



Employee Manual 2016-2017

WELCOME TO CAMPGAW

Dear NEW CAMPGAW EMPLOYEE,

We're very happy to welcome you to Campgaw. Thank you for joining us! We want you to feel that your association with Campgaw will be a mutually beneficial and pleasant one.

You have joined a ski resort that has earned an outstanding reputation for quality recreation and services. Credit for this goes to every one of our employees. We hope you will find satisfaction and take pride in your work here.

This Manual provides answers to most of the questions you may have about Campgaw, as well as the company policies and procedures we abide by –our responsibilities to you and your responsibilities to Campgaw and our guests. If anything is unclear, please discuss the matter with your manager. You are responsible for reading and understanding this Employee Manual, and your performance evaluations will reflect your adherence to Campgaw policies. In addition to clarifying responsibilities, we hope this Employee Manual also gives you an indication of Campgaw's interest in the welfare of all who work here.

From time to time, the information included in our Employee Manual may change. Every effort will be made to keep you informed through suitable lines of communication, including postings on the company bulletin boards and/or notices sent directly to your managers in-house.

Compensation and personal satisfaction gained from doing a job well are some of the reasons most people work. Most likely, many other factors count among your reasons for working – pleasant relationships, working conditions, and career development are just a few. Campgaw is committed to doing its part to assure you of a satisfying work experience.

We extend to you our personal best wishes for your success and happiness at Campgaw.

The Campgaw Mountain Team

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YOU'RE PART OF OUR TEAM

As a member of Campgaw's team, you will be expected to contribute your talents and energies to improve the environment and quality of the company, as well as the company's services.

The company's objectives are:

1. To make safety our most important priority for co-workers and guests.
2. To provide our guests with a positive skiing experience, at fair prices, with the best possible service.

At Campgaw, we always emphasize safety. We believe it is our duty to provide you with as safe a workplace as we possibly can. The object of the majority of our policies is just that, to make sure that your right to work in a safe place among dependable, professional, healthy, and safe co-workers, is maintained.

The only things we require for employment, compensation, and seasonal benefits, beyond the necessary paperwork and legal compliances, are quality performance and a good team attitude: however, all employment at Campgaw is "at will". This means that at any time, for any reason, your employment with us can be terminated. Hopefully, your attention to this manual and your adherence to our policies and procedures will ensure that we never need to go down that road. Know that neither you nor anyone else at Campgaw Mountain will be denied opportunities or benefits on the basis of age, sex, color, race, creed, national origin, religious persuasion, marital status, political belief, or disability that does not prohibit performance of essential job functions: nor will anyone receive special treatment for those reasons.

In order to be eligible for health benefits you must be employed full-time year round.

PURPOSE OF THIS MANUAL

This manual has been prepared to inform you about Campgaw's history, philosophy, employment practices, policies, and the conduct expected from you.

No employee manual can answer every question, nor would we want to restrict the normal question and answer interchange among us. It is in our person-to-person conversations that we can better know each other, express our views, and work together in a harmonious relationship.

We hope this Manual will help you feel comfortable with us. We depend on you – your success is our success. Please don't hesitate to ask questions. Your manager will gladly answer them. We believe you will enjoy your work and your fellow employees here. We also believe you will find Campgaw a good place to work.

We ask that you read this Manual carefully, and refer to it whenever questions arise. Campgaw policies, benefits and rules, as explained in this Manual, may be changed from time to time as business, employment legislation, and economic conditions dictate. If and when provisions are changed, you will be given replacement pages for those that have become outdated. A copy will also be placed on our bulletin boards.

NOTICE

The policies in this Manual are to be considered as guidelines. Campgaw, at its option, may change, delete, suspend or discontinue any part, or parts, of the policies in this Manual at any time without prior notice. Any such action shall apply to existing as well as future employees with continued employment being the consideration between the employer and employee. Employees may not accrue eligibility for monetary benefits (provided for in writing) that they have not earned through actual time spent at work. Employees shall not accrue eligibility for any benefits, rights, or privileges beyond the last day worked. No one other than the General Manager of Campgaw may alter or modify any of the policies in this Manual. No statement or promise, written or verbal, by a supervisor, manager, or department head may be interpreted as a change in policy nor will it constitute an agreement with an employee.

Should any provision in this Employee Manual be found to be unenforceable and invalid, such finding does not invalidate the entire Employee Manual, but only the subject provision.

