



TEAM HANDBOOK

2021-2022



TEAM HANDBOOK ACKNOWLEDGMENT 2021-2022 SEASON

For reference only – you should have signed this online

I acknowledge that on the date indicated below, I have been provided online access to the Mt Hood Meadows & Cooper Spur Team Handbook, agree to familiarize myself with its contents and will be held responsible for understanding and abiding by the policies therein. I also understand that I should ask my supervisor or Human Resources if I have any questions about any of the policies or procedures described in the handbook. I may also request a physical copy of the book at company orientation or at any other time from my manager or Human Resources.

I also acknowledge that the policies, benefits, terms and conditions of employment described in this handbook are not intended to form or imply an employment contract between the Company and an employee (Team Member). I understand that my employment may be terminated by me or by the Company at any time for any reason.

The Company reserves the right, subject to limitations and provisions of applicable laws and regulations, to change, interpret, withdraw or add to any of its published policies, benefits or terms and conditions of employment at its sole discretion and without prior notice or consideration to any employee. The Company policies, benefits or terms and conditions of employment do not require approval by an employee or employee group.

MT. HOOD MEADOWS & COOPER SPUR TEAM HANDBOOK

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IMPORTANT NOTICE

This Handbook sets out many policies and procedures of Mt. Hood Meadows, Oreg., LLC, which includes North Face Inn, aka, Cooper Spur Mountain Resort, Cooper Spur Ski Area- all of which are designed to make our organization a satisfying and rewarding place to work. The contents of your Team Handbook are presented as a matter of summary information only. The Company reserves the right to modify, revoke, suspend, terminate, or change any or all of the information contained in the Handbook and any plans, guidelines or procedures, in whole or in part, at any time, with or without notice. For purposes of simplification, Mt. Hood Meadows, Oreg., LLC will also be referred to as Mt. Hood Meadows, Meadows, MHM, the Company, or the organization within this handbook. Unless otherwise specified, policies also apply to North Face Inn, Cooper Spur Mountain Resort (CSMR), and Cooper Spur Ski Area (CSSA). Policies specific to any of these are noted using their names or abbreviations.

This Team Handbook does not constitute a contract, express or implied, nor is it to be interpreted to be a contract between Mt. Hood Meadows and yourself. You should be aware that the Company is an at-will employer and that you are hired at-will. Just as you may voluntarily leave at any time, your employment may be terminated at any time, with or without cause, and with or without notice at the option of the Company. No statements to the contrary, written or oral made either before or during an individual's employment can change this. No individual supervisor, manager, or officer can make a contrary agreement except for the General Manager, and even then, such an agreement must be set forth in a written employment contract with the employee, signed by the General Manager and Vice President of People & Learning.

Special notice: due to Covid-19, plans, policies and practices may be modified in rapid fashion. New policies may also come out after publication of this Handbook which you will still be required to be knowledgeable of and adhere to. We will aim to communicate these changes as quickly and clearly as possible. As with any change, it is important to remain flexible, stay informed and be proactive in gaining clarification.



At Mt Hood Meadows and Cooper Spur we practice what we call “The Perpetual Stoke.” We believe that by providing an awesome work environment, our team will create enriching experiences for our guests. This will bring about financial success which allows us to reinvest the profits back into our team in the form of growing the resort, providing tools, equipment, training, better perks and other ways that create an awesome workplace. Team, Guest, Reinvest!

How we roll:

- 1) Learning
 - a. This is not a “keep your head down” type of place. In joining our team, know that we have a coaching culture. You will be expected to receive and give feedback with the aim of improving the team. We have dozens of team members who are respected professionals in their field, presenting at conferences, moving the industry forward, and gaining notoriety for our organization. You can be a part of this community of learners. Gaining competencies in your arena yields you more autonomy to go crush it in your role and expand your worth.
 - b. We believe in fostering a growth mindset. This means building perseverance, being able to tackle problems, change tactics, and properly reflect in order to improve. A growth mindset allows us to nimbly adapt to changing conditions – daily / weekly, internally and externally. It allows us to seize opportunities and new methods to improve results. Making an effort matters – we embrace failure as the path to success and practice saying “I don’t know how to do that - YET” rather than just “I can’t.”
 - c. We want you to develop. We aim to be a good “first employer” if you are starting in the workforce. We provide a foundation of workplace skills that will carry you farther (here or elsewhere!). We offer training, chances to learn, and encourage you to seek those out. If you have been in the workforce, it’s never too late to learn new things. We invite you to help coach others, be ready to learn new skills, new habits, new technologies, and grow yourself into the job you want (here or elsewhere!)
 - d. We encourage exploration, not stagnation. Don’t feel you have to stay put. There are dozens of departments, hundreds of roles, so you have the chance to explore and learn about a variety of tasks, skills, and subject areas. Having fun in what you do magnifies the experience for yourself and others.
- 2) Judgment
 - a. We subscribe to applying sound judgment in order to attain the best outcomes. There is often latitude in determining the best course of action in many situations. Sure we have rules that you are expected to follow; you know what’s more important? Your character, your brain, and your choices. Use your head, and your heart.
 - b. Be a responsible Meadows citizen. We support sound choices aligned with our Core Values. Apply thought to your words and actions, be brave in choosing the right path, and speak up for our shared values. You have the

power to help others through your example; you can use giving and receiving feedback as a way to move toward better choices next time.

3) Helpful

- a. We have sayings, “Everybody shovels” & “that trash is yours,” which define our sense of being a team. Regardless of your job title or description, we all have the same job: we enrich the lives of our team, guests and community. Be prepared to do what it takes. Always intend to pitch in. If you aren’t sure about taking initiative, ask!
- b. Service is one of our Core Values and we believe in doing it right. Be on the lookout for ways to rock the guest experience, exceed expectations and create loyal, returning guests. We want to be authentic in how we enrich lives, not relying on gimmicks, tricks, or dubious methods. Quality matters.

4) Well being

- a. We breathe rare oxygen here on Mt Hood. This is a sacred place. Take time for yourself, speak up for what you need to be well, feel healthy, have fun and be enriched.
- b. Speaking of sacred, we are on special land, from the tribes who lived here, to our current Special Use Permit from the USFS that allows us to conduct a business on public land. We have a moral and legal obligation to be good stewards.
- c. Many on our team have developed a deep and abiding passion for the snow. Consider getting out to enjoy it. However, it’s not a requirement to ski or ride to work here. Passion can take many forms: for the mountains, for serving others, for being a part of a team, for the skills you are learning or haven’t learned yet. Passion can be cultivated from following your interests.

5) Relationships

- a. We are better together. We believe this is a place where feeling a sense of belonging leads to *your* life being enriched. We welcome all. Strong relationships make for a more fun, motivating workplace, one that truly can achieve the mission. Knowing you are a part of something meaningful gives reason to get out of bed in the morning.
- b. Nobody’s perfect. We extend grace to each other in our mistakes, shortcomings and quirks (see feedback and helpfulness, above). We focus on learning and seeking to understand others, not placing blame or passing judgment. You don’t have to become BFFs with every person on your team; you do have to be able to get along with, respect and have a willingness to work out differences.

POLICIES

EQUAL EMPLOYMENT

Mt. Hood Meadows is committed to creating a quality work environment which makes full and effective use of the talents and contributions of all employees without regard to age, color, gender, pregnancy, national origin, race, religion, sexual orientation, disability, genetic information, status as a disabled veteran or veteran or any other status protected by federal, state or local law (referred to as “protected status” in other policies in this book). It is the ongoing policy and practice of Mt. Hood Meadows to provide equal opportunity in employment to all employees and job applicants. This applies to all terms, conditions, and privileges of employment, including hiring, training, promotion, transfer, compensation, benefits, and termination. Managers and supervisors at every level of the Company are accountable for the implementation of this policy and for the maintenance of a discrimination-free work environment. Employees are encouraged to seek assistance from their immediate supervisor, any manager or director or Human Resources if they believe that they have not been treated in accordance with this policy. Retaliation or reprisal against persons who initiate complaints or assist in the investigation of a complaint will not be tolerated.

HARASSMENT/DISCRIMINATION

Mt. Hood Meadows is committed to maintaining a safe and respectful work environment free of harassment. All employees are expressly prohibited from engaging in harassment based on an individual’s protected status. Prohibited conduct (1) relates to an individual’s protected status and (2) has the effect of creating an intimidating, hostile or offensive work environment, unreasonably interfering with an individual’s work performance, or adversely affecting an individual’s employment opportunity. Managers and supervisors at every level of the organization are responsible for the implementation of this policy.

Definition: Sexual harassment will not be tolerated on any level. Sexual harassment, unwelcome sexual advances, requests for sexual favors, or conduct of a sexual nature is expressly prohibited when such conduct: (1) is explicitly or implicitly made a term or condition of employment, or (2) submission to or rejection of such conduct is the basis or a factor in any decision affecting the individual’s employment, or effects the workplace regardless of if said conduct occurred in or out of the work setting.

Examples: The following, while not an inclusive list, are examples of unacceptable behavior: slurs, jokes, threats, and derogatory comments relating to a protected status; the display or circulation of offensive, derogatory or demeaning pictures (including on skis and snowboards), posters, emails, jokes, cartoons, and graffiti which relate to an individual’s protected status;. Examples of physical harassment include but are not limited to: assault, unwelcome touching, impeding or blocking movement and predatory behavior.

Reporting Procedure: Any employee being subjected to or witnessing discrimination, harassment or sexual assault in the workplace are encouraged to document it as soon as possible with objective facts. Any employee aware of or experiencing this conduct in the workplace should report that information to their immediate supervisor or higher management. As an alternative, an employee may report the harassment to Human Resources. Any employee who has a question or concern or feels that a supervisor, a member of management or any employee has acted inconsistently with this policy should promptly contact their director, VP, or Human Resources. Per Oregon law 659A.875, the statute of limitations for most occurrences of this nature is five years.

Witnesses: Being committed to a safe and respectful environment, bystanders also have an obligation to report violations. Someone who is targeted is in a vulnerable position and may be reluctant to speak up for fear of retaliation, isolation, or not wanting to “cause trouble.” This allows inappropriate behaviors to continue unabated, possibly creating harm for future targeted employees. Bystanders can speak up for the benefit of the entire team environment, protecting an individual, or educating a team member who might improve their behavior.

Investigation: Upon notification all complaints will be promptly investigated by the Human Resources Director, VP for People & Learning, or their designee. If upon investigation, it is found that a violation of this policy has

occurred, appropriate and immediate action will be taken, up to and including termination. Retaliation or reprisal against persons who initiate complaints or assist in the investigation of a complaint relating to this policy is prohibited. Should you have any questions regarding this policy, please contact your supervisor, a member of management and/or Human Resources.

Nondisclosure or Non-disparagement Agreements: The Company will not require an employee to enter into any agreement if the purpose or effect of the agreement prevents the employee from disclosing or discussing conduct constituting discrimination, harassment or sexual assault. An employee claiming to be aggrieved by discrimination, harassment, or sexual assault may, however, voluntarily request to enter into a settlement, separation, or severance agreement which contains a nondisclosure, non-disparagement, or no-rehire provision and will have seven days to revoke any such agreement.

A non-disparagement agreement is any agreement by which one or more parties agree not to discredit or make negative or disparaging written or oral statements about any other party or the company.

A no-rehire provision is an agreement that prohibits an employee from seeking reemployment with the company and allows a company not to rehire that individual in the future.

A nondisclosure agreement is any agreement by which one or more parties agree not to discuss or disclose information regarding any complaint of work-related harassment, discrimination, or sexual assault.

REQUESTS FOR ACCOMMODATION

Religious Beliefs: The Company will make good faith efforts to provide a reasonable accommodation of an employee's sincerely held religious belief(s), unless the Company finds that such an accommodation would create an undue hardship. If there is more than one effective accommodation available, individuals may not receive their preferred accommodation. Reasonable accommodations may include a change in the work environment or in the way tasks or responsibilities are customarily done that enables an employee to participate in his/her religious practice or belief without undue hardship on the conduct of the Company's business or operations. A reasonable religious accommodation may include, for example, providing: unpaid leave for religious observances; time and/or place to pray; scheduling changes; or voluntary shift or hours substitutions. Employees should request a religious accommodation from Human Resources. The Company may require documentation to support the request.

Disabilities: The Company will make good faith efforts to provide a reasonable accommodation to applicants and employees who are qualified individuals with a disability; unless the Company finds that such an accommodation would create an undue hardship. Individuals who believe that they are qualified and have a mental or physical impairment that is a disability, as defined by applicable law, should make a request for accommodation from Human Resources. On receipt of an accommodation request, Human Resources may meet with the requesting individual to discuss and identify the precise limitations resulting from the impairment and the potential reasonable accommodations that the Company might make to help overcome those limitations. If there is more than one effective accommodation available, individuals may not receive their preferred accommodation. The Company may require documentation to support the request, including documentation regarding the impairment and the limitations. Human Resources, in conjunction with appropriate management identified as having a need to know (e.g., the individual's manager/director/vice president), will review the request and any supporting documentation to determine the feasibility of the requested accommodation(s) and will discuss the results of such review with the requesting individual.

Retaliation against individuals requesting accommodations is prohibited.

THREATS AND VIOLENCE

The Company strives to maintain a work environment free from intimidation, threats or violent acts. This includes, but is not limited to: intimidating, threatening or hostile behaviors, physical abuse, vandalism, arson, sabotage, use of weapons, carrying weapons of any kind onto Company property, or any other act which, in management's opinion, is inappropriate to the workplace. In addition, offensive comments regarding violent events will not be tolerated. Employees who feel they have been subjected to any of the behaviors listed above are requested to immediately report the incident to their manager, or Human Resources. Complaints will be investigated and based upon such investigations, disciplinary action up to and including termination will be taken against the offender, if appropriate. Employees who observe or have knowledge of any violation of this policy should immediately report it to a member of management. The Company looks to all employees for support of this policy.

