

**VERY FEW CAREERS INCLUDE  
AN EXPERIENCE OF A LIFETIME**



## Employee Guide

Canada | Published August 2020



## Important Notice

This Employee Guide details many of our programs, policies and procedures - all of which are designed to make our Company a satisfying and rewarding place to work. The contents of your Employee Guide are presented as a matter of summary information only. Vail Resorts (“we,” “us,” or “the Company”) reserves the right to modify, revoke, suspend, terminate, or change any or all of the information contained in the Guide and any plans, guidelines or procedures, in whole or in part, at any time, with or without notice. Nothing in this Employee Guide should be construed as a promise of specific treatment in any specific situation upon which any employee should rely.

The Code of Ethics and certain Company policies that are provided in summary form in this Employee Guide may be found on [Direct Connect | Learn More & Get Help](#). Additionally, other matters covered by this Guide may also be described in separate official documents. All such Company documents are always controlling over any statement made in this Guide or by any Supervisor. The violation of any Company policy, procedure, rule, regulation or code may result in disciplinary action, including termination without notice or pay in lieu thereof.

**THIS EMPLOYEE GUIDE DOES NOT CONSTITUTE A CONTRACT, BARGAIN, OR AGREEMENT, EXPRESS OR IMPLIED, NOR IS IT TO BE INTERPRETED TO BE A CONTRACT BETWEEN THE COMPANY AND YOURSELF. NOTHING CONTAINED IN THIS EMPLOYEE GUIDE, OR ANY POLICIES AND PROCEDURES, EMPLOYMENT APPLICATIONS, COMPANY CORRESPONDENCE, OR OTHER MATERIALS PROVIDED TO EMPLOYEES IN CONNECTION WITH THEIR EMPLOYMENT SHALL ALTER, MODIFY OR WAIVE THE TERMS OF YOUR EMPLOYMENT PURSUANT TO AN OFFER LETTER OR EMPLOYMENT AGREEMENT, AS APPLICABLE, OR WILL CONFER UPON YOU ANY RIGHT TO CONTINUE IN THE EMPLOYMENT OF THE COMPANY OR AFFECT IN ANY WAY THE RIGHT OF THE COMPANY TO TERMINATE YOUR EMPLOYMENT AT ANY TIME. NO PERSON, OTHER THAN THE CHIEF EXECUTIVE OFFICER, HAS THE AUTHORITY TO ENTER INTO ANY EMPLOYMENT AGREEMENT OR AGREEMENT REGARDING BENEFITS WITH ANY CURRENT OR PROSPECTIVE EMPLOYEE OR EMPLOYEES. ANY SUCH AGREEMENT MUST BE IN WRITING AND SIGNED BY THE CHIEF EXECUTIVE OFFICER AND/OR DESIGNEE.**

**THIS NOTICE APPLIES TO ALL EMPLOYEES REGARDLESS OF DATE OF HIRE.**

# Table of Contents

CORPORATE SOCIAL RESPONSIBILITY STATEMENT .....	7
BULLYING AND HARASSMENT IN THE WORKPLACE .....	8
REQUEST FOR ACCOMMODATION .....	10
THREATS AND VIOLENCE .....	11
WITHDRAWING A COMPLAINT .....	11
DRUG AND ALCOHOL POLICY .....	11
OUTSIDE EMPLOYMENT .....	13
COMPUTER USE .....	13
BACKGROUND CHECK .....	14
HIRING OR SUPERVISING RELATIVES AND FRATERNIZATION .....	14
THIRD PARTY INQUIRIES (INCLUDING MEDIA) AND CONFIDENTIAL INFORMATION .....	15
SOCIAL MEDIA .....	15
ATTENDANCE & PUNCTUALITY .....	16
PRESENTATION / UNIFORMS .....	17
SEASON PASS .....	17
DISCIPLINARY GUIDELINES .....	18
EMPLOYEE CLASSIFICATIONS .....	18
SERVICE RECOGNITION .....	19
JOB OPPORTUNITIES, TRANSFERS AND POSTINGS .....	19
SECOND POSITIONS DURING PEAK SEASON .....	19
HIRING FORMER EMPLOYEES .....	19
EMPLOYEE DATA & FILES .....	20
EMPLOYEE PRIVACY .....	20
EMPLOYMENT VERIFICATION .....	20
TOBACCO AND SMOKE-FREE WORKPLACE .....	20
PETS .....	21
PERSONAL PACKAGES AND MAIL .....	21
PERSONAL PROPERTY .....	21
LOST & FOUND .....	21
MISAPPROPRIATION OF PROPERTY .....	21

INSPECTIONS .....	22
NO SOLICITATION/NO DISTRIBUTION.....	22
TALK TO US .....	22
GUEST COMPLAINTS .....	23
WAGE PAYMENT POLICY .....	23
PAY TRANSPARENCY.....	23
WORK DAY, WORK WEEK, PAY PERIOD AND PAYDAY .....	23
EMPLOYMENT AT MULTIPLE VAIL RESORTS, COMPANIES OR PROPERTIES .....	24
HOURLY EMPLOYEES AND TIMEKEEPING .....	24
TIPPED EMPLOYEES .....	24
TAX REPORTING .....	24
METHODS OF GETTING PAID.....	24
REVIEW YOUR PAY STUB AND RECORDS .....	24
DEDUCTIONS, GARNISHMENTS, AND LEVIES.....	25
LOST, EXPIRED, AND FINAL PAY CHEQUES.....	25
PAYROLL ADVANCES.....	25
STATUTORY HOLIDAYS .....	26
VACATION TIME OFF .....	27
SICK TIME .....	28
VOTING TIME .....	28
STATUTORY LEAVES OF ABSENCE.....	29
HEALTH COVERAGE DURING LEAVE .....	29
RETURN TO WORK FOLLOWING LEAVE .....	29
PREGNANCY LEAVE .....	29
PARENTAL LEAVE+ .....	30
BEREAVEMENT LEAVE.....	31
JURY DUTY.....	31
LEAVE RELATED TO THE DISAPPEARANCE OF DEATH OF CHILD .....	31
OTHER LEAVES OF ABSENCE .....	31
NON-QUALIFIED FAMILY AND MEDICAL LEAVE OF ABSENCE.....	31
PERSONAL LEAVE OF ABSENCE .....	32
SECURITY & RULES.....	33
USE OF DRONES ON COMPANY PROPERTY .....	34
MOUNTAIN SAFETY .....	34
VOLUNTARY SEPARATION.....	37

NO REHIRE STATUS .....	37
EXIT INTERVIEWS.....	37
RETURN OF COMPANY PROPERTY.....	37
BENEFITS.....	38
EMPLOYEE PRIVACY NOTICE.....	38
ENJOY THE EXPERIENCE! .....	42

# Welcome Friends

Welcome to the Vail Resorts family of companies. You've made a great choice to join, or return to, the leading mountain resort Company in the world. We are excited for you to join us – whether for this season or for your career.

Built from the adventurous vision and boundless passion of our founders, for more than 50 years Vail Resorts has set the precedent for travel and leisure companies in the world and given employees of our exceptional organization and prestigious resorts the opportunity to live life to the fullest. Our mission of creating the *Experience of a Lifetime* is played out each day as our guests enjoy the best of what we have to offer – whether it's skiing and riding at one of our mountain resorts, visiting the beautiful Teton mountains or experiencing the best of summer ziplining across one of our resorts that feature Epic Discovery.

Providing the *Experience of a Lifetime* for employees is a special part of our mission, and is a top priority for our Company. Working for Vail Resorts strikes the perfect balance of work and play – combining a passion for the outdoors with personal interests and professional goals. Our culture is distinctive and our mission and values resonate regardless of location.

Our mission would not be possible without each of you creating exceptional experiences every day. In order to maintain this standard, we aim to provide the tools, resources and training that allow you to perform your role at your very best. This Guide, along with the information available on [Direct Connect | Learn More & Get Help](#) and Company Policy Portal, will help you understand the policies and practices of Vail Resorts. Please become familiar with this information.

While we are confident that the tools, resources and training we provide will prove helpful, we realize that the guest experience is dependent upon so much more than that. It's the special, unexpected things that each of you do to ensure our guests have the *Experience of a Lifetime*. It's about doing everything we can each and every day to ensure all guests have the extraordinary experience that only we are capable of providing.

Thank you for your hard work and commitment to our guests and each other, and again, welcome to Vail Resorts.



Rob Katz

*Chief Executive Officer*

**Vail Resorts Management Company**



# Company Overview

Vail Resorts is a family of resorts and travel-centric companies that work together to fulfill a simple mission: to create the Experience of a Lifetime. As we approach 50,000 employees across Corporate, Hospitality, Media, Mountain, Real Estate, Retail and Transportation work together to create the Experience of a Lifetime for each other so that in turn, we can deliver the Experience of a Lifetime to our guests.

- Named for our flagship mountain resort, Vail, today our Company operates 37 mountain resorts across the United States, Canada and Australia.
- Our lodging segment owns and/or manages a collection of luxury hotels under its RockResorts brand in the U.S. as well as other strategic lodging properties and a large number of condominiums located in proximity to the Company's ski resorts, and three destination resorts at the Grand Teton Lodge Company.
- Vail Resorts Development Company is the real estate planning, development and construction subsidiary of Vail Resorts.
- Vail Resorts Retail (VRR) is our retail arm, operating more than 200 sports retail locations at each of the Vail Resorts' ski resorts, and throughout the country.
- Colorado Mountain Express (CME) is our transportation Company operating between the Denver International Airport and downtown Denver hotels and Colorado mountain resorts.
- Our corporate shared services entity, Vail Resorts Management Company, provides each subsidiary with Accounting, Finance, Legal and Risk Management, Information Technology, Telecommunications and Human Resources support.

Vail Resorts is a family of resorts and travel-centric companies who work together to fulfill a simple mission: to create the Experience of a Lifetime.

Vail Resorts, Inc., the parent Company, is traded on the New York Stock Exchange under the symbol MTN. It functions strictly as a holding Company. Although your efforts contribute to the performance of its stock, you are employed by one of its many operating subsidiaries. Throughout this Employee Guide, references to "Vail Resorts" or "Company" mean the operating subsidiary by which you are employed.

## CORPORATE SOCIAL RESPONSIBILITY STATEMENT

Our mission is Experience of a Lifetime. Everything we do needs to be aligned with our five stakeholders: Our Guests, Our Employees, Our Communities, Our Shareholders, and Our Natural Environment.

EpicPromise is how we will create a more promising future for generations to come. Vail Resorts wholeheartedly believes in preserving the intrinsic essence of the natural environments and communities where we work, play and call home.

At Vail Resorts, everything we do is built upon the promise of bringing together the mountains, our communities, employees and guests to ignite a passion for the outdoors, conserve the natural environment and support our local communities for a bright, sustainable future.

Vail Resorts will be a benchmark for sustainable business practices. We will continue to re-imagine how to be an effective sustainability leader as we actively work every day to strengthen our communities, find operational inefficiencies, foster healthy environments and deliver strong financial results.

# Code of Ethics and Business Conduct

*Below is a summary of important information regarding our Code of Ethics and Business Conduct. This policy can be accessed in its full format by visiting [Direct Connect | Learn More & Get Help](#).*

We are committed to conducting all of our business honestly and with a high standard of personal and business ethical behaviour. Our collective commitment is the bedrock for living up to our six values:

- **Serve Others:** Own it, personalize it and elevate it.
- **Do Right:** Act with integrity - always do the right thing, knowing it leads to the right outcome.
- **Drive Value:** Grow profit through smart and innovative business practices.
- **Do Good:** Preserve our natural environment and contribute to the success of our local communities.
- **Be Safe:** Be committed to the safety and wellness of our employees and guests.
- **Have Fun:** Fun is our product-create fun, enjoy your work and share the contagious spirit.

As a growing and increasingly visible Company, it is important that we have a common language and set of guidelines to help reinforce and uphold our values. That's why we have created the Code of Ethics and Business Conduct, which applies to all employees of the Company. Our Code provides the operating principles that help us live up to those values and responsibly serve our five key stakeholders - our guests, our employees, our communities, our environment and our shareholders.

The Code addresses several important topics including safety, conflicts of interest, gifts and entertainment, compliance with laws and regulations, protection of the environment, fair dealing, confidentiality, accurate accounting and public reporting, and proper use of Company assets, among others. Each employee is personally responsible to abide by the spirit as well as the letter of the Code, so please make sure that you read and understand it.

