



MT. HOOD
MEADOWS
Your mountain home



TEAM HANDBOOK

TEAM HANDBOOK

ACKNOWLEDGMENT

For reference only – you should have signed this online

This Team Member Handbook (Handbook) sets out many policies and procedures of Mt. Hood Meadows Oreg., LLC which includes North Face Inn, aka Cooper Spur Mountain Resort, and Cooper Spur Ski Area, all of which are designed to make our organization a satisfying and rewarding place to work. 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, these policies also apply to Meadows PDX, 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 Handbook supersedes all previously issued handbooks and any inconsistent policy statements, with the exception of any current, fully executed, written agreements between an employee (the terms Team Member and employee are interchangeable in this Handbook) and the Company.

I acknowledge that on the date indicated below, I have been provided online access to this Handbook, agree to familiarize myself with its contents and will be held responsible for understanding and abiding by the policies herein. 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 handbook 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 a Team Member. These policies are intended to guide Team Members, and nothing herein shall encroach on a Team Member's right under the National Labor Relations Act including but not limited to the right to engage in concerted activities for the purpose of collective bargaining or other mutual aid or protection, which includes a Team Member's ability to discuss the terms and conditions of employment without fear of reprisal or other prohibited acts.

Employment is and continues to be "at-will". This means that during the course of employment, Team Members are free to terminate their employment with the Company at any time, with or without cause and the Company has the right to terminate Team Members at any time with or without cause. No one other than the President of the Company has the authority to alter this at-will employment arrangement, to enter into an agreement for employment for a specified period of time or to make any agreement contrary to this at-will arrangement. Furthermore, any such agreement must be in writing and must be signed by the President of the Company.

The contents of this Handbook are presented as a matter of summary information only. 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 Team Member, except as to the employment at-will policy. New policies may also be issued after publication of this Handbook. You will be expected to understand and adhere to policy changes and additions as they occur. No oral statements or representations can change or alter the provisions of this handbook. If you have any questions or concerns about this Handbook or any other policy or procedure, please ask your supervisor, manager, director, or Human Resources.

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MT. HOOD MEADOWS' HISTORY

We are proud of our founding and the growth and advancements made at Mt. Hood Meadows and Cooper Spur Mountain Resort over the years. We recognize and celebrate the history of Mt. Hood as ancestral land of Native American Tribes and our presence is a privilege. Our leaders actively partner with the US Forest Service and Tribal partners to find opportunities for Tribes to benefit from Forest Service and MHM programs and to help MHM benefit from Tribes' guidance on numerous topics. Here's a snapshot of the evolution of Mt. Hood Meadows to the resort you know today.

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 April of 1966 the U.S. Forest Service awarded the 30-year permit to Mt. Hood Meadows Oreg., Ltd.

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. 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 the original Shooting Star lift.

The 90s - In 1993 Cascade Express replaced Texas and offered high-speed access up to 7300 feet. Mt. Hood Express replaced Jacob's Ladder in 1994 and Hood River Express, our third high-speed quad, opened in 1995. In 1996, the original Hood River Meadows lift was shortened and moved becoming the current Heather chair. In 1998 we upgraded Shooting Star to a high-speed quad, built the Hood River Meadows lodge (HRM), and expanded the Hood River Meadows parking lot. In 1999 the South Lodge was expanded to include a new equipment rental center, remodeled restaurants, a 16,000 square foot sun deck and a state-certified Day Care Center.

The 2000s - Vista Express was built during the summer of 2004. It was named for the spectacular views passengers enjoy as they are transported above tree line.

2006 - The Private Reserve opened, adding 130 acres of gated access terrain.

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. During the summer of 2007 Ski Patrol HQ, a LEED Silver® (Leadership in Energy and Environmental Design) certified building, was built near the top of Blue.

2008 - Meadows added 160 acres of double-black diamond, gated access terrain- S&R Cliffs (adjacent to Private Reserve) and another 20 acres of steep tree skiing in "Fright Trees" (aka "Far Right Trees"). The Howitzer was acquired with the USFS to assist in avalanche mitigation work in Heather Canyon. The Clinic Building housing Providence Mountain Medical Clinic and Ski Patrol offices/locker room was constructed in the base area. This building achieved LEED Gold® certification. The "Ballroom Carpet" opened for the 2008-09 season.

2009 - The Sunrise parking lot was paved, and the current name replaced the old "Annex" parking lot.

2011 - Meadows replaced the Stadium lift (originally installed as "Yellow" in 1967) with Stadium Express.

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".

2013 - Twenty chairs were added to the Shooting Star lift, increasing its uphill capacity by 30%. An "Ice melt" system was installed under the SE corner of the South Lodge Deck. We tested LED lamps in the slope lighting which reduce night lighting energy consumption by 90%. These new night lights are still being strategically installed with additional lighted

terrain being added in the future. The resort's internet connection was significantly improved with fiber optics, increasing bandwidth by nearly 20 times.

2017 - The original Buttercup lift installed in 1979 was replaced by a fixed grip quad with a loading conveyor.

2020 - Sahale lodge opened in December and 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 equipment rental center. Sahale provides an additional 10,000 square feet of dining space, where guests can enjoy menu offerings from Meadows' newest food and beverage establishments.

2023 - Meadows replaced Mt. Hood Express with a new detachable high speed six pack. The new lift efficiently transports 36% more riders per hour up to 6,548 feet in elevation. After nearly two years in development, the new skihood.com website launched, dramatically improving guest facing communication and commerce.

2024 - Meadows replaced the drive in Cascade Express and purchased and completely remodeled a house on State Street in Hood River to provide Team Member housing.

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 and Ski Area, Mt. Hood Meadows, Mt. Hood Ski Bowl, Cooper Spur Ski Area, and Summit Pass.
- Mt. Hood Meadows covers 2,159 acres, with 240 acres of lighted 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, Meadows had the largest ski school in the Northwest.
- In the '70s, 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 LEED Silver® and LEED Gold® (Leadership in Energy and Environmental Design) certifications.
- Meadows had the first enclosed on-the-snow conveyor lift in the Northwest – the "Ballroom Carpet" – named after long-time instructor Don Ball.

- Meadows “LIFT STARS” lift safety program received an NSAA safety award for most creative safety initiative.
- From 2013 through 2021 and again in 2023 and 2024, Meadows is named by Oregon Business to its “100 Best Green Workplaces in Oregon”. Meadows was the only recreation company included in the rankings.
- In 2018 and 2019, Meadows is named by Oregon Business to its “100 Best Companies to work for in Oregon”.
- In 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 1880s several expeditions led 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 remain affordable as a commitment to the legacy and family history embraced by David Cooper and Jack Baldwin.



HOW WE ROLL

At Mt. Hood Meadows and Cooper Spur, we embrace "The Perpetual Stoke" model. We believe that creating an outstanding work environment leads to unforgettable experiences for our guests. This, in turn, drives financial success, enabling us to reinvest our profits into our company and team. By expanding the resort, providing state-of-the-art tools and equipment, offering comprehensive training, enhancing perks, and continually improving the workplace, we ensure a vibrant and thriving community. Team Members, Guests, Re-invest!

Core Values

Respect

- Honor the cultural significance of Mt. Hood to Indigenous people.
- Sustainably manage our operations to protect our natural resources for future generations.

Belonging

- This is Your Mountain Home; we welcome all who treat each other with kindness, grace, and respect.
- Equity and transparency guide our decisions.

We Find a Way

- Everybody shovels.
- We are accountable to each other, our guests, community, and stakeholders.
- We find resourceful ways to innovate and overcome challenges.

Well-Being

- We foster personal, physical, emotional, and spiritual well-being for our Team and guests.
- We are a learning company focused on professional and personal development.

Embracing a Culture of Learning and Growth

In addition to our Core Values, we are deeply committed to fostering a culture of learning and growth. Our organization supports your professional development, encouraging both personal and team growth through a coaching culture. We believe that feedback is essential for continuous improvement, and we expect all Team Members to actively participate in giving and receiving constructive feedback to enhance our team's overall performance.

Our team comprises numerous respected professionals who are leaders in their fields, driving industry advancements and enhancing our organization's reputation. By joining us, you become part of a vibrant community of learners dedicated to excellence. Developing competencies in your area of responsibility will empower you with greater autonomy, enabling you to excel and expand your value within our organization.

We are strong advocates of fostering a growth mindset, which involves cultivating perseverance, maintaining optimism, adapting strategies, and engaging in reflective practices to improve outcomes. This mindset equips us to swiftly adapt to changing conditions, both internally and externally, on a daily and weekly basis. It opens doors to new opportunities and

innovative approaches that enhance results. We recognize the importance of effort and embrace failure as a steppingstone to success. Instead of saying, "I can't do that," we encourage you to adopt the mindset of "I don't know how to do that — yet."

Whether you're just starting your career or have years of experience, we are committed to your development. We strive to be an excellent "first employer," offering a solid foundation of workplace skills that will benefit you both here and in future endeavors. We provide training opportunities and encourage you to seek out chances for growth. If you are already established in your career, remember that it's never too late to learn new things. We invite you to contribute by coaching others, embracing new skills, habits, and technologies, and growing into the role you aspire to achieve—whether it's within our organization or beyond.

Exploration and development are at the core of our values. With dozens of departments and hundreds of roles, we offer ample opportunities for you to explore various tasks, skills, and subject areas. By acquiring diverse skills across multiple departments, you will become an invaluable asset to our team.

BELONGING AND COMMUNITY COMMITMENT

MHM is dedicated to fostering a consistent and enduring effort to create a welcoming and respectful environment for our team, guests, and community.

This includes regularly reviewing our policies and practices to ensure they reflect our values and promote a welcoming environment. We prioritize continuous learning by providing leadership and Team Members with access to educational resources and training. Our hiring and recruitment efforts are designed to be equitable and accessible, and we actively seek ways to broaden participation in Snowsports for groups who have historically faced barriers. Through thoughtful communication and engaging events, we aim to strengthen connections among Team Members, guests, and partners, encouraging a shared sense of respect and community.

SUSTAINABILITY

We love Mt. Hood and need to protect this special place for future generations.



All Team Members will be engaged in sustainability practices, and we'll provide you with educational and training materials. Look forward to "Welcome Home" when we'll show you some of the ways our company practices recycling correctly, collecting litter, disposing of materials properly and many more.

We believe in respectfully balancing the environmental, social, and financial aspects of our business. Our focus is on resource conservation, from natural to financial, and we encourage all Team Members to embrace this effort.

Some examples of how we demonstrate this:

- Encourage responsible use of resources. We are focused on water, energy, and fuel conservation, materials management, and sustainable design engineering.
- Actively working toward reducing our carbon footprint through reduced power consumption, recycling, supporting mass transit and ridesharing and idling awareness, among other things.
- Reducing our single use disposable food service products and now offer many reusable options.
- Have alternatives to driving to the resort and offer free transportation to our employees.
- Support our elected officials who are pursuing responsible climate policy, including efforts toward reducing carbon emissions.

One of our team mantras is "That trash is mine," a concept which reminds us to pick up litter when we see it, as if it were our own.

Our longstanding ranking in Oregon Magazine's "Top 100 Best Green Businesses in Oregon", as voted by our team members, exemplifies our commitment to these efforts. We ranked in the Top 100 Best Green Workplaces in Oregon 12 of the last 13 years.

We have a team of people who are enthusiastic about supporting our sustainable business practices called the Meadows/Cooper Sustainability *Action Team* (MCSAT for short). Some of our departments have a representative on the team whom you will work with on our Company's sustainability efforts and actions.

We welcome ideas and suggestions. Please share them with a MCSAT member in your department, or via the Team Site.

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 Team Members without regard to age, color, gender, pregnancy, national origin or ancestry, race, religion, sexual orientation, physical or mental disability, genetic information, gender identity, gender expression, status as a disabled veteran, veteran, or any other status protected by federal, state or local law (referred to as "protected status" in other policies in this book). Mt. Hood Meadows is committed to complying with all applicable laws providing equal opportunity in employment to all Team Members and job applicants. This applies to all terms, conditions, and privileges of employment, including hiring, training, promotion, transfer, compensation, benefits, and termination. This commitment applies to all persons involved in the operations of the Company and prohibits unlawful discrimination by any employee of the Company, including supervisors and co-workers. Team Members 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 against persons who initiate complaints or assist in the investigation of a complaint will not be tolerated.

HARASSMENT AND DISCRIMINATION FREE WORKPLACE POLICY

Mt. Hood Meadows is committed to maintaining a healthy and positive work environment free of harassment and discrimination and promotes harmonious, productive working relationships. All Team Members are expressly prohibited from engaging in harassment or discrimination based on an individual's protected status, or their association, meaning, an individual who has a direct connection/relationship with someone in a protected class. Prohibited conduct (1) relates to an individual's protected status or association with a member of a protected class 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.

This policy applies to all individuals at Mt. Hood Meadows and Cooper Spur whether it is a fellow Team Member, member of management, customer, vendor, volunteer, guest or visitor to our premises. It is the responsibility of all Company employees to maintain a work environment free of harassment and discrimination and to report such incidents to the Director of Human Resources, or if you are not comfortable discussing the incident with them, then to your supervisor or manager, the Company's Vice President or another Executive of the Company. The work environment includes any Company-sponsored events at other locations. Supervisors and officers of the Company shall take immediate and appropriate measures to investigate and respond to all known, reported instances of harassment by any employee and to deter such future conduct. The Company's Harassment and Discrimination Free Workplace Policy is intended to protect Team Members from harassment by employees, customers, volunteers, vendors, and others doing business with the Company at both Company locations and Company-sponsored events.

At Mt. Hood Meadows, we uphold a strict policy against harassment, discrimination, and sexual misconduct in any context. Such behavior is expressly prohibited within the workplace, during work-related events, or when it impacts our Team Members in any setting. Our commitment extends to prohibiting any form of sexual harassment, which includes unwelcome advances, inappropriate requests, or conduct of a sexual nature.

