

Employee Handbook



Winter 2010/2011

Welcome to Alpine Meadows and Homewood Mountain Ski Resorts and the 2010/2011 season!

Our two resorts offer a unique playground with 3660 acres of the most spectacular terrain and breathtaking vistas anywhere in North America. Combine this natural beauty with our longstanding reputation of friendly helpful employees and we are sure to provide a most satisfying memorable experience for our guests. Not to mention.....a great place for you to work and play.

This handbook will give you the opportunity to become familiar with our resources and guidelines. However, it cannot cover every situation. If you have questions or suggestions please consult your manager or supervisor; we are here to support you.

Thank you for joining Alpine Meadows and Homewood Mountain Resort and have a safe fun enjoyable season!

Sincerely,

Kent Hoopingarner

Kent Hoopingarner
COO and General Manager

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AT WILL POLICY

The policies in this handbook are intended as a guide to familiarize yourself with Homewood, Alpine Meadows and JMA Manager, LLC (“the Company”). Neither this handbook nor any other Company guidelines, policies, procedures or practices create an employment agreement or contract of employment, express or implied, or a promise of treatment in any particular manner or in any given situation.

The status of each employee is that of an “at will” employee. As such, employment can be terminated with or without cause or notice, at any time, at the option of either the Company or the employee. An employee’s at will status can be altered or modified only by a written contract signed by the President of the Company. No representative of the Company, other than the President, has the authority to enter into any agreement for employment for any specified period of time or to make any agreement contrary to the foregoing.

This notice and the contents of the handbook apply to all current employees regardless of hire date.

This employee handbook sets forth the terms and conditions of employment with the Company. This handbook contains the policies and practices in effect at the time of the publication. This handbook supercedes all previously-issued handbooks and any inconsistent policies, benefits statements or memoranda.

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ORGANIZATION

Homewood and Alpine Meadows are owned by JMA Manager, LLC, a branch of JMA Ventures.



Homewood Mountain Resort started its transition from a Tahoe summer family resort to a public ski area in 1961. The area opened with one rope tow and added its first chair lift in 1964. Additional land and lifts were added over the years, including purchases from the Noonchester Gold Mine, resulting in runs named Ore Car, Tailings, Nugget and Bonanza. In 1972, the first quad chair in California was installed here. Homewood Mountain Resort now features eight lifts and 56 runs, with over 1,260 acres of skiable terrain. Homewood

Mountain Resort is famous for its spectacular views of Lake Tahoe and its friendly atmosphere. The skiing and snowboarding are superb here even on storm days when other areas are on wind hold. Our powder and tree skiing/snowboarding are two of Tahoe's best-kept secrets!



Alpine Meadows Ski Resort was founded by John Reily and opened for skiing also in 1961. What began with one long, slow double chair and two poma lifts has grown into one of North America's most popular skiing destinations. Today, Alpine Meadows has 12 lifts – the long slow double chair is now "Summit Six" a 6 passenger detachable, and both of the pomas are now chairlifts. Alpine Meadows makes the most of what Mother Nature provides...which is considerable. The mountain itself has a lot of character. With its geology, Alpine has slope exposures facing every direction, which means Alpine can offer mid-winter packed powder on Ward Peak's northern slopes at the same time that skiers and snowboarders find silky spring snow on the south facing slopes of Sherwood Forest. Located between Tahoe City and Truckee, Alpine features over 2000 acres of skiable terrain.

HOMEWOOD MOUNTAIN RESORT FACTS

Location:	6 miles south of Tahoe City 19 miles north of South Lake Tahoe.
Base Elevation:	6230 feet
Top Elevation:	7880 feet
Vertical Rise:	1650 vertical feet

Skiable Terrain:	1260 acres
Trail System:	60 ski runs = 15% Beg., 50% Int., 35% Adv.
Longest run:	2 miles
Lift System:	7 lifts = 1 quad, 2 triples, 1 double, 3 surface.
Average Snowfall:	425 inches per year.

ALPINE MEADOWS AREA FACTS

Location:	7 miles north of Tahoe City 15 miles south of Truckee
Base Elevation:	6835'
Top Elevation:	8637' summit
Vertical Rise:	1802 vertical feet
Skiable Terrain:	2400 patrolled acres
Trail System:	100+ designated runs; 25% easier, 40% more difficult, 35% most difficult/expert.
Average Snowfall:	510" mid mountain

3 Terrain Parks (one beginner, one
intermediate, one advanced)

1 Tube Park!!



Lifts: 1 detachable six-pack
 2 detachable quads
 3 triple chairs
 5 double chairs
 2 Magic Carpets

Longest Run: High Traverse – 1.5 miles

GUEST SERVICE POLICY AND TECHNIQUES

Services, Services, Services= Services to the 3rd Power

Homewood Mountain and Alpine Meadows Resorts are building an excellent reputation for superior guest service. We believe that we must provide guests with services, services and even more services. We want our guest to feel "taken care of." Our guest is the most important person in our business. Everything we do must be focused on this belief. To accomplish this, we must function as a team, helping each other, recognizing that our continued success depends on everybody's contribution. We continuously strive for improvement at all levels of the resort, including all employees in the process. Use our commitment and values as a guideline in your interactions with guests.

COMPLAINT RESOLUTION TECHNIQUES

- Listen to the guest to allow them to air their complaints. Assess the situation to determine exactly what the complaint is;
- Immediately offer a sincere apology, regardless of how trivial you may feel the problem is;

- Have the guest state what the problem is. If you don't fully understand, be honest with the customer and ask them to state the problem in a simpler way;
- Ask the guest how they would like you to resolve the problem;
- Take the appropriate action, using the guest's solution whenever possible (within the authority you have been given);
- If you are unable to satisfy the guest's concerns, offer to follow up on the matter, then do so!

A smile is the basic element of superior guest service.

- S **S**how genuine interest
- M **M**ake positive eye contact
- I **I**nitiate conversation and solutions
- L **L**isten for guest responses
- E **E**nsure implementation of solutions



GUEST SATISFACTION FORMULA

Guest Situation:

Our response:

Requests that we can't fulfill	Offer alternatives
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Compliment	Thank them sincerely
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Whenever you pass guest	Greet them first with a warm smiling greeting
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Giving directions	Keep it simple, use landmarks
	Better yet, take them there!

When you don't know the answer	Never: "I don't know."
	Always: "I'll find out." (and do so)

Mistakes you personally make	Apologize
	Admit it
	Make a brilliant recovery

Complaints	Listen
	Apologize without blaming
	Suggest a solution
	Take action and follow through (or connect them with someone who can)

Angry guests	Stay calm and listen
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Don't take it personally

Kill'em with kindness

Ask them what you can do to make them happy

Hidden service opportunities

Be on the lookout for opportunities with every guest

Ask: "How can I help you?" NOT: "Can I help you?"

Jump right in and assist them.

- 90% of unhappy customers do not complain, they simply take their business elsewhere!
- It costs five times more to get a new customer than to retain a current one!

OUR ENVIRONMENT

Many guests and employees have actively chosen Alpine Meadows and Homewood as their home mountains because of the resort's environmental standards and high regard for the mountains. We are committed to protecting and preserving our amazingly beautiful areas as much as possible.



Environmental Code of the Slopes

What skiers, snowboarders and resort employees can do to help:

Follow the Leave No Trace™ principles of outdoor ethics when visiting ski areas:

- **Plan ahead and prepare:** Know the regulations and special concerns for the area you'll visit, prepare for winter weather, and consider off-peak visits when scheduling your trip.
- **Dispose of waste properly:** Recycle your glass, plastics, aluminum, and paper at resorts. Reuse trail maps on your next visit or recycle them rather than throwing them away. Never throw trash, cigarette butts or other items from the lifts.

- **Respect wildlife:** Observe trail closures, seasonal closures, and ski area boundaries. These closures are in place not only for your safety, but also for the well being of plants and animals located in sensitive areas. In summer, stick to designated trails when hiking and biking to avoid disturbances to vegetation and wildlife.
- **Be considerate of other guests:** Respect other guests, protect the quality of their experience, and let nature's sounds prevail.

Carpool with friends and family or use transit to avoid traffic when traveling to and within the ski area.

Turn off the lights when leaving your room and reuse bath towels and bedding to help conserve energy and water.

Take advantage of environmental or alpine education programs offered at resorts to learn more about the surrounding environment and how to help protect it.

If you have kids, get them involved in environmental and alpine education programs at a young age.

Support "clean up days" at your resort and similar resort environmental programs.

Provide feedback and let resorts know how they can improve their environmental performance.

