



**2023-2024
TEAM
HANDBOOK**



Table of Contents

Disclaimers	3
Introduction	3
Non-Profit Status	3
Mission Statement	3
Vision Statement	3
Core Values	3
Facts and Figure	4
Letter From the General Manager	
Sustainability	5
Commitment to the Environment	5
Mt. Ashland’s Environmental Goals	5
What Can You Do?	5
Policy Overview	5
Equal Opportunity Employment	5
Background Checks	6
Safety	6
Code of Conduct	6
Familial Employment	6
Theft	6
Harassment Policy	6
Violence	7
Weapons	7
Drug and Alcohol Policy	7
Problem Resolution	8
Violation of Company Policy	8
Employment Details	8
At Will Employment	8
Work Schedule Requirements	8
Attendance	8
Staff Meetings	8
Severe Weather Closings	9
Guest Service Standards	9
Line Etiquette	9
Use of Bar	9
Employee Evaluations	9
Employee Feedback	9
LMF Awards	9
Bulletins	10
Personnel File	10

Personal Information Changes	10
Personal Property	10
Music	10
Helmets	10
Dress Code	10
Uniforms	11
Company Phones	11
Company Vehicles	11
Keys and Equipment	11
Facilities Security	11
Off-limit Areas	11
Confidentiality	11
Internet	12
Social Networking Conduct	12
Smoking	12
Compensation	12
Time Tracking	12
Lunch Breaks	12
Periodic Breaks	13
Overtime	13
Waiting Time	13
Payroll Schedule	13
Paychecks	13
Tips	13
Payroll Deductions	13
Oregon Saves	13
Payroll Discrepancies	14
Worker's Compensation	14
Employee Insurance	14
Paid Sick Leave	14
Leave of Absence	14
Employee Benefits	15
Termination of Employment	16
Summary of Expectations	16
Phone Extensions	17
Mt. Ashland DNA Statement	18
Handbook Acknowledgement	19
Harassment Policy Acknowledgement	20

Disclaimers

The policies and benefits described in this Team Handbook are not guarantees of employment and do not constitute either a contract of employment or a contract between Mt. Ashland and any of its team members to provide any benefits. Nothing in this Team Handbook is intended to be part of the employment relationship, but rather is merely a general statement of company policy.

Mt. Ashland reserves the right to alter, modify, amend or terminate any of the policies and benefits set forth in this Team Handbook. Notwithstanding any statements made in this handbook, or in any other document or statement issued by the company or any of its representatives, employment at Mt. Ashland is not for a specific time period, and can be terminated by either party, with or without cause, and with or without notice. If you have questions or need assistance reviewing this document, please contact Human Resources.

Introduction

Non-Profit Status

Mt. Ashland is owned and operated by the Mt. Ashland Association, a 510(c)(3) non-profit organization.

Mission Statement

The Mission of the Mt. Ashland Association is to provide and promote a healthy quality experience in an alpine environment.

Vision Statement

The Mt. Ashland Association is to remain a valued community resource that provides recreational, educational, and economic opportunities for current and future generations.

Core Values

- Develop **GREAT PEOPLE**
- Have **PASSION** for our customers and products
- Be **INNOVATIVE** & exemplify a “**MY PLEASURE**” Attitude
- Think **LONG TERM**
- **MITIGATE RISKS** When Possible
- Excellence in **DELIVERY**

Facts and Figures

- **Location:** Mt. Ashland Ski Area: 11 Mt. Ashland Ski Rd.
- Mt Ashland Business Office: 693 Washington St. Ste. A, Ashland.
- **Length of Season:** mid December – mid April
- **5-Year Average Annual Snowfall:** 247”
- **Hours of Daytime Lift Operation:** 9 a.m. until 4 p.m. Thursday - Monday
- **Twilight (night) Lift Operation:** 3 p.m. until 9 p.m. Thursdays - Saturdays, Jan 4th through Mar 8th
- **Snow Reports:** Provided on social media, at www.mtashland.com, and the snow phone (541-482-2754)
- **Main Phone Number:** (541) 482-2897. **For life threatening emergencies call 911**

Letter from the General Manager

Mt. Ashland is a truly amazing place, and you are a very important part in the community that surrounds it. I welcome you to our team, and hope that this winter season will bring you joy and adventure as we serve the skiers and snowboarders that love our mountain. I appreciate you, and I appreciate your work to give our visitors more than they expect, every day of the winter.

Ullr is a Norse deity that is widely regarded to be a protector of those in the mountains- providing skiers and snowboarders safety and nourishment. It's said that Ullr can bring fresh powder and abundantly white winters. In ski lodges around the world, people sit around fires and cheer "Hail Ullr" or "Praise Ullr" over brews, good food, and an occasional shotski. Ullr is a representation of the community of skiing and snowboarding- the indescribable bond made by the love of snowsports, fellowship through food and drink, and a respect for the mountains. So, in this way we are Ullr and strive to embody those virtues.

No matter our role, we all impact the visitor experience at Mt. Ashland and how those guests feel the spirit of Ullr. From the never-ever beginner snowboarders climbing on the magic carpet for the very first time, to the skier attempting their first bowl descent, to the grizzled veteran grabbing a beer in the T-Bar—every person relies on us to feel that magic. Safety, experience, and guest service wrap together for every visitor to leave at the end of the day thinking it was one of the best days of their life.