Prohibited Conduct: Harassment of an employee for any reason is prohibited. Harassment and discrimination of an employee because of the employee's race, color, national origin, familial status, religion, sex, sexual orientation, gender

identity, age, marital status, former or current servicemember status, or disability is unlawful and absolutely prohibited at the Company. Harassment can take on many forms, and includes, but is not limited to, offensive words, slurs, epithets, derogatory or abusive language, jokes, pranks, negative stereotyping, abusive written or graphic material, threatening, intimidating, or hostile acts, or physical contact that denigrates or shows hostility toward an employee. The following are some examples of conduct that have been found to be unlawful harassment or discrimination:

Verbal Harassment

Verbal abuse, including derogatory or offensive language, slurs or jokes directed at, or made in the presence of, another employee based on race, sex, color, age, religion, sexual orientation, gender identity, national origin, or other traits.

Sexual Harassment

This includes conduct in the workplace that is unwelcome, including unwelcome sexual advances, requests for sexual favors, or any other verbal or physical contact of a sexual nature (a) that prevents an individual from effectively performing the duties of the employee's position; (b) that creates an intimidating, hostile, or offensive working environment; or (c) when such conduct is made a condition of employment or compensation, either implicitly or explicitly. Conduct is unwelcome if it is not solicited or initiated by the subjected employee or if such employee regards the conduct as undesirable or offensive.

Nonsexual, Gender-Based, Sexual Orientation or Gender Identity Harassment

Conduct consisting of written, verbal, or physical conduct that denigrates or shows hostility toward an employee because of an employee's gender, is prohibited. Conduct that denigrates or that is hostile or offensive toward an employee because of an employee's sexual orientation or gender identity is prohibited.

Racial Harassment

Any conduct that is hostile, offensive, and unwelcome or denigrates another employee because of race is prohibited.

Examples: The following, while not an inclusive list, are examples of unacceptable behavior.

Verbal Harassment

- **Threats or Intimidation:** Using threatening language or making someone feel unsafe through verbal means.
- **Derogatory Comments:** Making demeaning remarks, using nicknames, name-calling or jokes about someone's race, gender, religion, sexual orientation, or other personal characteristics.
- **Bullying or Insults:** Repeatedly belittling, mocking or insulting someone.
- **Inappropriate Comments:** Making inappropriate or suggestive comments of a sexual nature or
- **Humiliation:** Publicly criticizing, making intentional false claim of misconduct, spreading gossip, hazing of any form or coercing someone to do something to be "part of the team."

Non-Verbal Harassment

- **Gestures:** Making offensive or threatening gestures of a sexual nature or mimicking some stereotype.
- **Facial Expressions:** Using facial expressions to convey hostility or contempt, such as smirking, glaring or rolling ones' eyes.
- **Body Language:** Engaging in body language that is intimidating or dismissive.
- **Written Communications:** Sending offensive or harassing emails, texts, or social media messages.
- **Displaying Offensive Materials:** Posting or displaying (including sharing phone pictures and videos) offensive materials, such as derogatory cartoons or images (including on skis or snowboards).

Physical Harassment

- **Unwanted Touching:** Any form of physical contact that is unwelcome (e.g., hugging, patting, or touching someone without their consent.)
- **Assault:** Physical attacks or threats of violence (e.g., shoving, hitting, or any other form of physical aggression.).

- **Invasion of Personal Space:** Moving into someone's personal space in a way that makes them uncomfortable (e.g., Standing too close or blocking someone's path.).
- **Intimidation Through Physical Presence:** Using physical presence or actions to intimidate or control (e.g., looming over someone or blocking their exit.).
- **Destruction of Property:** Damaging or destroying someone's personal belongings as a form of harassment (e.g., throwing or damaging someone's personal items in the workplace.).

Reporting Procedure: Any Team Member who is subject to, witnesses, or becomes aware of any act of harassment or discrimination in the workplace should immediately report it to the Director of Human Resources. If you are uncomfortable reporting it to the Director of Human Resources, you may report it to your immediate supervisor or an officer of the Company directly. ALL TEAM MEMBERS SHOULD NOTE THAT FAILURE TO USE THE COMPANY'S COMPLAINT PROCEDURE MAY RESULT IN THE DEFEAT OF A HARASSMENT CLAIM IF LITIGATED. Team Members may report to any of the people listed above, regardless of any particular chain of command. Under Oregon law, employees have up to five (5) years from the date of incident or conduct that is unlawful under ORS 659A.030, 659A.082 or 659A.112 to file a lawsuit. However, other applicable laws for different types of prohibited conduct have a shorter time frame for filing a lawsuit. Under Title VII, an employee must file a claim with the Equal Employment Opportunity Commission (EEOC) within 180 days (there are some exceptions) or State of Oregon Bureau of Labor and Industry (BOLI) within 365 days of the incident.

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 Team Members. 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, complaints will be promptly investigated by the Human Resources Director, Chief Operating Officer, Vice President of Mountain Operations, President, or their designee. 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, MHM will not allow the goal of confidentiality to be a deterrent to an effective investigation.

Retaliation Protections: The Company prohibits retaliation against any Team Member for raising a good faith concern, for providing information related to a concern, or for otherwise cooperating in an investigation regarding conduct in violation of this policy. If a Team Member feels that they have been a victim of retaliation under this policy, the Team Member must notify the Company's Human Resources Director as soon as possible. Any Team Member who retaliates against anyone involved in an investigation is subject to disciplinary action, up to and including termination.

Remedial Action: After thorough investigation of a complaint, the Company shall, in its discretion, take appropriate measures that are calculated to end the harassment or discrimination if found to have occurred, including discipline of the person(s) engaged in harassing or discriminatory conduct (up to, and including, termination), communication to and/or training of all its employees about the Company's harassment free and anti-discrimination policies, and/or re-issuance of its Harassment and Discrimination Free Workplace Policy to all its employees. The Company may also subject directors, Managers and Supervisors who fail to report behavior that they witness or complaints of alleged harassment or discrimination to disciplinary action, up to and including termination.

Restrictions on Nondisclosure or Non-disparagement Agreements: The Company cannot require a Team Member to enter into any agreement if the purpose or effect of the agreement prevents the Team Member from disclosing or discussing conduct constituting discrimination, harassment, or sexual assault. Further, the Company may be restricted from imposing certain confidentiality terms which prevent the disclosure of the dollar amount or fact of any settlement. A Team Member claiming to be aggrieved by discrimination, harassment, or sexual assault may, however, voluntarily request to enter 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 re-employment 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.

If you have any questions about this policy, please contact a member of management or Human Resources.

Harassment and discrimination of any sort shall not be tolerated at the Company.

REQUESTS FOR ACCOMMODATION

Religious Beliefs: The Company will provide reasonable accommodation for a Team Member's sincerely held religious belief(s), unless the Company finds that such accommodation would create 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 a Team Member to participate in their religious practice or belief without undue hardship on the Company's business or operations. Employees should request religious accommodation from Human Resources. The Company may require documentation to support the request.

Disabilities: The Company will provide reasonable accommodation to applicants and Team Members who are qualified individuals with a disability to perform their essential job responsibilities unless the Company finds that such accommodation would create an undue hardship. If you are a qualified individual with a disability and feel that you may benefit from reasonable accommodation, please meet with the Director of Human Resources. All requests for accommodation will be considered and the Company will work with you to identify the most suitable accommodation which will allow you to perform the essential functions of your position.

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.

Pregnancy:

The Company understands the impact of a pregnancy on the workday or application process and the benefit of certain simple accommodations such as: more frequent or longer break periods or additional periodic rest time; modification of a no food or drink policy; providing seating or allowing a Team Member to sit more often; and limiting lifting to 17 pounds or less. The Company will not ask for a medical verification for these simple accommodations. The Company asks that you request any accommodation from Human Resources.

Further, if there is a medical need, the Company will consider other reasonable accommodations such as: job restructuring; reduced or modified work schedule; reassignment to a vacant position; modification of equipment or workstation; temporary transfer; assistance with manual labor and limit on lifting; and schedule flexibility for prenatal visits. The Company will offer reasonable accommodation as long as the accommodation will not create significant difficulty or expense. The Company

asks that you request any reasonable accommodation from Human Resources. The Company will request medical verification for this more significant accommodation.

Further, the Company will not impose or require a Team Member to accept unnecessary accommodation or to use OFLA/FMLA leave if reasonable accommodation exists and will allow the Team Member to perform the essential functions of the position. The Company prohibits any retaliation against any Team Member who seeks a pregnancy related reasonable accommodation under this policy.

DRUG-FREE WORKPLACE AND SUBSTANCE ABUSE POLICY

Mt. Hood Meadows is committed to preserving a workplace that is free of substance abuse and its negative consequences. This policy, which includes components for deterrence and detection, will be enforced uniformly with respect to all employees without regard to position or length of service. Any violation of this policy may subject the employee to discipline, up to and including immediate termination of employment. Violations of this policy may be reported to appropriate law enforcement officials.

We have adopted this policy for the following reasons:

- To establish and maintain a safe, healthy working environment for our Team Members.
- To limit errors and accidental injuries to persons or property.
- To limit absenteeism and tardiness, and to improve productivity.
- To limit the increased risk of employee dishonesty posed by substance abuse.
- To facilitate rehabilitation assistance for any employee who seeks help before a violation of this policy has occurred.
- To protect the reputation of the Company, the morale of its employees, and the confidence of our guests.

Definitions:

As used in this policy, (a) "alcohol" means any alcoholic beverage that may be legally sold and consumed; (b) "drug" means any substance other than alcohol, including, without limitation, prescription drugs and illegal drugs, capable of altering an individual's job performance, perception, alertness, coordination, or judgment; (c) "prescription drug" means any substance prescribed for an employee's own consumption by a licensed medical practitioner that is not illegal under federal law. Medical marijuana is illegal under federal law and excluded from this definition; (d) "illegal drug" means any drug or controlled substance the possession, sale, or consumption of which is illegal under federal or state laws. Despite the passage of Measure 91 in Oregon, marijuana and cannabidiol oil (CBD) products are still illegal substances under federal law; (e) "impaired" means that an employee's job performance, perception, alertness, coordination, or judgment has been decreased in any perceptible manner. It includes having any detectable level of prohibited drugs or alcohol present in the employee's system if a test is administered in accordance with this policy.

Policy Rules:

The following rules apply to all employees:

- All employees are prohibited from being impaired by drugs or alcohol during working hours. The Company will make reasonable accommodation for prescription drugs as defined above used strictly in accordance with directions, if they are necessary to treat or mitigate the effects of an employee's disability and such an accommodation does not (1) cause an undue hardship to the Company; (2) present a direct threat to the employee or third parties; and/or (3) violate federal law; or (4) prevent the employee from performing essential job functions.
- The use, sale, possession, transfer or purchase of illegal drugs or illegal drug-related paraphernalia at the Company's location or while performing our business in any other location is strictly prohibited. "Use" of illegal drugs is defined to include an employee having a detectable amount of an illegal drug or alcohol in the employee's body.
- No alcohol may be consumed during working hours. No alcohol may be consumed prior to or in between work shifts when it is possible to have a detectable level of prohibited drugs or alcohol present in the employees system during

working hours. Consumption of alcohol, in moderation, is permitted in publicly licensed areas at MHM when the Team Member is off duty, out of uniform, consuming legally and responsibly. Under no circumstances may an employee conduct business or operate vehicles on behalf of the Company if impaired by alcohol or any other drug or substance.

- No prescription drug may be brought to the Company's location by any person other than the one for whom it is prescribed. Neither medical nor recreational use marijuana nor CBD products may be brought onto Company's location and may not be used while conducting our business. Other prescription drugs may be used on our premises or while conducting our business only in the manner, combination and quantity prescribed. Any other use of any prescription drug will be considered a violation of this policy. If authorized use of any prescription drug will result in impairment while an employee is working, the employee is responsible to contact Human Resources to discuss whether reasonable accommodation can be provided.
- If an employee's off-duty use of illegal drugs or alcohol results in violation of our attendance standards, or is the cause of errors, accidents, poor work performance, or inability to cooperate with and show courtesy to others, the employee may be disciplined or terminated from employment. If an employee wishes to obtain rehabilitation treatment for substance abuse, the request for accommodation must be made before a violation of this policy occurs.
- Employees are considered to be in possession of substances prohibited by this policy if the substances are found in the employee's personal belongings, work areas, assigned storage areas, or in vehicles brought to the Company's location, as well as when they are found on the employee's person. (See below for additional details regarding Company's right to conduct searches.)
- Employees must fully disclose any convictions under a state or federal criminal drug statute to the Company within three (3) days after such conviction. Convictions which are part of an employee's expunged juvenile record shall not be disclosed. A conviction will not automatically result in discipline or discharge. We will determine the appropriate response after considering all of the circumstances. In deciding what action to take, the employee's manager and/or director, Vice President, and the Human Resources Director 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. Failure to report a conviction may subject an employee to discipline or discharge.
- It is a violation of this policy to fail to fully cooperate with any aspect of its enforcement, including, without limitation, refusal to submit to or interfering with required testing, searches, professional evaluation for drug or alcohol abuse or dependency, or treatment plans prescribed by rehabilitation counselors.

The following are some examples of 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, which includes impairment from previous consumption.
- 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.
- Using or possessing inhalants or prescription drugs that have not been prescribed for the Team Member.