EMPLOYMENT AND PAY POLICIES

Prior to starting work, employee paperwork must be completed and documents provided for government forms. You must agree to policies as stated in this handbook. You may not start working until all pre-employment forms are complete with appropriate signatures. An Employment Agreement or Hire Status will be filled out by your supervisor and submitted to Human Resources. No passes will be issued until all paperwork is complete.

Employee Training Training sessions will be held by individual departments. You will be paid for this training. If you feel that you need additional instruction in some part of your job after you become familiar with your area of responsibility, discuss it with your supervisor.

Work Schedule The success of our resorts depends on team effort. You were hired to perform a specific job, but there may be occasions when your help is needed in another department and you'll be expected to lend a hand. It gives you the chance to learn new skills, make new friends and participate in the spirit of teamwork that makes this a unique place to work.

You are expected to be at your station on time and to clock in just before the start of your shift and clock out immediately after your shift, or when you are no longer on duty. You will only be paid for **scheduled** hours of work. Any additional time worked must be **pre-approved** by your supervisor and initialed on your time card. Clock in for yourself only.

Time Clocks are used at Alpine Meadows and Homewood. Your Staff ID (ski pass) has a bar code on it, and you use it to clock in and out. Check with your manager for timeclock instructions and to find out where your timeclock is located. Employees may not clock in more than 5 minutes prior to their scheduled shift. Please report any missed punches or errors on your timecard to your manager.

Pay Periods You will be paid bi-weekly (every other week). The work week begins on Monday and ends on Sunday. Payday is the Friday following the end of the two week pay period. Paychecks are available from your *supervisor, not Human Resources*.

Paychecks Upon receipt of your paycheck, please review carefully:

- Name, address, social security number, withholding, etc.
- Hours paid and gross wage paid
- Deductions, if any

You will be responsible for reporting any errors immediately to Payroll/Human Resources. If you lose your check, report it immediately to Payroll/Human Resources. There is a stop payment fee for any lost checks. The Company does not cash payroll checks.

"ADVANCES" on pay are not available.

CHANGES to your address, withholding allowances, name, etc. need to be in writing and submitted to Human Resources.

TAXES Certain taxes are withheld from your paycheck, as required by law.

- Federal Income Tax and State Income Tax are withheld based upon the number of withholding allowances you claim on your W-4 form.
- Social Security (SoSec) and Medicare taxes are withheld based on a percentage of your gross income
- California State Disability and Paid Family Leave Insurance (SDI and PFL) withholds a percentage of your gross income

If you have questions regarding taxes withheld from your paycheck, contact Human Resources/Payroll.

In addition to taxes withheld from your paycheck, The Company also pays, on your behalf, Social Security and Medicare taxes and contributes a percentage of all wages paid to State and Federal unemployment compensation benefit funds.

DIRECT DEPOSIT of payroll checks to bank accounts is available. Please bring in a voided personal check (for routing numbers) to Human Resources and fill out appropriate paperwork

HOURS and OVERTIME POLICIES

Seasonal Operation

When your resort opens for the season, or when snowmaking starts, your resort is considered "under operation." California state law provides for straight time pay up to 48 hours worked in a work week, with time and a half to be paid on hours worked after 10 in one day or 48 in a week. If you work all seven days in a week, the seventh day (Sunday) hours will all be overtime.

NOTE: ALL OVERTIME MUST BE PRE-AUTHORIZED BY YOUR DEPARTMENT MANAGER.

BREAKS/LUNCH BREAKS You are entitled to a ten (10) minute paid rest break after every four consecutive hours worked. You also must take a one half hour unpaid lunch break if you work over six (6) hours in one day. Your lunch break is off-duty time, and you will not be paid for it or be covered by Workers' Compensation. You must clock out for lunch at a timeclock and clock back in upon returning to work, or fill out a break form for your supervisor.

If you work over 10 hours, you should take a second unpaid one half hour lunch break. This can be waived if both you and your supervisor agree to it in writing. If you work over 12 hours, you must take a second lunch break.

One person often gives lunch breaks to several employees in succession. As a courtesy to your fellow employees, please be at your workstation promptly at the end of your lunch break. During weekends and holiday periods, lines may be long at the restaurants. Please schedule your time accordingly. Cutting of any lines is prohibited.

PUNCTUALITY AND ATTENDANCE

Employees are expected to report to work as scheduled, on time and prepared to start work. If unable to report to work you must call your manager at least one hour before the time you are scheduled to begin work. If you are unable to reach your manager you may leave a message with Human Resources or Administration. Excessive absenteeism or tardiness will not be tolerated.

STORM PERIODS AND WORK SCHEDULES

Every effort is made during storm periods to maintain normal operation. Waking up to find that your car is buried with a frozen-solid titanic size berm in back of it is common. On snow days, plan to get up earlier so you can shovel out and be at work at your scheduled time.

Occasionally, the weather will get the upper hand and reduced operation results. Conditions that excuse absence from work include highway closure, severe avalanche danger or severe flooding. If these weather conditions prevent you from safely traveling to work, **you must notify your manager by phone.**

SCHEDULE CHANGES

Your supervisor will telephone you if there is a schedule change. If you do not have a phone, it is your responsibility to contact your supervisor.

If you need to change your schedule, you must contact your supervisor, even if you have made arrangements with another employee to cover your shift.

If you do not have a phone and do not contact your supervisor and you show up for work when you're not needed, you will not receive "show up" pay.

If you show up for work as scheduled and are not needed, you will receive "show up" pay.

If weather conditions change during the operating day necessitating a schedule change, you will be paid for the actual number of hours worked, but not less than the "show up" pay amount (minimum 2 hours).

TRAVEL CONDITIONS

You're in the mountains! Always allow ample time to get to work and be prepared for delays. Roads may be closed for avalanche control; road guards will be posted to give information and instructions. Failure to follow their instructions could endanger your safety and result in termination.

EMPLOYMENT OF RELATIVES

Homewood and Alpine Meadows will accept and consider applications for employment from relatives. However, close family members such as parents, grandparents, children, spouses, domestic partners, brothers and sisters, or in-laws will not be hired or transferred into positions where they are directly or indirectly supervised by, or are in a supervisory capacity over, another family member. Further, such relatives generally will not be placed into positions where they work with or have access to sensitive information regarding close family members or if there is any potential for a conflict of interest situation.

Present employees who marry (or become registered domestic partners) will be permitted to continue employment only if they do not work in a direct supervisory relationship with one another.

SEPARATION PROCEDURES

We request that you give at least two weeks notice of an intention to quit, if possible

Upon termination of your employment, you must

- Return your Staff ID and those of your family to Human Resources.
- Complete a brief exit interview with Human Resources
- Return any keys or equipment issued to you to your supervisor.
- Clean out your issued locker(s).
- Return your uniform to the Uniform Room or Human Resources.
- Notify Human Resources of your forwarding address for W2 forms and other correspondence.

Human Resources has information regarding rehire procedures for the following season and may have information regarding jobs available in the area during the summer.

Financial obligations you incur for participation in any special program or purchase from Alpine Meadows or Homewood must be paid. Balances owed will become due in full upon your termination.



CONDUCT STANDARDS

Homewood and Alpine Meadows employees are expected to maintain certain behavior and performance standards. The following list is intended to provide examples of behavior that can result in discipline up to and including immediate termination; it is not intended to be complete. At all times, employees are expected to use good judgment in determining appropriate behavior at work.

Committing any one of the following acts may result in immediate dismissal. Homewood and Alpine Meadows reserve the right to terminate any employee at any time for any reason, with or without notice. (See At Will Policy) The following list is not intended to be all inclusive.

- Discourtesy or unfriendliness to guests or co-workers
- Falsification of timecards, timeclocks and/or employment records
- Clocking someone else in or out, or asking someone to clock you in or out
- Any violent conduct, threat of violence or bringing a weapon on premises
- Violation of drug and alcohol policy
- The use of obscene or abusive language
- Sexual harassment or any form of unlawful discrimination
- Violation of safety policies
- Failure to satisfactorily perform job duties and/or follow supervisor's work instructions (insubordination)
- Unexcused or excessive absence or tardiness; providing false explanation for an absence
- Dishonesty, theft or fraud

- Misuse or willful destruction of Company or fellow employee's property
- Revealing confidential Company information to unauthorized persons
- Unauthorized use of Company property, including ski passes
- Skiing without your pass or giving your pass to someone else
- Skiing, riding in closed areas, violation of ski/snowboarding rules
- Acceptance or solicitation of a loan from a guest, vendor, supervisor or subordinate
- Eating or smoking in a public area while on duty. Smoking in the employee rest areas or locker rooms
- Refusal to cooperate with an official Alpine Meadows/Homewood investigation

DRESS AND APPEARANCE

Our employees are judged not only by customer service, but also by the overall professional image projected while at work. Professional image includes the way we dress and are groomed. Each employee must uphold the dress, grooming and personal hygiene standards, which follow:

Acceptable

Hair

- Clean, neat, combed and well trimmed at all times
- If longer than collar length, pulled back off the face and neatly secured

Beards and mustaches

- Must be clean, neat, fully grown and trimmed to the contours of the face
- Or that good old clean shaven look

Neat personal and oral hygiene are vital

Minimal jewelry

Sunglasses worn outside on sunny days

Tattoos that we never see, or small ones approved by managers

NOT Allowed:

- Extreme hairstyles
- Extremely styled or lengthy mustaches
- Starting a new beard or mustache during operating season
- Offensive odors and uncleanliness are not acceptable
- Excessive jewelry
- Jewelry that is a safety hazard
- Visible body jewelry, other than ears. Nose stud must be approved by your manager
- Sunglasses worn indoors
- Visible tattoos

If you are not issued a uniform, you are expected to wear either ski clothing or appropriate resort-wear or business clothing. Sweat pants are not acceptable. Vests and jackets must be zippered closed at all times. Under no circumstance may a vest be worn without a shirt underneath. While shorts may be an acceptable part of your "spring" uniform, they must be hemmed, of walking-short length and be black or tan. No cut-offs, jogging shorts, short-shorts, tennis shorts, lycra/bike shorts, etc.