WHAT YOU CAN EXPECT FROM CAMPGAW

Campgaw's established employee relations policy is to:

1. Operate an economically successful business so that a consistent level of steady work is available.
2. Select people on the basis of skill, training, ability, attitude, and character without discrimination with regard to age, sex, color, race, creed, national origin, religious persuasion, marital status, political belief, or disability that does not prohibit performance of essential job functions.
3. Pay all employees according to their effort and contribution to the success of our business.
4. Dedicate ourselves to "total quality" and "constant and continuous improvement".
5. Develop competent people who understand and meet our objectives, and who accept with open minds the ideas, suggestions and constructive criticisms of fellow employees.
6. Assure employees, after talking with their manager, an opportunity to discuss any problem with officers of Campgaw.
7. Make prompt and fair adjustment of any complaints which may arise in the everyday conduct of our business, to the extent that the complaint is deemed valid and the adjustment is able to be made in an economically feasible and timely manner.
8. Respect individual rights, and treat all employees with courtesy and consideration.
9. Maintain mutual respect in our working relationship.
10. Make promotions or fill vacancies from within Campgaw whenever possible.
11. Keep employees informed of the progress of Campgaw, as well as the company's overall aims and objectives.
12. Do all these things in a spirit of friendliness and cooperation so that Campgaw will continue to be known as "a great place to work"!

WHAT CAMPGAW EXPECTS FROM YOU

Your first responsibility is to know your own duties and how to do them promptly, correctly and pleasantly. Secondly, you are expected to cooperate with management and your fellow employees and maintain a good team attitude. How you interact with fellow employees and those whom Campgaw serves, and how you accept direction can affect the success of your department. In turn, the performance of one department or one person can impact the entire experience of our guests. Consequently, whatever your position, you have an important assignment: perform every task to the very best of your ability. The result will be better performance for Campgaw overall and personal satisfaction for you.

You are encouraged to grasp opportunities for personal development that are offered to you. This Manual offers insight on how you can positively perform to the best of your ability to meet and exceed Campgaw expectations.

We believe in direct access to management. We are dedicated to making Campgaw a company where you can approach your manager, or any member of management, to discuss any problem or question. We expect you to voice your opinions and contribute your suggestions in writing to improve the quality of Campgaw.

Remember, you help create the healthful, pleasant, and safe working conditions that Campgaw intends for you. Your dignity and that of fellow employees, as well as that of our customers, is important. Campgaw needs your help in making each working day enjoyable and rewarding.

EMPLOYMENT

Personal Administration

The task of handling personnel records and related personnel administration functions at Campgaw has been assigned to: the Human Resources Department. Questions regarding workers comp, wages, and interpretation of policies may be directed to this department.

Your Personal File

Keeping your personnel file up-to-date is of utmost importance to you with regards to proper pay, deductions, benefits, and other matters. If you have a change in any of the following items, please be sure to notify your manager or HR as soon as possible:

1. Legal name
2. Home address
3. Home telephone number
4. Emergency contact
5. Number of dependents
6. Marital status
7. Change of beneficiary
8. Driving record or status of driver's license, if you operate any Campgaw vehicles
9. Military or draft status
10. Exemptions on your W-4 tax form
11. I9

Since Campgaw refers to your personnel file when we need to make decisions in connection with transfers, layoffs and recalls, it's to your benefit to be sure your personnel file includes information about completion of educational or training courses, outside civic activities, and areas of interest and skills that may not be part of your current position here.

All information in the personal file is confidential and only accessible to those in the Human Resources Department and select upper management.

You may see information which is kept in your own personnel file if you wish, and you may request and receive copies of all documents you have signed. Please ask your manager to make arrangements for you with the personnel dept.

Employment Policies

At Will Employment

All employees at Campgaw Mountain are in positions of “at will” employment, meaning that your status as an employee can be terminated by either party for any reason or no reason at any time without liability.

Customer Relations

The success of Campgaw depends upon the quality of the relationships between Campgaw, our employees, our customers, our suppliers and the general public. Our customer’s impression of Campgaw and their interest and willingness to ski, recreate, and patronize us is greatly formed by the people who serve them. In a sense, regardless of your position, you are Campgaw’s ambassador. The more goodwill you promote, the more our customers will respect and appreciate you, Campgaw and Campgaw services.

Here are several things you can do to help give customers a good impression of Campgaw:

1. Act competently and deal with customers in a courteous and respectful manner.
2. Communicate pleasantly and respectfully with other employees at all times.
3. Follow up on orders and questions promptly, provide businesslike replies to inquiries and requests, and perform all duties in an orderly manner.
4. Take great pride in your work and enjoy doing your very best.

These are the building blocks for your and Campgaw’s continued success. Thank you for adding your support.

Driver’s License & Driving Record

Employees whose work requires operation of a motor vehicle must present and maintain a valid driver’s license and a driving record acceptable to our insurer. You will be asked to submit a copy of your driving record to (Company) from time to time. Any changes in your driving record must be reported to the personnel department immediately. Failure to do so may result in disciplinary action, including possible dismissal.

Equal Employment Opportunity

Campgaw provides equal employment opportunity for everyone regardless of age, sex, color, race, creed, national origin, religious persuasion, marital status, political belief, or disability that does not prohibit performance of essential job functions. In addition, laws regarding veterans’ status are observed. This is reflected in all Campgaw practices and policies regarding hiring, training, transfers, rates of pay, layoff, and other forms of compensation. All matters relating to employment are based upon ability to perform the job, as well as dependability and reliability once hired.

Note: Throughout this Employee Manual, masculine pronouns such as he, his, or him shall be construed so as to include both sexes.