I'm excited to embark on this journey with you. We'll work together to continue building our community and providing the amazing experience that is Mt. Ashland.

In the spirit of Ullr,
Andrew Gast
General Manager



Sustainability

Commitment to the Environment

Mt. Ashland became the very first ski area to achieve STOKE certification, a sustainability program with more than 130 different key metrics, in 2017. We are committed to providing a quality outdoor recreation experience in a manner that compliments the natural and aesthetic qualities that draw all of us to the mountains. We cherish the outdoors and respect the alpine environment in which we live and work. We are committed to improving environmental performance in all aspects of our operations and managing our recreation areas to allow for their continued enjoyment by future generations.

Mt. Ashland's Environmental Goals

- Reduce our carbon footprint
- Minimize waste sent to the landfill
- Conserve water and protect our fragile watershed
- Limit the impact to our sensitive high alpine environment

What Can You Do?

As a team member, we ask that you demonstrate your commitment to our sensitive alpine environment by:

- Recycling- Ask your supervisor what to recycle and where
- Reduce your energy use- Turn off, or unplug electrical appliances
- Leaving no trace- Leave your work area the same or better than you found it
- Conserving- Use only that which you need. **Reduce and reuse**
- Use alternative transportation- Visit <https://getthere.rideamigos.com/s/mt-ashland> if you would like to participate in the Mt. Ashland Network of RVTD's ride-share program
- Protect our environment- Report any issues immediately
- Consider the impact- Make every decision on behalf of Mt. Ashland with environmental impacts as a primary concern
- Advocate for your planet

Policy Overview

Equal Opportunity Employment

Mt. Ashland is committed to providing a non-discriminatory employment environment for its employees. The policy of Mount Ashland is to fully comply with applicable federal, state and local laws, rules and regulations in the area of non-discrimination in employment. Discrimination against employees and applicants due to race, color, religion, sex, national origin, disability, age, military and veteran status is prohibited. Violations of this policy are to be subject to discipline, up to and including termination. Equal employment opportunity and non-discriminatory commitments include, but are not limited to, the areas of hiring, promotion, demotion or transfer, recruitment, discipline, layoff or termination, rate of compensation and company sponsored training. Employees are expected to comply with this Equal Employment Opportunity Policy. Managers and supervisors who are responsible for meeting business objectives are expected to cooperate fully in meeting Mt. Ashland's equal employment opportunity objectives. Any employee or potential employee may request reasonable accommodations by discussing their needs with their supervisor or HR. Any employee who believes he or she has been discriminated against is to report any incident to the Human Resources Department. Mt. Ashland will not tolerate retaliation against any employee who reports acts of discrimination or provides information in connection with any such complaint.

Background Checks

Some positions at Mt. Ashland may include a criminal background and/or DMV check as a condition of employment.

Safety

Mt. Ashland is committed to providing employees a work environment reasonably free from hazards; necessary training and tools needed for job duties are to be provided, along with avenues for reporting safety issues. Please report any workplace hazards and ideas to your department manager. Contact your manager or email safety@mtashland.com if you would like to join the Mt. Ashland Safety Committee.

Code of Conduct

Employees of Mt. Ashland are to conduct themselves in a responsible, professional and ethical manner. Please report any unethical or dishonest behavior(s) to your immediate supervisor. Reported activities are to be investigated by appropriate Mt. Ashland management team members. The management team is to determine appropriate means for proper resolution. Employees found to be conducting themselves in an unethical manner may be subject to appropriate disciplinary action, up to and including termination.

Familial Employment

Mt. Ashland does allow family members and relatives of employees to be considered for employment, provided they are qualified for the position and no other conflict of interest exists. Hiring decisions are to be determined by the Human Resources department.

Theft

Employees who are caught stealing goods or services, on Mt. Ashland property may be subject to disciplinary action up to and including termination and prosecution. This includes providing free services or products to others without proper authority to do so.

Harassment Policy

Mt. Ashland prohibits harassment. Harassment is defined as conduct that substantially interferes with an employee's work performance or creates an intimidating, hostile, or offensive work environment. This would include, but not be limited to threatening, or offensive conduct directed toward a person's sex, race, age, disability, religion, national origin, marital status, current or future military status, sexual orientation, or gender identity.

Sexual harassment refers to behavior inappropriate in the workplace because it is offensive, unwelcome behavior which would not occur but for the sex of the offended person. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment.
2. Submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individual; or
3. The harassment unreasonably interferes with an individual's work performance or creates an intimidating, hostile, or offensive working environment.

This policy applies to conduct by any supervisor, manager, co-worker, subordinate, vendor, or guest that affects an employee's work environment. If you or a co-worker experiences what you believe to be harassment of any kind, or accusations of harassment, report it promptly to your immediate supervisor or the Human Resources department.

Both harassment and accusations of harassment are disruptive to the work environment. Appropriate disciplinary action, up to and including termination may be taken against any individual for harassment charges determined to be valid.

Violence

Threats of violence and acts of violence are strictly prohibited. Employees threatening or committing acts of violence are to be subject to appropriate disciplinary action, up to and including termination. Report any such activity to your immediate supervisor or the Human Resources department. Mt. Ashland recognizes that domestic violence can have an adverse impact on employee job performance and may also impact co-worker's performance. Mt. Ashland encourages employees affected by domestic violence to seek professional assistance.