Possible Drug Testing:

The Company reserves the right to conduct drug or alcohol tests in the following circumstances:

- When impaired by drug or alcohol use while on the job or at the Company's location, or in other circumstances that might adversely affect Company operations, safety, or reputation. An employee may be tested when an employee shows signs of impairment on the job, including, without limitation, excessive absenteeism or tardiness; frequent accidents or errors; observance of drug paraphernalia, suspected contraband, and/or alcohol; erratic or bizarre behavior; declining performance; unusual speech, appearance, or odors; or other credible information or indications that create a reasonable suspicion that an employee may be in violation of this policy.

- When required by federal or state law or applicable rule or regulation of any federal or state agency (for example, Department of Transportation). 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.

Process:

- The Company will obtain written consent from each employee or applicant prior to a drug and/or alcohol screening test. An employee who fails to submit to testing may be subject to discipline, up to and including termination of employment. An applicant who fails to give written consent, or who tests positive for the presence of illegal drugs, will not be eligible for employment with the Company.
- Any employee or applicant who tampers with a test sample or in any way attempts to interfere with or undermine the accuracy or integrity of a drug or alcohol screening test commits a violation of this policy.
- Any employee or applicant who provides a specimen that the collector determines may be unsuitable for testing may be required to remain at the collection site until the employee provides a specimen that is suitable for testing. Employees and applicants will be notified of any results showing the specimen to be invalid or unsuitable for testing and given an opportunity to provide a medical explanation. Failure to provide a suitable specimen without a valid medical explanation is a violation of this policy.
- The Company will not discriminate against employees or applicants because of a past history of drug abuse. An employee or applicant may be deemed to be currently engaged in the illegal use of drugs even though the employee tests negative on the date of an adverse employment action if other circumstances indicate that illegal use of drugs has occurred recently enough to indicate the person is actively engaged in that conduct.
- The Company will pay for the cost of administering all tests conducted pursuant to this policy.
- Any employee or applicant who cannot provide a valid or suitable specimen due to a medical condition should notify Human Resources so that an accommodation to testing procedures can be identified.

Conduct Testing or Searches:

Drug Testing: The Company will conduct oral fluid collection and specimen will be sent to Quest lab for processing. Initial results and negative test results will generally be available in 1 day. Positive samples are retested with MRO (Medical Review Officer) certification will generally be available 3 days from date of test.

Alcohol Testing: The Company will conduct a "breathalyzer test," in accordance with applicable laws, when there is reasonable suspicion that an individual is under the influence of alcohol. An alcohol concentration of .02 or greater will constitute a "positive" test.

Test results and other information concerning investigations of policy violations will be treated as confidential to the extent we determine that it is practical. Test results will be provided to the tested employee in accordance with applicable laws.

The Company reserves the right to conduct searches of all personal items that are carried onto or removed from Company locations. Searches may be conducted when the Company determines, in our discretion, that there is reasonable cause to believe that there has been a violation of this policy. This includes the right to search lockers, drawers, equipment, vehicles brought to Company locations, packages, bags, lunch boxes, and other items. No employee or other person will be forcibly searched or detained; however, refusal to cooperate with searches will be considered evidence of a violation of this policy. Any illegal drugs or related paraphernalia found in or on the Company's locations may be released to a law enforcement agency.

Responsibilities

A healthy and productive drug-free workplace is achieved through cooperation and shared responsibility. Both Team Members and management have important roles to play. All Team Members are responsible for reading and understanding this policy. Any Team Member who feels they 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 termination. In appropriate cases and in accordance with applicable law, where Team Members are willing to acknowledge a chemical dependency and commit to ending it, the Company may allow such Team Members 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 alcohol 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 prevent the right of the Company to administer disciplinary action.

If a Team Member suspects that an individual is at work and under the influence of alcohol and/or drugs, the Team Member should notify their supervisor, manager, director, or Human Resources. Management should then immediately contact the Human Resources Director. Symptoms of being under the influence may 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. Managers and directors who fail to report suspicion, including reported suspicion from other Team Members may be subject to disciplinary action, up to and including termination.

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 Team Members 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 a Team Member's system may result in termination. However, if you have a medical condition for which you need an accommodation 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.

Revisions:

The Company may revise this policy from time to time as it deems appropriate. Our efforts to maintain a drug free workplace are not intended to be limited exclusively to this policy. We may take other steps which are lawful and appropriate to detect and eliminate substance abuse in the workplace.

PERSONAL CONDUCT

Please be aware that personal conduct is important at any time while on the resort premises, including while riding resort transportation, or when visiting other ski areas while utilizing the Mountain Exchange program. MHM expects all Team Members to observe certain standards of behavior while at work and at company-sponsored events. Team Members 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. Team Members who witness behaviors in violation of MHM personal conduct policy should report it to their supervisor or HR immediately.

While not an all-inclusive list, 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 and Team Members
- Insubordination – refusing to follow management's credible instructions concerning a job-related matter
- Neglect of policies related to safety and/or performing duties and/or operating equipment with care to protect the safety of others
- Unacceptable Performance
- Unexcused or excessive absence or tardiness
- Any violation of company Anti-Harassment/Discrimination policy
- Any violation of Drug Free Workplace policy
- Negligence, reckless conduct, abusive or offensive behavior or obscene language
- Vandalism, unauthorized use of or damage to Company property

- Vandalism, unauthorized use of another's personal property
- Any violent conduct, threats of violence or carrying a weapon
- Theft, fraud, or dishonesty. This includes manipulation of loyalty points
- Disclosing or using confidential or proprietary information
- Misuse of season pass, ID, or employee lift tickets
- Falsification of any company records or documents, including timecards or any employee records
- Clocking in/out another employee
- Neglect to abide by the Skier Responsibility Code or Park SMART
- Neglect 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

COMPLAINT RESOLUTION

Mt. Hood Meadows strives to maintain an open line of communication with all Team Members. We encourage you to bring suggestions, complaints, problems, or concerns regarding your workplace, job, or coworker relationships to our attention. We encourage Team Members to first try and resolve issues with their immediate supervisor, manager and director. However, if the issue is with the supervisor, manager, or director, or if they believe the issue is not resolved or is not being resolved they should contact the Human Resources Director.

Upon notification, complaints will be promptly investigated by the Human Resources Director, Chief Operating Officer, Vice President of Mountain Operations, President/General Manager, or their designee. If the investigation substantiates a complaint regarding a serious policy violation, the Company will take appropriate disciplinary action. Disciplinary action may also be taken against those that make false accusations that are malicious or reckless.

The Company prohibits retaliation against any Team Member for making a complaint in good faith, or for cooperating in an investigation regarding a complaint. Any Team Member who retaliates against anyone involved in an investigation is subject to disciplinary action, up to and including termination.

DISCIPLINARY AND TERMINATION GUIDELINES

The Company is an at-will employer, meaning that just as a Team Member may terminate their 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 a Team Member 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 a disciplinary process with steps that are appropriate for the nature and severity of the issue. Disciplinary steps may include a documented verbal warning, a formal written warning, a short-term unpaid suspension, demotion and/or termination of employment. However, these 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. This policy does not alter the Company's policy of employment at-will.

REFERENCES / RECOMMENDATIONS

All inquiries regarding Team Members who are currently employed or have been previously employed by MHM can be referred to Payroll. The Company will share position(s) held, dates of employment, and rehire status.

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, including required training. Misuse of MHM electronic systems or internet access can lead to disciplinary action up to and including termination.

As a Team Member, 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 platforms owned and/or managed by MHM.

Team Members 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. Team Members shall honor the passwords and other security provisions. As a Team Member, 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. Team Members are responsible for all activity, 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. Team Members 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 Team Member's department manager.**

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. Team Members do not have a personal privacy right to any matters received 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 are confidential, nor should they be used to meet an employee's own personal needs. Team Members who receive a message not addressed to them are not authorized to read or use information contained in that message.

All Team Members are expected to communicate professionally, 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 all information contained in its telephone systems, communication systems, and/or computer systems. Team Members will be in violation of the organization's discrimination and/or harassment policy if they send, receive, or access discriminatory, harassing, or otherwise inappropriate messages, attachments, or links via any of these systems.

Brief and occasional personal use of e-mail is acceptable if 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."

Note: Thumb Drives (USB flash drives) or any external drives are not allowed to be connected to our network nor to your computer. When Team Members use removable media devices, they can unknowingly spread malicious software between devices. This is because can easily be installed on USB flash drives and other storage devices. It just takes one infected device to infiltrate your company's entire network.

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

- Theft of company property: Mobile devices with their relatively high value and ease of resale make 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 a Team Member 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, even if it is locked.

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 x1521.

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, the 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.

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.

Nothing herein shall encroach on an employee's rights right under the National Labor Relations Act including but not limited to the right 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 prohibited acts.

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 Team Members, guests, suppliers, or others who work on behalf of MHM or MHM's competitors. 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, which disparage 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 based on 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 Team Members, guests, suppliers, or others who work on behalf of MHM or MHM's 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 any subject related to 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 Team Member who retaliates against another Team Member 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.

USE OF IMAGES / RECORDINGS

Meadows collects recordings such as photographs, video, audio, and other files as part of marketing, recruiting, public

relations, investigation, training, and other efforts. Team Members are subject to having recordings of themselves used for these purposes. The people recording will attempt to make you aware that they are capturing your image or sound. If you state unwillingness for this, they will endeavor to honor that, although no guarantees can be made in this regard, particularly in the matter of investigations.

CONFIDENTIAL AND PROPRIETARY INFORMATION

Information about the Company, its employees, guests, suppliers and vendors is to be kept confidential and divulged only to individuals within the Company with a need to receive, and authorized to receive, such information. If in doubt as to whether information should be divulged, err in favor of not divulging information and discuss the situation with your supervisor. All records and files maintained by the Company, in whatever form, are confidential and remain the property of the Company. Records and files are not to be disclosed to any outside party in any manner without the express permission of an officer of the Company. Confidential information includes, but is in no way limited to financial records, personnel and payroll records (regarding current or past employees), information regarding guest transactions, guest account information, information regarding guests, vendors or suppliers, Team Member and guest injury or incident reports, personnel files, forms, policies, procedures, marketing data, formulas, strategic plans, customer lists, trade secrets, marketing, research, scientific data, scientific formulae, scientific prototypes, and any documents or information regarding the Company's operations, procedures or practices. Such confidential information may not be removed from Company premises without express written authorization.

Confidential information obtained during or through employment with the Company may not be used by any employee for the purpose of furthering current or future outside employment or activities or for obtaining personal gain or profit. Employees shall comply with all procedures established at the Company to protect the confidentiality of its business and confidential or trade secret information. Employees may not copy, remove, or use any confidential information except as authorized by the Company for its benefit. Upon termination, employees must return all confidential information. Employees may be required to enter into a written confidentiality and/or non-solicitation agreement as a condition of employment or continued employment.

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, only Greg Pack, President/General Manager, or his designee, will serve as the media spokesperson for the organization. Greg Pack can be reached at 503.337.2222 ext. 1259 or by contacting your manager or director.

LOST AND FOUND

All lost and found items are to be taken to the Concierge desk as soon as possible and no items should be kept in departments overnight. Cell phones, keys, credit cards and IDs are considered critical items and if an employee is unable to immediately turn in the item, they should call the Concierge desk at ext. 1200 with a description of the item, where the item is being held, and an expected time that the item will be taken to the Concierge desk. At no time are unclaimed found items loaned out or given away from the Concierge desk. We have a protocol to distribute specific usable items to departments to share with guests and employees, and other unclaimed items are donated to specific charitable organizations. Any employee that keeps or falsely claims a found item as theirs is violating company policy and disciplinary action will be taken up to and including termination and criminal trespass proceedings.

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/JOBs 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 onboarding forms are completed, such as application, W4, personal information, I-9 Form, and handbook acknowledgement. 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:

- Policy Acknowledgements
- Season Pass Agreement
- Orientation
- Any other required onboarding activities assigned to you

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

EMPLOYMENT ELIGIBILITY DOCUMENTS

All new Team Members must complete an I-9 Form and provide proof of their identity and their eligibility to work in the USA. Team Members will be expected to complete their portion of the I-9 Form before orientation and to bring documents to complete the I-9 Form on their first day of work. If a new Team Member 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 Team Member 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.

CRIMINAL BACKGROUND CHECKS

Certain positions are subject to post-job offer, 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 post-job offer, pre-employment criminal background checks on the following positions:

- All managers, assistant managers, and directors upon initial hire
- All employees of the Human Resources, I.T., and accounting departments upon initial and re-hire
- Supervisors within 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 camp counselors, and snowshoe guides upon initial and re-hire
- All daycare employees according to Department of Early Learning and Care (DELIC) 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 Director of Human Resources.
- Any candidate that discloses a conviction post-offer that would disqualify them from employment

“Initial hire” is defined as the first day of work of your first season. “Re-hire” checks are conducted upon an employee’s return if it has been more than 15 months since their last criminal check.

Only individuals in Human Resources that are authorized to do so may initiate or receive criminal background screening information. Information gained from any of the above criminal 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.

REFERENCE CHECKS

Any information provided on an employee's application/resume or during the interview process may be verified for accuracy. Falsification of any information is grounds for immediate termination of employment.

COMPANY ORIENTATION

Each Team Member 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 dates.

WINTER WORK SCHEDULE

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

All positions are expected to work on site. Some administrative positions may have the flexibility to work remotely as a regular schedule or as accommodation. Any remote work is to be authorized by the director overseeing the department and Human Resources.

Cooper Spur Ski Area normal operating schedule is Friday evening, Saturday / Sunday days, and all holiday periods from early December through March and even into April. Cooper Spur food and beverage and hospitality operates year-round.

ATTENDANCE AND PUNCTUALITY

Punctual and regular attendance is an essential responsibility of every Team Member. Team Members are expected to report to work as scheduled, on time and prepared to start working. Team Members are also expected to remain at work for their entire work schedule. Late arrival, early departure, or other absences from scheduled hours are disruptive and must be avoided if at all possible.