Former Employees

Depending on the circumstances, Campgaw may consider a former employee for reemployment. Such applicants are subject to Campgaw's usual pre-employment procedures. To be considered, an applicant must have been in good standing at the time of their previous termination of employment with Campgaw and must have provided at least two weeks advance notice of their intention to terminate their employment with Campgaw.

Harassment

Campgaw intends to provide a work environment that is pleasant, healthful, comfortable, and free from intimidation, hostility or other offenses which might interfere with performance. Harassment of any kind--- verbal, physical, visual --- will not be tolerated.

What Is Harassment?

Harassment can take many forms. It may be, but is not limited to: words, signs, jokes, pranks, intimidation, physical contact, or violence. Harassment is not necessarily sexual in nature.

Sexual harassment may include unwelcome sexual advances, requests for sexual favors, other verbal or physical contact of a sexual nature when such conduct creates an intimidating environment, prevents an individual from effectively performing the duties of their position, or when such conduct is made a condition of employment or compensation, either implicitly or explicitly.

Responsibility

As a Campgaw employee, you are responsible for keeping our work environment free of harassment. Any employee, who becomes aware of an incident of harassment, whether by witnessing the incident or being told of it, must report it to the Administrative office or any manager or supervisor of Campgaw with whom you feel comfortable. When Campgaw becomes aware that harassment might exist, it is obligated by law to take prompt and appropriate action, whether or not the victim wants the company to do so.

Reporting

If you feel that you have experienced harassment, report the incident immediately to the Administrative office or any manager or supervisor of Campgaw with whom you feel comfortable. Appropriate investigation and disciplinary action will be taken. All reports will be promptly investigated with due regard for the privacy of everyone involved. Any employee found to have harassed a fellow employee or subordinate

will be subject to sever disciplinary action or discharge. Campgaw will also take any additional action necessary to appropriately correct the situation.

Campgaw accepts no liability for harassment of one employee by another employee. The individual who makes unwelcome advances, threatens or in any way harasses another employee is personally liable for such actions and their consequences. Campgaw will not provide legal, financial or any other assistance to an individual accused of harassment if a legal complaint is filed.

Introductory Period

Your first thirty (30) days of employment at Campgaw are considered an Introductory Period. This Introductory Period will be a time for getting to know your fellow employees, your manger and the tasks involved in your job position, as well as becoming familiar with Campgaw and its services. Your manager will work closely with you to help you understand the needs and processes of your job.

This Introductory Period is a try-out time for both you, as an employee, and Campgaw, as an employer. During this Introductory Period, Campgaw will evaluate your suitability for employment, and you can evaluate Campgaw as well. At any time during this first thirty (30), you may resign without any detriment to your record. If, during this period, your work habits, attitude, attendance or performance do not measure up to our standards, we may release you. If you take approved time off in excess of five workdays during the Introductory Period, the Introductory Period may be extended by that length of time.

At the end of the Introductory Period, your manager may discuss your job performance with you. This review will be much the same as the normal job performance review. During the course of the discussion, you are encouraged to give your comments and ideas as well.

Please understand that completion of the Introductory Period does not guarantee continued employment for any specified period of time, nor does it require that an employee be discharged only for "cause."

A former employee who has been rehired after a separation from Campgaw of more than six (6) months is considered an introductory employee during their first thirty (30) days following rehire.

Job Descriptions

We maintain a job description for each position in Campgaw. When your duties and responsibilities are changed, your job description will be updated. If you wish to see your job description, please ask your manager or Human Resources.

Knowledge of Campgaw

After having learned to competently perform your own duties, your next step is to familiarize yourself with other Campgaw activities. This can prove valuable to you, our customers and Campgaw as well. Campgaw may provide additional “cross-training.”

Knowledge of the services of Campgaw will help you avoid the “I don’t know” syndrome. Our customers’ confidence in you increases as you are able to answer their basic questions. However, please don’t pretend you know the answer or try to guess the answer when you are uncertain. If you are unsure of the correct information, refer the inquiry to your manager, or to a person more qualified to respond. You should familiarize yourself with such details as hours of operation, rental prices, daily open trails, ski school class time, special events etc.

Outside Employment

What you do on your free time is your own business. However, if you are employed by Campgaw in a full-time position, Campgaw will expect that your position here is your primary employment. Any outside activity must not interfere with your ability to properly perform your job duties at Campgaw.

If you are thinking of taking on a second job, it would be wise to notify your manager immediately. He or she will thoroughly discuss this opportunity with you to make sure that it will not interfere with your job at Campgaw nor pose a conflict of interest.

Proof of U.S. Citizenship and/or Right to Work

Federal regulations require that 1) before becoming employed, all applicants must complete and sign Federal Form I-9, Employment Eligibility Verification Form; and 2) all applicants who are hired need to present documents of identity and eligibility to work in the U.S.

Background Checks

As a term of employment, all potential employees 18 years of age or older must submit to a background check.

Security Checks

Campgaw has the right to inspect all packages and parcels entering and leaving our premises.