DRUG-FREE WORKPLACE AND SUBSTANCE ABUSE POLICY

Mt. Hood Meadows aims to establish and maintain a safe and healthy work environment that is free from the effects of alcohol and illegal drugs. Employees who work while under the influence of illegal drugs or alcohol present a safety hazard to themselves, their co-workers and the public. Moreover, the presence of illegal drugs and alcohol in the workplace limits our ability to perform at the highest levels and provide our guests with quality service. If you have any reservations about working in an environment where illegal drug and alcohol use is not tolerated, you should reconsider whether or not you wish to be employed by Mt. Hood Meadows.

The following are violations of Company policy that will result in disciplinary action, up to and including termination:

- Possessing, distributing, selling, manufacturing, using or being under the influence of any illegal drug while on the premises; marijuana is illegal on U.S. Forest Service land and is therefore considered illegal within this policy;
- Being under the influence of alcohol while on duty;
- Engaging in disorderly conduct under the influence of alcohol or illegal substances in and around Mt Hood Meadows or while wearing a Company work uniform;
- Abusing inhalants or prescription drugs or possessing prescription drugs that have not been prescribed for the employee by a physician.

Consumption of alcoholic beverages, in moderation, is permitted in publicly licensed areas at MHM when the employee is off duty, out of uniform, and is of legal age.

All employees are required to not report to work or be subject to duty while their ability to perform job duties is impaired due to on or off duty use of alcohol or other drugs including prescription medications.

Any employee who is charged by a law enforcement agency with illegal drug activity, either on or off the job, may be considered to be in violation of this policy. In deciding what action to take, the employee's manager and/or director and Vice President of People & Learning will consider the nature of the offense charged, the employee's present job assignment, the employee's record with the Company, the disposition of the charge by law enforcement officials or the courts, and other factors, including the impact upon the of Company.

Testing

The collection and testing of samples (saliva and/or urine) may be required by the Company under the following conditions:

- Reasonable suspicion that an employee is under the influence of any intoxicating liquor, narcotics, hallucinogen, stimulant, sedative, or drug while on Company time, or in other circumstances that might adversely affect Company operations, safety, or reputation. An employee may be required to take a drug or alcohol test if they exhibit behavior including, but not limited to, impaired work performance or inconsistent behavior. Exhibited behavior will include speech, appearance, and odors consistent with substance use. The decision to require a test will be made by the department manager and/or director with approval from the Vice President of People & Learning or designee; typically this is the Human

Resources Director. Upon testing, an adulterated or diluted sample constitutes reasonable suspicion and the employee will be subject to a re-test

- Special cases: In certain other incidents, such as possession or admission of use in the workplace, the Company may require a drug or alcohol test on suspicion or as a condition for continuing employment. These situations will be determined at the discretion of the Vice President of People & Learning.
- When required by Federal or State law or applicable rule or regulation of any Federal or State Agency (for example, Department of Transportation).

Collection

Samples will be collected on-site or at a designated medical facility. Employees may be asked to provide a photo ID and will be required to sign a consent form regarding testing protocols. Failure to provide a fluid sample when so instructed may result in termination.

Sample testing will conform to scientifically accepted analytical methods and procedures. Samples are tested for validity and integrity at the lab and reviewed by a MRO (Medical Review Officer). If a sample fails the integrity test, the sample showing positive will be confirmed and verified by a reliable analytical method performed at the lab.

If an initial sample fails the integrity test (i.e. a “non-negative” initial result), the employee will be immediately removed from duty until the verified or confirmed results are received.

Upon receipt of a verified or confirmed positive test result which indicates a violation of this policy, the appropriate course of action will be taken which can include but is not limited to suspension, a Return-to-Duty test, a Return-to-Work Agreement, being subject to on-going, unannounced follow up testing, and/or “second chance” referral to counseling treatment.

Details relating to drug and/or alcohol screens are to be kept strictly confidential. The information will be kept separately from the employee’s personnel file, except for disciplinary action documents that refer to policy violation and consequences. These files will be secured and access will be limited to certain individuals.

Under no circumstances should the results of a drug and/or alcohol screen be discussed with individuals who do not have a work-related need to know.

If a supervisor suspects that an individual is at work and under the influence of alcohol and/or drugs, the supervisor should notify their manager or director who should then immediately contact the Vice President of People & Learning or Human Resources Director. Symptoms of being under the influence would include slurred speech, uneven gait, impaired mental functions, extremely dilated pupils, smell of alcohol, evidence of drugs and/or alcohol about the employee’s person or in the employee’s work vicinity, negative performance patterns, excessive or unexplained absenteeism or tardiness, etc. If any of these symptoms are reported, there will be written documentation of the symptoms present, the employee’s name, the date and time.

Certain employees in specific positions are covered by Department of Transportation policies for testing. These employees should refer to the DOT testing policies and procedures documentation provided to them at the time of hire.

Responsibilities

A safe and productive drug-free workplace is achieved through cooperation and shared responsibility. Both employees and management have important roles to play. All employees are responsible for reading and understanding this policy. If you, as an employee, feel that you may have a problem with alcohol or drugs, please seek assistance through the Employee Assistance Program (EAP) before the problem leads to deteriorating job performance or a violation of Company policy, which may result in your losing your job. In appropriate cases and in accordance with applicable law, where employees are willing to acknowledge a chemical dependency and commit to ending it, the Company may allow such employees to take time off for rehabilitation. To assist in that effort, the Company has arranged for three free visits to the EAP for matters regarding alcoholism and/or drug abuse. If you

seek assistance before a policy violation, your decision to go for help will not be held against you. Going to EAP before or after a violation of Company policy will not foreclose the right of the Company to administer disciplinary action.

It is management's responsibility to inform employees of MHM's drug-free workplace policy to ensure all employees are aware of their role in supporting our drug-free workplace.

Mt. Hood Meadows is aware that ingesting certain legally available foods and food supplements, including but not limited to cannabis and hemp products, may result in a positive drug screen. However, the use of these products will not excuse a positive test result. The Company advises employees to avoid the use of these or any products that may affect the outcome of a drug screen. Oregon State law regarding marijuana has no impact on our Company policy prohibiting the possession or use of marijuana at work, being under the influence of marijuana at work or having any detectable level of marijuana in your system. State law does not require the Company to accommodate the use of marijuana which is still illegal under federal law, with or without a prescription. A medical marijuana prescription will not excuse a positive test result and any detectable level of marijuana in an employee's system may result in termination. However, if you have a medical condition for which you need an accommodation in order to perform your job, the Company will work with you to identify a reasonable accommodation, other than one that may result in detectable levels of marijuana in your system at work. See Accommodation Policy.

RESPECTFUL WORKPLACE

Mt. Hood Meadows strives to maintain a workplace that fosters mutual respect and promotes harmonious, productive working relationships. Our organization believes in going beyond what is required by law and expects our employees to treat each other in a manner in which they would like to be treated and to give to others the respect that is due to every individual whether it is a fellow employee, member of management, customer, vendor, or visitor to our premises. Therefore, Meadows prohibits any behavior that is discourteous or demeaning to others.

Disrespectful behavior may include, but not be limited to, the following:

- Jokes that demean another individual or group of individuals;
- Name calling or nicknames that may be offensive;
- Taking credit for another individual's work or ideas;
- Refusing to communicate or speak with another individual;
- Offensive verbal, visual, or physical conduct;
- Repeated negative comments about others either orally or in writing;
- Threatening another individual;
- Invading another's privacy;
- Knowingly blaming other individuals for a mistake they did not make;
- Purposely invading another's personal space;
- Gossiping about another individual; and
- Any type of "bullying" behavior.

Mt. Hood Meadows expects that everyone will act responsibly to establish a pleasant and friendly work environment. However, if an employee feels he/she has been subjected to any form of disrespectful behavior, the employee should report that conduct to his/her immediate supervisor, another member of management, or Human Resources within three calendar days of the offense. Employees are not required to approach the person who was disrespectful to them and may bypass any offending member of management. All employees should notify a member of management regarding any disrespectful behavior that they witness or are told another person received. Mt. Hood Meadows will conduct its investigation in as confidential a manner as possible. Interviews, allegations, statements, and identities will be kept confidential to the extent possible. However, Meadows will not allow the goal of confidentiality to be a deterrent to an effective investigation. A timely resolution of each complaint will be reached and communicated to the employee. Appropriate corrective action, up to and including termination, will be taken promptly against any employee engaging in disrespectful behavior. Mt. Hood Meadows

reserves the right to determine whether any type of behavior is disrespectful and injurious to the morale of the organization.

PERSONAL CONDUCT

Please be aware that their personal conduct is important at any time while they are on the resort premises, including while riding resort transportation, or when visiting other ski areas while utilizing the Ski Exchange program. MHM expects all employees to observe certain standards of behavior while at work and at company-sponsored events. Employees are responsible for ensuring that their conduct and the conduct of any of their guests at a company-sponsored function are respectful and not offensive to anyone in attendance. These standards are not intended to restrict employees, but to ensure a consistent application of the policies and procedures for all employees.

These standards include but are not limited to:

- Maintaining satisfactory attendance and punctuality;
- Performing duties and operating equipment with care to protect the safety of employees, coworkers, and the public; informing your supervisor/manager if you are unable to perform your job duties;
- Carrying out assigned duties and following reasonable instructions or requests from supervisors and/or management;
- Not posting or disseminating any literature, handbills, petitions, posters, or other materials on the premises without the prior approval of Human Resources;
- Not possessing weapons on the premises;
- Refraining from any manner or form of discrimination and/or harassment, regardless of whether it is sexual, racial, religious, or related to another's gender, age, sexuality, or disability;
- Using company property or that of another employee in an appropriate manner;
- Refraining from misuse, theft, or destruction of company time and/or property or another employee's property;
- Reporting to work fit for duty and not under the influence of alcohol and/or drugs. While working, employees should only possess and take drugs that are medically authorized, approved, and determined by the employee, the employee's physician, and the Company not to impair job performance or cause a safety hazard. Employees are responsible for notifying their supervisors that they are taking prescription medication if it would affect their performance on the job;
- Passing a mandatory drug and/or alcohol test or not refusing to take a drug and/or alcohol test;
- Refraining from fighting, threatening, intimidating, or coercing fellow employees and/or guests during working hours or at company-sponsored functions.

In addition to the above standards, as an employee of MHM, please be aware that your conduct on and off the clock affects others' perception of our company. We ask that you enhance our relationship with the US Forest Service by exercising personal responsibility and professional conduct on Forest Service land.

Failure to observe the above standards could lead to disciplinary action.

Prohibited Conduct

In addition to the standards noted above, the following behaviors will not be tolerated and may lead to disciplinary action up to and including termination and criminal trespass proceedings:

- Discourtesy to guests;
- Insubordination – refusing to follow management's instructions concerning a job-related matter;
- Unexcused or excessive absence or tardiness;
- Negligence, reckless conduct, abusive behavior or obscene language;
- Failure to perform job duties;
- Unauthorized use of Company property;
- Damage to any Company property;
- Unauthorized use of another's personal property;
- Any violent conduct, threats of violence or carrying a weapon;
- Theft, fraud or dishonesty;

- Disclosing or using confidential or proprietary information;
- Misuse of season pass, time badge or employee lift tickets;
- Offensive behavior;
- Falsification of time cards or any employee records;
- Clocking in/out another employee in Time & Attendance;
- Failure to abide by the Skier Responsibility Code or Park SMART;
- Skiing or Snowboarding out of bounds;
- Removing MHM issued uniforms from company property;
- Failure to abide by any of the policies noted in this handbook, or any other departmental policies and/or procedures;
- Misconduct/behavior while riding employee transportation;
- Engaging in conduct unbecoming an employee of Mt. Hood Meadows and/or conduct that appears to reflect badly upon the organization.

GRIEVANCES

Mt. Hood Meadows strives to maintain an open line of communication with all of our employees. We encourage you to bring suggestions, complaints, problems, etc. to our attention, preferably in person. No employee will be discriminated or retaliated against for doing so. Any employee having a complaint or concern is asked to first discuss it with their immediate supervisor, manager or director. In situations when an employee believes that a supervisor is the cause of the problem they should contact their manager, director, vice president or the Human Resources office directly.

WHISTLEBLOWER POLICY

Mt. Hood Meadows is committed to high standards of ethical, moral and legal business conduct. In line with this commitment, and our commitment to open communication, this policy aims to provide an avenue for employees to raise concerns and reassurance that they will be protected from reprisals or victimization for whistleblowing. This whistleblowing policy is intended to protect any individual who engages in good faith disclosure of alleged wrongful conduct. Wrongful conduct is defined as a serious violation of company policy, unlawful activity, or serious improper conduct.

Safeguards of this policy include:

Harassment or victimization: Harassment or victimization for reporting concerns under this policy will not be tolerated.

Confidentiality: Every effort will be made to treat the complainant's identity with appropriate guard for confidentiality.

Anonymous Allegations: We encourage employees to put their names to allegations because appropriate follow-up questions and investigation may not be possible unless the source of the information is identified. Concerns expressed anonymously will be explored appropriately, but consideration will be given to: the seriousness of the issue raised; credibility of the concern; the likelihood of confirming the allegation.

Acting in Good Faith: Anyone making a disclosure or filing a complaint concerning wrongful conduct must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation of this policy.

False Allegation: Any employee who knowingly or with reckless disregard for the truth gives false information or knowingly makes a false report of wrongful conduct or a subsequent false report of retaliation will be subject to disciplinary action, up to and including termination. The whistleblowing procedure is intended to be used for serious and sensitive issues. Such concerns, including those relating to financial reporting, unethical or illegal conduct may be reported directly to:

- Your immediate supervisor, manager or director
- Matt Troskey, Vice President of People & Learning (x1312)
- CEO/Matthew Drake at 503-972-8442 or via mail 1202 NW 17th Ave., Portland, OR 97209
- Written correspondence: MHM, PO Box 470, Mt. Hood, OR 97041 Attn: Human Resources

- MHM Anonymous Reporting Line at 503-337-2222 x1227 this line has been established solely for good faith reporting of wrongful conduct.