Unexcused absences and tardiness place burdens on your fellow Team Members and reduces 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 at least 2 hours in advance of your shift, using the procedure instructed during training and posted for your department.

Absences covered by the Family and Medical Leave Act (FMLA), Oregon Family Leave Act (OFLA), Oregon Paid Leave (PLO) or leave provided as a reasonable accommodation under the Americans with Disabilities Act (ADA) do not apply to this policy.

Team Members who have excessive absences or tardiness, defined as three (3) or more instances in a 30-day period, are subject to review and disciplinary action up to and including termination of employment.

Any Team Member who fails to report to work for a period of three days or more without notifying their supervisor in the manner prescribed for the department, will be considered to have abandoned the job, and voluntarily terminated the employment relationship.

MEALS/BREAKS

Meals

Employees are provided with a one half-hour unpaid meal period which must be taken as scheduled by the Company, generally between the employee's 3rd and 5th hour of work or the employee's 4th and 6th hour of work. Employees are expected to observe assigned working hours and the time allowed for meal and rest periods. Any adjustments to a scheduled meal period must be approved by management. **Employees may not work through their meal or rest periods in order to compensate for absence or tardiness or for any other reason.** At no time may a non-exempt employee who is required to take a meal period take less than 30 minutes for a meal period.

Breaks

In addition to the unpaid meal period, employees also receive one 10-minute paid break (fifteen minutes for minors) for each four hours worked. Each employee should check with their supervisor as to the exact time for the scheduled break. All breaks will be scheduled according to workload and in conjunction with the breaks of other employees.

Accommodation for Lactating Team Member

For up to 18 months after the child's birth, a Team Member who has a need to express milk for a child will be provided reasonable break times to express breast milk.

The Company will provide nursing mothers reasonable time to express milk and will provide a location other than a rest room that is shielded from view and free from intrusion to express milk. If applicable, employees who have a private office can express milk in their office and employees without an office will be provided a private location, most likely an empty office or an area with an electrical outlet. The location to express milk will depend on availability of space, concerns for privacy, and convenience for the lactating employee. Mt. Hood Meadows has a designated family room located in the North Lodge, and a private room in the women's restroom in the South Lodge, for this purpose. If those rooms are unavailable, or the Team Member works at Cooper Spur, in the Admin Building, Meadows PDX, or other remote location, they can request another private space by contacting Human Resources (503.337.2222 x1388).

Lactating employees may use their paid rest periods (two ten-minute breaks a day) for their lactation breaks. If a lactating employee needs additional time, the employee can arrange with their supervisor to take additional time as an unpaid break and can work earlier or later to make up their hours if they desire. Employees should take a lactation break when they have the need to express milk. Typically, breaks may be needed two to three times for an eight-hour shift. Any unpaid time used to express milk will not negatively affect an employee's eligibility for benefits based on hours regularly worked. Lactating employees should notify their supervisor in advance of their intent to express milk at work so that the Company can make the necessary arrangements.

A small refrigerator reserved for the specific storage of breast milk is available in the Human Resources office. Any breast milk stored in the refrigerator must be labeled with the name of the Team Member and the date of expressing the breast milk. Any nonconforming products stored in the refrigerator may be disposed of. Team Members storing milk in the refrigerator assume all responsibility for the safety of the milk and the risk of harm for any reason, including improper storage, refrigeration, and tampering. Team members may alternatively bring a cooler or other insulated container to store the expressed milk.

PAY PERIODS AND PAYDAYS

We pay all Team Members by direct deposit, either using a bank account or pay card. 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. You can view your payroll statements (paycheck and W-2) online in Dayforce. Requests for a duplicate or new W2, returned Direct Deposits, and re-issued checks are subject to an administrative fee.

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 will promptly 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.

TIMEKEEPING SYSTEM/HOURS WORKED

If you are classified as a non-exempt Team Member (meaning you are paid hourly), you must maintain a 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 by leaving a comment in your timesheet. When you receive each paycheck, please verify immediately that you were paid correctly for all regular and overtime hours you worked each week reflected in the paycheck.

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

Team Members 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 Team Member 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 Team Member to falsify a timesheet or to alter another Team Member's timesheet (i.e., "clocking in / out" for another Team Member). It is also a violation for any Team Member or manager to instruct another Team Member to incorrectly or falsely report hours worked or to alter another Team Member'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.

OVERTIME

Most full-time Team Member 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. Team Members may not work overtime without prior approval from their supervisor, manager, or director and may be subject to disciplinary action if they work overtime without prior approval.

The Company does not provide payroll advances. 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 workforce. All Team Members 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 Team Members voluntarily leaving the company provide the standard courtesy of two weeks' prior notice and complete a Resignation form in Dayforce.

Quit without Notice

A Team Member who fails to report to work and fails to notify their supervisor for three consecutive workdays (No call/No show) will be considered to have abandoned the job and voluntarily quit without notice.

Team Members who quit without notice (provided less than 2 week notice prior to last day of work or do not work through a 2 week notice) are considered ineligible for rehire 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 of your employment.

Final Paychecks

Final paychecks are handled according to Oregon wage and hour laws.

EMPLOYMENT RECORDS

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

Team Members 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.

Requests for employment verification should be sent to payroll@skihood.com and will be completed by our payroll department.

Team Member may request access to their employment records by submitting a request to Human Resources. Human Resources will process requests within 72 hours of the request. Team Members may view their employment records in the HR office.

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. In general, the employment of relatives, spouses, registered domestic partners or others with close personal relationships of current employees is acceptable to the Company. However, to avoid a conflict of interest, or a perception of a 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 within the department reporting structure is not allowed unless requested prior to employment and explicitly approved by Human Resources. It is the responsibility of the supervisor, manager or director to disclose a personal relationship with candidates for hire or promotion prior to the hire or promotion to Human Resources. For purposes of this policy, a member of an individual's family means the spouse, registered domestic partner, son, daughter, brother, sister,

father, mother, brother-in-law, sister-in-law, son-in-law, daughter-in-law, mother-in-law, father-in-law, aunt, uncle, niece, nephew, stepparent, stepchild, or step sibling of the individual.

Personal or romantic relationships are generally permitted provided they occur outside of the reporting/management chain. Management personnel are prohibited from establishing a romantic relationship with someone in their reporting/management chain. If a romantic relationship is established between management and someone in their department, the management individual must contact Human Resources and disclose this information. Management personnel are discouraged from establishing close personal friendships or room/house sharing arrangements with Team Members.

All employment relationships involving supervisors, managers or directors who have familial, personal or romantic relationships with other employees will be closely monitored by department directors and Human Resources. If any of these arrangements result in instances of real or perceived conflict of interest, favoritism, harassment or discrimination, the Company reserves the right to address the employment relationship. Further, if any Team Member believes they have been, or are being, adversely affected by any familial, personal or romantic relationship, they should contact Human Resources.

In the event the Company determines an employment relationship involving employees with a familial, personal or romantic relationship is not in the best interest of the Company, the Company may attempt to find an alternative position to offer one or both of the impacted employees. If there is no alternative position that is acceptable, the Company may terminate the at-will employment relationship.

All Team Members are prohibited from propositioning a guest for a date while at work or when representing the Company.

WORKPLACE EXPECTATIONS

PERSONAL APPEARANCE STANDARDS

Presenting a positive image has a direct impact on the experience of our guests. Maintain a professional, well-groomed appearance while at work; exercise good judgment and commitment to project a positive and clean image of MHM.

Each department has its own personality. Departmental directors and managers, with approval from Human Resources, are responsible for determining the 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 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 Team Members. Any Team Member who does not appear neat and clean will not be allowed to work until the proper hygiene standard is met. Team Members are expected to bathe and use deodorant to prevent offensive body odor as well as good dental hygiene and/or use of breath fresheners to prevent bad breath.

MHM recognizes that Team Members and visitors to our workplace may have sensitivity to and/or allergic reactions from various fragrant products. Team Members, therefore, should be respectful to others' requests regarding scents and keep the use of perfume or cologne to a minimum. MHM reserves the right to determine appropriate scent(s) in the workplace 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.

Uniforms

Uniform specifications vary between departments, 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 Team Members are off duty.

Team Members 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 pursue collections to recover the cost of the uniform. Any employee not returning their full uniform may be ineligible for rehire the following season. If your issued uniform is returned in extremely poor condition (soiled, stained, smoky, excessive damage) you will be considered a conditional rehire and may be subject to a cleaning charge. You are not allowed to take uniform items off company premises unless authorized by your department manager. 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 Team Members and must be worn at all times while on duty. Damaged name tags can be replaced via your supervisor. Nametags are a required part of your uniform and must be returned at the end of employment.

PERSONAL CELL PHONE/HEADPHONES/EARBUDS

While at work, Team Members are expected to give guests and work activities their full attention. For this reason, **personal electronic devices are not to be used for personal use while on duty**. 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.

Use of headphones or earbuds, in guest facing positions and while skiing or riding on the clock is not allowed as it does not convey to the guest that they are given your undivided attention. Use of earbuds may be restricted when the use would present a safety hazard.

TOBACCO USE

Team Members are to confine the use of tobacco products, including but not limited to cigarettes, cigars, pipes, e-cigarettes, vape pens, 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.

SKIING/RIDING ON DUTY

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 duty. Cutting through the Patrol or MLC lines is allowed for uniformed Team Members when there is a specific business reason to do so. If not, please use the guest lines. Follow your department guidance for what terrain you are allowed to ride on the clock. Terrain Park use is limited to the Terrain Park Staff, Ski Patrol, Instructors teaching terrain park related workshops, and other approved staff. Team Members required to be in a park while 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. If in a position to use the patrol lane for lifts, unless in an emergency or carrying equipment, please join in with guests as opposed to taking up their own chair or riding with other Team Members. You must always wear a helmet when on the clock.

COMPANY PROPERTY AND SEARCH POLICY

Desks, lockers, vehicles, and any other equipment furnished by the Company are Company property and must be maintained according to Company rules and regulations. They must be kept clean and in working order and are to be used only for work-related purposes. The Company reserves the right to inspect all Company property to ensure compliance with its rules and regulations, without notice to the employee and/or in the employee's absence. Under most conditions, the decision to conduct an unannounced search will involve a member of Human Resources, Department of Public Safety Manager, a director and/or Vice President. All searches must be **approved** by the Director of Human Resources, Vice President, or their designee.

Prior written authorization may be required before Company property may be removed from the premises. Talk to your supervisor, manager, or director prior to the removal of the property. All Company property must be returned upon resignation or termination.

LOCKERS

Locker space is limited so please respect the needs of your locker mate. Meadows is not responsible for loss or damage to Team Members' personal property. Please maintain the security of your locker by keeping your combination confidential and always check to ensure the lock is secured. Lockers are for Team Members only.

Lockers are intended for the storage of your uniform, gear, and necessary personal items and **ONLY** when you are a current, active Team Member. 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 and will be donated. Only company-issued locks are to be used on the lockers. All lockers are subject to search under MHM Search Policy. The use of stickers on the inside or outside of lockers in publicly accessible areas is prohibited, this includes all lockers on the basement level of the North and South Lodges.

COMPANY VEHICLES

Certain job descriptions may necessitate the operation of Mt. Hood Meadows licensed vehicles. Unless the employee has a CDL, Drivers must be approved and must be a licensed driver for at least 3 years with an acceptable motor vehicle record. Team Members are required to notify Human Resources in the event there are significant changes to their driving record that could impact their eligibility to operate a MHM vehicle. Inclusion on the company drivers list is determined by insurance underwriters. Any Team Member 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). Any and all damage to vehicles must be reported using the Vehicle Incident Report in Jira. There is to be no smoking or non-service animals 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 parking, transportation, or Public Safety departments. Employees working at Cooper Spur need to contact the Resort Manager 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 towed and/or booted at their expense.

PERSONAL PROPERTY

Personal belongings brought onto MHM's premises (including skiing/riding equipment) are the Team Member's responsibility. While the organization does all it can to protect Team Member's property, we cannot be held responsible for the loss or theft of personal belongings, even if those belongings are stored in a 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. The expense reimbursement policy and the Employee Reimbursement Request form is available on the Team site. Once the form is reviewed and approved by your director, the expense will be reimbursed on the next payroll. 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.

SMARTPHONE & CELL PHONE STIPEND

Team Members eligible for cell phone/smartphone stipend are those whose job description and duties require a cell phone.

A cell phone/smartphone stipend can be provided for job duties where the Team Member is either: often away from the office and needs to be accessible on short notice, or in a position where they are expected to be “on call” outside of normal office hours and must be reachable regularly during off time to resolve critical business issues.

A cell phone/smartphone stipend will only be provided when one of the cell phones/smartphone stipend requirements are met, and the director or Vice President has determined that access outside of the office is also critical to fulfilling job duties. Cell phone and smartphone stipends will be paid via payroll.

The Team Member must retain an active cell phone contract if a cell phone stipend is in place. Because the cell phone is owned personally by the Team Member, the employee may use the phone for both business and personal purposes. However, the phone is not to be used for personal matters while on the clock. Use reasonable care to protect cell phones and smartphones and avoid accessing or storing confidential data on such devices. Mt. Hood Meadows is not liable for equipment theft or loss. Employees who access Mt. Hood Meadows data using cell phones or smartphones must secure such devices with a password and follow the Mt. Hood Meadows mobile device policy. Use of the phone in any manner contrary to local, state, or federal laws constitutes misuse, and will result in immediate termination of the cell phone stipend.

Please note that in the event of potential litigation or response to subpoena, Team Members may be required to preserve and provide any related data stored on a personal digital assistant, including all mobile devices.

The Team Member’s supervisor or manager is responsible for an annual review of business-related cellphone use, to determine if existing cell phone/smartphone stipend should be continued as-is, changed, or discontinued. It is the Team Member’s supervisor’s or manager’s responsibility to contact Human Resources and accounting immediately when Team Members with stipends terminate or change positions within the resort. Stipend for cell phone/smartphone will terminate upon an individual’s separation of service with Company.