Outdoor departments and/or safety sensitive jobs require that you wear "closed-toe" shoes depending upon the job to be performed. Footwear should have adequate soles to provide traction.

Uniforms may not be worn off duty, off site, while smoking or while skiing or on a break.

Each resort and department may have additional, more specific guidelines that address appearance and safety considerations.

These guidelines help define what is meant by clean and well-groomed appearance. The Company reserves the right for management to have the final determination of whether an employee's appearance complies with the standards.

The Company administers this policy in compliance with Equal Opportunity laws.

UNIFORMS

We want our customers to be able to easily identify you as a resort employee. If you are issued a uniform, you must wear it at all times while on duty. It is your responsibility to see that your uniform is always clean and in good repair. If you report to work and your uniform is not acceptable, you will not be allowed to start work until you have corrected the problem.

Departmental jackets are to be worn while working and not during ski or ride breaks. Uniforms jackets may not be worn in a bar at any times. For your convenience, we offer you a locker to store your gear and to keep your uniform. You are not required to keep your uniform in the locker or dress in the locker room. We encourage all employees to come to work prepared to start their day.

Uniforms must be returned upon your last day of employment. You will be charged a replacement fee if you fail to return your uniform to your manager or HR. Please make sure you keep your own uniform. You will not be "credited" with a return of just any uniform but only the one issued directly to you. So make sure to keep them straight and not borrow your room mates!

Some departments will have new uniforms this season. Uniform deposits will be deducted from paychecks for these uniforms. When you return your uniform in good condition, the deposit will be returned to you, along with interest.

You will receive your department's uniform policy during your orientation. Uniform baseball caps and knit hats will be issued. Baseball caps must be worn with the logo in front.



NAMETAGS

During the season, all employees are expected to wear a name tag. If you lose your name tag, contact your supervisor. There may be a charge to replace your name tag.

BENEFITS AND PRIVILEGES

ELIGIBILITY

To be eligible for benefits and privileges described in this handbook, you must have started regularly scheduled work and be on payroll. While at the Company, or participating in an activity sponsored by the Resort, whether on or off duty, employees are expected to behave in a manner that favorably represents the Resort and to maintain a professional and friendly attitude. Any employee who abuses any of the privileges or benefits offered by the Company will be subject to disciplinary action which may include loss of benefits and/or termination.

All employees are required to present their **Social Security card** when they start work to verify the name and number for payroll purposes. We cannot pay you without a Social Security number.

LIFT TICKET PRIVILEGES

Your staff I.D. (AKA: Pass) with its associated privileges is available to you once you have started work and are on the payroll. Pick up your staff ID from you manager. **You must be wearing your Staff ID when you ski or ride.** Your Staff ID is also used for clocking in and out on the Resort's timeclocks. Staff IDs, staff family IDs, and friendship passes are the property of Alpine Meadows and Homewood; they may be suspended or revoked at any time and must be returned when your employment is terminated.

As a full-time employee in good standing, you may ski/snowboard free of charge at Alpine Meadows and Homewood resorts.

If you forget to bring your staff ID, you will have to purchase a lift ticket to access the lifts.

Employees who are married or have a domestic partner (registered with the State of California) are eligible to receive a family pass. The dependent children (17 and younger) of an employee are eligible for family passes.

Employees with staff I.D. may ski/snowboard any day that the resort is open, when they are off duty. It may be necessary to restrict employee skiing in order to accommodate paying guests if the resort is in limited operations. Your understanding and cooperation are greatly appreciated.

For ticket benefits specific to your resort, please see your supervisor.

OTHER SKI AREAS

A number of ski areas offer discounted lift tickets to ski area employees for non holiday and midweek periods only. Check with your supervisor or HR.

FOOD DISCOUNTS

As an employee of Alpine Meadows or Homewood you are eligible to receive a discount on food and beverage at our food outlets. In order to receive this discount you must be a current employee in good standing and present your staff ID to the cashier. Food discounts do not apply to family or friends or alcoholic beverages.

RENTALS

The Ski Rental and the Snowboard Rental shops offer a 50% discount on all rentals for employees. Here are the discount guidelines:

- The discount is for the personal use of the employee only; please don't try to use your discount for friends or relatives.
- Discount rental equipment is subject to availability – it might not be available on busy weekends or holidays.
- Please wait in line.
- A rental form must be completely filled out and processed by a cashier each time equipment is rented.
- Please follow the proper procedures when returning equipment to the Rental Shop.
- Extended rentals are not available due to the need for all equipment for our customers.
- A late fee will be charged for any equipment returned late.
- A credit card deposit or driver's license is required for each employee rental every time equipment is rented.
- The damage waiver is not available to employees, and any damage will be charged a minimum of \$25.

REPAIR SHOP

The Repair Shop offers a free binding adjustment/inspection for all employees. We encourage you to take advantage of this service to ensure that your equipment is in good working condition. The Repair Shop also offers employees a 50% discount on services for their equipment only, sorry not for friends or family. Replacement parts or materials will be billed at regular rates. All paperwork must be completely filled out, and please remember that repairs may take 2-3 days to complete.

RETAIL SHOP DISCOUNTS

Employees receive a 20% discount in the retail stores run by the resorts. Purchases are for the employee only.

SKI TEAM

The Auburn Ski Club Ski Team offers a 30% discount on coaching fees to Alpine Meadows/ Homewood employees.

CREDIT UNION

The Company is a sponsor for employees who wish to join the Golden One Credit Union. Credit Union services available to members include savings plans, payroll deductions and loans. For further information, contact HR.

401(k) Plan

JMA Manager, LLC maintains a 401(k) savings plan for eligible employees of Homewood and Alpine Meadows. You must have completed one year of eligibility service and worked 1000 hours to join the plan. A summary plan description of the 401(k) plan and more information is available from Human Resources

EMPLOYEE LOCKERS

Most employees will be assigned lockers. Employee lockers are subject to inspection (see Employee Right to Inspect). Employees should be aware that they are responsible for any personal items or equipment left or stored at Alpine Meadows and/or Homewood. It is your responsibility to insure valuables via a homeowner's or renter's policy.

EMPLOYEE ASSISTANCE PROGRAM

Many people have personal concerns that affect them both on and off the job. When this happens it is useful to talk to someone who will listen without making judgment, who understands and will help in the discovery of a solution. The purpose of the Employee Assistance Program we offer to employees is to provide confidential counseling and/or referral assistance to all employees. This is a free confidential service. For further details regarding the number of visits you are eligible for or to get further information, please contact the human resources department.

EMPLOYEE RECOGNITION

All employees are expected to perform his/her job in a professional and friendly manner every day. Homewood and Alpine Meadows would like to recognize employees who go above and beyond his/her job duties. We realize that this may happen a couple of times a month, a week, or even a day.

Anyone can suggest that an employee be recognized. Employees who have noticed another employee doing something special should recommend that person to his/her supervisor.

SAFETY AND ACCIDENTS

Safety is our #1 concern at Alpine Meadows and Homewood, both for employees and customers. Alpine Meadows and Homewood are committed to providing the best possible working conditions for all employees. To accomplish this, the Company will make every reasonable effort to comply with all current occupational health, safety, and environmental laws and develop the best feasible operations, procedures, technologies and policies to provide such conditions. When you are trained for your specific department, you will be given additional instructions on safe work practices and the proper operation of tools and machinery in your work area. You are required to:

- Attend all safety meetings,
- Use all safeguards and protective measures necessary for the performance of your job,
- Be aware that your health and the health of your fellow employees and our guests are dependent upon your compliance with all safety rules.