If you are uncertain or concerned about something you intend to do, have been asked to do, or about something you have seen, we are counting on you to be proactive and seek guidance or to report your concern. If you are unsure of the right thing to do, ask your Supervisor or email [ethicsquestions@vailresorts.com](mailto:ethicsquestions@vailresorts.com). You may always call or use our Ethics Helpline, anonymously if you prefer, 24 hours a day 7 days a week by calling **1-866-538-4266** (English and Spanish) or using the Internet site at [www.vrethicshelpline.com](http://www.vrethicshelpline.com).

## Company Standards

*Below is a summary of important information, including select policies, to know about the Company. Company policies can be accessed in their full format on the Company's internal Intranet at <https://inside.vailresorts.com/sites/dept/HR/CorpPolicies/default.aspx> or by visiting [Direct Connect | Learn More & Get Help](#).*

### BULLYING and HARASSMENT IN THE WORKPLACE

Vail Resorts is committed to maintaining a quality work environment free of harassment, discrimination and bullying. It is the policy of Vail Resorts to expressly prohibit our employees from engaging in discrimination or harassment based on race, sex, nationality or ethnic origin, religion, age, marital or family status, sexual orientation, unrelated criminal conviction, ancestry, political beliefs, pregnancy, disability/impairment or any

other characteristic protected by applicable human rights legislation. This policy prohibits conduct that violates the letter or spirit of anti-discrimination and anti-harassment laws or conduct not aligned to the Company's values, policies, or behavioural expectations. This includes conduct in any work-related setting, whether on the Company premises, during working time, or while participating in activities outside the workplace such as business-related social events and travel.

Harassment is any behaviour that is known, or ought to reasonably be known, to be unwelcome, which serves no legitimate work-related purpose and demeans, humiliates or embarrasses a person. Workplace harassment includes intentional and unintentional actions, comments or displays about an individual's appearance, religious beliefs, colour, place of origin, mental or physical disability, ancestry, marital status, sexual orientation, family status, income, gender or any other characteristic protected by applicable human rights legislation. Harassment includes sexual harassment, which is defined as one or a series of incidents involving unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature. Conduct of a sexual or other sexually offensive nature which is unwelcome and/or unwanted, whether verbal or physical, is also sexual harassment when the conduct creates an intimidating, hostile, or offensive work environment. Sexual harassment may be a single incident or a series of harassing acts. Inappropriate conduct that is sexually harassing in nature can involve individuals of the same or opposite sex, a supervisor (or manager) and subordinate, co-workers, an employee, or a non-employee (third party) such as a customer, contractor, vendor, or supplier.

Workplace bullying includes inappropriate conduct or comments by a person towards an employee that the person knew or reasonably ought to have known would cause that employee to be humiliated or intimidated. Workplace bullying does not include decisions or actions taken by the Company relating to the management and direction of employees unless such actions are carried out in an abusive or threatening manner. Similarly, interpersonal conflict is not workplace bullying unless it is threatening or abusive.

The following, while not an inclusive list, are examples of harassing or bullying behaviour that is unacceptable: slurs, jokes, threats, derogatory comments relating to a protected characteristic, violent or threatening outbursts or abuse, derogatory comments, actions which demean or humiliate an individual, yelling, swearing or similar behaviour aimed at intimidating or offending an individual, unwanted touching or sexual assault, or impeding or blocking movement. Similarly, the display or circulation of offensive, derogatory or demeaning pictures (including on skis and snowboards), posters, emails, text or instant messages, jokes, screensavers, cards, cartoons, and graffiti which relate to a protected characteristic, including sexist jokes causing embarrassment or offence, the display of offensive sexual material or inappropriate emails, violate this policy. Use of camera phones and other photographic devices in locker rooms and restrooms also violates this policy.

All employees of the Company must: i) treat each other with respect; ii) speak up if they or someone else is experiencing harassment; and iii) respect the confidentiality of anyone involved in a bullying or harassment complaint.

Management is responsible for promoting a safe working environment. Management must set an example and deal with situations of bullying and/or harassment as soon as it becomes aware of such situations.

The Company is responsible for discouraging and preventing workplace bullying and harassment, for investigating complaints, for imposing disciplinary measures when a complaint has been substantiated, and for providing support to persons who are subjected to bullying or harassment.

Any employee who has witnessed or been subjected to conduct which violates this policy must report the issue to their Supervisor or the Ethics Helpline, anonymously if that's preferred, 24 hours a day 7 days a week by calling 1-866-538-4266 or using the Internet site at [www.vrethicshelpline.com](http://www.vrethicshelpline.com). Incidents of bullying or

harassment should be reported as soon as possible after experiencing or witnessing the incident. If the problem involves your supervisor or if you do not feel that the matter can be discussed with your supervisor or if you are not satisfied with the way your supervisor has addressed your problem, you should contact [Direct Connect | Learn More & Get Help](#) via a “Request Workplace Help” service case to discuss your complaint.

Upon notification, all complaints will be investigated promptly and diligently, and as thoroughly as necessary, given the circumstances. All investigations will: be fair and impartial, providing both the complainant and respondent(s) equal treatment in evaluating the allegations; be sensitive to the interests of all parties involved, and maintain confidentiality to the extent possible or practicable; be focused on finding facts and evidence, including interviews of the complainant, respondent(s), and witnesses; and incorporate, where appropriate, any need or request from the complainant or respondent(s) for assistance during the investigation process. Investigations will include interviews with the complainant, the respondent(s) and any witnesses and a review of any evidence, such as emails, handwritten notes, photographs, or physical evidence. Employees are required to cooperate in all investigations. To maintain workplace safety and the integrity of its investigation, the Company may suspend employees suspected of bullying or harassment, with or without pay, pending investigation.

Once the investigation has been completed, the Company will make a decision as to whether this policy has been violated and what corrective action, if any, will be taken.

In addition, the Company prohibits discrimination, reprisal or threats against individuals who make good faith use of this policy (including filing a complaint) or take part in an investigation under this policy. Disciplinary action (including termination without notice or pay in lieu thereof) will be taken against any person who retaliates against anyone who reports workplace bullying or harassment.

This policy also applies to bullying that may be perpetrated by individuals who are not employees but who are present in the Company’s workplace. This includes, but is not limited to, vendors, contractors, clients, visitors or other members of the public and should be reported in the manner set forth above.

## REQUEST FOR ACCOMMODATION

All employment-related decisions, including but not limited to decisions relating to recruitment, hiring, promotion, transfers, benefits and any other terms and conditions of employment, will be made without regard to an individual’s race, sex, nationality or ethnic origin, religion, age, marital or family status, sexual orientation, unrelated criminal conviction, ancestry, political beliefs, pregnancy, disability/impairment or any other characteristic protected by applicable human rights legislation.

The Company will make good faith efforts to provide a reasonable accommodation to all applicants and employees who request accommodations in respect of a protected characteristic unless the Company finds that such accommodations would create undue hardship for the Company. Employees should request an accommodation from [Direct Connect | Learn More & Get Help](#) via “Request Workplace Help.”

Upon receipt of an accommodation request, Employee Relations may meet with the requesting individual to discuss and identify the precise limitations and the potential reasonable accommodations that the Company might make to help address or overcome those limitations. The Company may require documentation and additional information to support the request. Employee Relations, in conjunction with appropriate management representatives identified as having a need to know (e.g., the individual’s Supervisor/department head), 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.

Managers and Supervisors at every level of the Company are accountable for the implementation of this

policy and for the maintenance of a discrimination-free work environment.

Employees are encouraged to seek assistance from their immediate Supervisor if they believe that they have not been treated in accordance with this policy or if they have questions or concerns about employment opportunities in the workplace. Employees may also utilize our Ethics Helpline, anonymously if that's preferred, 24 hours a day 7 days a week by calling 1-866-538-4266 or using the Internet site at [www.vrethicshelpline.com](http://www.vrethicshelpline.com).

## THREATS AND VIOLENCE

The Company strives to maintain a work environment free from intimidation, threats or violent acts. This includes, but is not limited to: intimidating, threatening or hostile behaviours, physical abuse, vandalism, arson, sabotage, use of weapons, or carrying weapons of any kind onto Company property. In addition, offensive comments regarding violent events or the endorsement of violent events or actions will not be tolerated. Employees who feel they have been subjected to, observe, or have knowledge of any of the behaviours listed above are requested to immediately report the incident to their Supervisor, another member of management, or via the Ethics Helpline, anonymously if that's preferred, 24 hours a day 7 days a week by calling 1-866-538-4266 or using the Internet site at [www.vrethicshelpline.com](http://www.vrethicshelpline.com). Please do not assume that any threat is not serious. Please bring all threats to our attention so that we can deal with them appropriately. If an employee observes an incident or threat of violence (actual or perceived) that is immediate and serious, IMMEDIATELY DIAL 9-1-1 and report it to the police.

Reports of threats will be maintained confidentially to the extent it does not impede our ability to investigate and respond to the complaint. All complaints will be investigated. To maintain workplace safety and the integrity of its investigation, the Company may suspend employees suspected of workplace violence or threats of violence, with or without pay, pending investigation. Anyone found to be responsible for threats of or actual violence or other conduct that is in violation of this policy will be subject to disciplinary action, including termination without notice or pay in lieu thereof.

Employees are encouraged to bring their disputes to the attention of their Supervisor or to report them to [Direct Connect | Learn More & Get Help](#) before a situation escalates. No employee will be subjected to retaliation, intimidation, or disciplinary action as a result of reporting a threat under this policy.

Employees threatened by an outside party should follow the steps detailed in this section. It is important for us to be aware of any potential danger in our offices. Indeed, we want to take effective measures to protect everyone from the threat of a violent act by an employee or by anyone else.

## WITHDRAWING A COMPLAINT

An employee may choose to withdraw a complaint made pursuant to this policy at any time without penalty. However, if in the opinion of the Director of Employee Relations the circumstances complained of warrant an investigation, the Director of Employee Relations may unilaterally commence or continue an investigation into the matter.

If an investigation reveals that an employee falsely and knowingly accused an individual of violating this policy, they will be subject to appropriate sanctions, including possible termination.

## DRUG AND ALCOHOL POLICY

The Company is committed to a safe and healthy work environment that is free from the effects of alcohol, cannabis and illegal substances. Employees who work while under the influence of illegal substances, cannabis or alcohol present a safety hazard to themselves, their co-workers and the public and will not be tolerated.

Additionally, as the use of certain prescription or over-the-counter drugs (including the use of cannabis for medical purposes), (“Medication”) can affect the ability to work safely, employees taking such Medication and/or who believe that their ability to work safely may be compromised and/or may put other persons at risk, must immediately advise their Supervisor. Moreover, the presence of alcohol, cannabis and illegal substances in the workplace limits our ability to perform at the highest levels and provide our guests with quality service.

Employees are responsible for reading, understanding and complying with this Drug and Alcohol Policy, as it may be amended by the Company from time to time. Any employee that violates the Policy will be subject to disciplinary action, including termination for just cause and without notice or pay in lieu thereof. It is a condition of continued employment that each employee of the Company abide by the terms of this Policy.

All employees are expected to arrive, and remain, Fit for Duty at all times while working. Fit for Duty means the ability to perform all work duties in a safe, efficient and productive manner without any limitations or impairment due to the use or after-effects of alcohol, cannabis, illegal substances or Medication. For the purposes of this Policy, illegal substances includes substances that are controlled or unlawful and are not obtainable by lawful methods, or which are legally obtainable but were not obtained in a lawful manner, including any Medication which is not being used in the manner appropriate or by the person they are prescribed for.

The following activities constitute serious violations of this Policy that will result in disciplinary action, including termination for just cause and without notice or pay in lieu thereof:

- The manufacture, production, transportation or growth of an illegal substance or cannabis while on the job or while on Company property;
- The unlawful or unauthorized possession or use of alcohol, cannabis or illegal substances or not being Fit for Duty while on the job, while operating Company vehicles or personal vehicles for Company business, or while wearing a Company uniform;
- The unlawful sale or furnishing of alcohol, cannabis or illegal substances while on the job or while wearing a Company uniform; or
- Engaging in disorderly conduct under the influence of alcohol, cannabis or illegal substances while on the job or while wearing a Company uniform.

Notwithstanding the above, alcohol is permitted at Company sponsored events in accordance with the Company Sponsored Events policy. The use in moderation of alcohol in connection with Company-sponsored social activities or the entertaining of business guests, such as vendors, suppliers, and the like, is not prohibited. The use of cannabis at Company-sponsored events is prohibited.