Sales Person Cash Control Agreement

I understand that if I am employed as a cashier I am responsible for the cash control of my drawer. If my cash drawer is either \$5 over or under the amount that I was issued I will receive a written reprimand. After 2 written reprimands at the department manager's discretion I will be terminated or offered the option to retrain. After the employee has retrained any additional shortages or overages will result in immediate termination.

Standards of Conduct

Whenever people gather together to achieve goals, some rules of conduct are needed to help everyone work together efficiently, effectively, and harmoniously. At Campgaw, we hold ourselves to a high standard of quality where the rules and authority figures simply assure that quality is maintained.

By accepting employment with us, you have a responsibility to Campgaw and to your fellow employees to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that he or she can fully depend upon fellow workers to follow the rules of conduct, our organization will be a better place to work for everyone.

Unacceptable Activities

Generally speaking, we expect each person to act in a mature and responsible way at all times. However, to avoid any possible confusion, some of the more obvious unacceptable activities are noted below. Your avoidance of these activities will be to your benefit as well as the benefit of Campgaw. If you have any questions concerning any work or safety rule, or any of the unacceptable activities listed, please see your manager for an explanation.

Occurrences of any of the following violations, because of their seriousness, may result in immediate dismissal without warning:

- Negligence or any careless action which endangers the life or safety of another person.
- Being intoxicated or under the influence of controlled substance drugs while at work; use or possession of controlled substance drugs in any quantity while on company premises (except medications prescribed by a physician which do not impair work performance) are prohibited as is the sale and distribution of any controlled substances of any kind.
- Willful violation of any company rule; any deliberate action that is extreme in nature and obviously detrimental to Campgaw's efforts to operate safely and profitably.
- Willful violation of security or safety rules or failure to observe safety rules or Campgaw safety practices; failure to wear required safety equipment; tampering with Campgaw equipment or safety equipment.
- Unauthorized possession of dangerous or illegal firearms, weapons or explosives on company property and/or while on duty.

- Engaging in criminal conduct or acts of violence, or making threats of violence toward anyone on company premises or when representing Campgaw; fighting, or horseplay or provoking a fight on company property, or negligent damage of property.
- Insubordination or refusing to obey instructions properly issued by your manager pertaining to your work; refusal to help out on a special assignment.
- Threatening, intimidating or coercing fellow employees on or off the premises at any time, for any purpose.
- Engaging in an act of sabotage; willfully or with gross negligence, causing the destruction or damage of company property, or the property of fellow employees, customers, suppliers, or visitors in any manner.
- Theft of company property or the property of fellow employees; unauthorized possession or removal of any company property, including documents, from the premises without prior permission from management; unauthorized use of company equipment or property for personal reasons; using company equipment for profit.
- Malicious gossip and/or spreading rumors; engaging in behavior designed to create discord and lack of harmony; interfering with another employee on the job; willfully restricting work output or encouraging others to do the same.
- Immoral conduct or indecency on company property.
- Any other activity that may be deemed immoral.

Occurrences of any of the following activities, as well as violations of any Campgaw rules or policies, may be subject to disciplinary action, including possible immediate dismissal. This list is not all-inclusive:

- Any act of harassment, sexual, racial or other, telling racial-type jokes; making racial or ethnic slurs.
- Obscene or abusive language toward any manager, employee or customer; indifference or rudeness towards a customer or fellow employee; any disorderly/antagonistic conduct on company property.
- Unsatisfactory or careless work; failure to meet production or quality standards as explained to you by your manager; mistakes due to carelessness or failure to get necessary instructions.
- Leaving work before the end of a scheduled workday or not being ready to work at the start of a scheduled workday without approval of your manager; stopping work before time specified for such purposes.

- Sleeping on the job; loitering or loafing during working hours.
- Leaving your work station during your work hours without the permission of your manager, except to use the restroom.
- Creating or contributing to unsanitary conditions.
- Posting, removing or altering notices on any bulletin board on company property without permission of a manager or supervisor of Campgaw.
- Failure to report an absence or late arrival; excessive absence or lateness.
- Speeding or careless driving on Campgaw property or any violation of parking policies.
- Failure to immediately report damage to, or an accident involving company equipment or property.
- Soliciting during working hours and/or in working areas; selling merchandise or collecting funds of any kind for charities or others without authorization during business hour, or at a time or place that interferes with the work of another employee on company premises.
- Failure to maintain a neat and clean appearance in terms of the standards established by your manager; any departure from accepted conventional modes of dress or personal grooming; wearing improper or unsafe clothing.
- Failure to use your assigned method of recording time; alteration of your own timecard or records or attendance documents; punching or altering another employee's time clock entry or records, or causing someone to alter your time clock entry or records.
- Willful violation of skier's responsibility code (i.e. trail closures, lift line cutting, skiing recklessly, etc.).

Disciplinary Actions (Seasonal Employees)

Unacceptable behavior which does not lead to immediate dismissal may be dealt with in the following manner:

- Verbal Warning,
- 2 Written Warnings
- Dismissal

Written warnings will include the reasons for the managers' dissatisfaction and any supporting evidence. You will have an opportunity to defend your actions and rebut the opinion of your manager, or management, at the time the warning is issued. Disciplinary

actions may also include fines, suspensions or other measures deemed appropriate to the circumstances.