The action taken by MHM in response to a report of concern under this policy will depend on the nature of the concern. Initial inquiries will be made to determine whether an investigation is appropriate, and the form that it should take. Some concerns may be resolved without the need for an investigation. Disclosures and any investigatory records will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

DISCIPLINARY AND TERMINATION GUIDELINES

The Company is an at-will employer, meaning that just as an employee may terminate his or her employment at any time, with or without cause, the Company may terminate the employment relationship at any time, with or without cause or notice. If it becomes necessary to discipline an employee because of, but not limited to, unsatisfactory job performance, unexcused tardiness/absence, or violation of Company policies or rules, the Company may elect to use progressive steps in the disciplinary process such as a verbal discussion and warning by the employee's supervisor to correct the problem; formal written warning, with or without short-term unpaid suspension; and termination of employment. However, such steps are not mandatory and it is in the Company's sole discretion whether to use such steps, the order in which to use them, and whether to proceed directly with termination. In addition, the action taken by management in an individual case should not be assumed to establish a precedent in other circumstances.

REFERENCES / RECOMMENDATIONS

All inquiries regarding employees who are currently employed or have been previously employed by MHM can be referred to Human Resources. We will share position(s) held, dates of employment, reason for termination, rehired status, and any performance related information contained in the employee's file. We may give more if special circumstances exist or the organization is compelled by law to release additional information. Human Resources may release wage information to credit institutions, provided the employee authorizes release of the information. Managers/directors may provide letters of recommendation or complete recommendation forms for employees if they are in non-editable form, be it written, electronic or online. Letters should include your basis for assessing the employee's performance, be balanced, truthful, based on objective evidence to the extent possible, be given in good faith and without malice.

USE OF COMPUTERS AND THE INTERNET

If you are given access to a company-issued communication device you must use it in a manner that is congruent with MHM policies, values, expectations, and interests. Misuse of MHM electronic systems or internet access can lead to disciplinary action up to and including termination.

As an employee, you may be assigned use of a computer. Personal use of the computer system is strongly discouraged. Any and all information, including e-mail, is the property of MHM and is accessible by management and IT staff at any time and without prior notice. All data you create for your job should be stored on a server which is owned and/or managed by MHM.

Employees do not have a personal privacy right with respect to messages sent or received or data stored using any Company computer, e-mail or voice system. MHM is not obligated to the user to protect the confidentiality, privacy or integrity of user messages or data, sent or stored on voice mail, data, e-mail or other electronic systems or media. This includes, but is not limited to any personal messages or data. Personal use of messaging, e-mail and data storage systems is strongly discouraged.

Access to the data system is password controlled. Employees should honor the passwords and other security provisions. As an employee, you may be given one or more passwords, which should not be disclosed. If you need to change your passwords, or if you suspect that your password may be compromised, you should notify the IT department immediately. Using codes or passwords to gain unauthorized access to other employees' files or to

MHM files without authority is prohibited. Employees are responsible for all transactions and access gained using their passwords.

To protect your work when you are away from the office or away from your desk for an extended period of time, please log off the network or lock your screen.

No data transfer media are to be brought from outside the company unless directed by your manager. Any and all media brought into the facilities are to be virus scanned by the IT department. Personal computing equipment should not be connected to MHM's internal networks. Personal computing equipment may only be used on the guest wireless systems that MHM provides.

Only the IT department may work on, move, or repair hardware. Employees may not change the configuration installed on Company computers, nor add or remove software applications. Should you have computer questions or need help with your computer, please use the JIRA Service Desk IT Request system.

Any questions regarding this policy should be directed to the Director of Information Technology or the Vice President of People & Learning

E-MAIL AND VOICE MAIL

Telephones, computers, and all other electronic forms of communication are valuable business tools. They are also the property of the organization. Employees do not have a personal privacy right to any matters received, created in, sent over, or stored in MHM telephone systems, communication systems, and/or computer systems. All company communications systems and both incoming and outgoing information is subject to monitoring. In short, none of these systems is considered to be confidential, nor should they be used to meet an employee's own personal needs. Employees who receive a message not addressed to them, are not authorized to read or use information contained in that message.

Employees are expected to communicate with courtesy and restraint to both internal and external recipients. Remember that even when communications have been deleted from a location, it is still possible to retrieve and read those messages.

MHM reserves the right to monitor, access, and read any and all information contained in its telephone systems, communication systems, and/or computer systems. Employees will be in violation of the organization's discrimination and/or harassment policy if employees send, receive, or access discriminatory, harassing, or otherwise inappropriate messages via any of these systems.

Brief and occasional personal use of e-mail is acceptable as long as it is not excessive or inappropriate, does not occur during work time, does not violate any of the prohibitions listed in the Use of Computers and Internet Policy, and does not result in expenses to MHM. Management reserves the exclusive right to determine whether any use is inappropriate, excessive, and/or violates this policy.

MOBILE DEVICES

Laptops, smart phones, tablets, thumb drives, and external hard drives are some common ways to store and process data while working remotely. These devices, as well as any other device that can store data and is considered portable, shall be referred to as "mobile device."

Mobile devices provide the convenience of portability to Mt. Hood Meadows' employees. This convenience exposes the company to certain risks. These include, but are not limited to:

- Theft of company property: Mobile devices are easy to steal and their relatively high value and ease of resale makes them common targets of theft.
- Exposure of sensitive information: Misplaced or unsecured mobile storage devices may expose sensitive information to the public.

- Damage of company property: Mobile storage devices are more susceptible to damage, both due to their portable nature and their relatively fragile construction.

When an employee of Mt. Hood Meadows is issued a laptop, or uses any other mobile device, they accept responsibility for safeguarding the mobile storage device as well as the data stored on the device.

Mobile device users are expected to exercise reasonable care and take the following precautions:

- Take appropriate steps to protect the mobile device from theft.
- When a mobile device is not being actively used, it should be secured in a locked office or home office.
- Don't leave mobile devices in a parked car.

Do not work on, or save sensitive information on a mobile device without taking appropriate precautions.

Sensitive information refers to any data that is protected by company policy, or by any local, state or national laws or regulations. This includes, but is not limited to, company records, personally identifiable information, and confidential internal company information.

Ensure that your mobile device has some sort of protection. For example: using a password protected operating system; employing "drive lock" technology; Software or hardware encryption for sensitive information.

Take care to protect the mobile device from damage such as not using them in locations that might increase the likelihood of damage and keeping devices in a padded carrying case or sleeve during transportation.

Report damage, loss, or theft as soon as possible. Contact the IT Department at (503) 337-2222 x1321.

SOCIAL MEDIA ACTIVITY

At MHM, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media. This policy does not encroach on an employee's rights under the National Labor Relations Act to engage in concerted activities for the purpose of collective bargaining or other mutual aid or protection, which includes an employee's ability to discuss the terms and conditions of employment without fear of reprisal or other protected acts.

Guidelines

In the rapidly expanding world of electronic communication, social media can mean many things. Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with Mt. Hood Meadows, as well as any other form of electronic communication.

Ultimately, you are solely responsible for what you post online. Before creating online content, consider the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow co-workers, or otherwise adversely affects members, customers, suppliers, people who work on behalf of MHM or MHM's legitimate business interests may result in disciplinary action up to and including termination.

Know and follow the rules

Carefully read these guidelines, along with all information contained in the handbook including, but not limited to our Harassment & Discrimination policies and ensure your postings are consistent with these policies.

Inappropriate postings that may include comments made on any guest incident or injury, discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

Be respectful

Always be fair and courteous to fellow co-workers, customers, members, suppliers or people who work on behalf

of MHM. Keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers, manager or Human Resources than by posting complaints to social media. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage customers, Members, associates or suppliers, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or company policy.

Be honest and accurate

Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about MHM, fellow co-workers, customers, suppliers, and people working on behalf of MHM or competitors.

Confidentiality and misrepresentation

Maintain the confidentiality of MHM trade secrets and private or confidential information. Trade secrets may include information regarding the development of systems, processes, products, know-how and technology and personnel files. Do not post internal reports, policies, procedures or other internal business-related confidential communications.

Do not create a link from your blog, website or other social networking site to a MHM website without identifying yourself as a MHM employee. Express only your personal opinions. Never represent yourself as a spokesperson for MHM unless it is part of your job duties to do so. If MHM, the work you do, or subjects of MHM are part of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of MHM, fellow co-workers, Members, customers, suppliers or people working on behalf of MHM. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of Mt Hood Meadows (or Cooper Spur)."

Using social media at work

Refrain from using social media while on work time. Do not use MHM email addresses to register on social networks, blogs or other online tools utilized for personal use unless required as a part of your assigned duties.

Retaliation is prohibited

Any employee who retaliates against another employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

CONFIDENTIAL AND PROPRIETARY INFORMATION

Company property includes not only tangible property, but also intangible property such as information. Employees of Mt. Hood Meadows will receive and have access to information that is confidential in nature to the organization, its guests, and vendors. This information includes but is not limited to research, strategic plans, employee and guest injury or incident reports, personnel files, marketing data, formulas, and customer lists. Employees are not to disclose any such information to (a) any other person in the organization unless there is a legitimate business reason for doing so or (b) any person outside the organization unless management has expressly stated that the information can be disclosed to that person. This obligation exists even after the employee leaves the organization.

CONTACT WITH THE NEWS MEDIA

It is MHM's policy to cooperate as fully as possible with news media inquiries and to communicate truthfully with the media on company matters appropriate for public knowledge. To ensure accuracy regarding the organization or its actions, Dave Tragethon, Vice President of Marketing, Sales & Communications or his designee will serve as the media spokesperson for the organization. Dave Tragethon can be reached at 503.680.2685 or by contacting your manager or director.

EMPLOYMENT

JOB POSTINGS / PROMOTIONS / TRANSFERS

Mt. Hood Meadows seeks opportunities to promote from within and encourages shared employees between departments. Typically, vacant positions will be posted on our employment page at WWW.SKIHOOD.COM except in certain circumstances where the Company reserves the discretion to waive the application of the posting. If you are seeking a position in a different department it is expected that you be proactive in communicating this to your manager and, if hired, work with both managers on an effective transition plan or shared schedule.

REQUIRED FORMS

You will not be scheduled to work until the following forms are completed: application, W4, and I-9. It is your responsibility to provide the information necessary prior to beginning work. Failure to provide the required forms may result in suspension of employment until proper documentation is completed.

To be fully hired and eligible to receive your lift access and other privileges you must also have the following completed:

- Orientation
- Handbook Acknowledgement
- Season Pass Agreement
- Any other required on boarding activities assigned to you

Returning employees: If there have been any changes to your direct deposit info, legal name, address or deductions please update your information, which may include completing a new W-4 or direct deposit form.

EMPLOYMENT ELIGIBILITY DOCUMENTS

All new employees must complete an I-9 Form and provide proof of their identity and their eligibility to work in the USA. Employees will be expected to complete the I-9 Form during orientation or on their first day of work. If a new employee is unable to provide the necessary documentation within three business days from the date of hire, they must provide proof of application for the required documents. If this is not provided, the employee is not considered hired and therefore not eligible to work.

If a manager is notified by any governmental agency that it is going to conduct an inspection of the I-9 documents, the manager should contact Human Resources immediately.

BACKGROUND CHECKS

Certain positions are subject to pre-employment criminal background checks. Any employee required to have a background check is not allowed to work before the background check has been submitted. Continued employment will be conditional upon satisfactory results. A job offer may be withdrawn if the background check is not submitted in a timely fashion.

Mt. Hood Meadows will conduct pre-employment criminal background checks on the following positions:

- All managers, assistant managers and directors upon initial hire
- All employees of the H.R., I.T., audit/vault and accounting departments upon initial and re-hire
- Supervisors within cash/credit card handling departments upon initial and re-hire
- All instructors of the Meadows Learning Center (MLC) upon initial and re-hire. Any non-instructional MLC position that does not have unsupervised access to minors will be exempted from a background check
- All daycare employees according to State Employment Division (CCD) rules
- All ski patrollers according to BATF regulations
- Any other employee who, not listed here but by virtue of their position, would fit the criteria for having a background check. These cases will be decided by the Vice President of People & Learning

“Initial hire” is defined as the first season/day of work. “Re-hire” checks are conducted upon an employee’s return if it has been more than 15 months since their last background check. Background checks will consist of criminal background search (including National Database search) and social security trace.

Only individuals in Human Resources that are authorized to do so may initiate or receive background screening information. Information gained from any of the above background checks will be held in confidence and shared with members of management only on a need-to-know basis.

Any potential employee who will be driving a company vehicle will be subject to an inspection of their Motor Vehicle Record annually. Depending upon the job requirements, some employees may have to comply with the Department of Transportation requirements for a Commercial Driver’s License.

Anyone applying for any position with Meadows will be subject to reference checks with former employers and/or managers. Unless required by law, reference checks will not be shared with the potential employee. Individuals' claims to have certain educational credentials, either in writing or in an interview, are subject to verification.

COMPANY ORIENTATION

Each employee is required to complete a company orientation and other department training upon hire. Your supervisor/manager will advise you on the time and location of your department training sessions.

WINTER WORK SCHEDULE

MHM normal operating schedule is seven days a week from mid-November through April, but this schedule can change due to snow and weather considerations. Individual departments set specific hours and shifts for that department. You may be required to work holidays and weekends.

Cooper Spur Ski Area normal operating schedule is 3 Days/2 Nights: Friday, Saturday and Sunday and all holiday periods from early December through March and even into April.

ATTENDANCE AND PUNCTUALITY

Unexcused absences and tardiness place burdens on your fellow employees and reduce our ability to provide a quality experience for our guests. If you are unable to report for duty at scheduled times it is your responsibility to notify your supervisor as far in advance of your shift as possible, using the procedure instructed during training. Our voice mail is not infallible; if you leave a message, you should call back as early as possible during regular business hours to confirm your absence. Employees who have excessive unexcused absences or tardiness are subject to disciplinary action.

PAID SICK LEAVE

Accrual & Balances: Seasonal employees not otherwise designated as receiving a sick leave benefit (A or B class employees), will accrue paid sick leave beginning on their first day of work. Accrual will be 1 hour of leave earned for every 20 hours worked. Maximum accrual is 80 hours in one year based on anniversary date. Employees may carry over up to 80 hours of unused sick time to the next year; the maximum total balance may not exceed 80 hours at any time. Rehires that have less than 365 days break in service will retain their accrued balance from the prior season, within the limits stated above.