Employees taking Medication must use it only for the purpose and in the dosage for which it is prescribed. Employees who are medically authorized to use cannabis must possess valid medical documentation and must disclose the use of cannabis for medical purposes to their Supervisor prior to use. The Company may require an employee provide medical documentation from a registered physician indicating that there are no other alternative treatment options to treat the employee’s medical condition. The Company will make good faith efforts to provide reasonable accommodation to all employees who request accommodation in respect of the medically authorized use of cannabis unless the Company determines that such accommodation would create undue hardship for the Company. Requests for accommodation should be made to Human Resources via [Direct Connect via EpicEmployee | Learn More & Get Help.](#)

Please note that the accommodation of employees with medical authorization for cannabis use does not affect the prohibition on the possession or use of cannabis at work for recreational purposes and being not

Fit for Duty due to the use of recreational cannabis.

The Company recognizes that alcohol and drug dependence are treatable illnesses. The Company also recognizes that early intervention and support improve the success of rehabilitation. The Company encourages employees to seek help if they are concerned that they have a drug and/or alcohol problem. To this end, employees desiring such assistance should request from the Company an unpaid leave to seek treatment or rehabilitation. No adverse employment action shall be taken against employees because they voluntarily disclose a personal substance dependency or abuse problem. However, Company-provided assistance with treatment and rehabilitation is intended to supplement this Policy and shall not be viewed as altering the Company's ability to enforce such Policy in the event of a violation. Rather, rehabilitation and/or treatment is an option available to employees who acknowledge an alcohol or drug dependency and voluntarily seek treatment to end that dependency. Employees are expected to actively cooperate and participate in any treatment or rehabilitation program.

Employees who do not voluntarily disclose a drug or alcohol dependency or abuse problem prior to the occurrence of a drug or alcohol-related accident in the workplace, will face discipline, including termination for just cause and without notice or pay in lieu of notice.

## OUTSIDE EMPLOYMENT

The purposes of this policy are to protect confidential and proprietary information of the Company and its affiliates, to assure that an employees' focus on the responsibilities of their position is not undermined by the demands of another employer or self-employment, and to prevent employees from being put in a position where their duty of loyalty to the Company can be legitimately questioned.

The Company requires disclosure of outside employment in certain circumstances and bans such employment where there is a risk that confidential information may be disclosed or where the employee's ability to perform their job for the Company may be impacted. Outside employment reporting forms are available through [Direct Connect via EpicEmployee | Learn More & Get Help](#).

## COMPUTER USE

Telephones, fax machines, email and voicemail systems, Company computer systems and Internet access (the "Systems") are intended to be used in furtherance of the Company's business and policies, and in a manner that ensures there is no interference with performance or operations. Only authorized individuals are allowed access to the Systems. You may use the Systems for occasional limited personal use if it does not hinder the performance of your job duties or violate any other Company policy. However, no employee should have any expectation of privacy with respect to any information, items or material created, stored, sent, or received using the Systems and the Company reserves the right to access, social and disclose communications made by employees using the Company's facilities and resources, whether electronic or physical, including the Systems. The Company further reserves the right to block and/or monitor Internet access to any sites.

Users are the first line of defense at the Company and as such are responsible for safeguarding the Company's computer resources. Users are responsible for safeguarding their passwords used to access computer systems. Sharing of passwords (except with management) is prohibited and users are responsible for all transactions made using their password. Users should not keep their Company passwords written down at their desk or in a document of any kind on their computer. Adherence to the Company's password policy is required.

Users should exercise caution with clicking links or downloading attachments in emails. Phishing is the most

common method that threat actors use to compromise a company. More information on phishing can be found in Company training materials.

Transmitting or otherwise disseminating proprietary data, trade secrets, or other confidential information outside of the Company is strictly prohibited, unless the transmission is expressly authorized in writing by a member of the Executive Committee as part of an employee's job responsibilities. This also applies to protecting our guests' sensitive information. Exercise caution and follow the Confidential Data Handling Policy when working with sensitive data. The Information Classification Standard should be consulted to understand the types of data employees may interact with as part of their job responsibilities. Under no circumstances is an employee of the Company authorized to engage in any activity that is illegal under local, state, federal, or international law, including, but not limited to, those related to copyrights and software piracy, while using the Company's computer resources.

The Company's other policies including, but not limited to, those prohibiting bullying and harassment, in their entirety, apply to the use of the Systems. The Systems may not be used for the dissemination, storage or voluntary receipt of any material that is fraudulent, harassing, sexually explicit, obscene, intimidating, or defamatory. Users may not perform acts that waste System resources or unfairly monopolize resources to the exclusion of others.

Non-Vail Resorts computing devices should not be connected to the Company network without proper approvals from the IT Department. Similarly, employees may not install, duplicate, or remove software on the Systems without prior management approval.

The Company reserves the right to block and/or monitor Internet access to any sites and monitor user's electronic communications and any other network connected device, subject to applicable law. No employee should have any expectation of privacy in anything they create, store, send, or receive on the Company's computer resources. Employees must adhere to all Company policies regarding Information Security. Any questions should be directed to the IT Support Center at **970-754-4357**. Report suspicious activity, data breaches, or any potential security threats to your Manager.

## BACKGROUND CHECK

Employment with Vail Resorts will generally be conditional upon satisfactory background checks including, where permitted by applicable law, criminal record checks. Under certain circumstances, such as, but not limited to, transferring positions and promotion, additional background checks may be completed, as permitted by applicable law.

## HIRING OR SUPERVISING RELATIVES AND FRATERNIZATION

In keeping with the Company's values and policies, decisions concerning all terms and conditions of employment, such as performance, promotion, and compensation, should be based on considerations of merit, without concern for favouritism or the appearance of favouritism. To avoid this problem, the Company may refuse to hire or place an individual in a position where they: directly or indirectly, exercise influence over the assignment, evaluation, progress or compensation of a relative; have a supervisor-subordinate relationship with a relative or individuals in a dating or romantic relationship, either at the time of hiring or placement in the foreseeable future; or would have access to confidential records pertaining to their relatives. If employees become related or cohabit in a committed or conjugal relationship during the course of their tenure and hold positions in conflict with this policy, or if a reorganization creates such a conflict, both parties involved in the relationship shall be required to disclose the existence of the relationship to their immediate Supervisor or Human Resources. In such circumstances, the Company may require a shift change or department transfer or, in the event that an appropriate shift change or transfer is not available, the

employment of one or both employees may be terminated, in accordance with applicable law. Situations will be evaluated on a case by case basis and adjustments will be made when necessary. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

The situations described in this policy do not include all those involving a potential conflict of interest or the appearance of a conflict of interest. The Company reserves the right to impose additional considerations where such conflicts or appearances of conflicts exist. Any exceptions must be approved [Direct Connect | Learn More & Get Help](#).

## THIRD PARTY INQUIRIES (INCLUDING MEDIA) AND CONFIDENTIAL INFORMATION

As an employee of the Company, from time to time, you may receive inquiries including but not limited to members of the press, insurance adjusters and attorneys. Only members of the Company's Public Relations department are permitted to speak directly to the media/press on the Company's behalf (e.g., provide explanations or comments). If you are asked for the Company's official position on an issue, reach out to the Health and Safety Department for insurance inquires, and the Legal Department for attorney inquiries. [Direct Connect via EpicEmployee | Learn More & Get Help](#) can help connect you to the right group if needed.

As part of your responsibilities at the Company, you may learn of or be entrusted with sensitive information of a confidential nature. During your employment, any information, including, but not limited to sales figures or projections, estimates, guest lists, guest purchasing habits, guest preferences, computer processes, programs and codes, marketing methods, programs, or related data, tax records, or accounting procedures, will be considered and kept as the private and confidential records of the Company. These records may only be used in performing work for the Company and must not be divulged to any firm, individual, or institution except on the direct written authorization of a member of the Executive Committee. Your failure to honor this confidentiality requirement may result in disciplinary action, including termination without notice or pay in lieu thereof.

If you leave employment with the Company for any reason, you are obligated to treat as private and privileged any such confidential information. You should not use, divulge, or communicate to any person or entity any such confidential information without the express written approval of a member of the Executive Committee. The Company will pursue legal remedies for unauthorized use or disclosure of its confidential information.

## SOCIAL MEDIA

Social media opens a new world of communication. It's an exciting time and we realize that you might have questions. All of your questions can be answered by reading the Social Media Guidelines in its full format Company on the Company's internal Intranet at <https://inside.vailresorts.com/sites/dept/HR/CorpPolicies/default.aspx>.

We want to assure you that we are not trying to dictate or manage how you use social media personally, and outside of the context of the Company or your job, but rather, we want to provide you with the policy and guidelines, and even some suggestions, to help you in the context of social discussions and interactions that are work-related or could impact your job.

Review the Social Media Guidelines for the specifics – but remember the following:

- You cannot share ANY financial information that could be used to predict or forecast future business results or that could influence our stock price. This does not extend to information about wages or compensation.
- You cannot share sensitive, proprietary and/or competitive Company business information. This does

not extend to information about wages or compensation or other information related to terms and conditions of employment.

- You cannot speak on behalf of the Company, including speaking on behalf of the Company about a lawsuit or any legal situation, unless you are responsible for doing so as part of your job duties (e.g., designated Public Relations department employees).
- Don't use your Company email address to register on social networks, blogs or other online tools utilized for personal use.
- Don't violate any laws, rules or regulations online or offline.
- You cannot divulge specific information regarding an accident or incident at any facility owned or operated by the Company involving a guest.
- You cannot disclose confidential guest information, such as contact or financial information unless you have explicit authorization.

If you have complaints or feedback about the Company, your colleague or work, we want to hear them. Keep in mind that you are often more likely to resolve work-related complaints by talking directly with the colleague causing an issue, your Supervisor, or Employee Relations, than by posting complaints to social media.

Harassment based on any protected classification, discrimination, bullying, hate speech, threats of violence or any similar inappropriate or unlawful behaviour or comments that violate Company policy and/or applicable law have never been okay at work and are not okay in relation to other employees, guests, suppliers, your resort, group or the Company. This applies to social media channels, as well as your day-to-day work interactions and means that our policies around this inappropriate or unlawful behaviour also apply to your behaviour within social media and public online spaces. Remember that you have a duty to report any such work-related harassment, discrimination or other similarly inappropriate behaviour wherever you see it.

## ATTENDANCE & PUNCTUALITY

We're counting on you. Be here when you're scheduled to be here and show up on time, alert and ready for work. Unnecessary absences and tardiness are expensive, disruptive and place an unfair burden on your fellow employees and your Supervisor.

If you're sick or going to be late, let your Supervisor know as soon as possible. Expectations for communicating with your Supervisor will be outlined in training for your department. Ask your Supervisor if you don't know what the expectation is or if not told to you.

Excessive absenteeism or tardiness will not be tolerated. Any employee with unexcused absences for three consecutive days (no call/no show) will generally be considered to have abandoned their employment and will result in a no rehire status.

There are certain days (especially holidays) where your Supervisor may require attendance by all employees due to the high number of guests. An unexcused absence on one of these days will result in progressive discipline up to and including termination, without notice or pay in lieu thereof.

In evaluating employee attendance and otherwise administering this policy, the Company will generally not consider absences/tardiness which have been excused by the Company. However, excessive absenteeism or tardiness (whether excused or not) will not be tolerated and may result in disciplinary action, including termination without notice or pay in lieu thereof.

## PRESENTATION / UNIFORMS

You might work in service or sales, as an instructor or food server, an executive chef or an executive. We know that departments, locations and positions are all different and the details for distinct operating groups may vary, including personal grooming and how you dress. No matter who you are or what you do, that first impression is always important. The guiding principle behind the Company's presentation policy is that an employee's presentation cannot distract from delivering exceptional service to our guests. To be at your best, follow your location or department's dress code, and talk with your Supervisor about any specific presentation requirements for your job.

These are the basic presentation expectations. If you come to work violating the policy listed below, you may not be permitted to start your shift and/or may be asked to change clothes, be sent home or be disciplined. If due to a sincerely-held religious belief or disability you are not able to meet the standards and/or would like to request a reasonable accommodation, please contact [Direct Connect via EpicEmployee | Learn More & Get Help](#) for further information.