Cell Phone Stipends: Approval by Executive Team only. Accounting will process approved cell phone stipends from Executive Team requests as follows:

- Managers: allowed \$30/month (\$15/paycheck)
- Company Housing Resident Advisors (RAs): allowed \$30/month (\$15/paycheck)
- Sales Team (regardless of title): allowed \$50/month (\$25/paycheck)
- Cooper Spur Caretakers: allowed \$30/month (\$15/paycheck)
- Directors: allowed \$50/month (\$25/paycheck)
- Executive Members: allowed \$85/month

MT. HOOD MEADOWS LEADERSHIP ROLES

Leadership responsibilities vary depending on role and department structure. All leaders have the responsibility to uphold a high standard of professionalism and courtesy and to act with integrity, honesty and for the good of the company. Our leaders carry out MHM's Mission, Vision, and Values and ensure an exceptional guest experience for both internal and external guests. Here's more detail on the expectations of each role:

- **Supervisor Role** - Overall responsibility for the supervision of the front-line team or shift or process within the department. Responsible for planning, assigning work, monitoring quality, evaluating performance and providing feedback and other tasks involved in supervising the work of others or supervise aspects of a business, system or process. Ensures all activities operate smoothly on behalf or in the absence of a manager.
- **Assistant Manager Role** - Overall responsibility for the supervision of multiple supervisors or processes within the department. Responsible for supervising the work of supervisors, assigning the work, monitoring quality, planning, organizing, coordinating, controlling the activities of all aspects of the identified operations and implementing policies and procedures as directed. Responsible for evaluating performance, providing feedback, and assisting with Team Member relations and Guest relations. Ensures all activities operate smoothly on behalf or in the absence of a manager.
- **Manager Role** – Managers oversee the department's performance and manage the work of supervisors, as well as assign the work, review quality, plan, organize, coordinate, manage activities of all aspects of the identified operations and implement policies and procedures as directed. Additionally, managers foster a positive, team-oriented culture that emphasizes quality, continuous improvement, and department performance and staffing.
- **Director Role** – Directors provide inspiration and motivation to their departments, responsible for managing managers and Team Members who are executing the vision and strategies set by executive leadership. This position holds primary accountability for creating and executing department and companywide policies, procedures, strategic plans and the overall performance of their assigned departments for growing the resort in a manner consistent with the strategic direction of executive leadership.

We are proud to foster a culture of growth and development, and we believe in providing our Team Members with opportunities to advance their careers and take on management roles. Please speak to your manager, director, or Human Resources about opportunities to advance your career at Mt. Hood Meadows and Cooper Spur Mountain Resort.

EMPLOYEE PRIVILEGES

LIFT ACCESS FOR SKIING/RIDING

Lift access for Team Members is based on the following parameters:

Full Time

Team Members who work 4 or more days per week (*24-day commitment) on a consistent basis earn:

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

Part Time

Team Members who work regularly scheduled shifts totaling 1-3 days per week (*18-day commitment) earn:

- All Access Pass for self at Meadows and Cooper Spur Ski Area (CSSA)
- Dependent season pass for \$100 per dependent. Passes for children aged 6 and under are free.
- This includes Team Members who make a commitment as part of a manager's staffing plan that has been approved by Human Resources.

Limited Time

- Team Members who work less than 1 day per week, intermittently, or on a highly limited basis (*10-day commitment) earn:
 - Limited lift access, based on the department's staffing plan (approved by Human Resources)
 - No dependent privileges are earned

*MLC team and Safety Hosts.

DEPENDENTS are defined as a spouse, or child 22 years of age or under. Identification, proof of relationship and proof of age (for the 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 pass/lift access media that does not belong to you or your dependents must be turned into Lost & Found. Use of a pass/lift access and/or vouchers or providing another person with a pass/access and/or vouchers that is assigned to another Team Member, guest, or department is prohibited and may result in 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 a Team Member, you can submit an employee reimbursement request form on the Team site before your last day of work. Requests for reimbursement will be processed after January 15th and are pro-rated from hire date to how far we are into the season. Reimbursement funds may go to the credit or debit card that was used to purchase the pass, added to a paycheck, or added to passholder value.

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 including a parent, grandchild, sibling, or child over the age of 22. Season Pass Reassignment requests are subject to approval and must be submitted on the Team site.

BUDDY PASSES

Each Team Member gets 3 buddy tickets that can be redeemed for \$39 each. Buddy tickets are 7-hour, unrestricted date tickets. Seven-hour time frame starts when the ticket is first scanned. We ask that Team Members either be present with their buddy. If you won't be with your guest on the day of redemption, please email mhminfo@skihood.com to authorize the use of your buddy pass ahead of time. Your buddy will provide payment at a Guest Services Ticket Booth on the reserved day to receive the day ticket.

PASS MEDIA REPRINTS

Each Team Member and eligible dependents are allowed a one-time per season reprint of their pass media at no charge. Additional reprints for lost pass media will include a \$2 charge, which is non-refundable.

MOUNTAIN EXCHANGE

You have the opportunity to receive free or discounted lift access at many Pacific Northwest Ski Areas, as well as potentially other opportunities which vary. Specific rules apply to this exchange program. Please go to the Team site for further information on the program. A limited number of passes per area, per day, are available. If a request is approved, the Team Member will need to pick up the letter from the HR office no later than the day before the date the pass is to be used or else the pass will be made available to another Team Member. Abuse of this privilege or using it on a day you are scheduled to work are grounds for disciplinary action. Cooper Spur Team Members may see onsite management for letters.

SKIING/RIDING LESSON DISCOUNTS

The MLC offers complimentary or discounted lessons and programs, to all Meadows Team Members and their eligible dependents. Please refer to Mt. Hood Meadows and Cooper Spur Team Site under Perks for details.

TEAM MEMBER BUS

The Meadows Team Member bus departs from Hood River on operating days throughout the season. Bus schedules are available at Human Resources and on the Team site. This privilege is for Team Members only. Dependents and friends of Team Members may not ride these buses. All policies regarding personal conduct as stated in this handbook apply to use of the Team Member buses. Team Member ID is required to be shown at the time of embarking.

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

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

1. Help us maintain strong relationships with the businesses and residents near our bus stops by:
 - Parking only in approved parking spaces – see parking maps for clarification
 - No loitering
 - Be quiet as residents nearby may be sleeping
 - No littering
 - No alcohol or illegal drugs
2. Be on time! The Team Member bus will **DEPART** each stop at the time listed on bus schedule.
 - When loading onto the bus, remain stationary and at a safe distance until the bus has come to a complete stop.
 - Do not ask the driver to load or unload locations that are not stops.
3. Be respectful of others on the bus:
 - Follow the bus driver's instructions and encourage others to do the same.
 - Use headphones and keep volume low when using personal electronic devices.
 - Use appropriate language and keep conversation topics PG.
 - Use the bus only on scheduled workdays.
 - No smoking / vaping on the bus.

Neglect to adhere to the passenger code of conduct or any other behavior deemed to be a violation of Company policy will result in disciplinary action up to and including termination.

Ride-share to work or even the bus stop – check out [GetThereOregon.org](https://getthereoregon.org) to join a Mt. Hood Meadows network.

PARKING

All Team Members 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 instructions from the parking lot attendants. 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 that require you to access the main lot when it is likely to be closed. Team Members with approval from their manager, may park in upper lots with a valid permit. Abuse of the parking permit, such as using it on a non-work day, or loaning it to another person, may result in disciplinary action up to and including termination. The drop-off zone at Meadows main lodge parking lot may be restricted. Signage and safety cones are to be respected and not tampered with. Vehicles that are found to disobey these features will be immobilized and charged a fee before being released. Further, Team Members who violate parking attendant instructions, tamper with cones or blockades, or behave in a disrespectful manner in the parking areas will be subject to disciplinary action, up to and including termination. All parking in the resort parking lots (which are designated Sno-Parks) 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 including Outer Limits Sports, HPC, Concierge, Sahale, and in the parking lots at certain times, or online at [https://dmv2u.oregon.gov/eServices/ #1](https://dmv2u.oregon.gov/eServices/#1).

DAY CARE

Our Day Care Center is available to Team Members' dependents as young as six weeks old through age 11 on a space available basis. Please check with Daycare for current pricing. Reservations are required by emailing daycare@skihood.com. Reservations should be made at least 48 hours in advance. Please refer to Mt. Hood Meadows and Cooper Spur Team Site for current policy.

MEALS

Team Members receive meal discounts for the resort at which they work. Team Members may share food purchased with their discount with a non-employee but are prohibited from providing their pass privilege to a non-employee to make a purchase with their discount. Any Team Member 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 sit-down full-service restaurants. Food to go is available through our quick service food outlets only. Please see Mt. Hood Meadows and Cooper Spur Team Site for details.

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

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

Team Members must present their pass to qualify for discounts and discounts apply only to Team Members and not to family or friends.

RENTAL CENTER & GEAR CHECK

Ski and Snowboard rental equipment packages are discounted for Team Members and eligible dependents. Team Members must show their Team Member Pass or 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 fee for each day thereafter. All Team Members and eligible dependents have free use of Gear Check. We recommend that you take advantage of this benefit to protect your equipment from loss. Please ask Gear Check staff where to self-check your equipment.

SEASON PASS LOYALTY POINTS PROGRAM

Team Members are eligible to participate in this program. Points are only to be earned on purchases you make yourself. It is a violation of policy to obtain 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 for yourself. You cannot earn points on purchases guests make, 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. Receiving loyalty points in any way other than self-purchases is considered a violation of this policy and will be treated as theft which may result in disciplinary action up to and including termination.

COOPER SPUR MOUNTAIN RESORT

- Lodging- 25% discount on lodging at Cooper Spur Mountain Resort. The discount excludes Christmas Break, Martin Luther King and President's Day weekends, and all peak weekends in January & February (Friday & Saturday nights only). Employees must be present with their season pass or ID during hotel check-in and are responsible for any damages or additional fees incurred. Regular hotel promotions and Employee discounts cannot be combined.
- Dining- 30% discount 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 CSMR. The 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 Team Members 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 Uprise Health to provide contact with counselors who are always available for immediate counseling and/or referral to other professionals if necessary. Uprise provides additional services including life coaching, legal, and financial services. Certain services are provided free of charge for Team Members and their family members. And all services are completely confidential.

Employee Assistance Program brochures are available in the Human Resources office; or go to <https://members.uprisehealth.com/> password: meadows. Or call toll free: 800-395-1616.

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, provided you are not a manager or above. 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). Your form must be submitted before your last day of employment.
- 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 active and 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., supervisor, 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 Team Members on terms that make it easier (duration, upfront money, total cost, etc.). Once a full time Team Member has accepted a job offer may receive access to a list of properties 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 jeopardizing the program will be subject to losing program privileges. Landlords must sign up for program prior to housing a Team Member. This program is not to be used as leverage or to pre-arrange a rental on the promise of incentives. First time landlords already renting to a Team Member are not eligible.

SAFETY AND SECURITY

NO VIOLENCE IN THE WORKPLACE

The safety and security of all Team Members is of primary importance at MHM. Threats, stalking, threatening or abusive behavior, or acts of violence, including but not limited to intimidation, harassment, and/or coercion, which involve or affect MHM or its employees, or which occur on MHM premises or during work hours, will not be tolerated (even those made intended to be a joke). 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.

This prohibition against threats and acts of violence applies to all persons involved in the operation of MHM, including, but not limited to, MHM personnel, contract and temporary workers and anyone else on MHM premises. Any person who made threats, stalked, exhibited threatening behavior, or engaged 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 or acts of violence they witness or receive or 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 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 to make this report regardless of the relationship between the individual who initiated the threatening behavior and the person or persons being threatened. Workplace violence includes any intentional conduct which is sufficiently severe, offensive or intimidating to cause an individual to reasonably fear for the employee's personal safety or the safety of the employee's family, friends or property such that employment conditions are altered, or a hostile or intimidating work environment is created for one or more employees.

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.

Temporary Restraining Orders

- (1) Any employee who applies for a temporary or permanent protective or restraining order which lists any MHM location as a protected area must provide to the Director of Human Resources a copy of the petition and declarations used to apply for the order.
- (2) Any employee who obtains a temporary or permanent restraining order which lists any MHM location as

a protected area must provide to the Director Human Resources a copy of the order. Such information is necessary to protect the employee and will be kept confidential to the extent possible without compromising the safety and security of MHM employees and the Company.

THE COMPANY WILL MAKE THE SOLE DETERMINATION OF WHETHER, AND TO WHAT EXTENT, THREATS OR ACTS OF VIOLENCE WILL BE ACTED UPON BY THE COMPANY.

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.

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.

THREATS AND VIOLENCE

The safety and security of Team Members is of vital importance. Acts or threats of physical violence, including intimidation, harassment, and/or coercion, which involve or affect the Company or its Team Members or which occur on Company location or during work hours will not be tolerated.

This prohibition against threats and acts of violence applies to all persons involved in the operation of the Company, including, but not limited to, Company personnel, contract and temporary workers and anyone else at the Company's location. Violations of this policy, by any individual at a Company location, by any individual acting as a representative of the Company while away from a Company location, or by any individual acting away from a Company location when the employee's actions affect the business interests of the Company, will lead to disciplinary and/or legal action as appropriate.

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, and/or 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 want additional training, there is a link on our Team site to a free session on this matter.

If you have questions or would like further training, you may contact: Director of Guest Services, Vice President of

Mountain Operations, Department of Public Safety Manager, Ski Patrol Director, Mountain Safety Host Manager, Human Resources Director, Generalist or Supervisor.

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.

MOUNTAIN SAFETY

YOU ARE RESPONSIBLE!