Use: You may use sick leave with no waiting period. Use of sick leave hours needs to be requested the day it happens or no later than the end of the pay period. Sick Leave can be used to cover an amount up to the *scheduled shift*, even if doing so puts total hours over 40 for the week. You may not use more leave than the balance as of the most recent processed pay period. Fronting leave within the pay period and negative balances are not allowed. Paid sick leave is paid at employee’s regular rate of pay and will not be paid out upon termination.

Leave may be used for the following purposes:

- For an employee's or family member's mental or physical illness, injury or health condition or need for medical diagnosis of these conditions or need for preventive medical care.
- To care for an infant or newly adopted child or foster child under 18.
- To care for a family member with a serious health condition.
- To recover from or seek treatment for a serious health condition that renders the employee unable to perform at least one of the essential functions of the employee's job.
- To care for a child of the employee who is suffering from a non-serious illness, injury or condition.
- To deal with the death of a family member by attending services, making arrangements or grieving the death of a family member.
- To seek medical treatment, legal or law enforcement assistance, remedies to ensure health and safety, or to obtain other services related to domestic violence, sexual assault, harassment or stalking incidents to the employee or employee's minor child or dependent.
- For certain public health emergencies including closure by a public official of the employee's place of business, school or place of care of the employee's child.

Employees cannot be required to search for or find a replacement worker as a condition of the employee's use of accrued sick time, or be required to work an alternate shift to make up for the use of sick time.

If you are absent unexpectedly due to personal or a family member's illness, you should notify your supervisor as soon as reasonably possible. If you have a sick leave absence in excess of three consecutive work days, you may be required to present medical documentation for the absence. In some cases verification may be required even if you had not been off work for three days.

For foreseeable leave, you must provide notice as soon as possible to your direct supervisor or manager and attempt to schedule leave that does not unduly disrupt operations or business. For unforeseen leave, you must notify your supervisor or manager before the start of the shift, or as soon as possible. Your department may have more specific call-in requirements to follow in order to be considered an excused absence.

COVID SICK LEAVE

Being socially responsible means not coming to work when you feel sick. This can be a difficult choice when there are financial pressures to not miss out on wages, thereby putting fellow team members at risk for spread of illness.

Some employees may be granted Covid related sick leave. Details on restrictions and how to access this leave is available through the skihood Team webpage. It is designed to help support responsible choices and lower the possibility of transmission of the Covid-19 virus.

If you think you have been exposed to Covid at or away from work, or are experiencing symptoms related to Covid, notify your manager immediately, and contact the Covid Response Team. (503) 337-2222 ext 1919 or email covid@skihood.com

MEALS/BREAKS

It is our intent for all employees who work six hours or more during one work period to receive two ten minute rest breaks (fifteen minutes for minors) during the day and a 30 minute (unpaid) lunch break. The rest breaks are to be taken according to federal and state guidelines and at times designated by your supervisor. The rest breaks may not be taken immediately preceding or following the meal break or the beginning or end of the workday. You are encouraged to use these breaks to relax; it will help you remain fresh for the rest of your shift.

The exceptions to the 30 minute meal period are as follows:

1. The failure to provide a meal period was caused by unforeseeable equipment failures, acts of nature or other exceptional and unanticipated circumstances that only rarely and temporarily preclude the provision of a meal period.
2. Industry practice or custom has established a paid meal period of less than 30 minutes (but no less than 20 minutes) during which the employee is relieved of all duties.
3. Providing a 30-minute, unpaid meal period where the employee is relieved of all duties would impose an undue hardship on the operation of MHM business. Undue hardship is defined as “significant difficulty or expense when considered in relation to the size, financial resources, nature or structure of the employer’s business.” In determining whether providing a meal period would impose an undue hardship on the operation of the employer’s business, the following factors may be considered:
 - The employer's cost of complying with the requirement to provide a meal period.
 - The overall financial resources of the employer.
 - The number of persons employed at the particular worksite and their qualifications to relieve the employee; the total number of persons employed by the employer; and the number, type and geographic separateness of the employer’s worksites.
 - The effect providing the meal period would have on: the start-up or shutdown of machinery in continuous operation of industrial processes; intermittent and unpredictable workflow not in the control of the employer or employee; the perishable nature of materials used; and the safety and health of employees, customers, guests, and the general public.

If under the circumstances above an employee is required to remain on duty or perform any tasks during the meal period, the meal period will be considered as worked and the employee will be paid for the period. ***It is your responsibility to notify your supervisor if you are unable to take your 30 minute break so that an adjustment can be made in our time and attendance system denoting a worked (paid) period.*** This policy does not apply to 14 and 15 year old employees. 14 and 15 year old employees must always receive the required meal period no matter what the circumstances.

4. The employee is a tipped food and beverage server who has *voluntarily* waived their meal period under the following conditions:
 - The employee is employed to serve food or beverages, and receives and reports tips to the employer.
 - The employee is at least 18 years of age.
 - The employee voluntarily requests to waive the meal period and signs a waiver.
 - The employee has an opportunity to consume food during shifts of six hours or longer.
 - The employee is paid for any meal period in which the employee is not relieved of all duty.
 - When the employee works longer than eight hours, the employee must be given a meal period in which the employee is relieved of all duty.

OVERTIME

Most full-time employees are scheduled to work forty hour weeks but occasionally additional hours may be required. According to the Fair Labor Standards Act guidelines [29 U.S.C. Sec 213 (a)(3), MHM qualifies as “an amusement or recreational establishment operating on a seasonal basis” that is exempt from overtime pay. However, Mt Hood Meadows chooses to pay overtime for hours worked over 40 in a single week and is paid at

time and a half. Employees may not work overtime without prior approval from their supervisor and may be subject to disciplinary action if they work overtime without supervisor approval.

HOLIDAYS

As a seasonal resort, it is necessary to work on holidays that occur during the operating season. Meadows does not distinguish holiday pay from non-holiday pay during this time. Regular wages will be paid on any holidays. If the resort is closed on Thanksgiving and/or Christmas, Meadows may amend employees' work schedules.

TIME & ATTENDANCE SYSTEM/HOURS WORKED

If you are classified as a non-exempt employee (meaning you are paid hourly), you must maintain an employee time record for the total hours you work each day. Procedures for clocking in and out will be communicated to you by your supervisor. It is your responsibility to follow the policies and procedures to ensure accurate recording of hours worked. If you neglect or forget to clock in/out on a given day, notify your supervisor immediately. When you receive each pay check, please verify immediately that you were paid correctly for all regular and overtime hours you worked each week reflected in the pay check.

You should not work any hours that are not authorized. Do not start work early, finish work late, work during a meal break or perform any other extra or overtime work unless you are authorized to do so and record the time on your time card.

Employees are prohibited from performing any "off-the-clock" work. "Off-the-clock" work means work you may perform but fail to report on your time record. Any employee who fails to report or inaccurately reports any hours worked will be subject to disciplinary action, up to and including termination. It is a violation of the Company's policy for any employee to falsify a time card or to alter another employee's time card (i.e. "clocking in and out for another employee). It is also a violation for any employee or manager to instruct another employee to incorrectly or falsely report hours worked or to alter another employee's time record, to under or over-report hours worked or to fail to report any such misconduct. Violations should be reported immediately to Human Resources.

PAY PERIODS AND PAYDAYS

We pay employees by direct deposit, either using a bank account or pay card. You may opt-out of this in the onboarding process. We encourage all employees to use direct deposit. Please see payroll or Human Resources for information on these services.

Pay periods are bi-weekly beginning on Saturday and ending on Friday. Payroll is issued on a two-week cycle and is distributed on Thursdays. Please do not go to the accounting office and ask for your check; this delays our ability to distribute checks to everyone else. You can view your payroll statements (paycheck and W-2) online.

We make every effort to ensure our employees are paid correctly. Occasionally, however, inadvertent mistakes can happen. When mistakes do happen and are called to our attention, we promptly will make any corrections that are necessary. Please review your pay stub when you receive it to make sure it is correct. It is your responsibility to review your paystub upon receipt. If you believe a mistake has occurred (including any improper deductions, under-reported hours of work, or other errors) or if you have any questions, please contact your supervisor/manager immediately.

The Company prohibits any form of retaliation against individuals who raise concerns about their pay, report alleged violations of this policy or who cooperate in the Company's investigation of such reports.

PAYROLL ADVANCES / ACCESS TO EARNINGS

Employee payroll advances are not allowed. To access pay as you have earned it, use the Dayforce Wallet app which allows a percentage of your earnings, based on actual hours worked, to be paid to you during the pay period.

TERMINATION OF EMPLOYMENT

Just as you have the right to terminate your employment at any time, Meadows also reserves the right to terminate your employment with or without cause at any time. The seasonal nature of our business dictates a continuous expansion and contraction of the work force. All employees should communicate with their supervisor on the anticipated schedule of seasonal layoffs and plan for this situation accordingly.

Resignation with Notice

Mt. Hood Meadows requests that employees voluntarily leaving the company provide the standard courtesy of two weeks prior notice. For directors and managers a 30 day notice is requested unless other arrangements have been authorized by the Vice President of People & Learning.

Quit without Notice

An employee who fails to report to work and fails to notify his/her supervisor for two consecutive workdays (No call/No show) will be considered to have quit without notice. An employee who has been previously warned for excessive absences (not necessarily consecutive) and has a No call/No show may also be considered to have quit without notice. These are grounds for an ineligible or conditional rehire status, unless it is determined that there were extenuating circumstances.

LEAVING THE COMPANY

Your supervisor will assist you in completing the necessary steps, including collection of wages that you have earned. Essential tasks include the return of all Meadows property (e.g. uniforms and keys), cleaning out your employee locker, updating personnel information (forwarding address) and returning season pass / ID (including any and all dependent passes unless other arrangements have been authorized by Human Resources). All company privileges, including bus transportation, are forfeited upon termination.

FINAL PAYCHECKS

Layoffs are processed through the next regular pay date. Exceptions are handled according to Oregon wage & hour laws: Resignation – made available the earlier of 5 business days or the next pay date; discharge (not including layoff) - made available by the end of the next business day.

EMPLOYMENT RECORDS

Mt. Hood Meadows is required to keep accurate, up-to-date employment records on all employees to ensure compliance with state and federal regulations. All information contained in personnel files is the property of MHM and is considered confidential.

Employees must update their information online for any necessary changes such as a change of address, telephone numbers, emergency contact, marital status, number of dependents, or military status. Employees also should inform their supervisor and Human Resources of any outside training, professional certifications, education, or any other change in qualifications.

EMPLOYMENT OF MINORS

Mt. Hood Meadows may hire minors in areas not prohibited by Oregon and Federal Labor Laws and for which the applicant is qualified. Specific restrictions apply to individuals under the age of 18 for the types of occupation and length of shift they can work. Meadows adheres to all applicable state and federal Employment of Minor laws.

EMPLOYMENT OF FAMILY MEMBERS & PERSONAL RELATIONSHIPS IN THE WORKPLACE

MHM strives to be a family-friendly workplace and is committed to maintaining an environment in support of this. To avoid a conflict of interest, or an appearance of conflict of interest, family members and significant others will not be allowed to have direct supervisory responsibility for another family member, or significant other. Employment of family members and significant others in an indirect reporting relationship is not allowed unless requested prior to employment and explicitly approved by Human Resources. If any staff member believes they have been, or are being, adversely affected by any family or significant other relationship, they are encouraged to contact Human Resources. If any personal or romantic relationship between two employees develops into a

situation that may be viewed as a conflict of interest, favoritism, harassment or discrimination, they must contact Human Resources and disclose this information. *For the purpose of this policy, family members are defined as spouse, domestic partner, daughter, son, parent, grandparent, grandchild, sister, brother, and corresponding in-laws.*

WORKPLACE EXPECTATIONS

PERSONAL APPEARANCE STANDARDS

Presenting a positive image has a direct impact on the experience of our guests. Please maintain a professional, well-groomed appearance while at work; exercise good judgment and commitment to project a positive and clean image of Mt. Hood Meadows at all times.

Each department has its own personality. Departmental directors and managers with approval from Human Resources are responsible for determining the particular style appropriate for their departments and may publish other restrictions to create a standard for a particular department.

Some of the factors used to determine whether or not a certain style meets the personal appearance standards include, but are not limited to: Safety of self or others, productivity or performance of tasks, offense on the basis of status or characteristic protected by any applicable law, community norms, and guest complaints.

Hair

Employees will have a neat and clean hair style. Hair should not cover eyes or facial features. Facial hair, such as beards, mustaches and goatees must be well-groomed and reflect a professional appearance.

Jewelry & tattoos

Jewelry and tattoos should be tasteful, non-offensive and maintain a professional appearance, not detract from the professional appearance. Definition of "offensive" is determined by the departmental manager and/or Human Resources.

Hygiene

Proper personal hygiene is required for all employees. Any employee who does not appear neat and clean will not be allowed to work until the proper hygiene standard is met. MHM recognizes that employees and visitors to our workplace may have sensitivity to and/or allergic reactions from various fragrant products. Employees, therefore, should be respectful to others' requests regarding scents. All employees should practice common sense rules of good taste and respect for coworkers.

MHM reserves the right to determine appropriate scent(s) in the workplace at all times and in all circumstances and may send employees home to remove scent(s) should they be determined not appropriate. Employees will not be compensated for this time away from work.

Employees requiring a reasonable accommodation, for bona fide health reasons, regarding their reaction to scented products used by coworkers or to scent(s) emitted as a result of business processes should contact their supervisor or Human Resources to discuss.

Uniforms

Uniform specifications vary from department to department and you will be advised on the requirements for your position.

Your attire must always be clean, well-kept and appropriate for the job. Pants should be worn to maintain their integrity, in a professional manner.

Uniforms may not be worn while skiing/snowboarding unless specific job task requires lift access. Uniforms are not to be worn while smoking. Uniforms may not be worn in any of the Food and Beverage bars when employees are off-duty.

