rescue and other emergency operations.

In The Event Of An Emergency:

1. Remain calm.
2. Notify SECURITY, PATROL OR ANY SUPERVISOR. If it's a life-threatening situation– CALL 911. If after hours and no supervisor is present call 911.
3. Relay the following information:
 - a. Your name.
 - b. The department in which the emergency occurred.
 - c. The location of the emergency.
 - d. Type of emergency.
 - e. Any injuries.
 - f. Answer any questions that they may have for you.
 - g. Let them hang up first to be sure there are no additional questions.
4. Until additional help arrives, remain at a safe distance from the scene. If you are asked to help further, follow the directions of the person in charge.
5. DO NOT RISK YOUR OWN SAFETY.
6. If evacuation is recommended, follow standard evacuation procedures:
 - a. REMAIN CALM.
 - b. Locate safe and accessible exits.
 - c. Lead guests and employees out of the area in an orderly manner.
 - d. Secure the area until it is safe for re-entry.
7. Report to your Supervisor so that all employees can be accounted for. DO NOT LEAVE THE AREA WITHOUT NOTIFYING THE SUPERVISOR IN CHARGE.

Recycling Guidelines for The Summit:

We believe in managing our resort responsibly and taking care of our environment – so we recycle. These guidelines help identify the proper areas for waste and recycling. Let's all do our part.

➤ CORRUGATED CARDBOARD

- Please break down all cardboard.
- Non-corrugated cardboard should be recycled with MIXED PAPER



- The following should go in the **garbage**:
 - Pizza boxes
 - Cardboard that has been soaked by water and other liquids
 - Cardboard that has been soiled with food
 - Wax-coated cardboard
 - Styrofoam
 - Plastic wrappers & padding

➤ **GLASS**

- The following should go in the garbage
 - All liquor glasses (pint, wine, martini, etc)
 - Ceramic mugs and dishes
- Light bulbs should be recycled separately

➤ **MIXED PAPER**

- Office paper, newspaper, magazines, and phonebooks are allowed
- *Mixed Paper* includes non-corrugated cardboard (candy boxes, Red Bull 4-packs, etc)
- No tissues or napkins
- No food-soiled paper
- Remove spiral binders



➤ **TIN/ALUMINUM/PLASTIC (“TAP”)**

- No plastic cups
- No yogurt or cottage cheese containers
- No sheets of plastic or shrink wrap

How to Find Recycling Staging Areas:

- Summit West
 - Under Stan’s in the eastern-most delivery bay
 - Under Webb’s just inside the bay door
 - This area can be accessed via the stairwell in Webb’s kitchen
 - This staging area can be used by all offices in the Alpenhaus Lodge
- Summit Central—To the left of the cooler in the uphill delivery bay
- Alpentel—In the outside stairwell at the east end of the lodges
- Summit East—Just inside the delivery bay doors
- Tubing—Downstairs along the western wall

Ask your manager about where to stage recyclables if you work in a business office, a garage, or a ski school. Remember that these guidelines apply to recycling for county Transfer Stations and may be different than the guidelines for pickup at home. Please refer to posted King County guidelines to answer further questions.



EMPLOYEE CARPOOL INCENTIVE PROGRAM

**Get a Carpool
Get to Work
Get Rewarded**



We strongly encourage you to join and become eligible for prizes!

Summit Employee Carpool Site:
<https://rideshareonline.icarpool.com/>

This program works better with more drivers and riders using it!

It will take time for the user base (and hence available rides) to grow so have patience, check back frequently, and encourage your co-workers to join.

Spread the word and help it grow!

GET INVOLVED ASAP

Register at <https://rideshareonline.icarpool.com>

In the top right corner click on the “Don't have an account? Click here to sign up.” Link

Fill out all of the blue fields and agree to the terms and conditions.