Skiing and riding 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 is risk of injury in skiing and riding that personal awareness can help reduce.

Winter sports involve risk of serious injury or death. Your knowledge, decisions and actions contribute to your safety and that of others.

Observe the codes listed below and share the responsibility with others for a great experience.

SKIER AND SNOWBOARDER RESPONSIBILITY CODE

1. Always stay in control. You must be able to stop or avoid people or objects.
2. People ahead or downhill of you have the right-of-way. You must avoid them.
3. Stop only where you are visible from above and do not restrict traffic.
4. Look uphill and avoid others before starting downhill or entering a trail.
5. You must prevent runaway equipment.
6. Read and obey all signs, warnings, and hazard markings.
7. Keep off closed trails and out of closed areas.
8. You must know how and be able to load, ride and unload lifts safely. If you need assistance, ask the lift attendant.
9. Do not use lifts or terrain when impaired by alcohol or drugs.
10. If you are involved in a collision or incident, share your contact information with each other and a MHM Team Member.

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.
- Slowdown in slow zones, stay out of closed terrain and do not cross rope lines.
- Do not use foul language or offensive gestures in public areas.
- Follow the Responsibility Code and instructions of Mt. Hood Meadows Team Members.

HELMET USE

On-hill Team Members (those 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).

Team Members 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. Team Members who purchase their own helmet can bring the purchase receipt to their manager and receive \$30 reimbursement every 3 years submitted using the expense employee reimbursement form on the Teams site. 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 ensuring helmet inspections are completed. Any impact to the helmet must be reported via a concern report submitted in Jira. 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 (\$30 reimbursement every 3 years or a uniform helmet).

Exception: Team Members 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 a Team Member 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.

ROPED OFF AND CLOSED TERRAIN ACCESS – AUTHORIZED PERSONNEL

As a general policy, all terrain with roped perimeters must be entered only by an open entrance and terrain designated as "closed" indicated by rope lines, fences or other signage is strictly off-limits to employees and guests. An exception to this policy is granted to certain departments whose operational responsibilities may require access to said terrain. These departments include:

- Ski Patrol
- Terrain Park Crew
- Race Crew
- Lift Operations
- Lift Maintenance
- Facilities Maintenance

Authorization and Conditions:

1. Entry into closed terrain is permitted only when required for the performance of official duties and in accordance with the employee's job description and in uniform.
2. Entry into terrain with roped perimeters is permitted only by the department personnel and by Ski Patrol. Race Crew may enter Race venues, Park Crew may enter Terrain Parks, Ski Patrol may enter all venues.
3. Employees entering closed terrain must comply with all departmental safety protocols, use required equipment and maintain radio communication as directed by their supervisor.
4. Under no circumstances may employees enter closed terrain for personal use or any activity unrelated to assigned work responsibilities.
5. Unauthorized access to roped off terrain or closed terrain constitutes a violation of this handbook and may result

in disciplinary action, up to and including termination.

This exception is intended to support operational and safety functions of the ski area. It does not alter or diminish the inherent risks of working in a mountain environment, which employees accept as a condition of employment.

HEALTH AND SAFETY OF TEAM MEMBERS AND GUESTS

Mt. Hood Meadows is committed to promoting the health and safety of our Team Members and guests. Mt. Hood can be a challenging working environment, and we must all work together to always promote safety awareness and the prevention of workplace illness and injury.

It is your responsibility to maintain safe working conditions and comply with established safety procedures and guidelines that pertain not only to your area of work but to all that you do at Mt. Hood Meadows. 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 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 case of any incident or accident. If an incident or injury occurs when Ski Patrol is not on-site, report it to the Department of Public Safety, the department manager/director, or Human Resources.

Cooper Spur

Patrol can be notified by radio (channel 2), or 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. If an incident or injury occurs when Ski Patrol is not on-site, report it to the Department of Public Safety, Risk Management, Human Resources and the Mountain 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. Team Members shall complete proper documentation whenever they are involved in, or are witness to, any guest activity that results in injury or property damage.

TEAM MEMBER INJURY

Together we create a safe working environment, but we must be prepared for a Team Member injury. Neglect to follow procedures to report and communicate after an accident may affect re-employment or reinstatement.

Reporting

An accident is any unplanned event that disrupts normal work activities and may or may not result in injury or property damage. All work-related accidents, injuries, and near misses must be reported immediately to:

- your supervisor, manager or Human Resources,
- Ski Patrol at x1299 for an assessment and
- Incident or Near Miss online reporting through Jira

Team Member's physical condition

- If professional medical treatment is sought, the Team Member should inform the attending physician that MHM has a return-to-work program with temporary/transitional assignments available.
- The Team Member should obtain a **Release to Return-to-Work** from the treating physician, which is to be returned to the supervisor, manager or Human Resources following the initial medical treatment.

WORKERS' COMPENSATION INSURANCE

As a Team Member 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, Risk Manager, or Human Resources.** A report of your injury must be completed within 24 hours of the incident. Occupational diseases need to be reported as soon as practical. Your supervisor/manager, Risk Manager, or Human Resources 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 ride breaks and other off-the clock activities. 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 return Team Members who have sustained a compensable work-related injury to work as soon as possible. Our transitional work program is designed to provide Team Members, who are currently unable to perform their regular job duties, with temporary modified work assignments (when available) within the Team member's physical abilities, knowledge, and skills during the period of medical recovery. This policy does not apply to illness or injuries that are not work related. Team Members with work restrictions due to non-work-related illness or injuries should request accommodation through the Human Resources department.

The physical requirements of transitional/temporary work will be provided to the attending physician. Transitional/temporary positions are then developed with consideration of the Team Member's physical abilities, the business needs of the Company and the availability of transitional work. The Company will determine availability, appropriate work hours, shifts, duration, location and continuation of all transitional work assignments and job offers.

It is the responsibility of the Team Member and supervisor or manager to immediately notify Human Resources of any changes, including attendance or schedule changes, concerning a transitional work assignment.

Team Member able to return to work

- If the attending physician releases the Team Member to return to work, as evidenced by completion of a **Release to Return-to-Work** form, the form(s) must be returned to supervisor, manager, or Human Resources within 24 hours for consideration of light duty/modified work.
- The Team Member **cannot return to work without a release** from the attending physician.
- If the Team Member returns to a transitional/temporary job, they must make sure that they do not go beyond either the duties of the job or the physician's restrictions. If their restrictions change at any time, they must notify their supervisor, manager, or Human Resources at once and provide a copy of the new medical release.

Team Member unable to return to work

- If the Team Member is unable to perform any kind of work, they must call in to Human Resources at least weekly to report medical status. In addition to this communication, the injured Team Member must notify Human Resources within 24 hours of all changes in medical condition.
- While off work, it is the responsibility of the Team Member to supply Human Resources with a current telephone number (listed or unlisted) and an address where they can be reached.

Transitional Job Offer

Upon receipt of a signed transitional job description from the attending physician, a written job offer letter will be prepared and presented to the Team Member

This policy is not designed as a substitute for reasonable accommodation under any applicable federal or state laws, such

as Americans with Disabilities Act, The Rehabilitation Act of 1973, or other applicable laws.

To preserve the ability to meet company needs under changing conditions, the Company reserves the right to revoke, change, or supplement guidelines at any time with written notice. The policies and procedures in this return-to-work program are not intended to be contractual commitments and they shall not be construed as such by our employees. This policy is not intended as a guarantee of continuity of benefits or rights. No permanent employment for any term is intended or can be implied by this policy.

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 Team Members 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 Concern Report online form and contact your supervisor, manager, director, Human Resources, or risk management.

COMPENSATION AND BENEFITS

TEAM MEMBER CLASSIFICATIONS

Meadows Team Members are eligible for various benefits based on the classification of the primary job that they have been hired to perform. The expected time frame, commitment level, 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. 1700 hours/year required.
- "C" Full-Time, seasonal Patrol assistant manager and supervisor
- "D" All other seasonal supervisors
- "E" Seasonal or Variable hour Team Members qualifying per the ACA and IRS guidance
- "F" Full-Time and Part-Time seasonal Team Members
- "J" Full-Time and Part-Time seasonal Team Members on a J1 Work Visa

DEFINITIONS

- Exempt: Team Members who, based on duties performed and manner of compensation, are exempt from the Fair Labor Standards Act (FLSA) and state overtime provisions.
- Non-Exempt: Non-exempt employees qualify for overtime pay for time worked over 40 hours in any work week. Employees should review their job description or ask management to determine their exempt status.
- 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: Team Members will receive paychecks on a bi-weekly basis.
- Workweek: The workweek is defined as starting on Saturday at 12 a.m. and ending on Friday at 11:59 p.m.

- Salary: Regularly paid amount of money, constituting all or part of a Team Member'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 Team Members 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 Team Members for hours worked more than 40 hours per workweek.

- **ACA: Affordable Care Act.** Class E Team Members are determined not based on position but rather based on a calculation of hours worked. A Team Member, not currently in a benefitted class, may qualify by working 1560 hours within an initial 12-month measurement period from their hire and/or rehire date and may qualify under an ongoing measurement period if there is not a break in employment. The ongoing measurement period begins each May 1st and runs for 12 months. Team Members who qualify are generally notified in May to participate in our Open Enrollment period for benefits that take effect on July 1st. Team Members who qualify remain in a Class E status for a 12-month stability period unless there is a break of employment, or they move to a Class A, B, or C position. Continued eligibility is subject to the ongoing measurement period. Any Team Member who has a break in service of 13 weeks or longer drops out of eligibility and is subject to a new measurement period.

HOLIDAY PAY

It is often 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 worked.

There are a variety of holidays recognized by different cultures, religions, countries, and groups. To respect the diversity of these, Meadows does not establish “official” holidays during the year. Meadows provides up to 32 hours of flexible Holiday Pay that can be used at the Team Member’s discretion, subject to manager approval.

Any Team Member active and in a benefitted Group A, B, C, or E will be awarded 16 hours on January 1st and July 1st of each year. Team Members in a status other than Active, including Inactive with Benefits and Terminated / Inactive, will not be awarded the block of 16 hours. All Holiday balances expire on June 30th each year and are not paid out upon termination. Holiday pay hours are paid at the current regular rate and are not subject to overtime calculations. Holiday pay can be used in increments as allowed by Dayforce, and can also be combined with other leave, or hours worked, up to the amount of a scheduled shift for the day being requested.

VOLUNTEER POLICY

Volunteer work is typically performed during the employee’s normal working hours, but employees may use their volunteer time outside of working hours (i.e., weekend) and it can be accounted for as paid volunteering. For example, normal working hours are Monday through Friday, but an employee wants to volunteer at an event on Saturday. The employee should work with their manager to ensure coverage (as they would with any other paid time off) to volunteer on Saturday, taking another day off during the work week in lieu of the volunteer time (Dayforce requires that time must be recorded during an employee’s normal working hours). Employees in a benefitted Group A, B, C or E may take up to 8 hours of paid time off per fiscal year to volunteer for a qualified charitable organization or cause in accordance with this policy.

Volunteering will be granted as paid time off if it is applied for the sole purpose of volunteering and cannot be counted as hours worked for the purpose of overtime. Time will be billed to the home department at your primary rate. Any Team Member active and in a benefitted Group A, B, C, or E is eligible to use the volunteering benefit.

The paid volunteer hours allocation is refreshed at the beginning of each fiscal year (July 1st). The days do not carry over to the next fiscal year or first pay period of the next fiscal year. Volunteering is never paid out if it is not used. Usage of volunteering or lack of usage does not affect the accrual of vacation or any other type of time off. Approval is at the discretion of each employee’s manager.

Exceptions: Employees on leave of absence of any kind may not participate. Any employee who has been placed on suspension or administrative leave may not participate.

Important: The volunteering benefit may not be used for organizations that discriminate based on creed, race, color, national origin, religion, age, disability, sex, gender identity, sexual orientation, pregnancy, or any other legally protected classification.

Employees are expected to request volunteering time from their manager through Dayforce. Record the name of the

organization and a short description of the volunteering activity. If the beneficiary is a school or national park, then put in the name of that entity as the organization name. Managers retain the right to request documentation about the organization being served, time volunteered and attendance specifics. Company business takes precedence should there be a conflict with scheduling. If any concerns arise, please speak with your director.

Acceptable examples for use of volunteering policy:

- Donating time at FISH or any other bank
- Cleaning up a river, highway, or park
- Collecting items, then filling and distributing back to school packs
- Participating in a Multiple Sclerosis bike-a-thon fundraiser
- Organizing a cancer walk or run
- Volunteering in a classroom or school field trip
- Volunteering at an animal shelter
- Helping with events for a hospital program on health and wellness
- Doing skills-based volunteering at a not-for-profit location
- Helping at a homeless shelter
- Providing activities or education to historically excluded groups/individuals
- Helping build a float for Pride Day / participating in allyship events

Not acceptable uses of volunteering policy:

- Attending a parent/teacher conference
- Participating in activities of a religious nature (i.e., attending a religious conference or camp; any event where the activity involves promoting, teaching, or proselytizing religion)
- Participating in activities of a political nature (i.e., staffing voting booths or activities supporting political issues or campaigns)
- Participating in neighborhood association events
- Giving ski lessons free while on a ski vacation
- Doing any fundraising that does not meet the guidelines
- Walking in a parade
- Attending an educational event such as a lecture or class
- Coaching or playing in adult sporting leagues with no charitable fundraising purpose

MEDICAL/DENTAL/VISION/LIFE INSURANCE

Meadows offers coverage for medical, dental, and vision, to all A, B, C & E classified Team Members. 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 Team Member 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.

Team Members with coverage that are on an approved leave of absence will be required to ensure their portion of the premium is kept current while on leave.

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.

PAID VACATION TIME

Class "A", "B", "C", & "E" employees are eligible for vacation 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 Team Member and the departmental manager/director.