All pertinent facts will be carefully reviewed, and the employee will be given a full opportunity to explain his or her conduct before any decision is reached. The General Manager, HR Manager, or another member of senior management will give a second opinion concerning the unacceptable behavior before dismissal occurs.

Dismissal

Employment and compensation with Campgaw is “at will” in that they can be terminated with or without cause, and with or without notice, at any time, at the option of either Campgaw or yourself, except as otherwise provided by law.

If your performance is unsatisfactory due to lack of ability, failure to abide by Campgaw rules or failure to fulfill the requirements of your job, you will be notified of the problem. If satisfactory change does not occur, you may be dismissed. Some incidents may result in immediate dismissal.

WAGES, SALARIES, AND OTHER POLICIES

Campgaw has developed policies to insure wages and salaries comparable to those of other employees with similar jobs at Campgaw or in our industry. Our wage and salary policy is designed to attract and retain the best-qualified people available.

You are employed by Campgaw and will be carried directly on our payroll. No person may be paid directly out of petty cash or any other such fund for work performed.

Payments

Deductions from Paycheck (Mandatory)

Campgaw is required by law to make certain deductions from your paycheck each time one is prepared. Among these are your federal, state and local income taxes and your contribution to Social Security as required by law. These deductions will be itemized on your check stub. The amount of the deductions may depend on your earnings and on the information you furnish on your W-4 form regarding the number of dependents/exemptions you claim. Any change in name, address, telephone number, marital status or number of exemptions must be reported to your manager or Personnel immediately, to ensure proper credit for tax purposes. The W-2 form you receive for each year indicates precisely how much of your earnings were deducted for these purposes.

Any other mandatory deductions to be made from your paycheck, such as court-ordered attachments, will be explained whenever Campgaw is ordered to make such deductions. Some states may require other payroll deductions.

Note: See “Wage Assignments (Garnishments)” later on in this section for further information.

Please also note that for every 6 hours worked there will be a deduction of 1/2 hour for a meal break.

Error in Pay

Every effort is made to avoid errors in your paycheck. If you believe an error has been made, tell your manager immediately. He or she will take the necessary steps to research the problem and to assure that any necessary correction is made properly and promptly.

Overtime Pay

From time to time, it may be necessary for you to perform overtime work in order to complete a job on time. ***All overtime must be approved in advance by your manager.*** When it is necessary to work overtime, you are expected to cooperate as a condition of your employment. There are two types of overtime work:

1. **Scheduled Overtime:** Scheduled overtime work is announced in advance and generally will involve an entire department or operation. This type of overtime becomes part of the required workweek of the people who are members of the department or operation. If you need to be excused from performing scheduled overtime, speak with your manager. He or she will consider your situation and the requirements of the department or operation in deciding whether you may be excused from performing the scheduled overtime.
2. **Incidental Overtime:** Incidental overtime isn't scheduled; it becomes necessary in response to extenuating circumstances. It is extra time needed to complete work normally completed during regular hours. Incidental overtime may become necessary when an illness or emergency keeps co-workers from being at work as anticipated. It may require you to return to the workplace for emergency work. The opportunity to perform incidental overtime will be given first to the employee who normally performs the task. If that employee cannot perform the overtime, the manager will offer the overtime to a suitably qualified person who is available to perform the overtime work.

If you are an hourly employee and you perform overtime work, you will be paid one and one-half (1-1/2) times your regular hourly wage for any time over forty (40) hours per week that you work.

Pay Period & Hours

Our payroll workweek begins on Saturday at 12:01 a.m. and ends on Friday at 12:00 midnight.

Pay Cycle

Fiscal Pay Period/Bi-Weekly:

- (26 pay periods per year) Payday is normally on every other Friday after 4:00 p.m. for services performed for the two (2) week period ending the previous Friday at 12:00 midnight.

Changes will be made and announced in advance whenever Campgaw holidays or closings interfere with the normal payday.

Paycheck Distribution & Cashing Procedures

Paychecks are:

- Distributed by the Human Resources office.
- May not be cashed at Campgaw.

Reporting Time Pay

Unfortunately, you will not be paid when work is not available due to circumstances not with Campgaw's control; the following are examples of such circumstances.

- Operations cannot commence or continue due to threats to employees or property or when recommended by civil authorities.
- Public utilities fail to supply electricity, water, or gas, or there is a failure in the public utilities, or sewer system.
- The interruption of work is caused by an "Act of God" (fire, flood, earthquake, avalanche, etc.) or some other cause not within Campgaw's control.

Termination & Severance Pay

Campgaw does not pay severance pay. When you leave Campgaw, you will be paid at the current bi-weekly pay period for actual time worked, plus any accrued but unused vacation time, if eligible.

Time Cards/Records

By law, we are obligated to keep accurate records of the time worked by "non-exempt" employees. This is done by either time clock cards or other written documentation.