- Hair - Hair should be clean, professional and kept back from the face.
- Facial Hair - Beards, goatees, sideburns and mustaches must be well maintained, professional, and neatly trimmed at all times. Otherwise, staff should be clean-shaven. Facial hair cannot cause safety or sanitary issues and extreme styles are not permitted.
- Nails - Fingernails should be clean and short or moderate in length. Polished nails should be maintained and in good condition.
- Jewelry & Piercings - All jewelry must be professional in appearance. One small nose stud or small nose hoop is allowed. Up to two earrings or one solid gauge up to 12.7 mm maximum in each ear is allowed. All other facial jewelry or visible body piercings, including additional nose rings, gauges and tongue studs are not permitted. Concealing jewelry with a bandage or other means is not permitted.
- Tattoos - Employees may have visible tattoos, except on the face, that are in good taste and not offensive. An employee may be asked to cover their tattoo with clothing while on duty and must comply if requested.
- Clothing/Hygiene - Employees are expected to dress professionally and follow all reasonable personal care standards, including regular bathing to avoid offensive or excessive odors such as body odor and/or perfume and cologne.
- Footwear - Employees are expected to wear footwear appropriate for their position and in good condition.
- Uniforms - Certain positions require employees to wear a uniform while working. Employees are expected to wear uniforms in the appropriate manner. Nametags must be worn and jackets zipped up to above nametag level. All hats, where permitted, must be worn facing forward.

## SEASON PASS

We work hard and we play hard. Your employee I.D. is also your employee ski pass, "Pass", allowing you to ski, snowboard or cross-country ski free of charge. While enjoying your skiing, snowboarding, cross-country or other privileges, you are expected to observe "Your Responsibility Code" as listed in the safety section of this Guide. Letting someone else use your I.D. is considered an abuse of this privilege and is strictly prohibited. Any abuse of pass privileges will result in disciplinary action up to and including immediate dismissal and/or criminal charges. Pass misuse includes but is not limited to: another person accessing the mountains using your pass; another person redeeming Employee discounts using your pass; another person attending Employee events using your pass or another person using your Employee Forgot pass. It is your responsibility to know where your Employee pass is at all times. If your pass is lost or stolen, contact your Supervisor or Manager immediately.

We expect you to "Do Right" on and off the hill. Employees unable to perform their work duties due to illness,

injury, personal business or other reasons will not be allowed to use skiing, snowboarding, cross-country, or other privileges until they return to work. Furthermore, employees are strictly prohibited from calling in sick to work and using their season pass that same day. Generally, season pass privileges are terminated at the time employment is terminated for any reason. An exception to this is made for seasonal employees that have successfully fulfilled their seasonal commitment - their passes will remain active for the duration of the season.

## DISCIPLINARY GUIDELINES

As an employee there are certain performance expectations you will be required to meet in order for you to succeed on the job. When these expectations are not being met, we have certain procedures that allow you and your Supervisor/Manager to clarify and agree upon your expected future performance on the job. If it becomes necessary to discipline an employee for any reason including, but not limited to, unsatisfactory job performance, unexcused tardiness/absence, or violation of Company policies or rules, the Company may, but is not required to, elect to use progressive steps in the disciplinary process.

Each division may have different expectations depending on the needs of the business unit. Depending on the specific circumstances and seriousness of the performance infraction, disciplinary action may be initiated at any one of the following steps:

1. Verbal Warning: A conversation to clarify the expected performance.
2. Level 1: Written performance agreement (Recorded on employee File).
3. Level 2: Written performance agreement (Recorded on employee File).
4. Suspension: Written performance agreement and unpaid suspension from work and pass privileges (including mountain access and employee discounts).
5. Dismissal: Termination from employment without notice or pay in lieu thereof.

If your employment with the Company is terminated you will forfeit your pass privileges and, subject to the requirements of applicable law, any employee who resides in a Company residence (referred to as House), will be asked to move out of House after required notice has been provided. Additionally, you will generally not be eligible for rehire into any position with the Company for a minimum of 12 months.

## For Your Information

*In addition to our Company Standards, this section includes information that is good to know.*

## EMPLOYEE CLASSIFICATIONS

All employees fall within one of the following classifications:

- **Full Time.** Employees who regularly work at least 30 hours per week.
- **Part Time.** Employees who regularly work less than 30 hours per week or on an irregular basis as needed.
- **Seasonal.** Employees who are either hired for a specific purpose or time period. A seasonal employee may work a full-time or part-time schedule.
- **Year Round.** Employees who are hired for a position that is not for a specific season or time period. A year-round employee may work a full-time or part-time schedule.
- **10/11 Month.** Employees who are hired into roles where they have designated unpaid months off.

10/11 Month employees generally work full-time positions.

- **Season to Season.** Employees who have applied for and been granted Season to Season status. Season to Season employees generally work full-time positions.

Please visit [Direct Connect | Learn More & Get Help](#) for further information.

In addition to the above classifications, all employees are categorized as either “exempt” or “non-exempt”, in accordance with applicable employment standards legislation. Employees classified as exempt by the applicable employment standards legislation are not eligible for overtime pay and are expected to work whatever hours are necessary, within reason, in order to meet the performance expectations outlined by their supervisors. Exempt employees are generally paid a salary which is intended to cover all hours worked including any hours worked in excess of the overtime thresholds established by the applicable employment standards legislation. Unless employed pursuant to the terms of an “averaging agreement”, in accordance with applicable employment standards legislation, non-exempt employees will be paid overtime in accordance with applicable employment standards legislation.

## SERVICE RECOGNITION

Thanks for your hard work and dedication! We recognize the importance of our long-term employees. You are eligible for service recognition after your 5th anniversary year and each five year period thereafter. For service recognition purposes, service hours and original hire date are used in computation.

## JOB OPPORTUNITIES, TRANSFERS AND POSTINGS

Typically, vacant positions will be posted on our career website, except in certain unusual circumstances where the Company reserves the discretion to deviate from this practice. Professional, management and other similar openings will normally be posted for a minimum of 72 hours. Positions can be posted only internally or both internally and externally.

The Company strongly encourages the continuing development of its employees and, whenever possible and appropriate, seeks opportunities to promote from within.

Current employees who meet the minimum qualifications for a vacant position must apply through the ‘existing or returning employees’ link on [www.vailresortscareers.com](http://www.vailresortscareers.com) or through the careers section of SuccessFactors. To be eligible for transfer or promotion, employees must be in good standing and generally must be in their current role for 12 months for year-round employees and two months for seasonal employees.

Departmental transfers are generally based on job performance and need. If you’re interested in applying for a different job, discuss it with your Supervisor first, then apply. Prior to transferring, you must provide a minimum of two weeks’ notice to your current Supervisor. Keep in mind that benefit eligibility and privileges depend on the status of the new position and are not necessarily automatic unless otherwise required by applicable law.

## SECOND POSITIONS DURING PEAK SEASON

Occasionally during peak seasons, departments may request additional help, or employees may be interested in working in a second position within the Company. Should you decide to work a second position, you must discuss it with your department Supervisor in advance.

In the event an employee is working in a secondary position and is not meeting expectations in either position, such conduct may result in termination from all Company employment.

## HIRING FORMER EMPLOYEES

Should you voluntarily leave the employment of the Company, be separated at the end of the season, or be terminated without cause, you may be considered for re-employment. Although you may be eligible for re-

employment, there is no guarantee that a position may exist or that you will be selected to fill an opening. Returning employees with less than a 12-month break in service who are rehired will have no loss of service hours or seniority calculation and any accrued but unused sick time will also remain on the employee's history. Employees returning after 12 months will be rehired as new employees with no restoration of prior benefits.

## EMPLOYEE DATA & FILES

The Company wants to ensure you stay up to date with relevant information, so it is important to maintain accurate personnel records. It is your responsibility to confirm you have valid contact information on file with the Company and that you check your mail and email on a regular basis for important information. The Company needs your assistance in keeping important personnel records up to date. If changes occur with your address or telephone number, beneficiary, certification or work eligibility status, please notify [Direct Connect | Learn More & Get Help](#) or update information on when applicable.

In the event of a family status change (i.e. marital status, birth or adoption of a child) you must complete the Qualified Life Events (QLE) process (more information available on [Direct Connect | Learn More & Get Help](#)) within 30 days after the event to ensure continued benefit coverage or to enroll new dependents.

Employee files are the property of the Company and employees may not remove any material from their file. If you are interested in reviewing your file, visit [Direct Connect | Learn More & Get Help](#) for further information.

All personnel files (except for content regarding wages/compensation or any other information related to terms and conditions of employment) are confidential, and except to satisfy legal requirements like subpoenas and requests from government agencies, we do not release any information outside the Company without your written approval.

## EMPLOYEE PRIVACY

The Company manages the collection, use and disclosure of Employee Personal Information provided in connection with your employment in accordance with the *Personal Information Protection Act* (British Columbia) Company. "Employee Personal Information" includes information about an identifiable individual, excluding business contact information such as an individual's name, title, business address, business telephone number or business email address, in any form, whether oral, electronic or written, that is collected, used or disclosed solely for the purposes reasonably required to establish, manage or terminate an employment relationship between the Company and that individual, but does not include personal information that is not about that individual's employment;. Examples of Employee Personal Information include name, address, phone numbers and bank information for your payroll. Please reference the Employee Privacy Policy for complete details in its full format on the Company's internal Intranet at

<https://inside.vailresorts.com/sites/dept/HR/CorpPolicies/default.aspx> or by contacting [Direct Connect | Learn More & Get Help](#).

## EMPLOYMENT VERIFICATION

Verifications of employment are handled exclusively by Direct Connect, or such other agent as designated by the Company. Your written authorization is required to release any information other than your dates of employment and job title.

## TOBACCO AND SMOKE-FREE WORKPLACE

Smoking of tobacco, marijuana, and other products (including e-cigarettes or vaporizers), chewing tobacco, snuff and other tobacco products is prohibited on all Company property.

Employees are not permitted to smoke during designated breaks on Company property. Company property includes all chairlifts and gondolas, lift lines, ski runs, work vehicles, valley base areas, including Skier's Plaza, Blackcomb Base and Creekside Base, all Whistler Blackcomb parking lots, including Day Lots 6, 7 & 8 and the Creekside Parkade, all Whistler Blackcomb bar and restaurant locations, including patios, hiking trails and

Whistler Mountain Bike Park trails. Employees on or off shift are not permitted to smoke in uniform or while wearing a nametag where they are visible to the public at any time. If an employee is off duty and smokes off Company property, the employee must always ensure the smell of smoke is not noticeable to public or fellow employees at any point. Notwithstanding the foregoing, in accordance with the Company's Drug and Alcohol policy, employees are prohibited from being under the influence of marijuana at work.

Any employees with questions should please visit [Direct Connect | Learn More & Get Help](#) for further information. Employees will not be subject to retaliation for reporting violations of this policy.

Exception:

Employees living in House will have designated smoking areas on House grounds. This will be reviewed regularly and will be subject to change at any time. However, in accordance with the Company's Drug and Alcohol Policy the possession or use of marijuana at work, including on the House grounds, for recreational purposes is prohibited.

## PETS

Employees are not permitted to bring any animals on Company property (including parking lots) with the exception of reasonable accommodations in the form of service animals for qualified individuals with disabilities or approved search and rescue dogs. Please leave your pets at home.

## PERSONAL PACKAGES AND MAIL

Due to the volume of business shipments and mail that is handled by the various locations of the Company, do not have personal packages mailed to Company addresses. In the event that personal mail is delivered, and the Company is unable to identify ownership, the Company may open such mail to assist with determining final destination. The Company is not responsible for personal mail delivered to any Company address.

## PERSONAL PROPERTY

Loss or damage to your personal property, including ski or snowboard equipment, and personal items maintained in offices and other work areas is not covered by the Company. In the event of a theft, report the loss to your Supervisor immediately. The Company will investigate and may notify local law enforcement agencies of the loss.

## LOST & FOUND

Employees and guests alike are grateful for the recovery of their belongings, so each resort and Company has a designated Lost and Found area. You are required to turn in lost and found items immediately.

## MISAPPROPRIATION OF PROPERTY

Any suspected misappropriation, or unauthorized possession of Company or guest property, which occurs on or off Company premises, should be reported to Security or Emergency Services immediately. Security/Emergency Services may conduct an investigation and may notify the appropriate law enforcement agency when a violation of the law may have occurred. Employees are required to fully cooperate with Security/Emergency Services, Internal Audit, the Company's management and law enforcement authorities during any investigation. Misappropriation or unauthorized possession of property is a serious offense, and in addition to disciplinary action, criminal prosecution is also a possibility. The Company may participate in undercover operations using secret shopper services or with law enforcement agencies.