Tiers

Accrual tiers (chart below) are based on seniority date for when the Team Member entered into any benefitted class. For instance, someone at Tier 4 B, accepts a manager position, moves to Tier 4 A, not Tier 1.

Vacation pay is included in the next regularly scheduled paycheck following the date(s) vacation hours were used. For those that have two or more pay rates during the year, vacation is paid out at the current rate of pay at the time the vacation is taken. 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 Human Resources or the General Manager/President.

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 Human Resources or the President. Annualized accruals are listed in the below table:

Description	Tier	A VP / Director / Manager Exempt	B & E Year Round Nonexempt & ACA eligible	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

Maximum Accrual

All groups are subject to a maximum vacation accrual of 200 hours. Once an individual hits this balance, they will stop accruing vacation until they use vacation and balance is below 200 hours.

Request for vacation

Team Members are to request vacation time using Dayforce as soon as possible, but ideally at least 30 days in advance of the intended vacation. Numerous requests for the same time will be approved on first come, first served basis. Vacation requests may be denied by the manager or director. Exempt employees may take vacation or unpaid time in increments of 1 hour.

Your department may have more specific call-in requirements to follow in order to be considered an excused absence.

PAID SICK TIME

MHM recognizes that Team Members will, from time to time, need to take time off work due to illness and to address medical needs. MHM provides paid sick time for all Team Members in accordance with, and in some areas in excess of, Oregon Sick Time Law. Mt Hood Meadows expects all Team Members to act responsibly when managing illness, which means not coming to work when you feel sick. Paid Sick Time must be used for various health-related needs and certain leave for domestic violence/stalking/sexual assault assistance as outlined below. Employees are responsible for managing their own hours to allow for adequate reserves if there is a need to cover illness or disability, appointments, emergencies, or other time off as permitted under this policy.

Eligibility:

- This policy applies to all Team Members regardless of classification, full or part time status, tenure or pay structure.
- Team Members will accrue sick time starting on their first day worked.
- Team Members are eligible to use accrued sick time as they earn it, with no waiting period.
- Team Members who leave employment and return with a break in service 180 days or less or fulfil their seasonal commitment and return the following season by December 31st, are eligible for reinstatement of accrued and unused sick time.

Sick Time Amount:

- Team Members will accrue sick time at a rate of 1 hour of sick time for every 30 hours worked.
- All accrued and unused sick time at the end of the calendar year will be rolled over to the next year up to the applicable maximum accrual cap.
- Team Members may accrue sick time up to a maximum accrual of 240 hours for Class A, 120 for B, C and E, and 80 for Class F.

Sick Time Rate of Pay:

Team Members will be paid sick time at the regular rate of pay that the Team Member would have been paid in which sick time is used. Regular rate of pay does not include overtime, holiday pay, or tips. Employees are not paid for unused sick time upon termination of employment for any reason.

Sick Time Use:

Paid Sick Time hours must be used as time off for illness, preventative care, or other personal reasons outlined in this paragraph. Hourly employees may use Paid Sick Time in increments of 15 minutes. Salaried employee may use Paid Sick Time in increments of 1 hour.

Employees should use Paid Sick Time for the following health-related reasons:

1. Diagnosis, care, recovery, or treatment of an employee's or to care for the employee's family member's mental or physical illness, injury or health condition including, but not limited to, pregnancy, childbirth, postpartum care, and preventive medical care. Family member is defined to include: spouse, same gender domestic partner, custodial parent, non-custodial parent, foster and adoptive parent, biological parent, step-parent, parent-in-law (including for same gender domestic partner), grandparent or grandchild, in loco parentis individual, biological, adopted, foster child or stepchild of employee or employee's same gender domestic partner. Child can be either a minor or adult.
2. To care for an infant or newly adopted child under 18 years of age, or for a newly placed foster child under 18 years of age, or for an adopted or foster child older than 18 years of age if the child is incapable of self-care because of a mental or physical disability. Leave under this subsection must be completed within 12 months after birth or placement of the child, and an eligible employee is not entitled to any period of leave under this subsection after the expiration of 12 months after birth or placement of the child.
3. To care for a sick child of the employee who is suffering from an illness, injury, or condition that is not a serious health condition, but that requires home care.

4. To deal with the death of a family member within 60 days of the date on which the eligible employee receives notice of the death of a family member by: (a) attending the funeral or alternative to a funeral of the family member; (b) making arrangements necessitated by the death of the family member; or (c) grieving the death of the family member.

5. Domestic Violence, Harassment Sexual Assault or Stalking Leave for the employee or for the employee to assist the employee's minor child or dependent as defined under the policy and ORS 659A.272 which includes: (a) to seek legal or law enforcement assistance or remedies to ensure the health and safety of the employee or the employee's minor child or dependent, including preparing for and participating in protective order proceedings or other civil or criminal legal proceedings related to domestic violence, harassment, sexual assault or stalking; (b) to seek medical treatment for or to recover from injuries caused by domestic violence or sexual assault or harassment or stalking of the eligible employee or the employee's minor child or dependent; (c) to obtain, or to assist a minor child or dependent in obtaining, counseling from a licensed mental health professional related to an experience of domestic violence, harassment, sexual assault or stalking; (d) to obtain services from a victim services provider for the eligible employee or the employee's minor child or dependent; (e) to relocate, pursuant to OAR 839-009-0345, or take steps to secure an existing home to ensure the health and safety of the eligible employee or the employee's minor child or dependent.

6. Absence due to the following community health events: (a) closure of the Company, or the school or place of care of the employee's child, by order of a public official due to a public health emergency; (b) care for a family member when it has been determined by a lawful public health authority or by a healthcare provider that the family member's presence in the community would jeopardize the health of others; or (c) any law or regulation that required the Company to exclude the employee from the workplace for health reasons.

7. Sick time may also be used if an employee's home or work site is in a level 2 or 3 evacuation zone, or the air quality or heat indexes have reached such levels that continued exposure would jeopardize the health of the employee.

Requests:

- Team Members are required to adhere to the company policy regarding absence notification (See Attendance & Tardiness Policy). In case of emergency, employees are to notify according to company policy as soon as practical.
- Sick time may only be used to replace hours of a scheduled shift. Team Members who submit requests to use sick time that exceeds the scheduled shift that they called out will be denied.
- Team Members must submit a request to use sick time using the Dayforce program and the request must be submitted prior to the end of the pay period in which the absence occurred.
- Managers are responsible to approve or deny a Team Member's request prior to the end of the pay period in which the absence occurred.
- If sick time is exhausted, the Team Member can choose to utilize vacation pay (if available).
- For foreseeable use of sick time, a Team Member should provide notice as soon as possible to their direct supervisor or manager and the Team Member should attempt to schedule sick time that does not unduly disrupt operations or business. Any request for sick time in excess of 5 consecutive days should be reported to HR for consideration of appropriate leave.

Documentation:

For Paid Sick Leave related to illness or other health-related reason, if an employee is absent more than three consecutive days, the Company may require reasonable documentation that Paid Sick Leave has been used for one of the approved health-related reasons outlined above. The Company will cover any out-of-pocket cost to obtain such documentation charged by the health care provider that is not covered by insurance or another benefit plan. In addition, the Company will offer and require documentation in accordance with any applicable leave laws. (See Family Medical Leave policies.)

No Retaliation:

The Company will not interfere with nor retaliate against because of an employee's ability to take Paid Sick Leave for any health-related reason outlined in this policy.

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 RETIREMENT PLAN

Mt. Hood Meadows offers a 401k Retirement Plan to eligible employees. We want to help you plan for your future, so we encourage any employee who is eligible to participate in the Plan.

Historically, Mt. Hood Meadows has matched 40 to 60 cents on the dollar of the first 6% of your payroll deferral. Simply put, if you contributed \$1,000 to the Plan, then Mt. Hood Meadows would match \$400 to \$600. This match is discretionary; once approved by the Board the match is funded annually after the spring Board of Directors meeting.

Eligibility:

Employees must be 21 years of age or older to enter the plan. Employees may defer up to 85% of their wages. Upon initial date of hire, after 500 hours of service within a six-month period, you may enter the plan the first day of the following month. If a Team Member does not have 500 hours of service, the measurement period be within 12 months from the initial date of hire. If those two measurement periods are not met, the Team Member must reach 500 hours of service in any future plan year.

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 post-tax Roth elective deferral.

Newly eligible employees will be notified prior to their eligibility date, and upon becoming eligible, may register for access via the Empower website to enroll.

Vesting:

It takes six Plan years to be 100% vested on any contribution the employer makes. Employees are 100% vested in all contributions they make. You may request a Summary Plan Description from Accounting for further details.

PERSONAL LEAVE OF ABSENCE

Up to 30 days of unpaid leave may be authorized by your director and the Human Resource Director without loss in status or benefit. Extended personal leave is at the discretion of the Company.

OREGON FAMILY MEDICAL LEAVE ACT (OFLA)

Eligible employees may typically take up to 12 weeks of OFLA family medical leave in a calendar year for pregnancy disability leave, to take care of a sick child, or for bereavement leave relating to a family member. Employees must apply accrued vacation and sick leave towards OFLA leave; otherwise, such leave is unpaid. The 12-month period is tracked on a rolling forward basis which means the 12-month period starts on the first day of an approved OFLA leave.

Employees who worked at least 180 calendar days prior to leave and an average of 25 hours per week during that period generally qualify for OFLA leave. However, during a period of time covered by a public health emergency, eligibility for OFLA leave is generally expanded to include employees who have worked at least 30 calendar days prior to leave and an average of at least 25 hours per week during that period.

Pregnancy Disability Leave

Pregnancy leave is available to any regular employee who has worked an average of 25 hours per week for the 180-day period immediately preceding leave and who, because of the employee's own pregnancy, childbirth, or other related

medical conditions, is unable to perform the employee's job or other available job duties that the Company might offer. Leave may continue until released to return to work by the treating physician. This leave is separate from the 12 weeks of parental leave under Paid Leave Oregon.

****From July 1, 2024 – December 1, 2024, under OFLA, employees may take up to two additional weeks of leave to facilitate the required legal processes for placement of a foster child or adoption.**

Sick Child Leave

Family medical leave may be taken to care for a sick child requiring home care for either a minor illness or a serious health condition when there is no other family member available to care for the child. Sick child leave also includes absence to care for an employee's child whose school or child care provider has been closed or has become unavailable in conjunction with a statewide public health emergency declared by a public health official, if no other family member of the child is willing and able to care for the child.

Verification of the Need for Sick Child Leave Due to the Closure of the Child's School or Child Care Provider

The Company may request verification of the need for sick child leave due to the closure of the child's school or child care provider in conjunction with a statewide public health emergency, including (a) the name of the child being cared for; (b) the name of the school or child care provider that has closed or become unavailable; (c) a statement from the employee that no other family member of the child is willing to and able to care for the child; and (d) with respect to the care of a child older than 14 years of age, a statement that special circumstances exist requiring the employee to provide care to the child during daylight hours.

Oregon Bereavement Leave

Eligible employees may take up to two weeks of OFLA leave to attend a funeral (or alternative ceremony), to make arrangements necessitated by the death of a family member, or simply to grieve the death of a family member. Bereavement leave is limited to two weeks for the death of a specific family member and up to four weeks' time total if there is more than one death in the family. This OFLA leave must be taken within 60 days after the employee receives notice of the death of the family member. The Company provides paid leave for a portion of bereavement leave as outlined in its Bereavement Leave Policy. Otherwise, employees must take accrued vacation, sick leave, or unpaid leave if paid leave is exhausted.

Oregon Military Spousal Leave

Employees may be eligible for Military Spousal Leave under state law to spend up to 14 days with their spouse when the employee's spouse is called to active duty before deployment or when the employee's spouse is on leave from deployment. To be eligible:

- The employee's spouse must fall within the group of servicemembers subject to Military Spousal Leave.
- The employee must work an average of 20 or more hours a week. The employee must notify the Company of the employee's intent to take leave within five business days of receiving the official notice of an impending call or order to active duty or of a leave from deployment.

Notice

Employees must give 30 days' advance written notice to the Company. If an employee is unable to give advance notice, she/he must give verbal or written notice within 24 hours of commencement of the leave. An employee's failure to give notice as required could result in disciplinary action and a reduction in available OFLA leave.

Certification of Serious Health Condition

The Company may ask for certification of a serious health condition. The employee should try to respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of or delay of leave.

Certification of the serious health condition shall include: the date when the condition began, its expected duration, diagnosis, and a brief statement of treatment. For medical leave for the employee's own medical condition, the certification must also include a statement that the employee is unable to perform work of any kind or a statement that

the employee is unable to perform the essential functions of the employee's position. For a seriously ill family member, the certification must include a statement that the patient requires assistance, and that the employee's presence would be beneficial or desirable.

If the employee plans to take intermittent leave or work a reduced schedule, the certification must also include dates and the duration of treatment and a statement of medical necessity for taking intermittent leave or working a reduced schedule. Intermittent leave must be arranged so as not to unduly disrupt the Company's business.

The Company may ask for a second opinion if it has reason to doubt the certification. The Company will pay for the cost (uncovered costs) to obtain a certification from a second doctor selected by the Company.

If necessary to resolve a conflict between the original certification and the second opinion, the Company will require the opinion of a third doctor. The Company will select the third doctor and will pay for the opinion. This third opinion will be considered the final opinion.

Employee Status and Benefits during Leave

While an employee is on family/medical leave, the Company will continue the employee's health benefits and to pay the Company portion of premiums during the leave period at the same level and under the same conditions as if the employee had continued to work.

If the employee chooses not to return to work for reasons other than a continued serious health condition, the Company may, at its option, require the employee to reimburse the Company for the amount it paid for the employee's health insurance premiums during the leave period.