Employees are financially responsible for any issued uniform items. In the event you do not return your uniform at the end of your employment, Meadows reserves the right to attain means necessary to recover the cost of the uniform. Any employee not returning their full uniform will be ineligible for rehire the following season. If your

issued uniform is returned in extremely poor condition (soiled, stained, smoky, excessive damage) you may be subject to a cleaning charge.

Special Covid adaptation: Generally it is not allowed to take uniform items off of company premises. Due to Covid restrictions this policy has been temporarily revised. To avoid close contact and crowded spaces, department managers may make an exception and allow uniforms to be worn off the premises. If this is allowed you will hear this directly from your department manager, and is subject to change. Regardless of any exceptions, uniforms are not allowed to be worn in public, smoking is not allowed in uniforms, and you must keep in mind that your actions in uniform reflect on Mt Hood Meadows. Please continue to use Meadows laundry service and DO NOT launder gear yourself. Special cleaning products are used to preserve the hi-tech fabrics used in many garments.

Name Tags

Name tags are issued to all employees and must be worn at all times while on duty. Damaged name tags will be replaced via notification to your supervisor. Nametags are a required part of your uniform and must be returned at the end of employment.

FOCUS

While at work, employees are expected to give guests and others you serve your full attention. For this reason, personal electronic devices are not to be used for personal use while on duty unless the position you hold necessitates such use. Personal phone calls must be made during a break period. Please ensure that friends and family members are aware of the company's policy. Flexibility will be provided in certain circumstances.

TOBACCO USE

Employees are to confine the use of tobacco products, including but not limited to cigarettes, cigars, pipes, and smokeless tobacco, to designated smoking areas only. This policy relates to all work areas before and after normal working hours. MHM prohibits smoking in the workplace and within 10 feet of all entrances, exits, windows and air intake vents. MHM prohibits smoking in any company vehicle. "Inhalant delivery systems" per Oregon's Indoor Clean Air Act, such as e-cigarettes and vape pens are also subject to this policy.

SKIING/RIDING ON DUTY

As noted in the Safety section of this handbook, you are not allowed to ski/ride while working/clocked in unless it is part of your assigned duties and you are performing those duties. You are not allowed to wear your uniform while skiing/riding if you are not on shift. Terrain Park use is limited to the Terrain Park Staff, Ski Patrol, and Instructors teaching terrain park related workshops. Only on-duty employees required to be in the park in the course of performing their duties may be permitted to enter or use the terrain park or terrain features while on duty. You are expected to follow "Your Responsibility Code" and "Park Smart" while skiing/riding on duty.

COMPANY PROPERTY

Damage or loss of Company property can be costly. You are expected to use all equipment, uniforms, employee lockers, tools, and vehicles with care. Negligent or willful damage to Company property or failure to report damage or an accident may result in disciplinary actions up to and including termination and criminal trespass proceedings.

LOCKERS

Most employees are assigned a shared employee locker. Locker space is limited so please respect the needs of your locker mate. Meadows is not responsible for loss or damage to employees' personal property. Please maintain the security of your locker by keeping your combination confidential and always checking to see that the lock is secured. Lockers are for employees only.

Lockers are intended to be used only for the storage of your uniform, gear, and necessary personal items and ONLY when you are a current, active employee. Personal items left in lockers after your final day will be donated to a worthy cause. It is your responsibility to remove your personal belongings as well as return your uniform on or before your last working day. MHM is not responsible for items left in your locker after your final day and/or last

day of the operating season. Only company-issued locks are to be used on the lockers. All lockers are subject to search under MHM Search Policy.

COMPANY VEHICLES

Certain job descriptions may necessitate the operation of Mt. Hood Meadows licensed vehicles. Drivers must be at least 21 years of age and have an acceptable motor vehicle record. Inclusion on the company drivers list is determined by insurance underwriters. Any employee who operates a Mt. Hood Meadows licensed vehicle while not on the drivers list is subject to disciplinary action. Drivers must follow MHM Driver Guidelines (see Risk Management for more details). There is to be no smoking in any MHM Company Vehicle at any time.

OVERNIGHT PARKING

Employee vehicles may not be left overnight except under emergency circumstances. In these cases it is the responsibility of the employee to obtain the proper permits and authorization from a member of the Transportation or Public Safety departments. Employees working at Cooper Spur need to contact the Mountain Manager, Caretaker or the GM for assistance in moving your vehicle to a temporary location. Any employee in violation may be subject to disciplinary action and/or have their vehicle removed at their expense.

PERSONAL PROPERTY

Personal belongings brought onto MHM's premises (including skiing/riding equipment) are the employees' responsibility. While the organization does all it can to protect employee's property, we cannot be held responsible for the loss or theft of personal belongings, even if those belongings are stored in an employee locker. If employees find property missing or damaged, they should report it to their supervisor or Department of Public Safety immediately.

EXPENSE REPORTS

If you incur eligible and approved expenses in the course of your employment you may receive reimbursement. You will need to complete an Expense Reimbursement Request and have it reviewed/approved by your manager/director. Request forms must be submitted no more than 60 days after the expense has been incurred to ensure timely and accurate accounting. Proper back up documentation must be provided for all expenses.

SUSTAINABILITY

Recycling, Resource Conservation, and Environmental Stewardship:

Sustainability is one of our core values and we believe in respectfully balancing the environmental, social, and financial aspects of our business in harmony with Mt. Hood.

The Company is committed to supporting our sustainability core value. Thus we make a sincere effort to use resources responsibly, and to minimize our carbon footprint. We focus on resource conservation, from natural to financial, and encourage all team members to embrace this responsibility. This includes water conservation, energy and fuel conservation, and more.

All team members will engage in efforts to do so which we know most of you are eager to do. You will be shown how to support these efforts during our company orientation. These practices include recycling- correctly, collecting litter you find, and disposing of materials properly.

We welcome ideas and suggestions for how we could improve our sustainability practices.



EMPLOYEE PRIVILEGES

LIFT ACCESS FOR SKIING/RIDING

Lift access for employees are based on the following parameters:

Full Time

Employees who work 4 or more days per week ***on a consistent basis*** earn:

- All Access Pass for self and dependents at Meadows and Cooper Spur Ski Area (CSSA)

Part Time

Employees who work regularly scheduled shifts totaling 1-3 days per week earn:

- All Access Pass for self at Meadows and CSSA
- Dependent season pass for \$100 per Dependent. Children age 6 and under are free.
- This includes employees who make a commitment as part of a manager's staffing plan that has been approved by Human Resources.

Limited Time

Employees who work less than 1 day per week, intermittently, or on a highly limited basis earn:

- Limited lift access, based on the department's staffing plan (approved by Human Resources)
- No dependent privileges are earned

DEPENDENTS are defined as a spouse or child 18 years of age or under. Identification, proof of relationship and proof of age (for child) is required. The term spouse may include a domestic partner. Documentation may be required.

If your pass/access is used by anyone other than you to access the lifts and/or any other privileges, you will be subject to disciplinary action up to and including termination.

Any employee who quits or is terminated will have their pass, as well as their dependent pass/passes, deactivated.

REFUNDS / REASSIGNMENT

If you purchased a season pass prior to becoming an employee, you can submit a reimbursement request form on the Team web page. Refunds are processed after you receive your employee pass and are pro-rated to how late we are into the season.

Full and Part Time team members who do not intend to use their lift privileges may reassign their lift access for the season to a family member who does not qualify under the dependent pass eligibility requirements such as a parent, grandchild, sibling, or child over the age of 18. Pass Reassignment requests are subject to approval and must be submitted from the Team web page.

BUDDY PASSES

Each employee gets 3 buddy tickets that can be redeemed for \$39 each. We ask that employees either be present with their buddy or call in beforehand with the person's name and date they want the pass.

"I FORGOT"

Each employee and eligible dependent is allowed a one-time per season lift ticket for their own personal use if they have forgotten to bring their Season Pass on that day. Human Resources will issue a daily lift ticket if proper identification is presented.

MOUNTAIN EXCHANGE

As an employee of Mt. Hood Meadows, you have the opportunity for free or discounted lift access at many Pacific Northwest Ski Areas. Specific rules apply to this exchange program. A limited number of passes per area are

available. Please go to the Team web page for further information on the program. Abuse of this privilege, or using it on a day you are scheduled to work are grounds for disciplinary action. Cooper Spur employees may see onsite management for letters.

SKIING/RIDING LESSON DISCOUNTS

The MLC offers free group lessons to all Meadows employees as well as the following discounts:

- 50% off Adult Clinics, Camps and programs
- 50% off for dependent children's group lessons (KidSki, Kids Camp, Programs)
- 25% off for employee and dependent private lessons

These privileges may not be available on certain weekends and holiday periods.

EMPLOYEE BUS

The Meadows employee bus departs from Hood River and Sandy daily throughout the season. Bus schedules are available at Human Resources and at the Team Skihood website. This privilege is available to employees only. Dependents and friends of employees may not ride these buses. All policies regarding personal conduct as stated in this handbook apply to use of the employee buses. Employee ID is required.

The Cooper Spur Ski Area employee shuttle departs from Hood River on operating days throughout the season. Bus schedules are available with the Ski Area Manager.

Please adhere to the "Passenger Code of Conduct" when using Meadows transportation:

1. Help us maintain strong relationships with the businesses and residents near our bus stops by:
 - a. Park only in approved parking spaces – see parking maps for clarification
 - b. No loitering
 - c. Be quiet as residents nearby may be sleeping
 - d. No littering
 - e. No alcohol
2. Be on-time! The employee bus will **DEPART** each stop at the time listed on bus schedule.
3. Ride-share to work or even the bus stop – check out GetThereOregon.org
4. Be respectful of others on the bus
 - a. Follow bus driver's instructions and encourage others to do the same
 - b. Use headphones and keep volume low when using personal electronic devices
 - c. Use appropriate language and keep conversation topics PG
 - d. Use the bus only on scheduled work days
 - e. No smoking on the employee bus

PARKING

All employees are expected to demonstrate safety, respect and helpfulness as they enter MHM parking lots. Everyone is expected to follow the flow of traffic and obey instruction from the Traffic Controller. When a roadblock is in place, access to main lot will be allowed only to authorized personnel. Speak with your manager if you have job specific needs. Pick Up/Drop Off at Meadows main lodge may be restricted. Signage and safety cones are to be respected and untampered. Vehicles that are found to disobey these features will be immobilized and charged a fee before being released.

Employees parking in the resort lots between November 1 and April 30 must have a valid Sno-Park permit. Daily and Annual permits may be purchased at retail and guest service locations.

GEAR CHECK

All employees and eligible dependents have free use of the Gear Check. We recommend that you take advantage of this benefit to protect your equipment from loss. Please utilize Gear Check staff to check your equipment.

DAY CARE

See special notice on our team site regarding Daycare. As of publication we are not offering drop-in daycare, and special pricing has been established to operate our daycare for employees only.

Our Day Care Center is available to employees' children as young as six weeks old on a space available basis. Day care discount for employee dependents is 70% off, for up to 25 hours per week. Managers, directors and year round staff receive an 85% discount. Reservations are required by calling extension 1374. Day Care Center hours are 8:00 AM to 4:00 PM daily; however, hours may change suddenly based on weather conditions.

MEALS

Employees receive meal discounts for the resort at which they work. At Meadows location, a 70% discount on food items (tips and alcohol excluded) up to a maximum of \$30/day in food outlets except the sit down full serve restaurants (Alpenstube, Alp Loft, Bullwheel, and Vertical) where the food discount is 30% after 2:00pm. **Meal discounts are for employees only.** Any employee who allows a non-employee to use this privilege will be subject to disciplinary action and must pay the difference from the ineligible discount. Please, no 'to-go' orders in the restaurants. Food to go is available through our quick service restaurants only.

COMPANY STORE (suspended for 2021 – 22)

A range of food and gear are available at discounted prices in the Team Store, located in Human Resources. Items are available only for use by current employees and may not be purchased for use by non-employees.

RETAIL - OUTER LIMITS SPORTS - HIGH PERFORMANCE CENTER – MEADOWS PDX

Employees receive a 20% discount on all regular-priced products and services: in Outer Limits Sports, in the HPC; at Meadows PDX in Portland. Demo equipment discounts are not available on weekends, holidays or other peak periods. Employee purchases must be completed by a retail manager, director or supervisor.

Employees must present their pass to qualify for discounts. Employee discounts apply only to employees and not to family or friends.

RENTAL CENTER

Ski and Snowboard rentals are \$5 midweek, \$10 on weekends for employees; \$10 for employee dependents. Performance packages are an additional \$10. Employees must show their employee ID to rent. This privilege is not transferable to another person. Failure to return equipment on the day of rental prior to lifts closing is subject to a regular full day rental charge for the first day that it is not returned and an additional \$10 for each day thereafter.

SEASON PASS LOYALTY POINTS PROGRAM

Employees are eligible to participate in this program. Points are only to be earned on purchases you make yourself. It is not allowed to earn points on purchases made by others. You should never be logged in as the cashier when making self-purchases. Always ask someone else to ring you up when you are making purchases yourself. It is not allowed to earn points on purchases of guests and they cannot tip their points to their server or cashier. No one except the guest making the purchase can earn points on it. Check with your department manager for any other policies surrounding this program that may be specific to your department. Remember a transaction creates a permanent record so there will be evidence if improper use occurs.

COOPER SPUR MOUNTAIN RESORT

- Lodging- 25% discount on lodging at Cooper Spur Mountain Resort. *Requests must be approved by a Cooper Spur Manager. Discount excludes Christmas Break and peak January & February weekends. Employees must be present with their Employees pass during hotel check-in and the Employees is responsible for any damages or additional fees incurred. Regular hotel promotions and Employees discounts cannot be combined.*
- Dining- 30% at the Crooked Tree Tavern & Grill (excluding alcohol purchases). *This discount is for the employee only. Not valid with regular restaurant promotions.*

- *Cooper Spur Mountain Resort team members only: 50% discount at the Crooked Tree Tavern & Grill..*
- Retail- 30% off
- Earn loyalty points on purchases made at Cooper Spur, the point program is combined for MHM & CSMR.
- Year round Cooper Spur Mountain Resort employees are eligible for two nights lodging free, per calendar year after working at CSMR for a period of more than one year.