## INSPECTIONS

The Company reserves the right to search and enter all areas of the Company's premises, including any locked desks or drawers and, as a condition of employment and continued employment, each employee agrees and consents to such searches, inspections and examinations.

In accordance with applicable law, the Company may inspect personal containers such as lunch pails, thermoses, purses, packages, backpacks or other containers that may be carried by individual employees or stored on Company property or request an employee to empty their pockets. Personal vehicles on Company property are also subject to search. In the event of a search, an effort will be made to have the employee present. There are situations where a search may be conducted in the absence of the employee to abate any situations which may be detrimental or dangerous to Company property and facilities. Employees are expected to cooperate in the conduct of any search or inspection.

## NO SOLICITATION/NO DISTRIBUTION

To avoid distractions, solicitation by an employee of another employee is prohibited while either the person doing the soliciting or the person being solicited is on working time. Distribution or posting of advertising material, hand-bills, printed or written literature or notices of any kind during working time or in working areas of the Company is prohibited. Working time includes the time during which any of the employees involved are actually scheduled to work, but does not include scheduled rest periods, meal breaks and other specified times when employees are not expected to be working. Employees also are prohibited from engaging in solicitation of and distribution to guests in guest services areas at any time. Solicitation and/or distribution by non-employees on Company premises is prohibited at all times.

# Complaint and Problem Resolution

*Periodically each of us may have a complaint or problem that arises from a variety of situations in our fast-paced workplace. Only through working together can we maintain a sound working environment.*

## TALK TO US

The Company has established a culture that cares about its employees and recognizes that our employees truly make the difference in our business. We are committed to maintaining a positive and productive work environment that allows our team to succeed.

**You are the eyes and ears of our organization and through you, we learn how to improve. You have a voice and we welcome your thoughts, suggestions and concerns.**

## EMPLOYEE COMPLAINTS

It is our desire to provide our employees with a working environment that is free from conditions which might interfere with or affect job performance or create offensive or intimidating work situations. We would like to resolve problem situations as quickly as possible. Should you have a question or concern regarding your working environment and need assistance, you may talk directly with your Supervisor, open a case with Employee Relations, or speak with your local HR Business Partner. To open a case with Employee Relations, please visit [Direct Connect via EpicEmployee | Learn More & Get Help](#). Direct Connect via EpicEmployee is available 24 hours a day 7 days a week. Employees may also report concerns anonymously through the Ethics Helpline 24 hours a day 7 days a week by calling 1-866-538-4266 or using the Internet site at [www.vrethicshelpline.com](http://www.vrethicshelpline.com).

The Ethics Helpline may also be used to report if you do not feel your concerns are being handled in a timely and professional manner.\*

\*The Ethics Helpline should not be used for reports of guest complaints, or disputing a disciplinary decisions, including termination.

## GUEST COMPLAINTS

Proper handling of guest complaints can have a lasting effect on our business. Guests' feelings when they leave one of our resorts, stores, hotels, etc. affect not only their decision to come back, but also what they say to others about their experience. Should you encounter a guest with a complaint, listen to the guest and try to handle the problem. If you are not able to assist, call your Supervisor. If the guest has lost or stolen property, call Security and Guest Services Lost and Found. Try to offer your assistance without assigning fault or making promises or admissions on the Company's behalf.

## Getting Paid

*The Company is committed to conducting business ethically, operating with integrity, and providing an experience of a lifetime to its employees. In support of those values, it is the Company's policy and practice to compensate employees for all time worked and to do so in compliance with all applicable laws.*

## WAGE PAYMENT POLICY

The Company compensates employees for all time worked and makes only authorized deductions from pay. It is a serious violation of this policy for any employee or Supervisor to under or over report hours worked, to falsify a time record, to alter another employee's time record, to instruct another employee to incorrectly or falsely report hours worked, to work "off-the-clock", or to fail to report any such misconduct.

## PAY TRANSPARENCY

The Company will not terminate employment or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions may not disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the contractor's legal duty to furnish information.

## WORK DAY, WORK WEEK, PAY PERIOD AND PAYDAY

- For pay purposes, the workday for the Company runs from midnight to 11:59 pm for each calendar day.
- For pay purposes, the workweek, which is the basis for calculating overtime for overtime-eligible employees, begins Sunday at midnight, and ends at 11:59 pm Saturday.
- Pay periods are two weeks long starting Sunday at midnight and ending on the second Saturday at 11:59 pm.
- Paydays are bi-weekly, on the Friday of the week following the pay period end. If payday should fall on a banking holiday, payday will normally be the preceding bank day.
- Rest periods, meal periods, and overtime are provided and paid in accordance with applicable law.

## EMPLOYMENT AT MULTIPLE VAIL RESORTS, COMPANIES OR PROPERTIES

Employees working for multiple Company businesses (including, but not limited to, a mountain resort, a hospitality property and a retail store) must notify Human Resources through [Direct Connect | Learn More & Get Help](#) of the dual employment to ensure that pay and benefits are properly administered.

## HOURLY EMPLOYEES AND TIMEKEEPING

If you are classified as an hourly employee, you must maintain an accurate employee time record (or the electronic equivalent) of total hours worked each day.

Employees are prohibited from performing any “off-the-clock” work. It is prohibited to work overtime without advance authorization and you should not start work early, finish work late, work during a meal break or perform any other extra or overtime work unless you are authorized to do so.

It is a violation of the Company’s policy for any employee to report time for another employee or to alter another employee’s time record.

## TIPPED EMPLOYEES

In accordance with applicable law, any employee (waitstaff, bellstaff, ski instructor, etc.) who receives tips must report those tips as income. It is the employee’s responsibility to report tips.

## TAX REPORTING

Please review your earnings on a regular basis to make sure the tax withholding is as you requested on your TD1 form. If you have a question, or your net claim amount appears incorrect, contact [Direct Connect | Learn More & Get Help](#) via “Ask a Pay Question” immediately. It is your responsibility to have taxes withheld in the correct manner for your filing status. Payroll personnel cannot advise you on tax matters. Please consult a tax professional if you have questions about your personal taxes.

## METHODS OF GETTING PAID

To ensure that our employees are paid in a timely manner, your bi-weekly pay will be directly deposited into your bank account at any financial institution in Canada. Your pay is electronically deposited to your account prior to the start of business hours on payday. Upon hire, please open a bank account in Canada (if you do not already have one) and complete your direct deposit information on [my.vailresorts.com](http://my.vailresorts.com). You are able to have deposits made to multiple bank accounts if you are thinking of setting aside a portion of your regular pay. Pay Statements are posted in [my.vailresorts.com](http://my.vailresorts.com) usually the Wednesday before payday for your review, please contact your Supervisor if you see any discrepancy in hours or earnings. Occasionally there are problems and monies do not deposit into an account. If there is a “reject” due to account error, closed account, etc., the Payroll Department will be notified and will ensure a replacement cheque is produced and available for pick up at The Cabin. Unfortunately the notifications can take up to 5 business days. If your pay is processed as a cheque for any reason, you will be required to come to The Cabin at Base II to pick it up. (Visit [Direct Connect | Learn More & Get Help](#) for the Cabin’s hours of operation).

## REVIEW YOUR PAY STUB AND RECORDS

Your payroll information, including pay options, pay statements, tax, personal information, and TD1 forms can be accessed online at [my.vailresorts.com](http://my.vailresorts.com). Please remember to update all personal information (address, phone number, added dependent, etc.), to ensure your records are up to date.

## DEDUCTIONS, GARNISHMENTS, AND LEVIES

At certain times, it may be necessary to take deductions from your pay to cover the cost of services or property owed to the Company. Such deductions will be made only in accordance with applicable law. The Company may be required to withhold earnings from your wages by court order or applicable law. Money is withheld pursuant to the terms of a garnishing order until the obligation no longer exists. Payroll will notify you of any garnishments served on the Company with respect to your compensation.

When you view your pay statements online, take a look to be sure everything looks correct. Of course, we make every effort to ensure our employees are paid correctly, but mistakes can happen, so if you believe a mistake has occurred (including tax withholdings, improper deductions, under-reported hours worked or overpayment) you should immediately report the matter to your Supervisor or use the Reporting Helpline at **1-866-538-4266** or [www.vrethicshelpline.com](http://www.vrethicshelpline.com). Please note that intentionally retaining compensation that you have not earned or is not due to you may be considered theft.

## LOST, EXPIRED, AND FINAL PAY CHEQUES

Lost or expired paper cheques can be re-issued. However, fees may apply, unless otherwise prohibited by applicable law. Final pay cheques will be issued in accordance with applicable law. If your final cheque must be mailed, it will be mailed to the address on file.

## PAYROLL ADVANCES

Pay Advances are issued for the following reasons:

- 1) Emergency situations: one emergency advance per season is permitted.
- 2) Advance funding for missed hours, missed hours are applied to the next regular pay run, however, we can offer an advance on the net value of the missed hours.

In all cases, the request must be submitted to Payroll by Wednesday of the non Pay-Week. The advance is then deducted from the next regular pay.

# Time Off

The Company believes that periods of rest and relaxation are essential to your health and well-being. Time Off encourages employees to schedule and take time off while being mindful of job responsibilities, expectations, business needs and individual performance. Due to the seasonal nature of our operations and the necessity for adequate staffing, the taking of time off will be at the discretion of the employee's Supervisor, and must be approved in advance. When an employee transfers positions, locations or companies, be aware that time off benefits are subject to change. All employees are encouraged to discuss the impact of transfers prior to their transition.

Please review the chart below for Time Off eligibility. The 'x' signifies eligibility.

Employee Classifications	Statutory Holidays	Vacation Time Off	Sick Time Off
<ul style="list-style-type: none"> <li>Year Round Full Time</li> <li>Season-to-Season</li> <li>10/11 Month</li> </ul>	X <sup>1</sup>	X	X
<ul style="list-style-type: none"> <li>Seasonal Full Time Grade 25+</li> </ul>	X <sup>1</sup>	X	X
<ul style="list-style-type: none"> <li>Seasonal Full Time Below Grade 25</li> </ul>	X <sup>1</sup>	X	
<ul style="list-style-type: none"> <li>Part Time</li> </ul>	X <sup>1</sup>	X	

<sup>1</sup> Employees who have worked for the Company for 30 calendar days and have worked or earned wages for 15 of the 30 calendar days preceding the statutory holiday are eligible for Statutory Holidays with pay.

## STATUTORY HOLIDAYS

### How Does It Accrue

Statutory holidays do not accrue. Once you have worked for the Company for 30 calendar days and have worked or earned wages for 15 of the 30 calendar days preceding the statutory holiday. Hourly or employees not exempt from overtime are eligible for statutory holidays. Employees working under an averaging agreement do not have to satisfy the 15 day requirement.

### How Do You Use It

Eligible employees may be able to take off the statutory holidays listed below. Please note, with our seven day-a-week operation, you may be required to work statutory holidays.

New Year's Day	Family Day	Good Friday	Victoria Day	Canada Day
BC Day	Labour Day	Thanksgiving Day	Remembrance Day	Christmas Day

## How Is It Paid – Not Working on a Statutory Holiday

Eligible employees who do not work a statutory holiday will be paid an amount equal to an average days' pay, calculated in accordance with the applicable employment standards legislation.

## How Is It Paid – Working on a Statutory Holiday

Eligible employees working on a statutory holiday will be paid time and a half for the first 12 hours, and double time after 12 hours, plus an average days' pay in accordance with applicable employment standards legislation.

## Does It Get Paid Out

Statutory holiday pay is paid in the pay period in which the holiday occurs.

## VACATION TIME OFF

### How Does It Accrue

Vacation accumulation is based on service hours. Please review the chart below for specific rates.

Service Hours	Rate of Accrual	Time off after one full year of accrual
0 – 5,240 (0 - ~2.5 years)	4%	2 weeks
5,241 – 13,600 (~2.5 – ~6.5 years)	6%	3 weeks
13,601 – 41,560 (~6.5 – 20 years)	8%	4 weeks
41,560+ (20+ years)	10%	5 weeks

Note: Employees with a most recent re-hire date that is 5 years or greater will earn a minimum of 6% regardless of service hours.

### How Do You Use It

Eligible employees can take paid time off provided they have accumulated the requested number of hours and subject to Supervisor's approval. Paid time off is to be taken in periods of one or more weeks unless the employee requests a shorter increment in writing.