- An e-mail confirmation will be sent so you must use a valid e-mail.
- Open your e-mail from Rideshareonline, click on the link and sign in

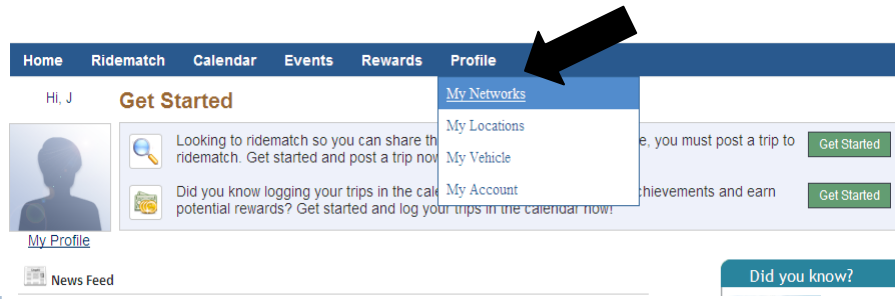
Fill out all of the fields with a red star – they are required to move on:

- For the “Your Employer/Institution” use:
Work/Campus Name – The Summit at Snoqualmie
- Work/College Address - Click on “I know the work/campus address and would like to enter it.”
Then enter - 1001 State Route 906 Snoqualmie Pass WA 98068

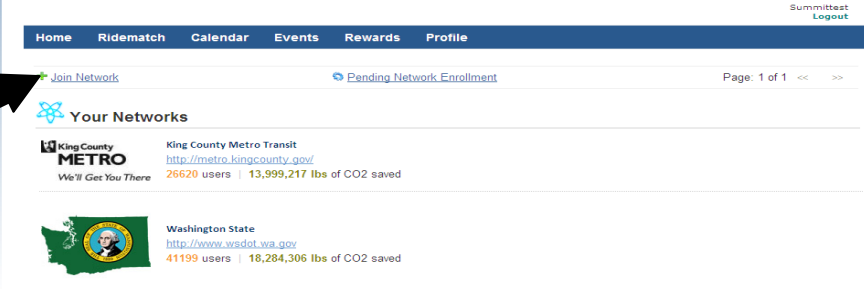


Once you complete all of the required fields and have signed in:

- a. Click on the Profile tab in the upper right corner
- b. Select My Networks



- c. In the upper left of your screen click on Join Network



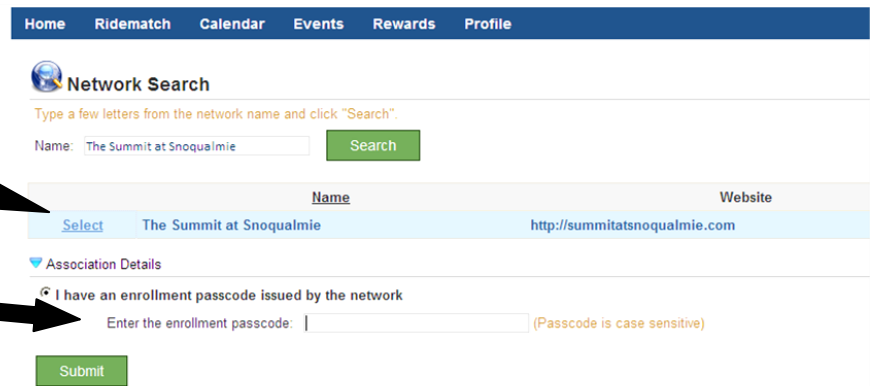
- d. Search for: The Summit at Snoqualmie

- e. Click on the Select link

- f. Pass Code is “gogreen” – make sure it is all lower case

(No quotation marks needed when entering password)

- g. You are now connected to The Summit!



Plan your commute with Ridematch (post your route and/or look for others who are traveling from your area to The Summit on the days that you will be working)

Track your participation online using the CALENDAR page and be entered to win rewards!

Have fun exploring this site and please inform us of how it can be even better by emailing carpool@summiti90.com!



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