EMPLOYEE ASSISTANCE PROGRAM

The Employee Assistance Program is available to help employees and their family members who may be experiencing problems in their personal life such as marital strife, legal or financial stress, mental illness, emotional problems, family conflict, and the effects of alcoholism or drug abuse. We have contracted with RBH (Reliant Behavioral Health/Uprise Health) to provide contact with counselors who are always available for immediate counseling and/or referral to other professionals if necessary. RBH provides additional services including legal and financial services. These services are provided free of charge to employees and their family members and are completely confidential.

Employee Assistance Program brochures are available in the Human Resources office; or go to ibhsolutions.com password: meadows. Or call toll free: 866.750.1327

401K PLAN

Mt. Hood Meadows offers a 401K Retirement Plan to employees. We want to help you plan for your retirement future so we encourage any employee who qualifies to defer at the 6% level or greater. Historically Mt. Hood Meadows has matched 40 to 60 cents on the dollar of the first 6% of your payroll deferral. To put it simply, over the year if your 6% deferral was equal to \$1000 then Mt. Hood Meadows would match \$400 to \$600.

Eligibility:

First year of service with 1,000 hours or greater. After the first year of service, you may enter the plan the first day of the month following your first anniversary (for example, November anniversary would be allowed to enter plan December 1st). If an employee does not qualify first year of service they are required to wait until they have a 1,000 hours of service in a calendar year (January 1 through December 31) then they become eligible to enter the plan January 1st. Employee must be 21 years of age to enter plan.

Employees may defer up to 85% of their wages. The maximum dollar limit is set by the IRS. Employees over 50 years of age may make an additional "catch up" contribution within IRS limits. Contributions can either be Pre-tax Elective Deferral or as a Roth Elective Deferral (after tax contribution). Newly qualified employees will be notified prior to their eligibility date and, upon becoming eligible, may access ADP 401k website to enroll in the plan.

Vesting:

It takes 6 years to be 100% vested on any contribution the employer makes. Employees are always 100% vested in all contributions they make. A vesting year is any calendar year with 1,000 hours or greater. 1 year = 0%, 2 years = 20%, 3 years = 40%, 4 years = 60%, 5 years = 80%, 6 years or greater = 100%.

You may request a Summary Plan Description from Accounting.

REFER A FRIEND

Returning employees are a good source for recruiting new employees to the company. If you refer someone who gets hired you are eligible to receive a recruiting bonus. When recruiting someone you can help them complete their application and onboarding, answer questions about the company, maybe even carpool. That new employee is then more likely to stay for the season and come back again. The program works as follows:

- The recruit must note your full name in their application. Multiple entries for who they were referred by will be split accordingly.
- You must complete a recruiting form (available on the Team site).

- You must act as a recruiter, providing the above advantages, not simply having friends enter your name.
- You receive \$50 if both of you are in good standing after 50 days; the bonus is issued via payroll after measurement and standing are confirmed.
- 50 days is counted from the recruit's first day of work on or after our first operating day (preview days excluded). These are calendar days, not actual days worked.
- Limited time recruits will result in a bonus of \$25 once they finish their commitment.
- Anyone who has influence in the hiring process is not eligible for this program. E.g., directors, managers, hiring supervisors, human resources staff.

TURNS FOR TENANTS

We recognize that finding housing in our area can be difficult. This program incentivizes landlords/homeowners to rent to employees on terms that make it easier (duration, upfront money, total cost, etc.). Once hired you may receive a list of landlords willing to rent to employees. Contact your manager or Human Resources for details, available on the Team site. This program will be successful only if renters are respectful of landlords, act responsibly in their living spaces, and are diligent in payments and other duties. Anyone found to be possibly harming the future prospects of the program will be subject to losing program privileges. Landlords must sign up for program prior to housing an employee. First time landlords already renting to an employee are not eligible.

SAFETY AND SECURITY

VIOLENCE IN THE WORKPLACE

The safety and security of all employees is of primary importance at MHM. Threats, stalking, threatening and abusive behavior, or acts of violence against employees, visitors, guests, and/or company facilities or property by anyone on company property, on a company-controlled site, or in connection with company employment or company business will not be tolerated (even those made in jest). Violations of this policy will lead to corrective action up to and including termination and/or referral to appropriate law enforcement agencies for arrest and prosecution. MHM reserves the right to take any necessary legal action to protect its employees.

Any person who makes threats, stalks, exhibits threatening behavior, or engages in violent acts on company premises, on a company-controlled site, or in connection with company employment or company business shall be removed from the premises as quickly as safety permits and shall remain off company premises pending the outcome of an investigation. Following investigation, the organization will initiate an immediate and appropriate response. This response may include but is not limited to suspension and/or termination of any business relationship, reassignment of job duties, suspension or termination of employment, and/or civil or criminal prosecution of the person or persons involved.

All employees are responsible for notifying management of any threats that they witness or receive or that they are told another person witnessed or received. Even without a specific threat, all employees should report any behavior they have witnessed that they regard as potentially threatening or violent or that could endanger the health or safety of an employee when the behavior has been carried out on company premises, on a company-controlled site, or is connected to company employment or company business. Employees are responsible for making this report regardless of the relationship between the individual who initiated the threatening behavior and the person or persons being threatened. The organization understands the sensitivity of the information requested and has developed confidentiality procedures that recognize and respect the privacy of the reporting employee. MHM understands the sensitivity of reporting such behavior and respects the privacy of the reporting employee and will make every effort to maintain the anonymity of the reporting individual when at all possible.

Employees should be aware that incidents occurring off-duty or off premises could still be construed as within the scope of this policy, given the effect it may have on the workplace.

If you observe any behavior listed above, please report immediately to your supervisor, manager, Human Resources, Department of Public Safety or Ski Patrol, or by dialing 911 when appropriate.

WEAPONS

Mt. Hood Meadows prohibits anyone from possessing or carrying weapons of any kind on company property, in company vehicles, or while on company time. This includes:

- Any form of weapon or explosive;
- All firearms; and
- All illegal knives or knives with blades that are more than six inches in length.
- Items that are considered tools for the job, and are being used in the course and scope of employment, are acceptable as long as they are used according to departmental procedures. Consult the VP for People & Learning or the VP of Mountain Operations for clarification.

If an employee is unsure whether an item is covered by this policy, please contact Human Resources or the Department of Public Safety. Employees are responsible for making sure that any item they possess is not prohibited by this policy.

MANDATORY REPORTING OF CHILD ABUSE

The U.S.F.S. requires that all employees at MHM be considered Mandatory Reporters for the purposes of protecting the welfare of children. Any Mt. Hood Meadows employee who has reasonable cause to believe a child has suffered abuse is required to report it. The categories of abuse are: sexual; physical; neglect; exposure to violence. It is not your job to prove the abuse occurred; your report is a request for further assessment to be made.

Oregon State Law states that the report may be made anonymously and does not require permission from a supervisor; the U.S.F.S requires MHM to notify them of any report made. Therefore, you are encouraged to first call the hotline and report, and then tell your manager/director so that we may notify the U.S.F.S.

Statewide Child Abuse Reporting Hotline 855-503-7233 (SAFE)

Local DHS 541-386-2962 Monday-Friday 8am-5pm

Hood River County hotline 855-541-0042

After hours 911 or Hood River Sheriff 541-386-2711

Child focused departments receive additional training as it relates to their services and positions.

If you have questions or would like further training, you may contact: Resort Services Manager/ Daycare Director- Lisa Cordie, Vice President of Mountain Operations- Mel Toney, Department of Public Safety Manager- Marcos Ramirez, Pro Patrol Manager- John Bain or Vice President of People & Learning- Matt Troskey.

DRONES

Due to safety and privacy concerns, Mt. Hood Meadows prohibits the operation or use of unmanned aerial systems (drones) on or above our permit area without prior written authorization from Mt. Hood Meadows. Anyone seeking more information can be directed to our website; for authorization, contact Risk Management.

SEARCH

Access to MHM's premises is conditioned upon its right to inspect or search the person, vehicle, or personal effects of any employee or visitor. This may include any employee's office, desk, file cabinet, closet, locker, computer files, or similar places. Because even a routine inspection or search might result in the viewing of an employee's personal possessions, employees are encouraged not to bring any item of personal property into the workplace that they do not want revealed to the organization.

Under most conditions, the decision to conduct an unannounced search will involve a member of Human Resources, Manager of Department of Public Safety, a Director and/or Vice President. All searches must be approved by the Vice President of People & Learning or designee.

A minimum of two of the above stated persons are required to conduct a search. Items found in identifying locations shall be noted. Human Resources, along with the Manager of the Department of Public Safety (or designated Department of Public Safety personnel) shall immediately report to the appropriate authorities any illegal items that are found and document such notification. The employee who is assigned the locker/space need not or may not be present at time of search.

From time to time and without prior announcement, inspections or searches may be made of anyone entering, leaving, or on the premises or property of the company (including alcohol and/or drug screens or other testing). Refusal to cooperate in such an inspection or search (including alcohol and/or drug screens) is grounds for disciplinary action.

MOUNTAIN SAFETY

YOU ARE RESPONSIBLE!

Skiing can be enjoyed in many ways. You may see people using alpine, snowboard, Telemark, cross country and other specialized ski equipment, such as that used by people with a disability or other skiers. Regardless of how

you decide to enjoy the slopes, always show courtesy to others and be aware that there are elements of risk in skiing that personal awareness can help reduce. Observe the codes listed below and share the responsibility with other skiers for a great skiing experience.

SKIER AND SNOWBOARDER RESPONSIBILITY CODE

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

KNOW THE CODE. IT'S YOUR RESPONSIBILITY.

PARK SMART

Start Small: Work your way up. Build your skills.

Make a Plan: Every feature, every time.

Always Look: Before you drop.

Respect: The features and other users. Call your drop. Clear the landings.

Take it easy: Know your limits. Land on your feet.

MEADOWS CODE OF CONDUCT

- Treat self, others and Mt. Hood with courtesy and respect
- While in lift lines, take turns and do not cut
- Slow down in slow zones, stay out of closed terrain and do not cross rope lines
- Refrain from using foul language or gestures in public areas
- Follow the Responsibility Code and instructions of Mt. Hood Meadows Team Members

HELMET USE

Who is required to wear a helmet at work?* On-hill employees (employees who are alpine skiing or snowboarding on the job) are required to wear a helmet while skiing or snowboarding on the job (this includes anytime that they are using their skis/snowboard and working).

Employees are required to wear a helmet when: Climbing lift towers or light poles; Operating a snowmobile or an ATV; Working in the lift terminal/ski under area unless they are outside the RFID gates or inside a building (lift shack or gantry); Performing jobs that require the use of a helmet or hardhat. Certain positions and tasks may require team members to wear helmets including but not limited to skiing/riding, snowmobile use, working at heights, loading and unloading areas at lifts and construction areas.

Obtaining a helmet: MHM will provide free uniform helmets to be checked out from HR. Employees who purchase their own helmet can bring the purchase receipt to their manager and receive a \$20 reimbursement every 3 years. Lift shacks will contain at least one universal fit helmet for use which will stay in the lift shack.

Inspection: All helmets need to be inspected prior to use and after an impact/possible damage. Department Managers will be responsible for assuring helmet inspections are completed. Any impact to the helmet must be reported via a Near Miss report to a supervisor or manager. Any helmet that doesn't pass inspection needs to be replaced. Inspection will include a thorough check for the following:

- Cracks on outer shell
- Dents to outer shell or inner foam
- Degradation of foam (crumbling, shrinking)
- Broken or ripped straps
- Cracked or broken buckles

If any of the damage listed above is present, the helmet will need to be replaced. The helmet can be replaced via the same means of acquiring a helmet (\$20 reimbursement every 3 years or a uniform helmet).

*Exception: Employees doing physically strenuous work may decide to remove their helmet if the risk of a heat or cold injury/illness is more significant than the risk of a head injury. If an employee does remove their helmet for this reason, they should expect to explain their decision to their Supervisor or Manager. Misusing this exception may result in disciplinary action including possible termination.

HEALTH AND SAFETY OF OUR EMPLOYEES AND GUESTS

Mt. Hood Meadows is committed to promoting the health and safety of our employees and guests. The health and safety of ourselves, our fellow employees and our guests is one of the most important responsibilities for all of us at Mt. Hood Meadows. Mt. Hood can be a challenging working environment, and we must all work together to promote safety awareness at all times. Mt. Hood Meadows is dedicated to the prevention of workplace illness and injury through the involvement of all of our employees.

As an employee, it is your responsibility to abide by all safety guidelines that pertain not only to your area of work but to all that you do at Mt. Hood Meadows. It is the responsibility of all Meadows employees to help maintain safe working conditions and comply with established safety procedures. It is your duty to inform your manager if you are unable to perform the duties of your job. Unsafe work practices or failure to comply with Meadows' established safety procedures will result in disciplinary action up to and including termination of employment.

Accident/Incident Procedures

Accidents do happen but many can be prevented. It is important that we adhere to the following procedures to ensure proper response and documentation for all incidents. Ski Patrol should be contacted in the case of any incident or accident. If an incident or injury occurs when Ski Patrol is not on site report it to a Manager or GM. This may include calling emergency services (911).

Guest Incidents

If you witness an injury, it is important to call for assistance as soon as possible. At Meadows location, dialing "1299" on any in-house phone, you will be connected to Ski Patrol Dispatch for assistance (direct: 503-438-3216). Do not discuss details of the incident with anyone (injured party included) other than Ski Patrol, Department of Public Safety, or other responder providing assistance. Employees shall complete proper documentation whenever they are involved in, or are witness to, any guest activity that results in injury or property damage.

Cooper Spur

Patrol can be notified by radio (channel 2) or on busy days, a patroller will be at the top of the Homestead lift. You may contact the lift station by using the lift sound phone. Radios will be located at the top and bottom of Homestead, the bottom of the upper tube tow, and the ticket office. In addition each department head will have a radio.