Although the Company's vacation accrual formula provides greater time away from work than prescribed under the *Employment Standards Act* (British Columbia), the Company is still required to ensure that employees take their minimum statutory annual vacation each year. Employees who do not take their annual vacation for any given year will have the timing of their vacation determined by their Manager.

All year-round full time, 10/11 Month, and Season-to-Season employees are required to take your full annual vacation every 12 months. Seasonal employees are not required to take their full annual vacation each year, and their vacation balance will be paid out at the end of their season upon separation.

With Director level approval, up to 24 hours of vacation may be taken before it is accrued (if not going out on a Leave of Absence). 10/11 Month employees must take their vacation during their scheduled working months.

### How Is It Paid

Vacation pay is a percentage of your total wages during the year of employment entitling you to vacation pay and is paid either 7 days before the beginning of your annual vacation or, on each regularly scheduled payday per your request. Employees are allowed to request vacation funds 7 days prior to taking their vacation.

## Does It Get Paid Out

Accrued but unused vacation is paid out upon termination, but not paid out upon transfer.

## SICK TIME

### How Does It Accrue

Please review the table below

<b>Employee Classifications</b>	<b>Accrual Rate per hour (Excluding Overtime)</b>	<b>Approximate Sick Accrual per Year</b>	<b>Max Sick Accrual</b>
<ul style="list-style-type: none"><li>• Year Round Full Time</li><li>• Season-to-Season</li><li>• 10/11 Month</li><li>• Seasonal Full Time Grade 25+</li></ul>	.02 hour	41.6 hours	80 hours

### How Do You Use It

Sick time may be used for an employee's illness, caring for sick family members and attending doctor's appointments, and for any other similar reason. When sick time is needed, employees must notify their Supervisor with as much advance notice as possible. At the discretion of the Manager, a doctor's note or other information may be requested to support recurring or lengthy illnesses.

### How Is It Paid

Sick pay will be paid at your regular base pay.

## Does It Get Paid Out

Sick time will not be paid out upon separation. If you return to active status within 12 months of separation, any accrued but unused sick time from your prior employment will be available for use.

## VOTING TIME

Vail Resorts supports you as you fulfill your voting responsibilities in municipal, provincial and federal elections – so time off to vote will be granted in accordance with applicable law. Keep in mind that under most circumstances, it is possible to vote before or after work, so if it's necessary for you to arrive late or leave early in order to vote, please make arrangements with your Supervisor in advance.

# Employee Leaves of Absence

*The Company will provide all leaves as required by applicable law and provides a variety of leave options for employees needing time off to take care of themselves or a family member for personal or health reasons.*

## STATUTORY LEAVES OF ABSENCE

### Health Coverage During Leave

When an employee is on an approved leave of absence they will continue to participate in the health programs they were enrolled in before starting leave, and premiums and costs will stay the same, including normal annual premium changes, which will be applied at the beginning of each plan year or as implemented by the Company.

If you are enrolled in benefits through Vail Resorts, the Company will continue to deduct applicable premiums from your paychecks while you are on leave and receiving pay. If your pay is not sufficient to cover the premium payments, owed premiums will be placed into arrears to be collected from future paycheck(s) upon your return to work, in accordance with applicable law.

### Return to Work Following Leave

Employees must keep the Company informed in writing of their expected return date and make any requests for extensions of leave in writing, with appropriate supporting documentation. Approval of any extensions must also be in writing.

If an employee's anticipated return to work date changes and it becomes necessary for the employee to take more or less leave than originally anticipated, the employee must provide the Company with reasonable notice (i.e., within two business days) of the employee's changed circumstances and new return to work date.

If an employee gives the Company unequivocal notice of their intent not to return to work, they will be considered to have voluntarily resigned and the Company's obligation, if any, to maintain health benefits and to restore their position will cease, unless otherwise required by applicable law. An employee choosing not to return from leave is requested to provide their Supervisor with a minimum two-week notice. Failure to return to work from a leave on the specified date may be considered job abandonment.

Employees on a medical leave may be required to provide their Supervisor and Human Resources with a fitness-for-duty release or written certification that they are released to return to work, with or without restrictions, prior to returning.

### Pregnancy Leave

Pregnant employees are entitled to up to 17 consecutive weeks of unpaid pregnancy leave. An employee requesting pregnancy leave must provide written notice of the departure date to her Manager a minimum of four weeks before the leave is to commence. You should also submit a Leave request ("Request Leave of Absence" service) on contact [Direct Connect | Learn More & Get Help](#) which will have workflow to your Manager. During pregnancy leave, employees will continue to participate in all employee benefit plans in which they participated prior to the leave, provided that the employee continues to pay their share of the benefit premiums. Before going on pregnancy leave, employees should submit a "Request Leave of Absence" case via [Direct Connect | Learn More & Get Help](#) to arrange to prepay for any employee-paid premiums to be covered during your leave (i.e. STD, LTD, Optional Life Insurance).

Employees may be eligible to receive up to 15 weeks of Employment Insurance maternity benefits. Employees are encouraged to phone Service Canada at 1.800.206.7218 or access their website at

[www.servicecanada.gc.ca/eng/ei/types/maternity\\_parental.shtml](http://www.servicecanada.gc.ca/eng/ei/types/maternity_parental.shtml) for more information.

Upon completion of pregnancy leave, you will be returned to the position you held before taking leave or a comparable position with all the benefits and pay entitlements that you had prior to your leave.

## Parental Leave+

Parents, by birth or adoption, are entitled to unpaid parental leave of up to 62 consecutive weeks (61 consecutive weeks for employees who take pregnancy leave). Employees who have taken pregnancy leave are required to begin their parental leave when the pregnancy leave ends, unless otherwise provided by the applicable employment standards legislation. Employees who have not taken pregnancy leave must begin their parental leave within 78 weeks of the birth or adoption of the child. Parental leave may be extended by 5 weeks due to physical, psychological or emotional condition or difficulties encountered by the child, mother or father requiring an additional period of parental care. An employee requesting parental leave must provide written notice of the departure date to their Manager a minimum of four weeks before the leave is to commence. The Company will continue to pay Company-paid benefit premiums throughout the parental leave as long as the employee continues to pay employee premiums. Please contact [Direct Connect | Learn More & Get Help](#) to arrange to pay for any Employee-paid premiums you want to maintain during your leave (i.e. STD, LTD, Optional Life Insurance).

Employees may be eligible to receive Employment Insurance parental benefits. Employees are encouraged to phone Service Canada at 1.800.206.7218 or access their website at [www.servicecanada.gc.ca/eng/ei/types/maternity\\_parental.shtml](http://www.servicecanada.gc.ca/eng/ei/types/maternity_parental.shtml) for further information.

Upon completion of parental leave, you will be returned to the position you held before taking leave or a comparable position with all the benefits and pay entitlements that you had prior to your leave.

## Family Responsibility, Compassionate Care and Reservist Leaves

**Compassionate Care Leave:** An employee may take up to 27 weeks of unpaid leave within a 52 week period to care for a gravely ill family member. In order to receive compassionate care leave, the employee must obtain a medical certificate which confirms that the family member is gravely ill with a significant risk of death within 26 weeks. During the leave, employees will continue to participate in all employee benefit plans in which they participated prior to the leave, provided that the employee continues to pay their share of the benefit premiums. Upon completion of the leave you will be returned to the position you held before taking leave or a comparable position with all the benefits and pay entitlements that you had prior to your leave.

For the purposes of Compassionate Care Leave a “family member” means: i) the employee's spouse, child, parent, guardian, sibling, grandchild or grandparent or any person who lives with the employee as a member of the employee's family; ii) a step-sibling, aunt or uncle, niece or nephew, current or former foster parent, current or former foster child, current or former ward, current or former guardian, or the spouse of a sibling or step-sibling, child or stepchild, grandparent, grandchild, aunt or uncle, niece or nephew, current or former foster child or current or former guardian; iii) the employee's spouse's parent or stepparent, sibling or step-sibling, child, grandparent, grandchild, aunt or uncle, niece or nephew, current or former foster parent, or current or former ward; or iv) an individual who considers the employee to be, or whom the employee considers to be, like a close relative whether or not related to the employee by blood, adoption, marriage or common law partnership.

Employees may be eligible to receive Employment Insurance compassionate care benefits. Employees are encouraged to phone Service Canada at 1.800.206.7218 or access their website at <https://www.canada.ca/en/services/benefits/ei/ei-compassionate.html>.

### Family Responsibility Leave

An employee is entitled to up to five days of unpaid leave each year to meet responsibilities related to the care, health or education of any member of the employee's immediate family. “Immediate family” means the spouse, child, parent, guardian, sibling, grandchild or grandparent of an employee, and any person who lives with the

employee as a member of the employee's family. Family Responsibility Leave does not accumulate from year to year.

### **Reservist Leave**

Employees who are reservists serving on domestic operations, or international deployments are entitled an unpaid leave of absence for the duration of the deployment. An employee requesting reservist leave must provide written notice of her/his departure date to their Manager at least four weeks before the leave is to commence unless the employee receives notice of the deployment less than 4 weeks before it will begin. Employees on reservist leave will continue to participate in all employee benefit plans in which they participated prior to the leave, provided that they continue to pay their share of the benefit premiums. Upon completion of the leave, you will be returned to the position you held before taking leave or a comparable position with all the benefits and pay entitlements that you had prior to your leave.

### **Bereavement Leave**

Year-round, full-time and seasonal full-time employees will be granted up to three days leave, with pay, to attend a funeral or other service or make other related arrangements due to a death in their immediate family. Immediate family is defined as follows: spouse, common-law spouse, parent, brother, sister, children and grandchildren, grandparent and all "half" and in-law relationships within these categories. Leave may only be taken on regularly scheduled, consecutive workdays following the immediate family member's death. Employees must inform their Supervisor prior to commencing bereavement leave. The Company may require verification of death and relation to the deceased. This leave is paid at the employee's base rate of pay at the time of absence for the number of hours the employee otherwise would have worked that day. Bereavement leave is not counted as hours worked for purposes of calculating overtime.

All other employees will be granted up to three days unpaid bereavement leave in accordance with applicable employment standards legislation.

### **Jury Duty**

Time off for jury duty will be granted and compensated in accordance with applicable law. All employees will be excused from working for jury duty. When summoned, the employee must provide their Supervisor with a copy of the official notice to report for jury duty. Employees are expected to return to work within a reasonable time if excused from jury duty during regular working hours.

Employees will be compensated for a period of up to three regular scheduled workdays for time lost in connection with the performance of jury duty, unless otherwise required by applicable law. In all cases, salaried employees will be paid their full salary for any workweek interrupted by jury duty. An employee's time must be submitted as jury duty on time records.

### **Leave Related to the Disappearance or Death of Child**

Employees whose child has disappeared as a probable result of a crime will be entitled to 52 weeks of unpaid leave and, if the child has died (regardless of the reason for the death), will be entitled to 104 weeks' of unpaid leave. "Child" means a child, step-child, child under the legal guardianship of the employee or foster child who is under 19 years of age.

## **OTHER LEAVES OF ABSENCE**

### **Non - Qualified Family and Medical Leave Of Absence**

Employees of the Company who are not eligible for Family Responsibility Leave may apply for a non-qualified family and medical leave. Approval of the unpaid leave is at the sole discretion of the Company. Employees are generally eligible for this leave after 60 days of employment, so long as they have not exceeded eight weeks of non-qualified family and medical leave in the previous 12 months and are

classified as a year-round full-time or seasonal full-time operations and employee.

The total amount of time away from the job during any 12-month period under non-qualified family and medical leave may not exceed eight weeks; this may be extended, however, if doing so would be a reasonable accommodation for an employee with a disability which does not impose an undue hardship on the Company. Employees needing additional leave as an accommodation will be considered on a case-by-case basis.

During non-qualified family and medical leave, seniority and other accrued and earned benefits will remain intact. However, employees will not accrue or earn any additional benefits during the term of the leave. To the maximum extent permitted by applicable law, the Company may request medical documentation and information at the onset of a non-qualified family and medical leave and updated medical documentation and information as deemed appropriate.