Each property has specific safety rules. Please consult your supplement for complete safety rules.

INJURY AND ILLNESS PREVENTION PROGRAM (IIPP)

Homewood and Alpine Meadows have developed an Injury and Illness Prevention program for employee health and safety. It is the responsibility of each employee to review the IIPP. More information and training regarding safe work habits will be provided in your individual departments. For further information, or to obtain a copy of the Illness and Injury Prevention Program, contact the Safety Manager, Human Resources, or your department manager.

HAZARD COMMUNICATION PROGRAM

Alpine Meadows and Homewood have developed a Hazard Communication Program for employee health and safety. Information may be provided regarding chemical hazards and other hazardous substances via:

- Hazard communication plans
- Inventory of hazardous substances
- Material Safety Data Sheets (MSDS)
- Substance identification and labeling
- Employee training

For further information, contact the Safety Manager or Human Resources.

PERSONAL PROTECTIVE EQUIPMENT

Some jobs require you to perform tasks that may pose a high risk of injury. We provide personal protective equipment (PPE) for those jobs, and you are required to use it. This equipment includes earplugs, safety glasses, safety shoes, safety belts, fall protection gear, goggles, helmets, respirators, gloves and other equipment.

Using PPE is one of the best ways to protect you from environmental hazards and the risks of operating equipment. Although the use may sometimes be uncomfortable and take more time, they can prevent a variety of hazards from injuring you and those around you.

DEPARTMENT SAFETY MEETINGS

As part of our ongoing safety commitment, all departments are required to hold weekly safety meetings. Meetings will cover a wide variety of topics from potential hazards in the work place to equipment usage and training. Your participation is required and your ideas are welcomed. You are required to attend each safety meeting in your department. If you are not able to attend a meeting, it is each employee's responsibility to notify management and Human Resources for a make-up class. Please make suggestions directly to the supervisor in charge. All attendees will sign an attendance sheet, which is then submitted to Human Resources.

EMERGENCIES

In the event of an emergency, immediately call Mountain Dispatch: "135" or "142" at Homewood or extension "223" at Alpine Meadows. You will be instructed on what to do.

Give only information necessary to aid the situation; facts, not your opinion. Questions from the public should be directed to the Special Ticket Desk or your supervisor.

Any media inquiry is to be directed to the Marketing Department only. Please do not represent the Company to reporters.

GUEST ACCIDENTS

If you come upon an accident:

1. By any means available immediately notify Ski Patrol.
2. Keep the injured person warm and comfortable. Do not move him/her unless you are qualified to.
3. Once the Ski Patrol arrives, move out of the way. Occasionally, a patroller will ask for your help in rendering first aid. If you are not asked to assist, return to your job as soon as possible.

4. Do not volunteer statements about accidents to victims, other employees, customers or witnesses. Release information only to the Ski Patrol or a designated investigator.
5. If there are any witnesses, courteously request their names, addresses, and ask them to stand by to give brief statements of what they saw to the Ski Patrol.
6. Be courteous and pleasant when dealing with an accident victim or witnesses.
7. Employees are required to complete an Employee Witness Statement whenever a guest may have been injured or property may have been damaged. Your report of events is extremely important and must be strictly factual with no subjective observations. Sometimes the guest does not receive first aid and contact may be made at a later date by letter or telephone. Your report may be the only record as to what happened.

EMPLOYEE ACCIDENTS WORKERS' COMPENSATION

Alpine Meadows and Homewood's Workers' Compensation carrier is Gallagher Bassett Services, Inc.

GBS

PO Box 2290

Rancho Cordova, CA 95741

Workers' Compensation insurance covers employees injured while performing their job.

If injured on the job:

1. Get help from the Ski Patrol and contact your supervisor immediately so he/she may arrange for treatment. If the accident is minor, you may choose to go to First Aid.
2. Fill out an Accident/Incident Report within 24 hours whether you receive medical attention or not. Contact your supervisor immediately, even if you have only a minor injury.
3. Report the injury to Human Resources. Failing to fill out a report will delay your benefits and may result in denial of benefits.

If injured on the job, you will be required to obtain either a "Release to Work" form from your health care provider before resuming work.

FRAUD

Workers' Compensation insurance can be very expensive to an employer and unfortunately, rising insurance expenses can affect business decisions at Homewood and Alpine Meadows. A serious contributor to increasing rates is the high cost of insurance fraud. Fraud is against the law, and the State of California warns that "any person who makes or causes to be made any knowingly false or fraudulent material statement or material representation for the purpose of obtaining or denying workers' compensation benefits or payments is guilty of a felony." Fraud will result in the termination of employment in addition to any legal consequences.

TIMELINESS OF REPORTING ACCIDENTS AND INCIDENTS

All accidents and incidents shall be reported immediately. This section will be strictly enforced. Failure to comply may result in disciplinary action, up to and including termination of employment.

If the supervisor is not available, report any injury to another supervisor, manager, or the Human Resources Manager. Do not go directly to a medical treatment facility without first notifying your supervisor unless there is a serious, life-threatening emergency. Homewood and Alpine Meadows have made arrangements with a local medical facility for all non-emergency accident treatment. Unless otherwise arranged prior to beginning employment, you will be treated at this facility.

DESIGNATED PHYSICIANS

Alpine Meadows and Homewood have a designated physician for work injuries. If you would like to elect your own physician, you must do so prior to becoming injured.

RETURN TO WORK

If you are absent from work for a non-work related injury or illness longer than three (3) working days, you will need a "Release to Work" depending upon the nature of the illness/injury and your job requirements prior to returning to work. If required, written authorization must be given to both Human Resources and your supervisor.

NATIONAL SKI AREAS ASSOCIATION "YOUR RESPONSIBILITY CODE"

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

POLICIES AND PROCEDURES

BOUNDARY POLICY

Alpine Meadows and Homewood Ski Resorts, located on both public and private land, maintain an Open Boundary Policy. This policy allows skiers/boarders legally using the property within the ski area boundary to access the adjacent out-of-bounds public land. To access the out-of-bounds area, skiers/boarders may cross the ski area boundary. Skiers/ boarders also may re-enter the ski area property from out-of-bounds areas. The ski area boundary is delineated by signs placed along the boundary.



The out-of-bounds areas adjacent to Alpine Meadows and Homewood Ski Resorts are in a natural state. The Company takes no measures to mitigate the hazards to which skiers/boarders might be exposed when entering and skiing these areas. Additionally, the Company takes no measures within the out-of-bounds areas to warn or alert skiers/boarders to the hazards which they might encounter. The Company is not responsible for the safety of those who enter out-of-bounds areas.

At the loading area of the chairlifts which provide access to the out-of-bounds areas, the Company posts signs warning of hazards out-of-bounds skiers/boarders may encounter. The sign also states "Skiers needing rescue (if available) may be charged for the cost of the rescue."

At the loading area of the chairlifts which provide access to the out-of-bounds areas, the Company posts signs warning of hazards out-of-bounds skiers/boarders may encounter. The sign also states "Skiers needing rescue (if available) may be charged for the cost of the rescue."

The Company reserves the right to, at any time, close access to any portion of its boundary. This is accomplished by the placement of *Closed Area* signs along and within the ski area boundary. If you have any questions regarding this policy or which areas may be closed, please ask Ski Patrol.

BULLETIN BOARDS

Important Company notices and items of general interest are continually posted on our bulletin boards. Please review them frequently to keep up with current activities. Do not post or remove any material from the bulletin boards. All postings must be approved by the Human Resources Department.

CELL PHONES

We want you to be communicating with our guests, not your friends, while you are working! Please limit your cell phone use to your breaks. And please use an area where your cell phone use does not disturb working employees.

COMMUNICATIONS – SWITCHBOARD AND RADIOS

Both Homewood and Alpine Meadows have telephone switchboards located within the administration office. The switchboards handle incoming calls from our customers as well as internal communications by radio.

To reach the Communications Office by phone, dial "0".

Many employees carry radios. The Federal Communications Commission (FCC) licenses our radio system and transmissions are subject to monitoring. All FCC rules must be followed. If you are issued a radio, you will receive training in its use. This equipment is expensive - Please treat radios gently. Under no circumstance wear radios in any

bars, including those at the resorts. Radios are not to be removed from Homewood Mountain or Alpine Meadows property.

Telephones are to be used for company business only. Incoming personal phone calls are discouraged and limited to emergencies only.

CHILD ABUSE

If you have reasonable cause to believe that a child may be or may have been abused, it is the policy of the Company that you report the suspected abuse immediately. The Company has established a detailed reporting policy which is available from your supervisor, children's ski school manager or Human Resources.