Your time clock entry is the only way the payroll department knows how many hours you worked and how much to pay you. Your time card indicated when you arrived and when you departed. You are to punch in and out for lunch unless clock is programmed for an automatic lunch period deduction, and for brief absences like a doctor's or dentist's appointment. All employees are required to keep the office advised of their departures from and returns to the premises during the work day.

You are responsible for your time card. Remember to record your time. If you forget to punch in or make an error on your card, your manager must make the correction and you and your manager must initial the correction. ***You are not permitted to punch in more than six (6) minutes before your scheduled starting time nor more than six (6) minutes after your scheduled quitting time without your manager's approval.***

No one may record hours worked on another's card. Tampering with another's time card is cause for disciplinary action, including possible dismissal, of both employees. Do not alter another person's record, or influence anyone else to alter your record for you. In the event of an error in recording your time, report the matter to your manager immediately.

Wage Assignments (Garnishments)

We hope you will manage your financial affairs so that we will not be obligated to execute any court-ordered wage assignment or garnishment against your wages. However, whenever court-ordered deductions are to be taken from your paycheck, you will be notified.

According to the Federal Wage Garnishment Act, three (3) or more garnishments may be cause for dismissal.

Note: See “Deductions from Paycheck (Mandatory)” earlier in this section for further information.

Workplace Injury

In the case of an employee who is injured on the job, the injury must be reported immediately to a manager/supervisor, so that a claim may be made as soon as possible. The injured employee will then go to Ski Patrol to be evaluated by a patroller and fill out an incident report. Ski Patrol will then advise an employee to seek medical attention at either an Urgent Care Facility, for less immediate injuries, or to be taken to the hospital for injuries requiring immediate medical attention.

Work Schedule

Our business requires us to work many times when other people are not, such as nights, weekends, and holidays. We must continually adjust our scheduling procedures to ensure that the needs of our customers are being served properly and efficiently.

Work schedules are posted by your managers. It is the responsibility of each employee to check their work schedule regularly. You are expected to make any and all arrangements necessary to get yourself to work on time as scheduled. Be aware that starting times are almost definite, ending times are estimated by the manager. Depending upon the event and work flow you may be asked to stay longer or you may finish early.

If for any reason you are unable to work an assigned shift, it is your responsibility to promptly inform your immediate supervisor.

Campgaw will try, whenever possible, to arrange work schedules that are convenient to both the employees and to the company. However, you must realize that the company’s need, not the employee’s desires, must come first in deciding what work schedules will be posted.

Discuss both days and hours you are available to work with your immediate supervisor. The manager must have a clear definition of your needs to best develop a schedule that works for you. But again, the manager cannot guarantee a fixed schedule during your

employment with Campgaw, because our business volume fluctuates. Our business requires a flexible schedule. You will be required to work weekends, evenings and holidays.

Nothing is inferred regarding the guarantee of 40 hours and/or overtime. The company reserves the right to adjust staffing and schedules to meet the needs of the business.

Scheduling Criteria

Campgaw believes in scheduling it's most productive, loyal, dedicated and cooperative employees first. The people who work hardest for the company are the ones who deserve the most hours. Full-time and permanent employees will always get the first chance at scheduled hours. Ability and willingness to work less popular shifts is also important.

When possible, we generally try to balance out the available hours among employees. Seniority is somewhat of a secondary consideration.

In the event we find it difficult to differentiate levels of performance among individuals, seniority will play more of an influential role. Overall, if you are looking for more hours, the best course of action for you to take is to put a little extra effort into your job performance. Over time, this extra effort will be noticed.

Attendance and Tardiness

Your job is important. Honor your commitments to work. You are expected to be punctual and absences from work kept to an absolute minimum:

1. Employees must give adequate advance notice (preferably in writing) to their immediate supervisor whenever an absence from work is required or anticipated. Inform your manager directly; do not relay cryptic messages through other co-workers.
2. Whenever an unexpected absence or possible tardiness arises because of illness, an accident or an emergency, the employee must immediately notify his supervisor or the Campgaw office by telephone as soon as possible.
3. You are personally responsible to call in a minimum of (4) hours prior to the start of your work shift if you are unable to work. All efforts must be made to speak directly with your immediate supervisor.
4. Attendance and tardiness will be carefully monitored; infractions and problems will be subject to disciplinary procedures.
5. Failure to notify Campgaw of an absence of three days or more will result in automatic termination.

6. Written notification from a licensed Doctor is required for three consecutive absences unless prior arrangements have been made.
7. Chronic absences, tardiness and late notification may lead to disciplinary action including suspension and/or termination. We are in a service industry and we need dependable staff to take care of our customers.
8. If you cannot work a scheduled shift, you must do your best to cover your shift, with advance management approval.

“Being on time” is essential to a smooth running operation. It is imperative that you arrive on time for your scheduled shifts.

No show – No call

An employee who fails to show up for work, and who fails to properly notify his supervisor will be subject to severe disciplinary procedures, up to and including termination.