EMPLOYEE INJURY

Together we create a safe working environment, but we must be prepared for an employee injury. If you are injured while on the job please:

1. Notify your supervisor immediately.
2. Seek First Aid or Medical Treatment if needed. Contact Ski Patrol at x1299 for assessment
3. Complete proper documentation with your supervisor/manager and Risk Management.

It is extremely important that the following are notified of any incident that results in an employee injury:

1. Injured employees' direct supervisor/manager.
2. One of the following: Workplace Safety Manager, Human Resources, Patrol Manager, Risk Management

WORKERS' COMPENSATION INSURANCE

As an employee of Mt. Hood Meadows, you are covered by Workers' Compensation insurance for work related injuries or occupational diseases. **All work related injuries must be reported immediately to your supervisor/manager.** A report of your injury must be completed within 24 hours of the incident. Your supervisor/manager will assist you with the process of completing the form. Completed reports are turned in to Risk Management or Human Resources.

Mt. Hood Meadows is not responsible for any expenses if your claim is denied.

Off-duty injuries or illnesses will not be considered for a Workers' Compensation claim. This includes incidents that occur during breaks and off-the clock. Fraudulent Workers' Compensation claims will result in disciplinary action up to and including termination, and could be prosecuted.

RETURN TO WORK

It is Mt. Hood Meadows' goal to assist our employees who have sustained a compensable work related injury in returning to work as soon as possible. Our temporary/light/modified duty program is designed to provide these employees, who are currently unable to perform their regular job duties, with temporary work (when available) during the period of medical recovery.

SAFETY COMMITTEE

Mt. Hood Meadows has an established Safety Committee consisting of members from many different departments. The goal of this committee is to review safety practices and policies, identify hazards in the workplace and help find solutions to ensure that Meadows employees have the safest workplace possible. If you see some facet of our operation that you consider unsafe, or if you have suggestions for improving safety in a particular area, please submit a Near Miss form and contact your supervisor or manager, any member of the safety committee, or risk management.

EMPLOYEE CLASSIFICATIONS

Meadows employees are eligible for various benefits based on the classification of the primary job that they have been hired to perform. The expected time frame (seasonal) aspects, job title, and wage structure (hourly /salary) are the determining factors for classification:

- “A” Year-Round or seasonal, vice president, director or manager
- “B” Full-Time, year-round, non-exempt, hourly
- “C” Full-Time, seasonal Patrol supervisor
- “D” All other seasonal supervisors
- “E” Seasonal or Variable hour employee qualifying per the ACA and IRS guidance
- “F” Full-Time and Part-Time seasonal employees

Compensation Definitions:

Exempt: Employees who, based on duties performed and manner of compensation, shall be exempt from the Fair Labor Standards Act (FLSA) minimum wage and overtime provisions.

Non-Exempt: Employees who, based on duties performed and manner of compensation, shall be subject to all FLSA provisions not otherwise exempted.

Year-round: Position is designated as needed year round and scheduled for 10 or more months per year.

Seasonal: Works on a varying seasonal timeframe usually in a capacity of less than 10 months and not otherwise designated as Year round

Full-Time: Scheduled for 30 or more hours per week.

Part-Time: Scheduled for less than 30 hours per week.

Pay period: Employees will receive paychecks on a bi-weekly basis.

Workweek: Saturday through Friday of each week.

Salary: Regularly paid amount of money, constituting all or part of an employee’s wages, paid on a bi-weekly basis, not subject to reduction due to the quality or quantity of work performed.

Hourly: Pay rate per hour worked. Hourly employees are paid at their regular rate of pay and paid for all hours worked.

Overtime: Time worked in excess of a normally assigned work schedule (overtime MUST be pre-approved by your manager). One and one-half times the hourly rate is paid to non-exempt employees for hours worked in excess of 40 hours.

ADDENDUM I: Additional Benefits for “A”, “B” and “C” Employee Classification

Holidays

As a recreation resort, it is often necessary to work on holidays that occur during operations. Meadows does not distinguish holiday pay from non-holiday pay during this time. If the resort is closed on Thanksgiving and/or Christmas, Meadows may amend employees’ work schedules and/or compensate for the holiday at our discretion.

Holidays that occur during the non-winter season (Memorial Day, Fourth of July and Labor Day) are handled as follows for all A, B and C classified employees: if you work on the holiday you receive 8 hours of holiday pay in addition to your days’ wage for that day; if it is not a regularly scheduled work day and you do not work, you

receive 8 hours of holiday pay if it is a regularly scheduled day and you do not work it is paid as a normal shift (8, 10, 12). You must have worked (or utilize vacation/sick pay) during the week prior to and following a non-operating seasonal holiday to earn holiday pay.

Medical / Dental / Vision / Life Insurance

Meadows offers coverage for Medical, Dental, Vision, to all A, B & C classified employees. Life and Accidental Death and Dismemberment insurance is offered to all A & B class. The Company pays the entire premium for your coverage at the base level. Any additional or buy-up employee coverage that you choose will be paid by you through payroll deduction. You are responsible for payment on any dependent or spouse coverage that you choose. You are eligible to receive coverage effective on the first of the month following or coinciding with your date of hire. See Human Resources for more details.

If you have any additions, deletions, address changes, to your insurance coverage, notify the Human Resources office **immediately**. Adding dependents to the plan is restricted by the insurance carrier, and depending on the circumstances, may be limited to the annual open enrollment period.

Vacation and Sick Pay

Class "A", "B" & "C" employees are eligible for vacation and sick pay: Vacation pay is intended to promote rest and relaxation, and we encourage use of vacation. As such, we expect those earning vacation will utilize this benefit in a timely manner when it is mutually agreed upon between the employee and the departmental manager/director.

Tiers

Accrual tiers are based on seniority date for when the employee entered into any benefitted class (except Class E, ACA qualified). For instance, someone at Tier 4 B, accepts a Manager position, moves to Tier 4 A, not Tier 1.

Cash out Option

The maximum amount of vacation balance that one can have at any one time is 200 hours. On the first pay date after 2/1, payroll will notify anyone within 60 hours of capping. They will be encouraged to use vacation before they cap. If demands preclude vacation use before capping, the employee may request to cash out up to 60 vacation hours, which will be paid at 50% of its value, on the first pay date after 3/1. Their supervisor should meet with them to address the circumstances and problem solve to avoid approaching the cap in the future. We want people to get refreshed by taking vacation; this addresses that sometimes it is difficult to avoid. This cash out option will be available at the discretion of the General Manager, and must be approved.

Vacation pay is included in the next regularly scheduled paycheck following the vacation hours taken (for those that have two or more pay rates during the year, vacation is paid out at a "blended pay rate" of both positions). Employees who transfer to a position that earns vacation benefits will begin accruing this benefit at the time of transfer. In cases of termination, all accrued vacation is included in the final paycheck. In cases of a layoff, accrued vacation is paid in the final paycheck unless otherwise approved by the Vice President of People & Learning.

Sick leave may be used in accordance with the following provisions:

- Sick leave may be used for an employee's personal illness, well-care and medical and dental appointments. Sick leave may also be used for illness and well-care of a member of an employee's immediate family (including the employee's spouse, children, mother and father).
- An employee who has a sick leave absence in excess of three consecutive work days may be required to present medical documentation for the absence. Any associated costs for providing medical documentation including lost wages will be reimbursed by Mt. Hood Meadows.
- If the employee is absent unexpectedly due to personal or a family member's illness, the employee should notify his or her supervisor or Human Resources as soon as reasonably possible.
- If sick leave is exhausted, the employee can choose to utilize vacation pay in its place.
- Employees are not paid for unused sick leave upon termination of employment.

For foreseeable leave, an employee should provide notice as soon as possible to their direct supervisor or manager and the employee should attempt to schedule leave that does not unduly disrupt operations or business. For unforeseen leave, the employee must notify their supervisor or manager before the start of the shift, or as soon as possible. Under certain circumstances an employee may be required to provide verification of sick leave (i.e. a note from a licensed health care provider).

Accrual Rate

Accruals are calculated per hour worked but are depicted below on an annualized basis. Divide your accrual by 2080 to determine your rate for per hour worked. Exceptions may be made by the Vice President of People & Learning. Annualized accruals are listed in the below table:

Description	Tier	A VP / Director / Manager Exempt	B Year Round Nonexempt	C Patrol Supervisors Nonexempt
Vacation		Accrual	Accrual	Accrual
Upon Hire	1	80	80	40
1 year anniversary	2	100	90	80
2 year anniversary	3	120	100	85
3 year anniversary	4	140	110	90
4 year anniversary	5	160	120	95
5 year anniversary	6	160	130	100
6 year anniversary	7	160	140	105
7 year anniversary	8	160	150	110
8 year anniversary	9	160	160	115
9 year anniversary	10	160	160	120
Sick				
Accrual	All	3.7/PP	1 hr. / 20 hrs. worked	1 hr. / 20 hrs. worked
Max Balance	All	240	240	120

Exempt employees must take full day increments of leave, whether it be sick, vacation or unpaid.

Flexible Spending Accounts

Mt. Hood Meadows offers a way for you to pay for essential health care expenses that are not covered, or are partially covered, by your medical, dental and vision insurance plans through a Flexible Spending Account (FSA). By contributing a portion of your payroll dollars into your FSA on a pre-tax basis, you can save 20% to 40% on the cost of eligible health care items and services. You may also use your FSA contributions to pay for deductibles, co-payment amounts and eligible expenses for which you have no coverage at all. Contact Human Resources for more details.

401K Plan – Please see “Employee Privileges”

LEAVE OF ABSENCE

Personal Leave

Up to 30 days of unpaid leave may be authorized by your director and the Vice President of People & Learning without loss in status or benefit. Extended personal leave is at the discretion of the Company. Some leave may be considered as reasonable accommodation and be counted toward any allowed maximums under the ADA or FMLA

Family and Medical Leave

The Family and Medical Leave Act (FMLA) and the Oregon Family Leave Act (OFLA) protect an eligible employee’s absence from work under certain conditions. Federal and state laws determine if you are eligible and if your absence qualifies as FMLA or OFLA and how much leave time you may take. Mt. Hood Meadows follows all applicable laws under both FMLA and OFLA. Neither FMLA nor OFLA are paid leaves, however, employees who accrue vacation and sick pay are entitled to use this pay under certain circumstances (please see Human Resources for more details).

To qualify for FMLA, you must have 12 months of service with Mt. Hood Meadows (does not have to be consecutive) and you must have worked at least 1,250 hours during the 12 months preceding the date your leave begins. If you do not qualify for FMLA, you might be eligible for OFLA. You must have been employed for at least 180 calendar days and have worked an average of 25 hours a week (except for parental leave which does not require the weekly average) to qualify for OFLA. In most cases, employees qualify for both FMLA and OFLA at the same time.

An eligible employee may take Family leave for any of the following purposes under FMLA:

- To recover from or seek treatment for your own serious health condition that renders you incapacitated. This includes pregnancy related disability and absence for prenatal care
- To care for your husband or wife, your parent or your biological, adopted, step or foster child with a serious health condition who is 17 years of age or younger or incapable of self-care due to a physical or mental disability. Parent includes someone who stood “in loco parentis” (in place of a parent when the employee was a child.)
- For Parental leave, which is leave to care for your newborn, newly adopted or newly placed foster child in your home.

In addition, under OFLA, you may also take leave for the following reasons:

- To care for your same-sex domestic partner with a serious health condition. Opposite-sex domestic partners are not covered.
- To care for your or your domestic partner’s biological, adopted, step or foster child of any age with a serious health condition.
- To care for your parent-in-law or your same-sex partner’s parent with a serious health condition.
- To care for your grandparent or grandchild with a serious health condition.
- For Sick Child leave which is leave taken to care for your child with an illness, condition or injury that requires home care but is not a serious health condition.
- Pregnancy Disability leave (a form of serious health condition leave) taken by a female employee for an incapacity related to pregnancy or childbirth, occurring before or after the birth of a child, or for prenatal care.*

**Mt. Hood Meadows is firmly committed to protecting the rights of expectant mothers and complying with Title VII of the 1964 Civil Rights Act as amended by the Pregnancy Discrimination Act of 1978. Mt. Hood Meadows' policy is to treat women affected by pregnancy, childbirth or related medical conditions in the same manner as other employees unable to work because of their physical condition in all employment aspects, including recruitment, hiring, training, promotion and benefits.*

Under both FMLA and OFLA you are entitled to up to 12 weeks of protected absence leave during a 12-month period if you meet the eligibility and purpose requirements stated above. Under OFLA, if you are a female employee and you take any amount of leave up to 12 weeks for your own pregnancy-related disability, you may take up to an additional 12 weeks of OFLA leave for any OFLA qualifying purpose. If you are a male or female employee and use a full 12 weeks of Parental Leave under OFLA, you may take up to 12 additional weeks of OFLA leave year for Sick Child leave. Leave qualifying under both FMLA and OFLA are designated at the same time and used concurrently. Mt. Hood Meadows follows all applicable leave entitlements under FMLA and OFLA.

Bereavement Leave

"A", "B" & "C" class employees qualify for up to three days of paid leave to attend the funeral of a relative and take care of personal matters related to the death of a member of your immediate family. For the purposes of this benefit, relative is defined as the spouse, child, sibling, parent, grandparent, grandchild, aunts or uncles, and "in-law" and "step" relationships to the same degree. Leave must be approved by your manager/director or Human Resources.

Jury Duty Leave

"A", "B" & "C" class employees qualify for up to ten days of paid jury duty leave per calendar year. A court order must be presented to Human Resources to validate the request for leave.

You will receive pay according to the normal number of hours you would have worked at your normal wage. Daily compensation (if any) received from the court system for jury duty must be turned into the Accounting office.

Military Leave of Absence

Leaves of absence without pay for military or Reserve duty are granted to "A", "B" and "C" class employees. If you are called to active military duty or to Reserve or National Guard training, or if you volunteer for the same, you should notify your manager and submit copies of your military orders to him or her as soon as practicable. You will be granted a military leave of absence without pay for the period of military service, in accordance with applicable state and federal laws. If you are a reservist or a member of the National Guard, you are granted time off without pay for required military training. Your eligibility for reinstatement after your military duty or training is complete is determined in accordance with applicable federal and state laws.