CLOSED AREAS



The Company may, at times, close areas within the ski area and close access to the ski area boundary. These closures are implemented to prevent skiers/boarders entering areas that may pose a hazard to the skier/boarder. Examples of such hazards include limited snow cover, icy snow conditions, avalanche conditions, and grooming and snowmaking equipment. The extent and duration of these closures will be determined by the Ski Patrol Manager. Signs to inform skiers/boarders of the closures will be posted at the loading area of the chair lifts and points of access to the closed areas. It is the responsibility of the skier/boarder to make themselves aware of the locations of these signs and observe them.

Skiers/boarders are not permitted to enter Closed Areas. Persons within Closed Areas will lose their lift privileges, either the day ticket or Season Pass, and may be arrested. Alpine Meadows and Homewood Ski Patrols *strictly* enforce this policy. If a skier/boarder is found on the closed side of any Closed Area sign, they will be subject to this disciplinary action. There are no exceptions to this policy.

COMPUTER USE

Unauthorized duplication of copyrighted computer software violates the law and is contrary to the Company's standards of conduct. The Company disapproves of such copying and recognizes the following principles as a basis for preventing its occurrence:

- We will neither engage in nor tolerate the making or using of unauthorized software copies under any circumstances
- We will provide legally acquired software to meet all legitimate software needs in a timely fashion and in sufficient quantities for all our computers
- We will comply with all license or purchase terms regulating the use of any software we acquire or use
- We will enforce strong internal controls to prevent the making or using of unauthorized software copies, including effective measures to verify compliance with these standards and appropriate disciplinary measures for violation of these standards

The Company will not tolerate any employee making unauthorized copies of software. Any employee found copying software other than for back up purposes is subject to disciplinary action. The law protects the exclusive rights of a software copyright holder and does not give users the right to copy software unless a backup copy is not provided by the manufacturer. Unauthorized duplication of software is a federal crime. Penalties include fines of as much as \$250,000 and imprisonment up to five years. If you are aware of any illegal copying of software at the Company, please inform the Human Resources Director immediately.

Employees are not permitted to use personal disks in any form on any Company computer resource without first obtaining specific authorization from the Information Technology Director due to the threat of computer viruses. Any employee who introduces a virus into the Company's computer resources via the use of personal software or data may be disciplined by the Company as appropriate under the circumstances

The Company reserves the right to end, limit, restrict or extend computer privileges and access to its information resources. All users of the Company computer resources must have authorization from the Human Resources Director or Information Technology Director.



ELECTRONIC COMMUNICATIONS POLICY

Homewood and Alpine Meadow's voice mail and e-mail systems are provided to employees by the Company and are intended for business use only. Access to the Internet through the Company's computer systems is also intended only for business use.

Homewood and Alpine Meadows may access its electronic communications systems and obtain the communications within the systems, without notice to users of the system, in the ordinary course of business when the Company deems it appropriate to do so. The reasons for which the Company may obtain such access include, but are not limited to: maintaining the system, preventing or investigating allegations of system abuse or misuse, assuring compliance with software copyright laws, complying with legal and regulatory requests for information, and insuring that the Company's operations continue appropriately during an employee's absence.

The Company may store electronic communications on magnetic media for a period of time after the communication is created. From time to time, magnetic media copies of communications may be deleted.

Homewood and Alpine Meadows' policy prohibiting all types of harassment applies to the use of the Company's electronic communications systems, including Internet access. No one may use electronic communications in a manner that may be construed by others as harassment based on race, national origin, sex, gender, sexual orientation, age, disability, religious beliefs or any other characteristic protected by federal, state or local law. No jokes on these bases should be transmitted over the Company's electronic communications systems.

Since the Company's electronic communications systems are intended for business use only, these systems may not be used to solicit for commercial activity unrelated to the business of the Company.

No one may access, or attempt to obtain access, to another individual's electronic communications without appropriate authorization. Violators of this Electronics Communications Policy may be subject to discipline, up to and including termination.

EMPLOYEE PERSONAL PROPERTY

Alpine Meadows and Homewood Mountain Resort do not provide insurance coverage for any personal equipment lost or stolen. Employees are encouraged to insure their personal property under their own homeowner's or renter's insurance carrier.

EMPLOYER RIGHT TO INSPECT

To protect employees and the Company from theft, and to enforce Company policy prohibiting other misconduct including the possession or use of drugs, alcohol, weapons and stolen property, the Company reserves the right to search employees and their personal property (e.g. vehicles, clothing, packages, purses, brief cases, lunch boxes or other containers brought onto Organization premises), when there is reason to believe that Company policy is being violated. Employees are expected to cooperate in the conduct of such searches.

Homewood and Alpine Meadows provide property to employees for their use (e.g. Company vehicles, desks, file cabinets, employee lockers, etc.). Employees should not have any expectation of privacy with respect to Company owned or provided property. Searches of Company facilities and property, including Company property in the possession of the employee, can be conducted at any time. Employees may not withhold permission for the Company to search Company supplied property including desks, lockers and Company vehicles.

EMPLOYMENT VERIFICATION

All requests for references, verifications of dates of employment or other information regarding former or current employees must be referred to Human Resources.



GRIEVANCES/OPEN DOOR

Alpine Meadows and Homewood's employees can expect to be treated with respect and fairness. If an employee has a concern or problem resulting from the day-to-day application of policies and procedures, work relationships, etc. the employee is encouraged to take steps to address the concern:

1. Discuss the concern with the immediate supervisor.
2. If the supervisor's response/ solution does not resolve the concern or if the supervisor does not get back to the employee, the employee should advise the Supervisor that he/she plans to arrange a meeting with the department

- manager or director. The department manager may request the supervisor's presence at the meeting to obtain all the facts.
3. If the department manager's decision does not resolve the employee's concern, the employee may bring the matter to a Human Resources representative.

There may be certain situations where an employee is unable to approach a supervisor or manager with a concern as the supervisor or manager may be the issue; therefore, an employee may immediately contact the Human Resources representative to discuss the situation.

MUSIC WHILE ON DUTY

All stereo and radio music is subject to the discretion of each department manager. Homewood and Alpine Meadows prohibits loud, obscene, profane or other types of music, which are offensive or unfitting to Homewood and Alpine Meadows guest relations and standards.

In order to deliver good customer service, employees need to be able to hear customers and machinery. The use of headphones, iPods and other personal sound systems is not allowed while on duty.

PURCHASES

Employees may not buy or charge anything to Homewood or Alpine Meadows without prior permission from a senior manager and the issuance of a valid purchase order number from Accounting.

LOST AND FOUND

The purpose of Lost and Found is to return items to their rightful owners. Lost & Found is located at the Information desk at Homewood, and Guest Services at Alpine Meadows.

OFF DUTY ACTIVITIES

The Company or its insurance carrier shall not be liable for payment of workers' compensation benefits for an injury which arises out of an employee's voluntary participation in off-duty recreational, social or athletic activities.

PARKING

Our ticket sales are limited by the number of parking spaces that are available to our customers. On busy weekends and holidays we actually end up turning away customers due to our full parking lot! For this reason we have implemented special parking arrangements for all employees. Please see your resort's policy regarding employee parking.

Because every car we turn away is, on average, 3 lost customers, we take the parking policy very seriously. Please be aware that employees who park in non-designated areas will receive a "warning citation" and two or more citations may lead to termination of employment

PERSONNEL RECORDS

You have a right to inspect your personnel file upon reasonable notice in the presence of a Human Resources representative. Any request for information from personnel files must be made to Human Resources at least 24 hours in advance.



PETS / ANIMALS

Animals are not allowed on the resort property, including the parking areas. Ski Patrol avalanche dogs and dogs for the blind are the only exception to this policy.



PUBLIC INFORMATION/ MEDIA INQUIRIES

To guarantee accurate and consistent information pertaining to any aspect of Company operations, accidents or incidents, refer all inquiries to the Marketing Department. Do not relay any information regarding an accident or injury to anyone but your supervisor. Violation of this policy will result in disciplinary action, up to and including termination.

SKIING/SNOWBOARDING

Alpine Meadows and Homewood are committed to promoting skier/snowboarder safety. When you are skiing/snowboarding, whether on or off duty, it is your responsibility to maintain control of your speed and course at all times to avoid harm to yourself or others on the mountain. You are solely responsible for knowing your own ability to negotiate any slope or trail and to stay within the limits of that ability.

Skiing/Snowboarding Rules

- You may not ski/board while on duty unless required by your job.