Under current Company policy, some employees pay a portion of the health and dental insurance premiums for self and dependent coverage. While on leave, the employee must continue to make this payment, either in person or by mail. It is the employee's responsibility to make payment date arrangements with Human Resources prior to the leave. If the payment is more than 30 days late, the employee's health care coverage may be dropped for the duration of the leave.

Reinstatement of OFLA Benefits Upon Reemployment or Return to Work After Temporary Cessation of Scheduled Hours

If an employee is eligible to take OFLA leave at the time the employee separates from employment and is reemployed by the Company within 180 days, or is eligible at the beginning of a temporary cessation of scheduled hours of 180 days or less and returns to work at the end of the temporary cessation, the employee will be eligible for OFLA leave upon reemployment or return to work. However, any OFLA leave taken by the employee within any one-year period continues to count against the length of time of OFLA leave the employee is entitled to take.

Covered Family Members

OFLA uses one of the broadest definitions of "family member," which includes non-related individuals who have a close relationship with the covered employee.

Covered employees may take family leave to care for a:

- Spouse or domestic partner
- Child or the child's spouse or domestic partner
- Parent or parent's spouse or domestic partner
- Sibling or stepsibling or the sibling's or stepsibling's spouse or domestic partner
- A grandparent or the grandparent's spouse or domestic partner
- A grandchild or the grandchild's spouse or domestic partner
- Anyone related by blood or affinity whose close association is the equivalent of a family relationship.

FAMILY MEDICAL LEAVE (FMLA)

Under the federal Family Medical Leave Act (FMLA), eligible employees may typically take up to 12 weeks of family medical leave in a calendar year for a serious health condition (self/family member), parental leave, pregnancy leave, qualifying exigency related to a family member on active duty or to serious injury or illness of a family member on active duty.

Employees may apply for Paid Leave Oregon (PLO) or apply accrued vacation and sick leave towards family medical leave; otherwise, such leave is unpaid. The 12-month period is tracked on a rolling forward basis which means the 12-month period starts on the first day of an approved FMLA leave.

Employees who work for at least 12 months prior to leave and at least 1,250 hours during that period generally qualify for FMLA leave. Most often, FMLA leave, and PLO leave overlap and will run at the same time.

Parental Leave

Parental leave may be taken for the birth of a child in order to care for that child, or the foster care or adoption of a child. Employees who have been with the Company for at least 365 days since the last date of hire are eligible. A maximum of 12 weeks within a year of the birth, or beginning of adoption or foster care, is available. Parental leave under FMLA cannot be taken intermittently without approval. (Please see Paid Leave Oregon for details under that benefit.)

Pregnancy Disability Leave

Pregnancy leave is available to any regular employee who has worked an average of 25 hours per week for the 365-day period immediately preceding leave and who, because of the employee's own pregnancy, childbirth, or other related medical conditions, is unable to perform the employee's job or other available job duties that the Company might offer. Leave may continue until released to return to work by the treating physician.

Family Medical Leave

Family medical leave may be taken to care for a spouse, domestic partner, child, or parent with a serious health condition or for the employee's own serious health condition that prevents an employee from performing the functions of the employee's job.

A serious health condition is defined as a condition that requires in-patient care at a hospital, hospice, or residential medical care facility or a condition that requires continuing care by a licensed health care provider.

This policy covers illness of a serious and long-term nature, resulting in recurring or lengthy absences. Generally, a chronic or long-term health condition that, if left untreated, would result in a period of incapacity of more than three days would be considered a serious health condition.

The request for medical leave for more than three consecutive days' duration for any condition must be accompanied by a physician's certificate substantiating the need for leave.

If the medical condition allows modified work, the Company will attempt and may provide reasonable and available accommodation under the applicable laws.

Family Member Active Duty Leave

FMLA-eligible employees whose spouse, son, daughter, or parent is on active duty (or has been notified of any impending call or order to active duty) in the Armed Forces in support of a contingency operation may take up to 12 weeks of family medical leave because of any qualifying exigency. Qualifying Exigency includes 1) short notice deployment; 2) military events and related activities; 3) child care and school activities; 4) financial and legal arrangements; 5) counseling; 6) rest and recuperation; 7) post-deployment activities; and 8) additional activities to address other events which arise out of active duty or call back to active duty status, provided the Company and the employee agree to both the timing and duration of leave.

Leave to Care for an Injured Servicemember

FMLA-eligible employees whose spouse, son, daughter, parent, or next of kin is a covered servicemember may qualify one time to take up to 26 weeks in a single 12 month period to care for the servicemember who suffered a serious injury or illness which was incurred in the line of duty on active duty, rendering the servicemember unfit to perform the duties of the servicemember's office, grade, rank or rating.

Notice

Employee must give 30 days' advance written notice to the Company. If an employee is unable to give advance notice,

she/he must give verbal or written notice within 24 hours of commencement of the leave. An employee's failure to give notice as required could result in a delay in the start of leave.

Certification of Serious Health Condition

The Company may ask for certification of a serious health condition. The employee should try to respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of or delay of leave.

Certification of the serious health condition shall include: the date when the condition began, its expected duration, diagnosis, and a brief statement of treatment. For medical leave for the employee's own medical condition, the certification must also include a statement that the employee is unable to perform work of any kind or a statement that the employee is unable to perform the essential functions of the employee's position. For a seriously ill family member, the certification must include a statement that the patient requires assistance, and that the employee's presence would be beneficial or desirable.

If the employee plans to take intermittent leave or work a reduced schedule, the certification must also include dates and the duration of treatment and a statement of medical necessity for taking intermittent leave or working a reduced schedule. Intermittent leave must be arranged so as not to unduly disrupt the Company's business.

The Company may ask for a second opinion if it has reason to doubt the certification. The Company will pay for the cost (uncovered costs) to obtain a certification from a second doctor selected by the Company.

If necessary to resolve a conflict between the original certification and the second opinion, the Company will require the opinion of a third doctor. The Company will select the third doctor and will pay for the opinion. This third opinion will be considered the final opinion.

Certification of Qualifying Exigency/ Covered Servicemember Certification

The Company may ask for certification relating to an employee's request for qualifying exigency leave or leave to care for a covered servicemember. Employees should respond to such request for certification within 15 days of the request or provide reasonable explanation for the delay.

Employee Status and Benefits during Leave

While an employee is on family/medical leave, the Company will continue the employee's health benefits and to pay the Company portion of premiums during the leave period at the same level and under the same conditions as if the employee had continued to work.

If the employee chooses not to return to work for reasons other than a continued serious health condition, the Company may, at its option, require the employee to reimburse the Company for the amount it paid for the employee's health insurance premiums during the leave period.

Under current Company policy, some employees pay a portion of the health and dental insurance premiums for self and dependent coverage. While on leave, the employee must continue to make this payment, either in person or by mail. It is the employee's responsibility to make payment date arrangements with Human Resources prior to the leave. If the payment is more than 30 days late, the employee's health care coverage may be dropped for the duration of the leave.

OREGON'S PAID FAMILY AND MEDICAL LEAVE

Paid Leave Oregon (PLO), the Paid Family Medical Leave Insurance program, is a mandatory statewide insurance program, administered by the Employment Department, which provides paid family and medical leave monetary benefits to eligible employees.

PLO does not replace the Oregon Family Leave Act (OFLA) or federal Family and Medical Leave Act (FMLA), and in most cases, PLO and FMLA will run concurrently. However, effective July 1, 2024, PLO and OFLA will typically apply to different

types of leave. The Company will track all three (PLO, OFLA, and FMLA leave) on a rolling forward basis, which means the 12-month period will start on the first day of a qualifying leave event. It will be important for an employee to review the different leave policies to understand the different benefits.

Eligibility

Employees are eligible for PLO if they have earned \$1,000 or more with the Company or another employer in the previous four calendar quarters before taking leave.

Covered Family Members

Paid Leave Oregon law uses one of the broadest definitions of "family member," which includes non-related individuals who have a close relationship with the covered employee.

Covered employees may take family leave to care for a:

- Spouse or domestic partner
- Child or the child’s spouse or domestic partner
- Parent or parent’s spouse or domestic partner
- Sibling or stepsibling or the sibling’s or stepsibling’s spouse or domestic partner
- A grandparent or the grandparent’s spouse or domestic partner
- A grandchild or the grandchild’s spouse or domestic partner
- Anyone related by blood or affinity whose close association is the equivalent of a family relationship

Covered Leaves and Durations

Leave Type	Covered Leave	Maximum Leave Duration
Medical	Individual’s own serious health condition that requires inpatient care in a hospital, hospice or residential medical care facility Situations that are life-threatening, involve a terminal prognosis or that require constant care	12 weeks
Family	Care and bond with a new child during the first year after birth, adoption or placement through foster care Care for a family member with a serious health condition	12 weeks 2 additional weeks for pregnancy complication
Safe Leave	Individual or individual’s dependent is a victim of domestic violence, harassment, sexual assault, stalking, or bias crime as defined in Oregon’s Domestic Violence Law Individual is seeking legal remedies, medical treatment, counseling or victim services, or relocating to take other steps to secure safety	12 weeks

****In some situations related to pregnancy, employees have the option of taking an added four weeks of unpaid leave.**

Weekly Benefit Amount

The weekly PLO benefit amount is calculated by ED and will depend on how much the employee earns in a typical week. Employees can receive 100% of their wages up to 65% of the state’s average weekly wage (SAWW) for up to 12 weeks. The state’s average weekly wage is recalculated annually, effective as of July 1.

Employee Earnings	Benefit
≤ 65% of SAWW	100% of covered individual's average weekly wage
> 65% of SAWW	65% of SAWW + 50% of the individual's average weekly wage over 65% of SAWW

- **State Average Weekly Wage:** \$1,331.48 effective July 1, 2024
- **Minimum Weekly Benefit:** 5% of the SAWW
- **Maximum Weekly Benefit:** 120% of the SAWW

Supplement Payment with Paid Time Off Hours:

Employees may elect to also apply accrued vacation or sick time hours to supplement the state benefit for PLO. For instance, an employee may only receive a portion of their hourly rate or salary under PLO due to the limited amount of the benefit (65% of SAWW +50% of the individuals’ average weekly wage over the 65% of SAWW); in that case, the employee may elect to supplement with other paid time off benefits to earn the full compensation rate. The employee must immediately notify Human Resources regarding this election when the employee first notifies Human Resources of the intent to take PLO leave so that Human Resources can have the required time to calculate the correct supplemental amount and include in payroll processing for the appropriate pay period. The employee will need to cooperate with Human Resources and provide documentation regarding the rate of PLO benefits received to assist Human Resources.

Requesting Leave:

Foreseeable: Employees must provide at least 30-day notice to Human Resources before the leave begins for a foreseeable event for family leave, medical leave, or safe leave. Such events include the birth or placement of a child or a planned surgery. Employees must provide the intended dates for the leave and the purpose of the leave.

Unforeseeable: If the need for leave is unforeseeable, like an accident or sudden illness, employees must provide verbal notice within 24 hours and written notice within 3 days of the event by contacting Human Resources.

Failure to provide the notice within the required time frame can result in a reduction of the insurance benefit for the first week.

Mt. Hood Meadows employees are to submit the required notice to their employer by completing the online form (<https://team.skihood.com/wellness-home/paid-leave-oregon/#notice>) accessible on the MHM Teams website.

Filing a Claim:

Filing a paid leave benefits claim with ED is a separate process from taking a leave of absence from the Company. Even when an employee has submitted medical or other documentation to support their need for a leave of absence from the Company, ED will ask for documentation to support their claim for paid benefits. Claims can be filed online through the state’s PLO website: www.paidleave.oregon.gov.

Funding

The Employee and the Company will pay a total contribution amounting to 1% of the employee’s earnings, up to a maximum of \$1,686 per year.

Total Contribution is 1% of Employee Wages

40% paid by the employer

60% paid by the employee

Employee Status and Benefits during Leave

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Under current Company policy, some employees pay a portion of the health and dental insurance premiums for self and dependent coverage. While on leave, the employee must continue to make this payment, either in person or by mail. It is the employee's responsibility to make payment date arrangements with Human Resources prior to the leave. If the payment is more than 30 days late, the employee's health care coverage may be dropped for the duration of the leave.

Reinstatement: Employees who worked for the Company for 90 days will be eligible for reinstatement. The Company may request a medical certification to show that the employee is able to resume work. Further, the Company may require an employee to report on the employee's status and intention to return to work as a condition of restoration.

No Retaliation: The Company will not discriminate or retaliate against any employee for requesting or taking PLO.

BEREAVEMENT LEAVE

"A", "B", "C" & "E" 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 the employee's 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. Request leave through the Human Resources Department.

JURY DUTY LEAVE

"A", "B", "C" & "E" 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 in to the accounting office.

MILITARY LEAVE OF ABSENCE

The Company provides military leaves of absence to employees who serve in the uniformed services as required by the Uniformed Services Employment and Reemployment Rights Act of 1994 and applicable state laws. 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 them 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.



VISION:

Deliver exceptional experiences year-round while respecting Mt Hood.

MISSION:

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

CORE VALUES:

Respect

- Honor the cultural significance of Mt. Hood to Indigenous Peoples
- Sustainably manage our operations to protect our natural resources for future generations

Belonging

- This is Your Mountain Home; we welcome all who treat each other with kindness, grace, and respect
- Equity and transparency guide our decisions

We Find a Way

- Everybody shovels
- We are accountable to each other, our Guests, community, and stakeholders
- We find resourceful ways to innovate and overcome challenges

Well-being

- We foster personal, physical, emotional, and spiritual well-being for our team and guests
- We are a learning company focused on professional and personal development

SkiHood.com



This institution is an equal opportunity service provider and employer, which operates under a special use permit issued by the Mt. Hood National Forest, USDA Forest Service.