Weapons

Weapons are generally defined as guns, knives and other objects universally considered a weapon by the vast majority of society. A "weapon" can also be any object which would do harm to another when used as such. Mt. Ashland may deem any such object a "weapon" for the purpose of enforcing this policy. Possession of weapons is prohibited on company property and while on the clock performing company business at any location. Any employee on the clock or on company premises in possession of a weapon is to be subject to appropriate disciplinary action, up to and including termination. Report any weapon possession to your immediate supervisor or the Human Resources department.

Drug and Alcohol Policy

Mt. Ashland is committed to maintaining a safe environment for our employees and our Guests. Employees who are under the influence of alcohol or drugs—whether it be over the counter (OTC), prescription or illegal—may pose a safety hazard to themselves and to others. Employees may not drink alcohol pre-shift or on their break. Even if you think you are not legally impaired, the appearance of impairment can lead to accusations. Represent the mountain with professionalism, and save partying for *after* your shift!

Employees must report to Human Resources or the General Manager if they are taking an OTC or prescription drug with side effects which might impair their ability to safely perform their job. Employees may be reassigned to another position or receive accommodation regarding their work schedule.

If an employee is suspected of working while under the influence of drugs and/or alcohol, or is in possession of drugs and/or alcohol, the employee may be suspended and may be required to submit to a drug and/or alcohol test. Suspension shall be without pay until the results of the test are obtained by Mt. Ashland. If the results are negative, the employee will be reinstated and compensated for normal hours of work missed as a result of the suspension. The observing Supervisor will document the incident or suspicion and make arrangements for the employee to go to the testing facility. Positive test results may result in termination of employment. Any adulterated specimen will be viewed as a positive result. Refusal to take the test will be treated as a positive result. Any drug and/or alcohol testing requested by Mt. Ashland will be paid for by Mt. Ashland and conducted by a laboratory licensed by the state. Mt. Ashland's drug and alcohol testing program is limited to testing for the following: amphetamines, barbiturates, THC, cocaine, opiates, and alcohol; other substances found will not be reported.

Each employee asked to submit to a drug test will be notified of their results by Mt. Ashland within 24 hours of receiving the lab results. If the results are confirmed positive, the employee will be given the opportunity to explain the positive result to an independent Medical Review Officer. The officer will then contact the Human Resources department with the final results. The employee may also have the same sample retested at a laboratory of the employee's choice, providing the lab is licensed by the state. All employees are hereby notified that test results may be used in arbitration, administrative hearings and court cases arising as a result of the employee's drug testing. Results will be sent to federal agencies as required by federal law. In all other instances every reasonable effort will be made by Mt. Ashland to protect the confidentiality of the information.

Mt. Ashland complies with State of Oregon and Federal law regarding drug and alcohol possession, use and distribution.

Problem Resolutions

The solution to problems is often found through communication. Mt. Ashland, whenever possible, makes a reasonable effort to assist in solving problems or disputes among employees. For disputes between employees we recommend, first discuss the problem between the two employees and make every attempt to resolve it. If no resolution is reached, both employees (together) are to approach a supervisor and allow the supervisor to participate in the resolution. If a resolution is not reached, it is to be turned over to the Human Resources department. The Human Resources department gathers and reviews information and may assist with a solution whenever possible. If a supervisor is involved as a party of the initial dispute, it may be turned over to the Human Resources department at the outset. Decisions of the Human Resources Department are final.

Violation of Company Policy

Employees found to be in violation of company policy are to be given official notice of the infraction. Reasonable attempts to correct the problem may be made to constructively resolve the situation. Appropriate disciplinary action, up to and including termination, may be taken if the violation continues. Employees who believe they have been falsely charged with an infraction can appeal the charge to the Human Resources department. Appeals are to be in writing, clearly defining the reason you believe the charge was false. The Human Resources department reviews available information and, whenever possible, makes a ruling. Decisions of the Human Resources department are final. Notices of violation, appeals and final disposition documentation may become a permanent record in the employee's personnel file.

Employment Details

At Will Employment

Employment with Mt. Ashland is at-will and subject to suitable conditions for the ski area to operate. This means that employment can be terminated, with or without cause, and with or without notice, at any time, at the option of the company or at the option of the employee.

Work Schedule Requirements

Schedules are determined by the demand of our guests; therefore, shifts may change without much notice and may require employees to work extra shifts (be it pre-planned or spontaneous). If an employee is scheduled for a shift, they are required to work even if it is an extra shift. **Employees are expected to work during holidays and holiday periods, because these are the busiest periods of the season.**

Attendance

We consider regular attendance and adherence to schedules essential to maintaining high levels of efficiency and service. Team members are responsible for prior notification to their supervisor (or as designated by your department procedures) on each day of absence or tardiness, unless the duration of absence has been previously reported. In consideration of department staffing requirements, please call in your absence as early as possible, not less than one hour for other than travel emergencies. We in the ski industry may not use "snowstorms" as an excuse for absence or tardiness. Please plan accordingly and drive in a manner consistent with current conditions. Repetitive absenteeism or tardiness is to be considered an infraction of our accepted standards of conduct. In any case, absence without notice is to be considered unacceptable and grounds for termination. Three **consecutive** days of absence without notice will be considered job abandonment.