- You will be required to show your pass/ID/lift ticket to the ticket checker each time you pass through a lift line while either on or off duty.
- No line cutting, except for working instructors and ski patrol.
- Please note that while off duty Workers' Compensation insurance is not in effect.
- When skiing/boarding while off duty, you may not wear your uniform.
- Treat other employees with courtesy and respect; obey their requests.
- Be courteous to others; do not use profanity.
- Ride lifts safely; do not "horse play" while loading, riding or unloading lifts
- Do not ski/board fast in congested areas or areas posted with "Slow" signs
- Obey the National Ski Areas Association's "Your Responsibility Code"

SMOKING

Smoking and the use of tobacco products is not permitted in the workplace. For employees on breaks who need to smoke, you must be away from your work area and out of uniform. Please be considerate of customers and fellow workers and smoke in areas where your 2nd hand smoke will not be inhaled by others.

VEHICLES

Before operating a licensed Company vehicle, an employee must possess a valid driver's license. A DMV check will be conducted by our insurance carrier. On approval, the employee will be authorized to drive Company vehicles and added to the Company's vehicle insurance policy. The insurance carrier will not approve drivers with three or more moving violations within the past three years or one or more serious offenses within the past three to five years.



Vehicles such as snow removal equipment, snowmobiles, over-the-snow-vehicles, etc. will require you to complete training with documentation by your supervisor before operating these vehicles.

VEHICLE SAFETY RULES

Winter driving requires extra care. Although you may be an experienced winter driver, others on the road may not. Stop where it is not only safe, but where you will be able to resume movement again.

- Never drive any Company vehicle, snowmobile, etc., until you have been approved and trained to do so.
- Review Truck Etiquette sheet with your supervisor.
- Absolutely no drinking and driving.
- When driving a Company vehicle, observe all traffic laws and wear the seat belt provided.
- It's in your best interest to do a pre-trip inspection....any vehicle violation or driving violation will have your name, not Alpine Meadows or Homewood, on the ticket.
- Report any malfunctions or accidents to Vehicle Maintenance and your supervisor.
- When driving, watch for icy road conditions.
- Do not use cell phones while driving.

VIOLENCE IN THE WORKPLACE

Alpine Meadows and Homewood prohibit threats or violent acts against its employees or customers in any form. Threatening, violent or harassing conduct, whether physical or verbal, committed by employees or non-employees will not be tolerated. This includes threats based upon a person's religious creed, color, national origin, sex or sexual orientation. Also prohibited are offensive remarks regarding violence, graphic verbal commentary, degrading words to describe an individual and the display in the workplace of violent objects or pictures. Such conduct may result in disciplinary action up to and including dismissal and criminal prosecution where appropriate.

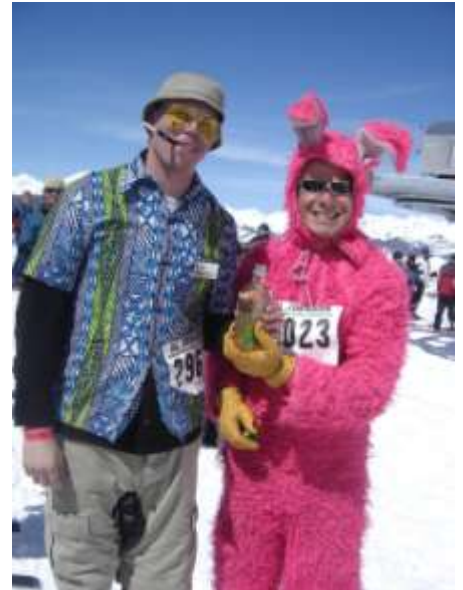
Employees are encouraged to report threats to their supervisor or the Human Resources Managers or Director. The Company will conduct a thorough investigation of any complaint. Where the investigation provides a reasonable basis on which to believe the allegations, appropriate action will be taken.

In keeping with the Company's desire to provide a safe working environment for its employees, the use or possession of firearms or other weapons while on the Company's property or while engaged in Company activities is strictly forbidden. Violation of this policy may result in disciplinary action up to and including immediate termination.

Company employees have the responsibility of advising the Human Resources Department of any threats, as well as any restraining orders, which name the workplace as a prohibited site.

VISITORS

Your friends and relatives are welcome guests..... but they should realize that you are here to work and that you cannot visit while on duty. Employee work, locker and lunch areas are for the use of employees only. If you wish to have lunch or visit with a friend or family member, please use public lunch areas.



DRUG AND ALCOHOL POLICY

Homewood and Alpine Meadows are committed to providing a drug-free workplace and safe environment for its employees and patrons. We believe that use of drugs or alcohol or being under their influence, jeopardizes the welfare and safety of our employees and visitors, as well as our productivity and efficiency. Your compliance with the following provisions of our workplace drug and alcohol policy is a condition of employment.

The Company prohibits using, selling, consuming, dispensing, possessing or manufacturing illegal drugs, narcotics or alcoholic beverages on its premises and prohibits employees from reporting to work or being on the job while under the influence of illegal drugs, narcotics or alcoholic beverages. This prohibition also covers all legal prescription or over-the-counter drugs, which

impair job performance and safety. Failure to comply with this policy will lead to disciplinary action, up to and including termination.

If you are taking legally prescribed or over-the-counter drugs which may interfere with your work performance, you must inform your immediate supervisor or the Human Resources Director of that fact prior to beginning work. The Company may consult with the prescribing physician to learn the expected effect of the drug and/or require a written statement from the physician that continued working will be safe and efficient. An employee may continue to work if the Company determines that the employee does not pose a safety threat and that the job performance is not affected by use of the drug. Otherwise, the employee may be required to take a leave of absence or comply with appropriate measures.

Drug and Alcohol Testing

At the beginning of your employment, you shall be required to consent to drug and alcohol testing as a condition of your employment. The Company tests all employees under the following circumstances: 1) post-accident testing, 2) reasonable suspicion testing, and 3) return-to-duty testing following a drug- or alcohol-related suspension. Your refusal to consent may result in disciplinary action, up to and including termination. Consent to testing includes an obligation to fully cooperate. Upon request, an employee must promptly complete all required forms and releases and submit to the required testing.

Such tests are considered a condition of continued employment and will be conducted at the expense of the Company. A refusal to submit to the requested test will result in termination of employment for insubordination.

Post Accident Testing

Every employee involved in an accident causing serious property damage or serious injury to himself/herself or another employee or guest will be tested for drug and alcohol use as soon as possible after the accident. "Serious Injury" is defined as any physical injury that requires medical attention. "Serious property damage" is defined as any property damage in excess of \$2,000 caused by the accident. Failure to report an injury or property damage in a timely manner may result in disciplinary action up to and

including termination. An employee who witnesses an injury or property damage in excess of \$500 is responsible for reporting the incident.

Reasonable Suspicion Testing

For all employees, the Company may require a drug and alcohol test when there is a reasonable suspicion to believe that the employee is under the influence of or impaired by illegal drugs and/or alcohol at work.

Return to Duty Testing

A return-to-duty test will be required of any employee who has been suspended for violation of the Drug and Alcohol Policy and wishes to return to work.

Testing Procedure

Any employee requiring testing will be told to report to designated testing location depending on the time of day and other circumstances. Employees will be asked to provide a photo ID and sign a consent form regarding knowledge of the alcohol/drug test and the release of the results to the Company. Alteration, adulteration or contamination of a drug test sample or its identification, or tampering with such a sample or its identification is prohibited and will result in disciplinary action up to and including termination.

Disciplinary Action

Violation of any part of this policy will result in disciplinary action, up to and including termination, even for a first offense, and if appropriate, referral for prosecution by local, state or federal law enforcement agencies.

Rehabilitation

It is the responsibility of the employee to seek help before alcohol or drug problems lead to disciplinary action. Once a violation occurs, subsequent participation in an alcohol or drug rehabilitation program may have no bearing on the determination of discipline.

The employee's decision to seek prior assistance will not be used as the basis for discipline. However, seeking help will not be a defense to imposition of discipline if facts indicating a violation of this Policy exist separate from the seeking of assistance.

EQUAL EMPLOYMENT/ADA POLICY

Alpine Meadows and Homewood believe that all persons are entitled to equal employment opportunity and does not discriminate against its employees or applicants because of race, color, religion, sex, sexual orientation, pregnancy, marital status, national origin, citizenship, veteran status, ancestry, age (over 40), physical or mental disability, or medical condition, or any other consideration made unlawful by applicable federal, state, or local laws. Equal employment opportunity will be extended to all persons in all aspects of the employer-employee relationship, including recruitment, hiring, upgrading, training, promotion, transfer, discipline, layoff, recall and termination.

The Company will make reasonable accommodations for the known physical or mental disabilities of an otherwise qualified applicant for employment or an employee, unless undue hardship would result. Any applicant or employee who requires accommodation in order to perform the essential functions of a job should contact Kathy Chan, Human Resources Director. The applicant or employee should advise the Company what accommodations he or she believes are needed in order to perform the job. Homewood or Alpine Meadows will determine possible accommodations, if any. If accommodation is reasonable and will not impose undue hardship upon Alpine Meadows and/or Homewood, the Company will make the accommodation.