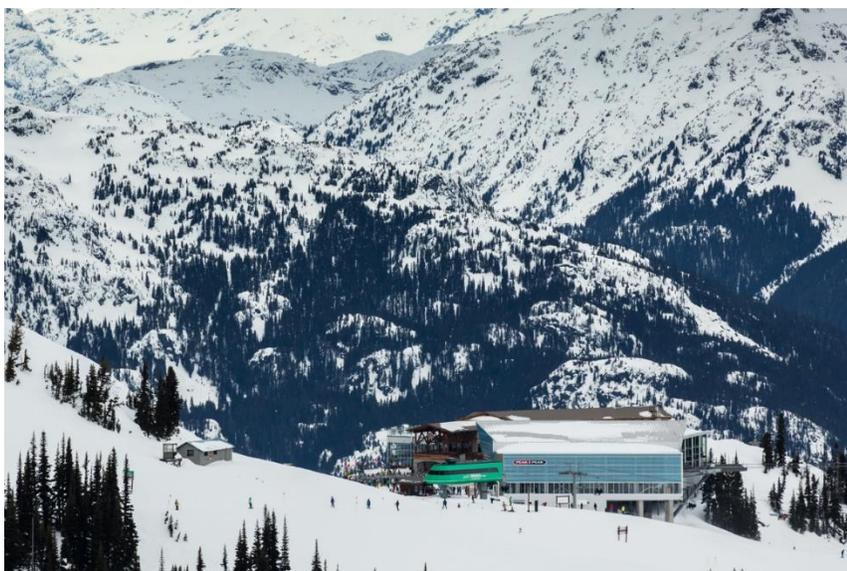
## Personal Leave Of Absence

Year-round full-time employees may request a personal leave of absence in order to take time off from work for medical or non-medical reasons in excess of one work week. A personal leave of absence will not be granted for the purpose of pursuing employment outside of the Company and is not meant for “vacation time.” Approval of a personal leave of absence is at the sole discretion of the Company.

All personal leaves must be requested using the Personal Leave of Absence Request Form 30 days prior to any leave taking place. No retroactive leaves will be approved should a year-round full-time employee have unpaid time off that results in the loss of benefit eligibility.

Personal leaves of absence are unpaid and may be requested for up to four weeks at a time. All requests for personal leave will be reviewed in relation to the employee’s length of service, performance, the purpose of the leave, cost to the Company for continuing benefits and the staffing needs of the department. Personal leaves require the approval of the employee’s Supervisor and Human Resources. Please visit [Direct Connect | Learn More & Get Help](#) for further information.

Sick time (for medical based leaves) and/or paid vacation benefits (for medical and non-medical based leaves) may be utilized prior to unpaid leave. During a personal leave of absence, the employee’s seniority and other accrued and earned benefits remain intact. An employee may be reinstated to their previous or a comparable position, at the discretion of the Company, depending upon business needs and/or whether any such positions are available, however, there is no guarantee of employment upon return from a personal leave of absence.



# Staying Safe

Vail Resorts is committed to establishing and maintaining a proactive safety culture to minimize risk and to prevent any work-related injuries. Each employee is expected to use good judgment on the job, know their limitations and feel empowered to prevent unsafe conditions or unsafe acts from occurring.

*The health, safety and welfare of our employees depend upon understanding the environment in which we work and the priority placed on safety in our overall operations. To that extent, the Company will seek to provide employees with the proper protective equipment, tools, training and procedures to perform their job in a safe manner. Departments may incorporate applicable safety policies and procedures into their respective training programs and operation manuals.*

## SECURITY & RULES

### Accident Reporting

As an employee you are expected to obey all federal, provincial and local laws and to report accidents involving Company vehicles, equipment, or property to Security or Safety Departments and to your Supervisor. Additionally, all accidents resulting in an injury to an employee while at work must be reported to WorkSafeBC immediately, for serious incidents and fatalities, or before the employee leaves the workplace, for all other injuries.

If a guest reports an incident or injury, or if an incident involves an employee, Company property, or Company equipment, contact Security or Safety Departments and your Supervisor immediately. Do not discuss your observations in the presence of the guest, or with anyone outside the Company.

Incident forms and/or witness statements must be filled out using factual, chronological information and returned to the investigating department. Employees' personal opinions should not be included in written statements or reports.

### **What to Do If You Are Injured At Work**

#### **Step 1: Seek first aid and further medical attention if necessary**

- Contact First Aid / Patrol - 604-935-5555, or
- Go to the First Aid Room at the base of Blackcomb - 604-938-7302

**\*\* First Aid will assess if you need further medical treatment \*\***

#### **Step 2: Immediately inform your Supervisor of all incident details**

- Your Supervisor will need to complete and submit an Injury/Illness report with your help
- You will need to participate in an Accident Investigation so that we can try to prevent the circumstances from happening again

#### **Step 3: Report your injury or illness to WorkSafeBC**

- Report your injury by calling 1-888-967-5377, or
- submit a Worker's Incident & Injury Report Online at [www.WorkSafebc.com](http://www.WorkSafebc.com)

It is highly recommended that any employees who are not Canadian citizens have private insurance. If you are hurt outside of work, or in the event that your claim is not accepted by WorkSafeBC, you will not be covered by the Canadian medical system for medical expenses.

## Report Unsafe Conditions

If possible, correct or mark any unsafe condition when it is observed or reported to you. Anytime you have a question or a concern about safety in the workplace, please notify your Supervisor, Security or Emergency Services. You may also send an email to [employeesafety@vailresorts.com](mailto:employeesafety@vailresorts.com).

## Reporting Suspicious Activity

The Company's strongest security asset is the vigilance of our employees. If you observe anything out of the ordinary, immediately contact your Supervisor. Be aware of suspicious parcels, packages, duffels, packs, or disturbed areas, equipment that has been damaged or tampered with, activity in Company facilities or unoccupied managed properties at odd hours, and any suspicious behaviour.

## Keys and Combinations

Removal, duplication or transferring possession of Company keys is prohibited. Master keys should never be used to gain access to unauthorized areas. Sharing of personal combinations to safes or access control systems is prohibited.

## Motorized Equipment, Radios and Personal Electronic Devices

All employees and contractors operating any Company vehicle (including but not limited to trucks, vans, snowmobiles, snowcats, heavy equipment, ATVs and UTVs) must receive adequate training, orientation and complete the associated Company documentation. Training is the responsibility of the supervisor/manager of each operator. Vehicle operation rules must be adhered to at all times in order to coordinate safe and efficient resort operations.

All employees driving Company vehicles as part of their regular job are required annually to produce a driver's license valid in British Columbia. Employees who may operate a Company vehicle but are not required to do so as part of their regular duties must present a valid driver's license to their supervisor or manager at the time of use of the vehicle.

All employees operating Company vehicles must read and sign the Company's Driver's Standards Policy.

Any employee operating a Company vehicle classified under the National Safety Code must produce a satisfactory driver's abstract annually and the required level of license as well as reading and signing the National Safety Code Driver's Policy.

In all cases vehicle operators:

1. must be at least 18 years of age and possess a driver's license that is valid in British Columbia. Drivers traveling on mountain roads must carry a radio and call out their direction of travel and position at all kilometer markers while obeying posted speed limits;
2. and passengers on snowmobiles, ATV's and UTV's must wear an approved, secured helmet as per WorkSafeBC Regulations;
3. must, where provided, wear seatbelts at all times;
4. must not have any passengers, other than on duty Company employees, in the vehicle without preauthorization from the departmental Manager;
5. must keep all Mountain Access gates locked;
6. restrict travel in all mountain vehicles to designated routes only unless otherwise authorized;

7. must use Company vehicles only for official Company business;
8. must conduct and log pre-trip inspections the first time the vehicle is used on a given day; and
9. must immediately report any deficiencies/damage to a vehicle to Fleet Maintenance.

The Company has an extensive network for radio communications due to the complexity of our operations. If you find a radio that has been lost or misplaced, please turn it in to your Supervisor or to Security or Emergency Services. Before you use a radio, you should be trained in its use and in the necessary protocol. Please limit all radio traffic to that which is absolutely necessary. Please note that you must use only appropriate, non-offensive language when communicating by radio.

The use of personal electronic devices, including but not limited to, cell phones, iPods, and boom boxes while on duty or in uniform is prohibited without the express authorization of a Supervisor.

## USE OF DRONES ON COMPANY PROPERTY

Drones are not allowed to be operated on Company property without an approved, completed application. All requests to operate drones on Company premises are required to go through the Public Relations Department. Operators may be required to carry unmanned aerial vehicle liability insurance and must abide by applicable Transport Canada Regulations. Any persons found flying a drone on our premises without prior authorization will be asked to cease operations and leave the ski area with their drone.

## MOUNTAIN SAFETY

Safety is a core value at Vail Resorts. Whether or not you ski or ride as part of your job, even as an off-duty guest on the mountain, you must be familiar with and understand the basics of the mountain safety program.

Skiing/riding involve unavoidable dangers, which are referred to as “inherent risks” and include but are not limited to: changing weather conditions; snow conditions as they exist or may change, such as ice, hard pack, powder, packed powder, wind pack, corn, crust, slush, cut-up snow, and machine-made snow; surface or subsurface conditions such as bare spots, forest growth, rocks, stumps, streambeds, cliffs, extreme terrain, and trees, or other natural objects, and collisions with such natural objects; impact with lift towers, signs, posts, fences or enclosures, hydrants, water pipes, or other man-made structures and their components; variations in steepness or terrain, whether natural or as a result of slope design, snowmaking or grooming operations, including but not limited to roads, freestyle terrain, jumps, and catwalks or other terrain modifications; collisions with other skiers; and the failure of skiers to ski within their own abilities. Snowcats, snowmobiles and snowmaking may be encountered at any time.

While skiing/riding is a sport with unavoidable risks, the Company is dedicated to making skiing/riding as safe and enjoyable as possible for our guests and employees. Company efforts include guest and employee education, enforcement of skier/rider responsibility codes and raising awareness of the importance of ski/snowboard slope safety. You play a vital role in the Company’s efforts to increase slope safety. You should always be aware of the example you are setting and of your on-hill conduct, whether while on duty or free skiing/riding.

All employees who ski or ride as part of their job or who ski or ride at our resorts as part of the general public are responsible for skiing and riding responsibly, complying with “Your Responsibility Code” and the additional responsibilities noted below.

### Your Responsibility Code

1. Always stay in control, and be able to stop or avoid other people or objects.
2. People ahead of you have the right of way. It is your responsibility to avoid them.
3. You must not stop where you obstruct a trail, or are not visible from above.

4. Whenever starting downhill or merging into a trail, look uphill and yield to others.
5. Always use devices to help prevent runaway equipment.
6. Observe all posted signs and warnings. Keep off closed trails and out of closed areas.
7. Prior to using any lift, you must have the knowledge and ability to load, ride and unload safely. You may not use a lift or any trail when under the influence of drugs or alcohol.

## Helmet Use and Requirements

Employees who are required to ski or ride while in uniform or in connection with their job duties are required to wear safety headgear which meets WorkSafeBC safety standards. Chin straps are to be fastened at all times when helmets are required.

## Chair Bar Use and Requirements

All employees who ride a lift as part of their job must lower the chair bar at all times while on duty and/or in uniform. Any department specific exceptions must be approved by your Supervisor in consultation with the resort Director/VP of Mountain Operations.

## Slow Zones

Certain areas (indicated on the map in yellow) are designated as slow zones. Please observe the posted slow areas by maintaining a speed no faster than the general flow of traffic. Space and speed are especially important in these areas. Fast and aggressive skiing will not be tolerated.

## Collisions

If you are involved in a collision while skiing or riding at a Vail Resort mountain, whether on or off duty, you are required to fully cooperate with Ski Patrol. You must also inform your Supervisor that a collision occurred and explain the circumstances of the collision.

## Freestyle Terrain Areas

These areas are designated with an orange oval and may contain jumps, hits, ramps, banks, fun boxes, jibs, rails, half pipes, quarter pipes, snowcross, bump terrain and other constructed or natural terrain features. Prior to using Freestyle Terrain, you are responsible for familiarizing yourself with Freestyle Terrain and obeying all instructions, warnings and signs. Freestyle skills require maintaining control on the ground, and in the air. Use of Freestyle Terrain exposes you to the risk of serious injury or death.

## Backcountry Warning

Pursuant to applicable law, the ski area assumes no responsibility for skiers going beyond the ski area boundary. Employees skiing or riding for work should not leave the ski area operational boundary except in very limited circumstances and then only with the approval of a Company Director or Vice President with oversight over their department. To access the backcountry, use designated gates only. Areas beyond the ski area boundary are not patrolled or maintained. Avalanches, unmarked obstacles and other natural hazards exist. Be aware: the back-country avalanche hazard may be extreme.

## Line Cutting

The entering of a lift maze to board ahead of our guests who are waiting in line is known as line cutting. Unless it is truly necessary for you to board without waiting in line to perform your job, you should wait in line. Line cutting is a privilege, not a right, and should only be done with discretion.

and consideration for our guests.