Staff Meetings

Staff meetings for departments and employees are occasionally scheduled. Employees are required to attend when required meetings are scheduled, even if the meeting is not during an employee's scheduled shift. When possible, meetings are scheduled during the hours when a vast majority of employees would be working.

Severe Weather Closings

Employees are expected to report to work as scheduled unless major highways/roadways have been closed. Be advised that each department may have specific requirements on snow emergency days, and you will be directed by your immediate supervisor. Conditions may change, and employees may be able to report to work later in the day. Depending upon circumstances, the ski area may close, or the hours of operation may be modified due to an emergency situation. In this case, every attempt is made to keep the current situation announced via the snow phone (541-482-2754); on the web site (www.mtashland.com), and the text alert system. The text alert system is highly recommended, and you will be signed up automatically. If you need to opt out, please contact hr@mtashland.com. When we resume business after a closure, you are expected to be available for your shift unless your manager has notified you otherwise.

Guest Service Standards

- **Hospitality Bubble** – Acknowledge all guests, speak first, make eye contact, smile
- **Make Great First Impressions** by delivering a great presentation of myself and my area
- **Always Use a Person's Name** (Guests or Team Members) at every opportunity
- **Be Clean, Neat, Safe** – Everyone picks up trash, reports and helps to correct safety issues
- **Lead by Example** – Become a mentor or role model
- **Take Ownership** in requests, complaints, feedback and follow-up
- **Be OPEN, HONEST, TIMELY** in communicating with others
- **Anticipate** guest needs and expectations whenever possible and try to EXCEED them
- **Proudly Represent** at work, at home, and in the community
- **Thank Every Guest** by saying with a smile “Thank you for being here...”
- **Practice Teamwork** daily with courtesy and respect by helping my fellow Team Members without being asked
- **Learn More** so I can give guests the information they need through my continuous efforts to learn more about our company, products and community

Line Etiquette

"Cutting in" on ANY lines (lift, café, rental, etc.) is not permitted by employees or the public. The exceptions are for lift lines for Ski Patrol, Management, and Ski School instructors with students. Please do not permit skiers to duck under the maze lines, but be courteous in your reprimand. Remember that we set an example for the public.

Use of Bar

Employees may only utilize the services of the bar as paying guests after their last shift of the day. You must remove any uniforms, nametag, and radios.

Employment Evaluation

Mt. Ashland employees are reviewed by their department manager on an on-going basis. In addition, performance evaluations may be held. The purpose of these evaluations is to discuss aspects of your performance and jointly develop action plans. Evaluations may be conducted at any time.

Employee Feedback

If you have ideas, suggestions, concerns or criticisms regarding your job or the workplace, you may take them directly to your department manager. Please keep your ideas constructive, and be ready to present recommendations to correct any issues. If you do not wish to discuss the issue with your manager, contact the Human Resources department. There are no bad ideas, just differences of opinion. When receiving feedback or new ideas from our co-workers, we take the suggestions and respond respectfully.

Local Mountain Fun Award

The Local Mountain Fun (LMF) Award is given to a staff member that has gone above and beyond to provide our guests with local mountain fun. To nominate someone, please email hr@mtashland.com with their name, their department, and the reason they deserve the award. We will congratulate winners monthly.

Bulletin Boards

Bulletin boards placed in designated areas throughout the facility display notices and announcements for employees to review. It is recommended each employee review the bulletin boards several times per week to be aware of posted information.

Personnel File

Mt. Ashland maintains a confidential personnel file for each employee. Files are controlled by the Human Resources department. Employees are to acquire permission to view his or her personnel file from the Human Resources department. These files are the property of Mt. Ashland; no documents may be altered or removed by the employee. Every reasonable effort is made to keep the information confidential. Access is limited to staff members who need access to perform their job functions. Copies are to not be distributed to any third party unless mandated to do so by a court of law. Any requests for employment verification are to be provided with employment dates, positions held, and eligibility for rehire only.

Personal Information Changes

Employees are update Isolved and notify the Human Resources department whenever there is a change in their personal information on file with Mt. Ashland. This includes but is not limited to address, phone number, income tax withholding information, and emergency contacts.

Personal Property

Mt. Ashland is not responsible for personal property of employees in facilities, vehicles or parking areas. Any personal items brought on premises deemed inappropriate by Mt. Ashland may be removed without notice. Personal cell phones are prohibited while at work. Phones are to be silenced. Texting or ear pieces are not allowed while on the clock. If you have an emergency situation and need to have accessibility to your phone during work, please communicate with your department manager at the beginning of your scheduled shift.

Music

Personal radio/music use is at the sole discretion of Mt. Ashland. Any music/radio played while on the clock is to be in compliance with your department's standards and may not be loud or offensive. Where music is provided by Mt. Ashland, there is to be no "competing" music. Headphones and ear buds are prohibited while on the clock. Music played at lifts must be at a sound level that allows the operator to hear guests who may be trying to alert them to a hazard, unseated passenger, or questions about loading and unloading.

Helmets

If you are in a department that requires you to ski or ride, or use a piece of motorized equipment like an off road vehicle or snowmobile, you MUST wear a helmet at all times. Lift operators must be wearing a helmet any time they are working in the path of the ski lift. Mt. Ashland encourages employees to consider wearing a helmet when skiing or riding. We support the National Ski Area Association initiatives on helmet use and education. For jobs that do require protective headgear, please refer to your department manual for helmet requirements.