Dress Code/Personal Appearance

Proper workplace attire, suitable to your position at the Mountain (i.e. casual professional attire for inside positions and proper weather gear for outside positions) are to be worn at all times. If you work in a position which dictates the wearing of a Campgaw vest, jacket, or the like, it must be worn at all times. If you arrive at work in attire deemed inappropriate, you may be asked to either have a change of clothes brought to you or leave until you are properly attired. You will not be paid for the time you are off the job for this purpose.

A neat, tasteful appearance contributes to the positive impression you make on our customers. You are expected to be suitably attired and groomed during working hours or when representing Campgaw. A good clean appearance bolsters your own poise and self-confidence and greatly enhances our company image.

Some Basic Dress Code Guidelines to Follow

1. Hair must be combed or brushed. Males with shoulder length or longer must have it pulled back and tied behind the head. Any workers in food service are to have hair tied back in compliance with all food safety and health laws.
2. Shirts, pants, or shoes must be cleaned, unwrinkled and untattered. Excessive rips in articles of clothing are prohibited. Shirts must be buttoned if there is nothing underneath them. Shirts featuring excessive lettering or imaging, especially those of an inappropriate nature, are prohibited. All shirts worn must be of appropriate length, exposure of midriff in any way is prohibited. Pants worn in the workplace

must be of appropriate length and made of non-sheer material. Sweat pants are not to be worn. Any bottoms which are excessively tight must be accompanied by a shirt of appropriate length. If wearing a hat, please wear appropriately.

3. No gum chewing.
4. Name tags must be worn at all times.

Remember: Be well groomed, neat, polite and pleasant at all times. If it appears that you are having difficulty with any of our guests, contact your supervisor or security immediately. Do not argue with the guest.

Cell Phone Usage

Usage of cell phones during assigned working hours, while not on approved and allotted break time is prohibited. Any reason that a cellular phone would need to be used during shifts requires notification to manager. The usage of cellular phones while engaged in the majority of our positions presents an extreme health and safety risk to employees and guests alike. Failure to abide by this policy may result in disciplinary action.

Employee Parking

You must adhere to any and all parking rules as set forth by Campgaw Mountain. Knowing that capacity and crowd levels fluctuate throughout the season, the policies regarding where employees are allowed to park or are prohibited from parking will change from day-to-day. You will be made aware of all parking rules in advance and must abide by them. Ignorance of parking rules or inability to adhere to them may result in disciplinary action and/or towing of your vehicle. You are never to park in handicapped areas without proper documentation and you are prohibited from parking in any area designated as no parking zone either by state/county/municipal law or Campgaw Management.

Housekeeping

Neatness and good housekeeping are signs of efficiency. You are expected to keep your work area neat and orderly at all times – it is a required safety precaution.

Easily accessible trash receptacles and recycling containers are located throughout the building. Please put all litter and recyclable materials in the appropriate receptacles and containers. Please don't put cigarettes out on the floor or throw ashes into any container not meant for that purpose. Always be aware of good health and safety standards, including fire and loss prevention.

Please report anything that needs repairing or replacing to your manager immediately.

Safety Mission Statement

Our Mission at Campgaw Resort is to provide employees with a safe work environment, free of hazards. We are committed to proactively assessing hazards and protecting our employees, with the goal of returning all employees home, free of injury and work-related illness.

Safety is a shared responsibility in which every employee must take ownership of the safety of him- or herself, co-workers, and guests. Your role is to perform your job in a safe and responsible manner, to maintain safe work habits, conditions, equipment, and behavior that is compliant with all company standards and the intent of this statement

Our commitment to safety is unconditional and working safely is a condition of employment.

Working together we can make this statement a reality.

Security

Maintaining the security of Campgaw buildings and vehicles is every employee's responsibility. Develop habits that insure security as a matter of course. For example:

- Always keep cash properly secured. If you are aware that cash is insecurely stored, immediately inform the person responsible.
- Know the location of all alarms and fire extinguishers, and familiarize yourself with the proper procedure for using them, should the need arise.
- When you leave Campgaw premises make sure that all entrances are properly locked and secured.

Substances

Substance Abuse

Campgaw is committed to providing its employees with a safe workplace and an atmosphere which allows them to protect inventory and other assets placed in their care; Campgaw employees should not be subject to any safety threats from fellow workers.

You are expected to be in suitable mental and physical condition while at work, allowing you to perform your job effectively and safely.

Whenever use or abuse of any mood altering substance (such as alcohol or other drugs) interferes with a safe workplace, appropriate action must be taken. Both on-the-job and off-the-job involvement with any mood altering substances can have an impact on our workplace and on Campgaw's ability to achieve its objectives of safety and security. Therefore, you are expected to report to the workplace with no mood altering substances in your body, as Campgaw cannot accept the risks in the workplace which substance use or abuse may create. ***The possession, sale or use of mood altering substances at the workplace, or coming to work under the influence of such substances shall be a violation***

of safe work practices and will be subject to disciplinary action, including immediate dismissal and notification to the proper authorities.