If you believe that you have been subjected to any form of unlawful discrimination or harassment, report the facts of the incident or incidents, names of the individuals involved, and the names of any witnesses to Kathy Chan, Human Resources Director. The Company will promptly and thoroughly investigate all claims of discrimination and ensure that appropriate action will be taken. Any employee found to have engaged in any form of unlawful discrimination will be subject to disciplinary action up to and including termination. Alpine Meadows and/or Homewood will take action to remedy any loss suffered by an employee as a result of discrimination. The Company will also take action to deter any future discrimination. Alpine Meadows and/or Homewood's determination and related Company action will be communicated to the reporting employee.

No action will be taken against any employee in any manner for reporting or opposing any form of unlawful discrimination and/or discriminatory harassment.

ANTI-HARASSMENT, SEXUAL HARRASSMENT AND DISCRIMINATION POLICY

It is the policy of Homewood Mountain Resort and Alpine Meadows Ski Resort that all of its employees shall be able to work in an environment free from all forms of discrimination and harassment. The Company does not tolerate harassment of our job applicants or employees by another employee, supervisor, or any vendor or customer. Harassment of third parties by our employees is also prohibited. Any form of harassment on the basis of race, color, sex, gender identity, religion, disability, marital status, sexual orientation, medical condition, or any category protected by applicable federal, state or local law is a violation of this policy and will be treated as a disciplinary matter. While it is not easy to define precisely what harassment is, it includes slurs, jokes, teasing and other uninvited verbal, graphic or physical conduct by one individual toward another. The Company has a zero tolerance for harassment and is committed to a workplace free of any harassment.

HARASSMENT DEFINED

Harassment is unwelcome verbal, visual or physical conduct creating an intimidating, offensive, or hostile work environment that interferes with work performance. Examples of harassment include verbal (including slurs, jokes, insults, epithets, gestures or teasing), graphic (including offensive posters, symbols, cartoons, drawings, computer displays, or emails) or physical conduct (including physically threatening another, blocking someone's way, etc.) that denigrates or shows hostility or aversion towards an individual because of any protected characteristic. Such conduct constitutes harassment when: (1) it has the purpose or effect of creating and intimidating, hostile, or offensive working environment; or (2) it has the purpose or effect of unreasonably interfering with an individual's work performance; or (3) it otherwise adversely affects an individual's employment opportunities.

SEXUAL HARASSMENT DEFINED

Sexual harassment can include all of the above actions as well as other unwelcome conduct such as unwelcome or unsolicited sexual advances, requests for sexual favors, conversations regarding sexual activities and other verbal or physical conduct of a sexual nature when: (1) submission to such conduct is made, either explicitly or implicitly, a term or condition of an individual's employment; or (2) submission to or rejection of such conduct by an individual is used as a basis for employment decisions affect such individual; and (3) such conduct has the

purpose or effect of substantially or unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive environment. Examples of sexual harassment include:

- Unwelcome sexual advances, flirtations, advances, leering, whistling, touching, pinching, assault, blocking normal movement
- Requests for sexual favors or demands for sexual favors in exchange for favorable treatment
- Obscene or vulgar gestures, posters or comments
- Sexual jokes or comments about a person's body, sexual prowess or sexual deficiencies
- Propositions, suggestive or insulting comments of a sexual nature
- Visual harassment such as derogatory cartoons, posters and drawings
- Sexually explicit email or voice mail
- Uninvited touching of a sexual nature
- Unwelcome sexually related comments
- Conversation about one's own or someone else's sex life
- Conduct or comments consistently targeted at only one gender, even if the content is not sexual
- Teasing or other conduct directed toward a person because of his or her gender

Harassing conduct is unacceptable in the workplace and any work-related settings such as business trips and business-related social functions. The harasser may be someone's supervisor, co-worker, client, customer, vendor or other third party.

REPORTING

Employees should promptly report any incident of harassment, whether by an employee or a non-employee, to the Human Resources Director. He or she will ensure that an investigation is immediately conducted. The investigator will be required to report his or her findings to the Human Resources Director. Every report of perceived harassment will be fully investigated and corrective action will be taken where appropriate.

INVESTIGATION

Every report of harassment will be investigated thoroughly and promptly. The Company will attempt to keep the investigation confidential to the extent possible.

DISCIPLINE

If the Company determines that harassment occurred, the Company will impose discipline upon the offender or offenders. The appropriate discipline may include written or oral warnings, probation, suspension, reassignment, demotion, or termination. If the harassing conduct is the act of a non-employee, the Company will attempt to ensure that such conduct is not repeated.

NO RETALIATION

The Company prohibits any form of retaliation against individuals who report unwelcome conduct or who cooperate in the investigation of such reports. In accordance with this policy, the Company will take appropriate disciplinary action for any such retaliation, up to and including discharge.

ADDITIONAL INFORMATIONIn addition to notifying the Company about harassment or retaliation complaints, affected employees may also direct their complaints to the California Department of Fair Employment and Housing (“DFEH”), which has the authority to conduct investigations of the facts. If the DFEH believes that a complaint is valid and settlement efforts fail, the DFEH may seek an administrative hearing before the California Fair Employment and Housing Commission (“FEHC”) or file a lawsuit in court. Both the FEHC and the courts have the authority to award monetary and non-monetary relief in meritorious cases. Employees can contact the nearest DFEH office or the FEHC at the locations listed in the Company’s DFEH poster or by checking the state government listings in the local telephone directory

FAMILY AND MEDICAL LEAVE POLICY

After 12 months of aggregate employment, any employee who has worked at least 1250 hours during the immediately preceding 12 month period, is eligible under federal (FMLA) and state (CFRA) family leave laws to take up to a maximum of 12 work weeks of unpaid family/medical leave within a rolling 12 month period.

Family/medical leave time is permitted for the birth of the employee’s child, or placement of a child with the employee for adoption or foster care; to care for the employee’s spouse, child or parent who has a serious health condition; or for a serious health condition that makes the employee unable to perform his/her job.

Family and medical leave time may not exceed 12 weeks off in any “rolling” 12 month period. A family and medical leave may be taken in addition to any leave of absence that an employee may be entitled to due to a disability resulting from pregnancy or child birth under CFRA. (Please refer to policy on Pregnancy Disability Leave.) Pregnant employees may have the right to take a pregnancy disability leave in addition to family and medical leave; such individuals should contact Human Resources to discuss their individual situation.

Any leave taken for the birth, adoption or foster care placement of a child does not have to be taken in one continuous period. CFRA leave taken for the reason of birth or placement of a child will be granted in minimum amounts of two week increments.

One exception to this: The Company will grant a request for a CFRA leave for birth/placement of a child of less than two weeks duration on any two occasions. Any leave taken must be concluded within one year of the birth or placement of the child with the employee. No more than a combined total of 12 weeks of leave in a "rolling" 12-month period will be granted to a husband and wife who both work for the Company where the leave is taken due to the birth, placement or adoption of a child or to care for a child with a serious health condition.

If the leave is due to a serious health condition of either the employee or the employee's "covered relations" (parent, child, spouse), the leave may be granted to an employee on an intermittent basis. If the employee has requested intermitted leave, the Company may temporarily transfer the employee to another position which better accommodates recurring periods of leave. The employee must be qualified to work in this position and it must provide equivalent pay and benefits.

If you are taking a leave for the birth, adoption or foster care placement of a child, the basic minimum duration of the leave is two weeks and you must conclude the leave within one year of the birth or placement for adoption or foster care.

Taking a family care or pregnancy disability leave may affect certain of your benefits. If you want more information regarding your eligibility for a leave or the impact of the leave on your benefits, please contact the Human Resources Department. In the event of a conflict between the general leave policies and the provisions of the Family Medical Leave Act ("FMLA") and CFRA, the provisions of the FMLA and CFRA shall prevail.

Employees must use all accrued unused sick leave and vacation, if applicable, concurrently with a Family Medical Leave, when the leave is due to their own serious illness. An employee's available sick leave shall be exhausted first, then accrued vacation will be used.

Employees must use accrued vacation concurrently with a Family Medical Leave when the reason for the leave is for the birth or placement of a child, or to care for an employee's child, spouse, domestic partner, or parent who has a serious health condition. The remainder of the

leave is uncompensated by the Company (although in some circumstances employees may be entitled to some compensation under the State Disability Insurance program).

Please contact the Human Resources Department for additional information and to determine whether a proposed leave is covered by the CFRA and FMLA.