Dress Code

Mt. Ashland encourages employees to dress comfortably, with consideration given to maintaining a professional appearance. The Mt. Ashland dress code is as follows:

- Neat, clean and present a groomed appearance.
- Hair that is past the bottom of the collar is to be pulled back and constrained if required for the task.
- Visible jewelry or body piercing are to be discreet. You may be asked to remove jewelry that may pose a safety hazard.
- Employee apparel may not portray profanity, drugs, or any content considered offensive.
- Open toed shoes or flip-flops are not allowed while working at the ski area.

Uniforms

Mt. Ashland may provide uniforms, if required. Cleanliness of the uniform is to be maintained by the employee. Your uniform is to be neat and clean, free of wrinkles, patches, tears, rips and pet hair. Uniforms and name tags are to be worn while working. Uniforms, nametags, and radios may not be worn when off the clock, freeskiing, or in the bar/lounge area. Your department manager is to advise you of any department-specific uniform policies. If you fail to return your uniform upon termination, you may be charged for the cost to replace the uniform. Outdoor staff must provide their own black snowpants and ski or snowboard equipment.

Company Phones

Telephone systems and equipment are in place to provide business services. Employees are to limit the personal use of company phones. Relatives and friends may contact you in the event of an EMERGENCY only.

Company Vehicles

Use of company vehicles is for company business and for travel to and from company business locations and activities, unless approved by the General Manager. Employees driving any Mt. Ashland vehicles are required to have a valid driver's license and be covered by the appropriate insurance. All drivers of company vehicles must submit to a DMV record search and complete Mt. Ashland's online driver safety course.

Keys and Equipment

As an employee of Mt. Ashland, depending on your position, you may be issued company property such as keys or computer equipment. These items are the property of Mt. Ashland, and are to be returned to your department manager or Human Resources at the end of your employment.

Facilities Security

Employees are to make sure the facilities and work areas are secure. Any employee entrusted with facility keys is to make certain the facility is secure when that employee is the last to leave. This includes, but is not limited to, turning off appropriate lights, closing and locking doors and windows as well as setting the security alarm. Report any potential security risks to your immediate supervisor.

Off-limit Areas

For employees, except those authorized, the following are off limits:

- Office areas
- Behind any sales counter and cash handling areas
- In the kitchen, behind the bar, and F&B storage areas
- Rental Shop and Repair Center work areas
- Lift buildings and operator shacks
- Maintenance shops, Ski Patrol room and SnowScooter Room
- Any closed area; including marked ski runs and unlit runs at night
- Bar/lounge area when on the clock

Confidentiality

Mt. Ashland Employees may have access to confidential and proprietary information. This information includes, but is not limited to, personnel information, pricing, guest information, contractual agreements, intellectual property and marketing/sales strategies. It is a condition of employment that you do not disclose this information to third parties during or after employment. Disclosure of Mt. Ashland confidential information without express written approval is prohibited. No Mt. Ashland employees are allowed to speak to the media without prior authorization from management regarding matters pertaining to Mt. Ashland. If you are approached by a member of the media or anyone asking questions regarding accidents or sensitive company information, contact your manager or the General Manager. Mt. Ashland has specific managers assigned to give interviews and respond to business-related questions.

Internet

Company computer systems are connected to the internet for business purposes. Accessing the internet for personal use is prohibited. Do not expect privacy on company computers. Our software and systems have the capability of tracking each visit, each email, each chat, and each file transfer, by every computer on the system. Mt. Ashland maintains the right to limit internet access. Internet use is restricted to use by management or appointed staff. Mt. Ashland is to comply with any reasonable requests from law enforcement to review internet activities of any employee. For protection of Mt. Ashland's network and proprietary information, security measures have been installed on the system. No employee is to, under any circumstances, attempt to disable or circumvent these security measures.

Social Networking Conduct

At Mt. Ashland, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media. This policy applies to all associates who work for Mt. Ashland. Maintain the confidentiality of Mt. Ashland trade secrets and private or confidential information. Trade secrets may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports, policies, procedures or other internal business-related confidential communications. Express only your personal opinions. Never represent yourself as a spokesperson for Mt. Ashland. If Mt. Ashland is a subject of the content you are creating, make it clear that your views do not represent those of Mt. Ashland, fellow associates, board members, customers, suppliers or people working on behalf of Mt. Ashland. If you do publish a blog or post online related to the work you do or subjects associated with Mt. Ashland, make it clear that you are not speaking on behalf of Mt. Ashland. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of Mt. Ashland."

Smoking

In compliance with Oregon law 433.845, no one may smoke, aerosolize or vaporize an inhalant, or carry a lighted smoking instrument in a public place or place of employment, except in areas designated as smoking areas. Smoking or chewing tobacco is only allowed when you are on break; you must remove your uniform prior to smoking.

Smoking is permitted ONLY in the parking lot. Use of marijuana anywhere at the ski area is illegal.

Compensation

Compensation for employment is based on performance. Wages are established by mutual agreement between the employee and Mt. Ashland. Raises also are based on performance, growth, and productivity. Requests for wage increases and/or promotions are to be fairly considered by supervisors and the Human Resources department. Employment is based on an as-needed basis. Employees are not guaranteed tenure or retirement benefits.