Reporting Suspected Substance Abuse of Co-Workers

If you have knowledge of a fellow employee who may be guilty of substance abuse and you do not report it immediately, you will be subject to reprimand, bearing the same guilt.

Smoking

Any and all employees who smoke may do so only on their breaks and only in the designated smoking area behind the main lodge building. There is absolutely no smoking while working in your position either indoors or outdoors and no smoking in proximity to guests. All smoking may only take place on breaks inside the designated area and cannot and will not be done in movement to and from the designated area or in movement around any spot on property- including, but not limited to the parking area.

Visitors

Our insurance coverage and good common sense prohibits unescorted visitors in certain areas of our facilities. Visitors are not permitted on Campgaw property, after business hours, without prior permission from your manager; no visitors are permitted in working areas. If you are expecting visitors, please request permission from your manager and ask your visitors to see your manager when they arrive. Visits should be kept to a minimal time period.

PLEASE NOTE: Any Campgaw employee who is not punched in on the clock and working falls under this visitor's guideline.

Employee Benefits

Program Discounts

All Employees of Campgaw Mountain are able to receive Campgaw Learning Center (Cruisers, First Step/Next Step, and Explorers) or Race (Junior Race, Race, Gate Training) programs at a discounted rate of 50% off the public program price. In order to be considered for this benefit, an employee must work in excess of 50 hours (or, a minimum of half of their children's enrolled program hours, if greater) for the season at a time suitable to the mountain. The program fee for all employees is due upon registration and no less than 5 days prior to the program start. Program participation is subject to availability.

Snow Passes and Season Passes

All employees, upon approval from their department manager, are entitled to a free season pass at Campgaw Mountain. This pass is able to be used when the employee is not scheduled for work and the department they work in does not have a need for additional people to fill positions for the day to meet their operating needs. This pass is valid for the employee and is not transferable to anyone else, without the express permission of upper management. This pass may be revoked by management at any time, including, but not limited to abuse of pass privilege, needed disciplinary action, or upon termination.

With regards to daily snow passes, if an employee wishes to obtain a guest pass for a day, they must go directly to their department manager for permission, no less than 24 hours before the desired date of pass. If the employee is found to be in good standing by the manager, the manager will obtain a pass from the main office for that employee. The pass and employee information will be logged, so as to track use and abuse of this policy. The use of this policy is at the sole discretion of management and takes into account the hours worked by the employee, employee adherence to Campgaw policies and procedures, and the effort given while working in the department.

Food Discounts

All employees, while at work for Campgaw, are entitled to free fountain beverages and hot coffee/tea/hot chocolate from the cafeteria or snack bar area. A valid employee ID must be shown to the cashier before drinks may be enjoyed. This policy does not include any canned or bottled beverages.

All employees are also entitled to a food discount of 50% off the posted selling price of all food items and bottled/canned beverages, upon presentation of their valid employee ID to the cashier. This policy is not transferable to any person other than the employee, nor is the employee to purchase food/beverages for others beyond him or herself. This privilege may be revoked by management at any time, including, but not limited to abuse of pass privilege, needed disciplinary action, or upon termination.

Violations of Policies

You are expected to abide by the policies in this Manual. Failure to do so will lead to appropriate disciplinary action. A written record of all policy violations is maintained in each individual's personnel file.

A partial list of causes for possible disciplinary action ("Unacceptable Activities") is presented under "Standard of Conduct" in the "Employment" section of the Manual. This list is not to be considered all-inclusive.

MANAGERS

Your immediate manager is the person on the management team who is closest to you and your work. Your day-to-day contact with your manager gives you a chance to receive guidance and counsel regarding your assignments and the progress you make on your job. Your manager can show you how your work fits into the overall picture, teach you how to do things, explain the “how” and “whys,” and encourage you when things look a little tough.

Your manager is in complete charge of the department. He or she is responsible for the efficient operation of the department. Your manager has authority to hire and dismiss, to assign work, recommend pay increases, transfers or promotions, and to maintain order and discipline. This may be accomplished by the manager personally or through his or her assistant.

Remember, your manager knows most of the answers, and, if not, knows where to get them. Your manager probably started in a job much like yours and can guide and help you. Your manager wants you to succeed. Please get to know your manager, and when you need help or have questions, complaints, problems or suggestions, contact your manager first. He or she is interested in your success, the success of every member of your department, and the overall success of Campgaw.

Your manager is human, has many responsibilities, and needs your cooperation, assistance, and loyalty. He or she wants to help you – that’s their job – so please ask, and please be willing to meet your manager half way. If he or she cannot help you or answer your question, your question will be referred to someone who can. You can expect to be treated fairly and with respect. Like Campgaw, your manager has a direct interest in you. He or she wants you to consider him or her as your advisor and mentor. Go to your manager for information about your job, your pay, or other matters of company policy.

Please don’t overburden your manager with questions that can be answered by reading this manual. Do feel free to ask for clarification of regulations or responsibilities. Any problem that hinders the efficient completion of your responsibilities should be taken up with your manager.