## Designated Ski and Snowboard Route Program

All employees who work on the mountain are required to adhere to any designated routes established for their department and position. In some cases, designated routes may be chairlifts (including downloading) or motorized transportation. Employees are required to review and be familiar with any designated routes established for their department/position, which are available through the department Supervisor. Corporate employees, employees visiting a resort other than their home resort and any other on-duty employee who has not been assigned a designated route should generally use groomed intermediate runs. There are limited exceptions where required by job duties but these must be approved by a Vice President in the employee's department.

## Leaving Your Job

*If you leave the Company, we have information explaining next steps to ensure a smooth transition.*

### VOLUNTARY SEPARATION

Employees leaving the Company voluntarily are requested to provide advance notice, in writing, of their expected date of separation (customarily two weeks prior) and the reason for the separation to their Supervisor as soon as possible. When an employee gives notice, the Company may elect to accept the employee's resignation immediately or prior to the end of the notice period. When you separate, it is your responsibility to ensure your contact information (email address, phone number, and mailing address) is accurate in [my.vailresorts.com](http://my.vailresorts.com). The Company may still need to send you important information after your separation, so it is imperative your contact information is valid.

Abandoning or leaving your position with no notice may result in you being designated not eligible for rehire, unless otherwise prohibited by applicable law. Winter and summer seasonal positions require a full seasonal commitment. Employees not fulfilling the seasonal commitment will normally not be eligible for rehire.

### NO REHIRE STATUS

Rehire status may only be reconsidered at the discretion of Human Resources. Unsatisfactory job performance, attendance issues, or failure to follow lawful work-related directives may render employees ineligible for rehire ("no rehire"). Former employees who have a no rehire status will not normally be considered for re-employment for one year following separation.

### EXIT INTERVIEWS

The Company is committed to continuous improvement and seeks feedback from employees leaving the Company. We encourage separating employees to provide the Company with comments and suggestions, which may benefit working conditions and Company operations. You or your Supervisor may contact Employee Relations via [Direct Connect | Learn More & Get Help](#) to schedule an exit interview.

### RETURN OF COMPANY PROPERTY

Upon separation, employees must return all equipment, uniforms, radios, keys and other Company property, ski passes and dependent ski passes you may have in your possession to your Supervisor. Cost for items that are not returned may be deducted from your final paycheck, to the extent permitted by applicable law.

# Benefits

Please refer to [Direct Connect | Learn More & Get Help](#) for eligibility and information about the benefits and perks offered. Please note that there are strict regulations and deadlines regarding enrollment, making changes and even dropping coverage. Take time to review the information online to ensure you are familiar with these requirements.

## Employee Privacy Notice

Vail Resorts, Inc., through its subsidiaries (together, “Vail Resorts” “we,” us,” or “our”), is committed to protecting your personal information. This Privacy Notice describes how we collect, use, and disclose information about our employees, directors, managers, and officers in connection with your employment relationship with us. The policy also describes how we collect, use, and disclose information from individuals who apply, or are otherwise considered, for such positions with us (“applicants”). The words “user,” “employee,” “you,” and “your” shall refer to our employees, directors, managers, or officers, as well as applicants. We ask that you read this policy carefully.

We also may collect, use, and disclose information from you in accordance with the terms of our Global Privacy and Cookie Policy, available at <https://www.snow.com/footer/privacy.aspx>, when you visit any Vail Resorts website or use an online or mobile application—such as Epic Mix®, Emma™, or the Perisher Dashboard—where the Global Privacy and Cookie Policy is referenced. The Global Privacy and Cookie Policy also applies to the Personal Information we collect when you visit any of our resorts, retail locations, rental locations, lodging or other service providers worldwide.

### INFORMATION WE COLLECT

We collect information in connection with your working relationship with us.

Certain information we collect may be personal information. Personal information is information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with you or your household. Information that is de-identified, aggregated, or anonymized so that it cannot be used to identify an individual or household is not considered personal information. Publicly available information that is made available from federal, state, or local government records may also not be considered personal information.

The information we collect may vary depending on how you interact with us and the laws applicable to your relationship with us. In addition, we may receive this information directly from you, or we may obtain information about you automatically or from third parties. This information may include:

- Identification and contact information (for example, name, job title, work location, gender, home address, work and personal email addresses, work and personal telephone numbers, mobile phone number, Social Security Number, taxpayer or government identification number, driver’s license number, date of birth/age, marital status, race or ethnic origin, veteran status, disability status, employee identification number, emergency contacts, dependent names);
- Residency, citizenship, or work permit status, visa number, military status, nationality, and passport information;
- Payroll information (for example, banking details, tax-related forms), and banking or other

financial information for reimbursements, or other payments, authorized by you, or on your behalf;

- Wage, salary, and benefit information;
- Paid Time Off (“PTO”) and requests for PTO, Flexible Time Off (“FTO”) and requests for FTO, and all other leave of absence requests, retirement accounts, insurance, and other benefits information (including from beneficiaries or dependents), whether through Vail Resorts or otherwise;
- Information collected from the hiring and termination processes (for example, interview information, CV or resume, cover letters, references, reference letters, background and credit checks, transcripts, pre-hire interactions, letters of reference, publicly available information in widely distributed media, including social media, letters of offer and acceptance dates of hire, start and end dates, resignation date and reasons);
- Skills, work experience (including at Vail Resorts and outside Vail Resorts), education, certificates, registrations, professional licenses, training, and language abilities;
- Performance-related information (including reviews, references, disciplinary procedure information, attendance records);
- Other information provided in forms as required for benefits, payroll, or human resources, in accordance with applicable laws;
- Clothing sizes for clothing provided to you in connection with company events;
- Physical limitations and special accommodations needed;
- Where permitted by law we may collect the results of credit and criminal background checks, the results of drug and alcohol testing, screening, health certifications, vehicle registration and driving history;
- Information required for us to comply with laws, including at the direction of law enforcement authorities or court orders;
- Acknowledgements relating to receipt of or agreement to Vail Resorts policies;
- Employee photo, video surveillance footage, other images or photographs, and key card use times and locations;
- Voicemails, e-mails, correspondence, documents, and other work product and communications created, stored or transmitted using our networks, applications, devices, computers, or communications equipment;
- Browsing, online, or other use information from company devices or on company networks, including from the use of cellular phones provided or with plans paid for in whole or in part by Vail Resorts;
- Location information based on IP addresses or geolocation data when accessing Vail Resorts data or systems;
- Medical and health information, as needed and in accordance with applicable laws, such as information related to workers’ compensation;
- User I.D., password, and any other credentials used to access Vail Resorts networks, applications, devices, computers, or communications equipment;
- Identification information for verification (for example, a copy of a government issued identification card);
- Investment-related information, such as information related to the Vail Resorts retirement (401(k)) plan, deferred compensation plan or stock options granted by Vail Resorts;
- Survey or feedback information (for example, if you fill out a survey, or provide feedback, we collect your responses);
- Other potentially personal information that you may provide to us.

We reserve the right to monitor the use of our premises, equipment, devices, computers, network, applications, software, and similar assets and resources, for security and other reasons. In the

course of such monitoring, we may collect personal information about you. The use of the information will be in accordance with this Privacy Policy.

## HOW WE USE INFORMATION WE COLLECT

We may use your information in accordance with this Privacy Policy to:

- Recruit you and complete the hiring process;
- Assist you with obtaining an immigrant visa or work permit, or verify your eligibility to work in the United States or Canada, as needed;
- Provide you with equipment, training, educational training, and support, and track compliance, as needed;
- Administer, pay, provide, and manage benefits;
- Manage staffing resources, financial planning, corporate compliance, internal audits, and other administration;
- Administer investment-related benefits, including through the Vail Resorts retirement (401(k)) plan or Vail Resorts stock options;
- Communicate with you, and facilitate communications between you and other individuals;
- Comply with legal obligations, including health and safety requirements, and requests for information from government agencies, and security investigations, or to assert or defend a legal claim;
- Pay you, including your salary and bonus, if any, reimbursements, and other expenses;
- Monitor and evaluate your performance including making disciplinary decisions up to and including termination;
- Track time and attendance;
- Recognize, reward, and develop you as an employee;
- Provide employment references or confirm the fact of employment, if requested by you or a potential employer;
- Administer our applications, software, and electronic systems;
- Improve employee satisfaction and performance;
- Process employee work-related claims (including workers' compensation);
- Provide the services you or others request;
- Complete the transactions you have requested;
- Provide you with work-related accounts, and manage your accounts;
- Respond to communications from you;
- Notify you about updates to our websites, business, or services;
- Measure and improve our business, services, and performance;
- Perform analyses on the data we have collected, such as market analyses, trends, and other research for statistical purposes;
- Process, provide, and administer surveys, events, and special promotions;
- Provide, administer, and utilize our social media pages and websites;
- Compare information and identification for accuracy and verify it, including for identification purposes;
- Anonymize or otherwise protect your data;
- Prevent potentially fraudulent, prohibited, or illegal activities;
- Comply with applicable laws and regulations, including by reporting information to the government as required.
- Protect the safety and security of our employees, guests, property, and assets (including controlling and facilitating access to and monitoring activity on and in our premises and activity using our computers, devices, networks, communications, and other assets); and

- Generally manage all aspects of an employee's employment relationship with us, including but not limited to establishing, maintaining, and terminating employment relationships, general operations, and administrative, financial, and human resources related purposes.

We may disclose other purposes, or update this Privacy Policy, from time to time.

## CATEGORIES OF THIRD PARTIES WITH WHOM WE SHARE INFORMATION

Vail Resorts does not sell your personal information to third parties, and will not sell your personal information to third parties. We may, at times, disclose personal information we collect to the following categories of third parties for the purposes identified above or with your consent:

- Our affiliates and related companies in accordance with this Privacy Policy;
- With third parties to manage aspects of your relationship with us and aspects of our business, and to effectuate the uses of personal information described in the How We Use Personal Information We Collect section above, including third party service providers who access information about you to perform services on our behalf (including for financial or security reasons);
- Third parties who may provide professional advice (for example, lawyers, bankers, accountants);
- With other persons with whom you have requested that we share information, in order to fulfill services you request;
- In connection with the carrying out of our business activities;
- In connection with any merger, sale of stock or assets, financing, acquisition, divestiture, or dissolution of all or a portion of our business;
- If we believe that disclosure is reasonably necessary (a) to comply with any applicable law, regulation, legal process or governmental request; (b) to enforce our policies, (c) to protect our rights or property, or the security or integrity of our services, or (d) to protect us, users of our services or the public from harm or potentially prohibited or illegal activities.

When sharing information with third parties, we generally require and expect that they only use or disclose your personal information as necessary to effectuate the purpose and uses described.

## SECURITY

We take reasonable precautions, including physical, electronic, and procedural safeguards, to protect your information. We make reasonable efforts to maintain security on our systems. Despite our efforts, we cannot guarantee that personal information may not be accessed, disclosed, or altered by breach of our safeguards. We urge you to take adequate precautions to protect your personal information.

## CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy periodically to account for changes in our collection and use of your personal information. If we make any changes to this Privacy Policy, we will provide notice of such changes, as appropriate. For example, we may send you an email notification, or we may post a new policy on Vail Resorts intranet. For administrative changes, we may provide indication in our Privacy Policy by updating the "Last Updated" date at the top of this document.

### **For Canadian Employees**

The Vail Resorts entity that is or was your employer, or to which you submitted an application for employment, controls your personal information for the purposes of this Privacy Policy. You may

request access to or correction of the personal information in our control by writing to us as provided in the contact information below. Your right to access and correct personal information is subject to applicable legal restrictions. If you have any questions about how we handle your personal information, please contact us as provided below.

Whistler and Blackcomb Mountains

Attn: Privacy

4545 Blackcomb Way,

Whistler, B.C. V8E 0X9

Canada

[dataprivacy@vailresorts.com](mailto:dataprivacy@vailresorts.com)

## ENJOY THE EXPERIENCE!

Of course, no single resource will ever capture everything you'll need to know, so don't forget to tap into the other support systems we have in place depending on your role or department, including your Supervisor or [Direct Connect | Learn More & Get Help](#).

You have been hired because the Company feels you are brave, ambitious and passionate. This is your opportunity to align your passion with your ambition and fearlessly lead the industry in your role. We thank you for joining the team, and are excited for your Experience of a Lifetime!

You have been hired because the Company feels you  
are brave, ambitious and passionate.