Time Tracking

Employees are responsible for daily time clock entry or time cards reflecting hours worked. Record hours worked as instructed by your department manager. **Regardless of your mode of record, it is up to you alone to clock in and clock out for each shift.** Repeated missed punches or incomplete time cards may be reasons for discipline up to and including termination.

Lunch Breaks

Employees are to take a 30-minute unpaid lunch break if they work 6 or more hours in a shift. Schedules may vary from employee to employee based on work schedule and from one department to another. Lunch break schedules are provided by your immediate supervisor.

Periodic Breaks

It is in the best interest of our employees and our company to provide a break from work several times throughout the work day. Employees are entitled to receive two 15 minute refreshment breaks, one before and one after the meal break. Schedules may vary from employee to employee, based on work schedule, and from one department to another. Break Schedules will be provided by your immediate supervisor. If you feel you are not able to take the required breaks, please contact your supervisor or HR. If you choose to ski or ride on your break, be aware that you do so for your own benefit and at your own risk. Uniforms and name tags are NOT to be worn on break.

Overtime

Hours worked over 56 hours by hourly employees within our specified work week are to receive overtime pay, which is time and a half of the employee's regular hourly pay. Overtime is to be approved in advance by your immediate supervisor.

Waiting Time

Employees who are scheduled to work, and are asked to wait to clock in (due to extreme weather closure of the ski area, etc.) are to be paid for the time spent waiting, and duties and tasks outside their normal job.

Payroll Schedules

Employees are paid every two weeks. Regardless of shift schedule, the work week begins Sunday and ends Saturday. Payday is every other Thursday.

Paychecks

Mt. Ashland uses a paperless payroll system. Direct Deposit is strongly encouraged. Besides supporting our efforts to conserve paper, this method also guarantees the most timely receipt of your biweekly paycheck. If you must use paper checks, be advised that they are void after 180 days. Funds associated with unclaimed and uncashed checks will be turned over to the Department of State Lands, as per Oregon law, after 3 years. Your isolved account gives you access to paystubs electronically. Human Resources can assist you in this process if you have any problems.

Tips

Tips may only be solicited (i.e. tip jar) in food and beverage locations, but may be accepted in other departments if offered by our guests. It is the responsibility of the employee to report tips received in excess of \$20.00 per month to the IRS as income. Please see your manager or department manual for further info.

Payroll Deductions

As required by law, Mt. Ashland withholds taxes, garnishments, and child support from employee earnings, as well as social security (FICA) and Medicare.

OregonSaves

OregonSaves is a retirement account managed by the state of Oregon that gives employees whose employers do not offer a retirement program a way to save for the future. As an employee located in the state of Oregon, you will automatically start saving 5% of your paycheck in your own personal Roth IRA (individual retirement account) unless you opt out. You can opt out of participating at any time by calling 1-844-661-6777. You should consult your tax or financial advisor if you have questions related to taxes or investments. Facilitation of OregonSaves should not be considered an endorsement or recommendation by Mt. Ashland of OregonSaves. For more information on Roth IRAs, or these investments, visit oregonsaves.org.

Pay Discrepancies

Employees are to review their pay stubs for errors. If a mistake is found, it is to be promptly reported to your department manager. The necessary steps will be taken to correct the error. Changes in hours worked can be approved by your department manager, who communicates directly with Human Resources to resolve the issue.

Worker's Compensation

Employees must notify their supervisor immediately if they sustain any work related injury or illness while on duty. All injuries are to be reported to ski patrol so the proper paperwork can be completed. Mt. Ashland provides workers compensation insurance required by law. State and Federal law governs eligibility requirements. Premium costs are paid by Mt. Ashland. SAIF form 801 will need to be completed as soon as possible if an injury occurs and will be forwarded to HR. SAIF will contact the employee and will be the point of contact regarding the claim. Claims are paid directly to employees. Employees are expected to return to work upon release by their physician. Mt. Ashland's number one priority is to keep you safe, but in the rare event that you are injured, our focus is getting you back to work as soon as reasonably possible.

Employee Insurance

Employees are not offered insurance through Mt. Ashland. The Affordable Care Act requires most U.S. citizens and legal residents to have basic health coverage. For more information, go to [hhs.gov](https://www.hhs.gov)

Paid Sick Leave

In accordance with Oregon's Mandatory Sick Leave Law, Mt. Ashland will provide paid sick leave to all employees based on guidelines in OR SB 454. Employees will accrue sick leave at a rate of one hour per 30 hours worked with a max accrual of 40 hours per year. Employees may use accrued sick leave beginning after their 90th day of employment. If you are absent for three or more days due to illness, your supervisor or manager has the right to ask you to submit a doctor's note. Unused sick time has no cash value if it is not used.

Leave of Absence

- **Unpaid Family & Medical Leave**

Mt. Ashland employees are eligible to take unpaid leave per the terms of the Family and Medical Leave Act of 1993. Consult the Human Resources department for details and notify your immediate supervisor if you choose to take this unpaid leave of absence.

- **Funeral Leave**

Mt. Ashland may provide reasonable time off for employees to attend funerals of loved ones. In the event of a death in the immediate family of the employee, paid or unpaid time off may be granted. Contact the Human Resources department.