HANDBOOK DISCLAIMER

This Handbook summarizes many of Mt. Hood Meadows' current policies and procedures, but it is not a formal or exhaustive statement of employee rights or responsibilities. Mt. Hood Meadows reserves the right to interpret, amend, modify or eliminate any of these policies and procedures at any time. Meadows' determination on all policy and procedure matters is final and binding. No employee may become entitled to any benefit, procedure or right greater than provided in this Handbook without express written approval by the Vice President of People & Learning and/or the General Manager. No other director, manager, or supervisor may supersede the provisions of this Handbook.

This Handbook supersedes any other written or oral provisions, descriptions or understandings of Mt. Hood Meadows policies and procedures and applies to all employees at all locations.

EMPLOYMENT AT WILL

The policies included in this Handbook are not intended as, nor should they be construed to create, the terms of an express or implied contract with Mt. Hood Meadows, or as any type of promise or guarantee of specific treatment. No contract of employment may be created between Mt. Hood Meadows and any employee, except as may otherwise be provided by express written agreement signed by the General Manager and Vice President of People & Learning.

The employment relationship with Mt. Hood Meadows is at will. Any employee may resign at any time and for any reason, or be terminated at any time and for any reason, with or without notice and with or without cause.

MT. HOOD MEADOWS HISTORY

The U.S. Forest Service advertisement of the prospectus in a local newspaper caught the eye of Franklin G. Drake, head of a Portland based construction company. The variety of the terrain, the beauty of the alpine meadows, and the wide-open un-timbered spaces above the tree line provided a near-perfect landscape for a ski area. Drake assembled a consulting team and decided to compete for the award of the 30-year U.S. Forest Service permit.

In late April of 1966, the U.S. Forest Service awarded the 30-year permit to Mt. Hood Meadows Oreg., Ltd. Lloyd Gilmore, supervisor of the Mt. Hood National Forest, announced that Drake's bid was chosen, "In the belief that both the immediate and long range benefits for the using public would be better provided by the development plans of Mt. Hood Meadows Oreg., Ltd."

The remainder of 1966 was spent in planning and designing the buildings, and selecting the chair lift manufacturers. In June of 1967, when the snow had receded to the point that Drake's crews, under the direction of Barney Metzger, could plow the snow off of the building sites, construction commenced on a 12 hour a day schedule. The two chair lifts installed that summer were the first to have been installed by flying them in place with a helicopter.

By the grand opening on January 26, 1968, the South Lodge and Blue and Yellow lifts were completed. More lifts were added during the 1970s as the popularity of skiing at "the Meadows," as it was called, grew. In 1979, a double chair called "Buttercup" was built. Additional terrain became accessible with the opening of Heather Canyon in 1980. The North lodge was completed in 1985, and 150 acres of new terrain became accessible in 1988 with the completion of Shooting Star lift.

In 1993 Meadows opened its first high-speed detachable chairlift. The Cascade Express replaced the Texas chair and offered high-speed access to the top of the ski area. In the spring of 1994, Meadows began offering snowcat skiing on challenging terrain in Super Bowl. The second high-speed chair, Mt. Hood Express, replaced Jacob's Ladder in 1994 allowing for express service out of the base area. Hood River Express, our third high-speed quad opened, allowing Meadows to boast of high-speed, bottom to top service. In 1996, Meadows thrilled skiers and snowboarders with the Heather Chair, which provides convenient uplifting out of the spectacular terrain of Heather Canyon. Regular winch-cat grooming of trails in Lower Heather has made the canyon even more accessible. In 1998 we upgraded the Shooting Star lift to a high speed quad, built the Hood River Meadows Skier Services Center, and expanded the Hood River Meadows (HRM) parking lot. In 1999 we expanded the South Lodge, with a new equipment rental center, remodeled restaurants, a 16,000 square foot sun deck and a state-certified Day Care Center.

In 2005, Mt. Hood Meadows debuted its fifth high speed quad, the Vista Express. The lift is more than a mile long and can reach speeds of 1200 feet per minute. It was named for the spectacular views passengers enjoy as they are transported to the southern boundary.

In 2007 Meadows won two prestigious national awards from the National Ski Areas Association, the coveted "Best Overall Guest Service Program" award and a "Heads Up National Ski Area Safety Award", and followed that up with two more NSAA national safety awards in 2008.

In 2008 Meadows added 160 acres of double-black expert terrain through gated access – S&R Cliffs (adjacent to Private Reserve) and another 20 acres of steep tree skiing in "Fright Trees" (aka "Far Right Trees"). The Howitzer, a military weapon, was acquired to assist in avalanche control work and the new Hood River Providence Mountain Medical Clinic and Ski Patrol HQ was opened in the base area. Meadows opened the "Ballroom Carpet" – the first covered conveyer in the Northwest.

In 2009 Meadows launched the new SkiHood.com web site and ecommerce center, improved its scanning system, paved the Sunrise parking lot and opened the Passholder Services Center in the South Lodge. We also successfully launched "8:55" – a commitment to consistent lift and mountain operations on-time openings.

In 2010 Meadows united its rental, race and ski & snowboard school operations under the Snow Sports division to systematically and more directly guide guests to achieving their personal goals and overall enjoyment. We also strengthened our commitment to wellness with revamped menus in all restaurants focusing on local, fresh and organic ingredients, and opened Fresh Tracks Deli.

In 2011 Meadows replaced the Stadium lift (originally installed as “Yellow” in 1967) with the Stadium Express. The improvement provided direct access to popular north side trails – Shooting Star Express, Hood River Meadows and gated access terrain. It also reduced base area lift lines on peak days, improving the guest experience. Meadows was also selected “Oregon’s Best Attraction and Best Resort” by the readers of NW Meetings + Events Magazine.

In 2012 Meadows installed RFID gates at every lift, to provide “hands free” access to guests, eliminating the number one guest complaint of “having to show my pass every time I get on a lift”. Meadows also launched new innovative products made possible by the RFID technology, designed to better fit guests’ lifestyle, further strengthening our relationships with guests. Twenty chairs were added to the Shooting Star lift, increasing its uphill capacity by 30%.

In 2013 Meadows recommitted itself to an improved learning experience, dedicating more terrain to beginner and lower intermediate lessons. An “Ice melt” system was installed under the SE corner of the Paradise Sun Deck to allow efficient removal of snow. We’re testing LED lamps in the slope lighting which could ultimately reduce night lighting energy by 90%. The resort’s internet connection was significantly improved with fiber optics, increasing bandwidth by nearly 20 times and allowing resort guests to “socialize” their Meadows experience through a variety of social media platforms.

Sahale is the newest addition to Mt. Hood Meadows, and the largest capital improvement at the resort since the expansion of the South Lodge in 1999. Scheduled to open in December 2020, Sahale features a new, 23,500-square-foot building that is adjacent to the South Lodge, serving as the new home for the Meadows Learning Center and a new ski and snowboarding equipment center. It will also provide an additional 10,000 square feet of dining space, where guests can enjoy menu offerings from Meadows' newest food and beverage establishments: Wildflowers Cafe, the Bullwheel Bar, and the Sahale Grill. Announced in March 2019, Sahale was partially funded by the introduction of our Sahale Gold Membership: a premium package that included a five-year Season Pass, access to exclusive members-only events, and other benefits. Limited to 1,250 memberships, it sold out weeks before the purchase deadline.

MT. HOOD AND MT. HOOD MEADOWS FACTS

- Mt. Hood rises 11,235’ above sea level; its base spreads over 92 square miles
- Mt. Hood is the highest mountain in Oregon; the 4th highest in the string of Cascade Mountain Range volcanoes that stretch from Mt. Garibaldi in British Columbia south to Mt. Lassen in Northern California.
- Wy’East is the American Indian name for Mt. Hood. Mt. Adams is Klickitat and Mt. St. Helens is Loowit, and the Great Spirit was called Tyee Sahale.
- Mt. Hood is a dormant or “sleeping” volcano, with steam constantly spewing from fumarole areas.
- Recent eruptions (all minor): 1804, 1853, 1854, 1859, 1865, and 1907.
- Eleven glaciers grace Mt. Hood’s peak.
- The first white men “discovered” the mountain in 1792, when British Navy Lt. William E. Broughton and his crew saw it from the Columbia River near the mouth of the Willamette River. Broughton named the peak for famed British naval officer Admiral Samuel Hood (who never saw the mountain).
- First ascent: August 14, 1845 by 3 members of the Barlow party - Sam Barlow, Joel Palmer and Phillip Locke.
- Mt. Hood is the second most climbed mountain in the world, second only to Japan’s holy Mt. Fujiyama.
- The largest party to ever climb Mt. Hood: 411 people, August 9, 1936.
- The famed climbing dog, Ranger, born in 1925, climbed an alleged 500 times during his life, with his owners and friends. Other animals sighted on the summit of Mt. Hood over the years include a badger, chipmunks, mice, a couple of bears, an elk, red foxes, a wolf, and three domestic sheep.

- Mt. Hood boasts 5 ski areas: Timberline Lodge Ski Area, Mt. Hood Meadows, Mt. Hood Ski Bowl, Cooper Spur Ski Area, and Summit Ski Area.
- Mt. Hood Meadows Ski Area covers 2159 acres, with 240 acres of night skiing.
- Approximately one out of seven visitors to Meadows arrives by bus—up to 26% arriving by bus on peak days—which has a very positive environmental effect.
- In 1979, MHM had the largest ski school in the Northwest.
- In the '70's, Meadows would remain open through June and sometimes into July, with the U.S. Ski Team making Meadows its official summer training site.
- In 1995, Meadows upgraded its Hood River Meadows chair to a high-speed quad which was the fastest chairlift in the world at that time, transporting guests more than a mile in less than six minutes.
- Mt. Hood Meadows ski patrol headquarters and medical center buildings received silver and gold LEED (Leadership in Energy and Environmental Design) certifications.
- Meadows had the first enclosed on-the-snow conveyer lift in the Northwest – the “Ballroom Carpet” – named after long-time instructor Don Ball.
- Mt. Hood Meadows installed water bottle filling stations thanks in part to an NSAA sustainable slopes grant. In their first season of use, the 4 stations filled the equivalent of more than 96,000 plastic bottles!
- The resort received another NSAA sustainable slopes grant to retrofit parking vehicles to operate highway signage off of batteries without the vehicle idling.
- Meadows “LIFT STARS” lift safety program received an NSAA safety award for most creative safety initiative.
- 2013 through 2021 Meadows is named by Oregon Business to its “100 Best Green Workplaces in Oregon”. Meadows was the only recreation company included in the rankings.
- 2018 and 2019, Meadows is named by Oregon Business to its “100 Best Companies to work for in Oregon”.
- 2021 Meadows is awarded “Best Employee Safety Program” by NSAA for our efforts to keep our team healthy during the 2020-21 Covid pandemic and operating season.

Cooper Spur History

The North side of Mt. Hood is steeped in history. The Hood River community has long admired Mt Hood, and there was a great urge to make it accessible. In the 1880's several expeditions lead by Portland minister Thomas Lamb Eliot (Eliot's Glacier) resulted in the discovery and naming of many of the area's landmarks; Lost Lake, Coe Glacier (after Captain Henry Coe) and Cooper Spur, named after David Rose Cooper. Cooper joined Henry Coe and Oscar Stranahan to form the Mount Hood Trail and Wagon Company to build a toll road and operate passenger service.

Cooper emigrated from Scotland in 1873 to Roseburg, but heard so much about the magnificent mountains overlooking the great gorge to the north that he moved his family to Hood River in 1883. David Rose Cooper was very much the frontier outdoorsman and spent a great deal of time exploring Mt Hood. The prominent outcropping on Mt Hood's North face was named after him.

In 1885, he and his wife Marian established the first “hotel” on the north side. The “hotel” consisted of a seasonal tent camp which included a cook tent, dining tent and sleeping tents. Their ten children helped by splitting wood, stoking fires, fishing for trout, hunting deer, and hotel fare.

It was Cooper's idea to bring settlers and tourists into the Upper Hood River Valley and into the mountains. The North face has always been a source of inspiration and an outlet for recreation for those visiting and living in the Hood River Valley.

In 1927 the Hood River Ski Club cleared and built a ski jump on the steepest hill, known as Jump Hill. The tow motor was in the center of the hill, with the tow rope running both above and below the lift shack, an unusual arrangement. The shack was removed in 1955 when the tow was lengthened, and the equipment was used to

make a second tow. In 1970, Jack Baldwin bought Cooper Spur. He was a man with vision and passion for skiing. In 1971 Baldwin expanded the facilities, adding a 1,100 foot long T-Bar capable of handling 1,200 skiers per hour.

Night skiing was added and the ski area doubled in size from 20 to 40 acres. A new building housed the warming hut and rental facility. Jack Baldwin set the vision, tempo and scope of operations at Cooper Spur for the next thirty years. While there have been other owners, the ski area operated much as it had in the past, continuing to appeal to families in search of affordable winter snow play. In addition to skiing and snowboarding, snow tubing was added to the area's offerings.

In 2001, Cooper Spur Ski Area was purchased by Mt. Hood Meadows. The T-Bar was replaced with a double chair Riblet. The Alpine lodge was renovated, and a new outdoor deck was included. Lift tickets and tubing prices still remain affordable as a commitment to the legacy and family history embraced by David Cooper and Jack Baldwin.



VISION:

Provide an ideal mountain resort experience while respecting Mt. Hood.

MISSION:

Enriching the lives of our team, guests, and community.

CORE VALUES:

Passion – Celebrate the natural wonder of our mountain and the recreation it provides with each other and our guests.

Sustainability – Respectfully balance the environmental, social and financial aspects of our business in harmony with Mt. Hood.

Integrity – Conduct ourselves predictably and professionally, honestly and ethically without compromise.

Service – Dutifully and consistently anticipate the needs of our guests and impress them with uncompromising service.

Wellness – Refresh ourselves physically, emotionally and spiritually, promoting fitness, safety and responsibility to all who work and recreate here.