PREGNANCY DISABILITY LEAVE POLICY

If you are disabled by pregnancy, childbirth or related medical conditions, you are eligible to take an unpaid pregnancy disability leave (PDL). If you are affected by pregnancy or a related medical condition, you are also eligible to transfer to a less strenuous or hazardous position or to less strenuous or hazardous duties, if such a transfer is medically advisable and can be reasonably accommodated. In addition, if it is medically advisable for you to take intermittent leave or work a reduced schedule, the Company may require you to transfer temporarily to an alternative position with equivalent pay and benefits that can better accommodate recurring periods of leave.

- The PDL is for any period(s) of actual disability caused by your pregnancy, childbirth or related medical condition up to four months (or 88 work days for a full-time employee) per pregnancy
- The PDL does not need to be taken in one continuous period of time, but can be taken on an as-needed basis
- Time off needed for prenatal care, severe morning sickness, doctor ordered bed rest, childbirth, and recovery from childbirth is covered by your PDL
- Generally, we treat your pregnancy disability the same as we treat other disabilities of similarly-situated employees
- You are required to obtain a certification from your health care provider of your pregnancy disability or the medical advisability for a transfer. The certification should include:
 - 1) the date on which you became disabled due to pregnancy or the date of the medical advisability for a transfer;
 - 2) the probable duration of the period(s) of disability or the period(s) for the advisability of a transfer; and,
 - 3) a statement that, due to the disability, you are either unable to work at all or to perform any one or more of the essential functions of your position without undue risk to yourself or to other persons; or a statement that, due to your pregnancy, a transfer to a less strenuous or hazardous position or duties is medically advisable.
- As a condition of your return from pregnancy disability leave, or transfer, the Company requires you to obtain a release to return to work from your health care provider stating that you are able to resume your original job duties **with or without reasonable accommodation**

- At your option, you can use any accrued unused sick leave and vacation, if applicable, as part of your PDL before taking the remainder of your leave on an unpaid basis
 - We encourage you to contact the Employment Development Department regarding your eligibility for state disability insurance for the unpaid portion of your leave
 - If you do not return to work on the originally scheduled return date nor request in advance an extension of the agreed upon leave with appropriate medical documentation, you will be deemed to have voluntarily terminated your employment with the Company. Failure to notify the Company of your ability to return to work when it occurs, or your continued absence from work because your leave must extend beyond the maximum time allowed, may be deemed a voluntary termination of your employment with the Company, unless you are entitled to Family Leave
 - Upon your return from a covered PDL, you will be reinstated to your same position in most instances
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- Taking a PDL may impact some of your benefits and your seniority date. If you want more information regarding your eligibility for a leave and the impact of the leave on your seniority and benefits, please contact the Human Resources Department.

LACTATION ACCOMMODATION

The Company will provide a reasonable amount of break time to accommodate an employee desiring to express breast milk for the employee's infant child. The break time, if possible, must run concurrently with rest and meal periods already provided to the employee. If the break time cannot run concurrently with rest periods already provided to the employee, the break time will be unpaid.

The Company will make reasonable efforts to provide employees with the use of a room or location other than a toilet stall, for the employee to express milk in private. This location may be the employee's private office, if applicable. The Company may not be able to provide additional break time if doing so would seriously disrupt the Company's operations. Please speak to the Human Resources Director for more information

OTHER LEAVE POLICIES

TIME OFF FOR SCHOOL ACTIVITIES

Parents, guardians or grandparents having custody of children from kindergarten through Grade 12, or children who attend licensed day care facilities, are provided unpaid time off of up to 40 hours per year to visit or participate in school activities, not to exceed 8 hours in any calendar month of the year. The Company may require proof that the employee participated in the school activities. Reasonable notice must be given to the Human Resources Department before taking any time off for school activities.

Parents and guardians of school children who have been suspended are also allowed to take unpaid time off to appear in the school of the pupil pursuant to a request from the school.

JURY DUTY AND WITNESS LEAVE

The Company encourages employees to participate in jury selection or jury duty when called. Jury duty will be considered an excused absence without pay for non-exempt employees. Exempt employees will be paid in accordance with applicable state and federal law.

You should notify your supervisor of the need for time off for jury duty and present your jury summons to Human Resources as soon as you receive it. Of course, you are expected to report for work during hours or days that your presence is not required on the jury panel.

You may also be required by law to appear in court as a witness. The Company provides unpaid time off for nonexempt employees for this purpose. Exempt employees will be paid in accordance with applicable state and federal laws. We ask that you give your supervisor as much advance notice as possible when you will be absent

REHABILITATION LEAVE

Our Company is committed to providing assistance to our employees to overcome substance abuse problems. The Company will reasonably accommodate any employee who wishes to voluntarily enter and participate in an alcohol or drug rehabilitation program. This accommodation may include time off without pay or an adjusted work schedule, provided the accommodation does not impose an undue hardship on the Company. You may also use accrued sick leave or vacation, if applicable, for this purpose.

You should notify your supervisor if you need such accommodation. The Company will take reasonable steps to safeguard your privacy with respect to the fact that you are enrolled in an alcohol or drug rehabilitation program

MILITARY LEAVE

The Uniformed Services Employment and Reemployment Act (USERRA) protects the job rights of individuals who voluntarily or involuntarily leave employment positions to undertake military service. USERRA also prohibits employers from discriminating against past and present members of the uniformed services, and applicants to the uniformed services.

Your rights under USERRA are posted in Human Resources and are online at www.dol.gov/elaws/userra.htm.

If you are called to active duty in the U.S. military, Reserves or California National Guard, you are eligible for an unpaid military leave of absence in accordance with state and federal law. Present your supervisor with a copy of your service papers as soon as you receive them.

During your absence, your length of service accumulates and your benefits will continue as required by applicable law. Upon application within the appropriate time period after your date of discharge from military service, you will receive the then-current rate of pay and the then-current benefits.

LEAVE FOR VICTIMS OF DOMESTIC VIOLENCE OR SEXUAL ASSAULT

An Employee may take unpaid time off from work to seek medical attention or related services for injuries caused by domestic violence or sexual assault. The Employee shall give reasonable advance notice to the Human Resources Department of his or her intention to take time off. Such time off may not exceed the entitlement available under the Family Medical Leave Act.

The Company may require the employee requesting leave to provide documentation, such as a police report, court order, or a note from a health care provider. The Company will maintain the confidentiality of the employee's request for leave.

Employees may use accrued sick leave or vacation, if applicable, for time taken off due to domestic violence or sexual assault.

TIME OFF TO ATTEND COURT PROCEEDINGS

Employees who are victims of a crime, or an immediate family member of a victim of a crime, may be absent from work to attend judicial proceedings related to that crime. "Immediate family member" means spouse, registered domestic partner, child, child of a registered

domestic partner, stepchild, brother, stepbrother, sister, stepsister, mother, stepmother, father, or stepfather. The employee shall give the Human Resources Department reasonable notice of the scheduled proceeding and provide in advance a copy of the written notice of the proceeding.

Time off to attend court proceeding is without pay. However, employees may use accrued sick leave or vacation, if applicable, for this time off.

SOLICITATION AND DISTRIBUTION POLICY

In order to prevent disruption of our operations and ensure a productive working environment, we have established the following rules governing the solicitation of individuals and the distribution of materials on Company property. It is our policy to prohibit solicitation and distribution on Company premises by any person except in accordance with the rules outlined below.

Solicitation of employees by other employees

Employees may not solicit another employee for any purpose, on Company property when either of the employees is on "working time". Also, one can not solicit another employee in "working areas" even when both employees are on non-working time. "Working time" does not include authorized meal periods, breaks, or other specified non-working periods which are paid or unpaid. "Working areas" include those areas of the Company where employees perform their job duties or responsibilities but do not include non-working areas such as break rooms.

Distribution of material by employees

Because we must keep working areas clear and free of litter, employees may not distribute any literature, notices, or other material to another employee, for any purpose, at any time in working areas or when either of the employees are on "working time," regardless of where they are. Distribution of literature, notices or other material is also prohibited in all customer service areas during hours of operation.

Distribution of material by non-employees

Persons who are not employed by the Company may not solicit anyone, distribute literature, notices or their material to anyone any where on Company property for any purpose at anytime. Managers and Directors have the responsibility to inform such non-employees of these rules, pointing out posted signs and, if appropriate, politely but firmly asking such person(s) to cease their actions and leave the premises or area. If this individual refuses, immediately contact the Human Resources Manager or Director.

Official Programs and Marketing

This policy is not intended to prevent the Company from carrying on its normal marketing/community relations programs. Official Company approved solicitation or notifications such as special events will continue to be communicated to all employees in accordance with Company policy.

Undue Pressure

If an employee feels that they are experiencing undue pressure from solicitation of any kind, employees should contact the Human Resources Manager or Director immediately.