- **Jury Duty**

Notify your immediate supervisor if you are summoned for jury duty. Time off from work is to be granted as necessary in compliance with applicable law.

- **Military Duty**

In accordance with requirements of law, Mt. Ashland is to provide military leave of absence and reinstatement for qualifying employees. Mt. Ashland is to provide eligible employees up to two weeks paid leave for military leave of absence.

Employee Benefits

Employee benefits are provided at the discretion of Mt. Ashland, and Mt. Ashland reserves the right to modify or eliminate benefits without notice under conditions of law. The benefits table below is intended to be a general description. Please see our benefits page at <https://www.mtashland.com/employee-benefits/> for more information.

Benefit	Details
Retail and Repairs	25% discount at Granite Cove Sport Shop, and 25% off repairs and tunes, as availability allows. For personal use only.
Food and Beverage	50% discount on food and nonalcoholic beverages, some exclusions apply.
VIP tickets	2 lift tickets per season, available at the lodge ticket desk after the holiday period. You must give your supervisor at least 24hrs notice to put your guests on the list.
Valley Immediate Care	Current employees in good standing may receive a discount on services at Valley Immediate Care during our operating season. <u>This is not insurance.</u> For more information, speak with HR or go to the Valley Immediate Care website at http://www.myurgentcare365.com/#_urgent-care
Rogue Rock Gym	Free admission for up to 5 employees at a time. You must present your employee pass at the front desk. Rental gear is not included.
Season Pass	Free season pass, which also serves as your employee identification. Present this pass to receive discounts. Always keep it on you while skiing or riding. You must abide by the Skier's and Snowboarder's Responsibility code and ORS 30.970 – 30.990. You must return your season pass upon termination.
Ski Area Exchange Program	Free or discounted lift tickets at more than 20 ski areas in Oregon, Washington, Idaho and California. To receive this benefit, employees must present their season pass and an authorization letter. Discuss the dates with your direct supervisor — letters shall not be issued for dates you are scheduled to work. Letters are first come, first served, and limited in number. Request your authorization letter at the mountain office in the main lodge, no later than one day before your trip.
Lessons and Rentals	When availability allows, employees can enjoy free group lessons and rental gear, and 50% off private lessons. This is for personal use only, not guests.
Lockers	If a locker is assigned to you, it is not to be used by non-employees. Employee locker rooms are for employees only. Upon termination of employment, locker contents are to be removed as soon as possible.
Snap Fitness	Discounted memberships available through a payroll deduction.

Termination of Employment

When an employee is terminated, all employee benefits stop. We will send you a reminder that your pass is null and void and must be returned or destroyed. If you use it, or any other employee benefits, it is considered theft of services and Mt. Ashland will act accordingly.

Termination Pay

If Mt. Ashland and the employee mutually agree to terminate the relationship, the final paycheck is due by the end of the following business day (Mon, Wed, Thu, Fri). ORS 652.140(1)

If the employee quits with less than 48 hours notice, excluding weekends and holidays, the paycheck is due within five days, excluding weekends and holidays, or on the next regular payday, whichever comes first.

ORS 652.140(2)

If the employee quits with notice of 48 hours or more, the final check is due on the final day worked, unless the last day is on a weekend or holiday. In that case, the check is due on the next business day. ORS 652.140 (2) & (3)

If the employee is discharged, the final paycheck is due no later than the end of the next business day. ORS 652.140 (1) Whenever possible, the Human Resources department is to provide Mt. Ashland employees the opportunity to have an exit interview. Please allow reasonable time for the Human Resources department to schedule the interview.

Summary of Expectations

We believe that you will find your employment at Mt. Ashland to be a rewarding experience. Your employment with Mt. Ashland is a "two-way street" -- we have expectations of you as a team member, and you, in turn, have expectations of Mt. Ashland.

What we expect from YOU:

- To treat our guests with courtesy and respect
- To treat your fellow team members and supervisors with courtesy and respect
- To conduct your behavior and business within our policies
- To adhere to our policies
- To take pride in your work
- To represent Mt. Ashland in the best possible manner
- To care for our fragile alpine environment

What you can expect from US:

- To be treated with respect and courtesy
- To receive compensation for hours worked
- To receive fair and consistent supervision
- To provide a work environment that is as safe as reasonably possible

Phone Extensions

Managers can be reached directly by dialing 541-494-45XX (use the last two digits of the extension number. i.e. For Emily Parrish ext 223 dial 541-494-4523).

Administration	
General Manager - Andrew Gast	224
Director of Guest Services - Emily Parrish	223
Director of Mountain Operations - Doug Volk	255
Human Resources & Office Admin. - Colleen Krigsvold	204
Marketing Coordinator- Abigail Coombs	208
Director of Philanthropy and Partnerships - Tiffany Schmelzer	206
Events & Recreation Coordinator - Tabitha Wheeler	
Snow Phone	211
Downtown Office Reception Desk	201
SnowSports	
Manager of SnowSports - Bill Herson	227
SnowSports Administration Supervisor - Kolya Schubert	256
Scooter Room - Children's Program Coordinator - Cheyenne O'Loughlin	263
Cafe Office - Food Services Manager - Matthew Garcy	221
Rental and Repair Shop - Rental Manager - John Mraz	258
Retail (Lost & Found)	230
Tickets and Retail Manager - Matt Langhorne	226
Ticket Booth	239
Ticket Desk	225
Lifts	
Lift Shop - Lift Maintenance Manager - Tucker Heintz	253
Lift Operations Manager - Cory Jewell	257
Sonnet	236
Comer	252
Windsor	254
Ariel	250
Terrain Park Manager - Zephyr Aryeff	212
Ski Patrol	
Director of Ski Patrol - Kacy Carlson	232
Patrol Room	233
Patrol (Ariel)	250
Patrol (Windsor if Ariel is not operating)	254
Vehicle Shop - Vehicle Maintenance Manager - John Heinz	231
Grooming Supervisor - Bill Archer	231
SBR- Sewage Treatment Plant	259

Mt Ashland DNA Statement

Mt. Ashland is...

A community-focused ski area that is owned and operated by the non-profit Mt. Ashland Association, operating under a term special use permit from the US Forest Service. Mt. Ashland is dedicated to providing an outstanding alpine recreation experience for people of all ages and skill levels. As an asset to the community, we remain true to our core values: it is a local ski hill with great snow, exciting terrain, providing access to a diverse alpine environment and a fun family atmosphere.

Our Promise is...

To remain a cherished community resource for generations to come by striving to ensure economic vitality. Mt. Ashland is most effective when it serves local residents and visitors alike, making them all feel welcome and that the mountain is their own. As an important member of the Southern Oregon community, we always strive to do better to provide enjoyment for the whole family, develop strategic partnerships, and care for our alpine environment.

To enhance the visitor experience, we promise to manage the ski area with guest service as our top priority, including a first-class ski patrol. While our ski area provides adventures for skiers and snowboarders of all abilities, our terrain balance favors more experienced skiers and boarders. Our goal is to help newcomers progress and develop the skills needed to negotiate our terrain. Each guest is seeking a different experience and we are dedicated to doing our best to ensure the visitor experience is enjoyable at every level.

Our Key Messages are...

Mt. Ashland is an exciting place to be outdoors in winter. Our skiing terrain is relatively small, but contains enough variety and receives enough snow that it is worth experiencing many times throughout the ski season. Since Mt. Ashland is conveniently located a short distance from the communities it serves, and we strive to communicate road and snow conditions in real time, our guests can rely on taking spontaneous trips to get the best possible experience.

Mt. Ashland introduces snow sports to the community. We are committed to creating the next generation of skiers, snowboarders and outdoor enthusiasts. We provide a diverse range of instruction programs that are designed to meet people where they are – both in terms of skill level as well as economic means. We support other nonprofit community groups with lift ticket donations and are always looking to develop new strategic partnerships. Among our priorities are youth programs, including racing, mentoring, and a variety of education programs.

Mt. Ashland cares for its alpine environment. We care about the sensitive alpine environment at Mt. Ashland. Since the ski area is located in the headwaters region of several important streams, we are committed to doing our best to protect them. We carefully manage the ski area to encourage growth of our unique plants and animals. We recognize the reality of global climate change so we are dedicated to becoming leaders in managing all aspects of our environmental impact.

Mt. Ashland is a vital community of engaged citizens. Mt. Ashland is dedicated to the communities it serves. Our goal is to provide fun and enjoyment for all demographics and economic classes. Our community is made up of many different opinions. We encourage everyone's different views and will collaborate to find the best solutions. We are meeting the needs of our community by actively listening to stakeholders. We encourage feedback from all of our stakeholders and will use that feedback to enhance our guest experience.

Mt. Ashland cares about its guests and donors. Our winter operations are subject to local weather patterns, so we do our best to balance the wishes of our community with the recognition that we must also remain committed to sustainable business management practices. We are committed to transparency in all of our actions in order to build and maintain the trust of our community. We rely on the generosity of our community to help us provide great programs, keep prices within reach and make capital improvements. As a community-based non-profit, our generous donors help support Mt. Ashland to ensure it remains an affordable, unique experience that enhances the lives of Rogue Valley residents. Donations enable the ski area to remain accessible to a broader range of people.

Our Brand Signature

Local Mountain Fun Since 1964

EMPLOYEE HANDBOOK ACKNOWLEDGMENT AND RECEIPT

I hereby acknowledge receipt of the 2023-2024 employee handbook of Mt. Ashland. I understand and agree that it is my responsibility to read and comply with the policies in the handbook.

I understand that the handbook and all other written and oral materials provided to me are intended for informational purposes only. The handbook, company practices, and other communications do not create an employment contract or term. I understand that the policies and benefits, both in the handbook and those communicated to me in any other fashion, are subject to interpretation, review, removal, and change by management at any time without notice.

I further understand that I am an at-will employee and that neither this document nor any other communication shall bind the company to employ me now or hereafter and that my employment may be terminated by me or the company without reason at any time. I understand that no representative of the company has any authority to enter into any agreement for employment for any specified period of time or to assure any other personnel action or to assure any benefits or terms or conditions of employment or make any agreement contrary to the foregoing.

Employee's Name in Print

Signature of Employee

Date Signed by Employee

TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE

EMPLOYEE ACKNOWLEDGMENT AND RECEIPT OF HARASSMENT POLICY

I have read and understand the company's 2023-2024 Harassment Policy. My signature below confirms my knowledge, acceptance, and agreement to comply with the policy.

Employee's Name in Print

Signature of Employee

Date Signed by Employee

TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE