



TEAM HANDBOOK

UPDATED NOVEMBER 2025





WELCOME TO BIG SKY RESORT

Welcome to the Big Sky Resort team. You're now part of a team focused on one big theme: sharing our immense and beautiful mountain playground and helping Lead the Transformation of the American Mountain Resort Experience.

Living and working in the mountains is a special way to connect our passions with our career path. Many of the reasons that bring our guests here – summer or winter – are also the same reasons that brought us here. The mountains, an active lifestyle, the Yellowstone Ecosystem, and meeting interesting people have led us here for a season, or in many cases, a lifetime. We are fortunate to work and live in the shadow of Lone Mountain and share these experiences together – fostering new skills, reaching your potential, and inspiring others to do their best every day.

At Big Sky Resort, we are on a journey to improve the guest and team member experience, and as our vision states, it's to continue leading the transformation of what the mountain resort experience can be. Our drive, mutual passion, and alignment to this vision unites our team together.

To help maintain the momentum of our strong brand, the team member manual is an invaluable resource to learn about our brand values, and how to practice them consistently, so we can deliver our guest experience as one team.

Thank you for being an essential member of the Big Sky Resort team. We hope your work experience is fulfilling and enjoyable as we work together to transform the mountain experience.

Sincerely,

Troy Nedved
Chief Operating Officer

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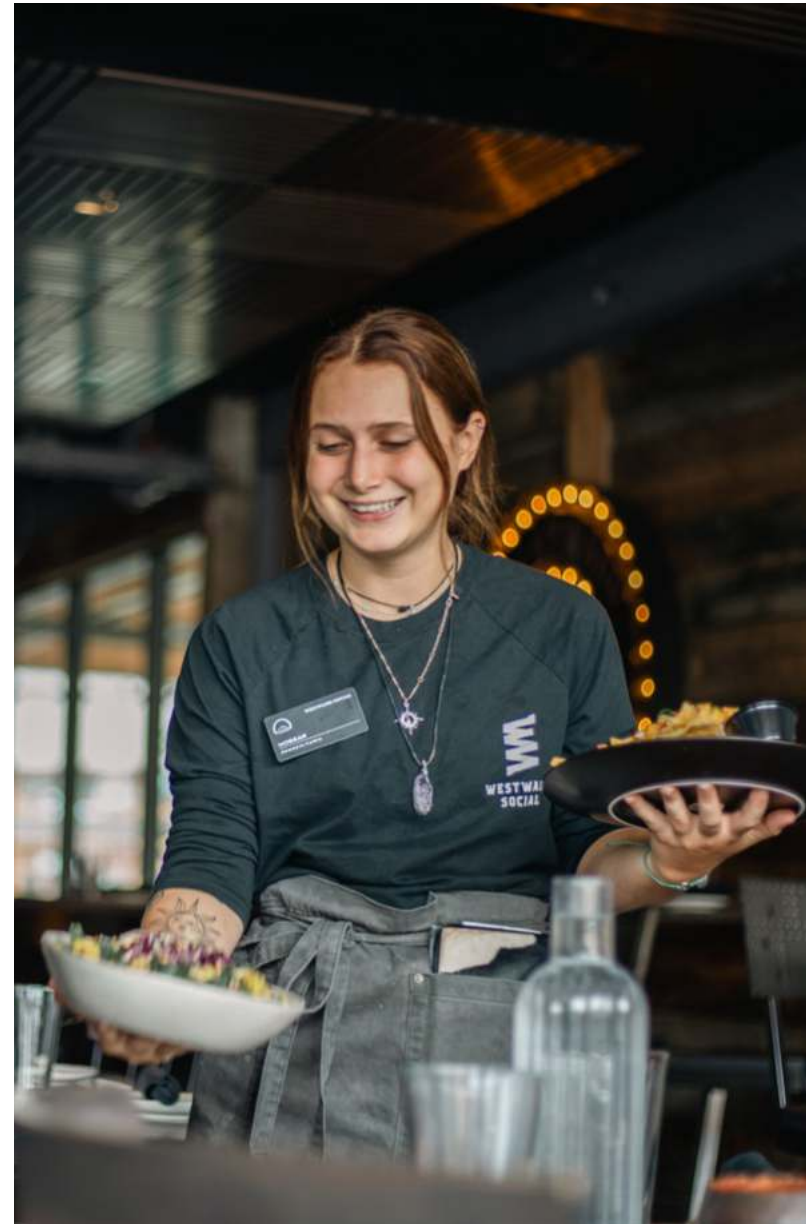
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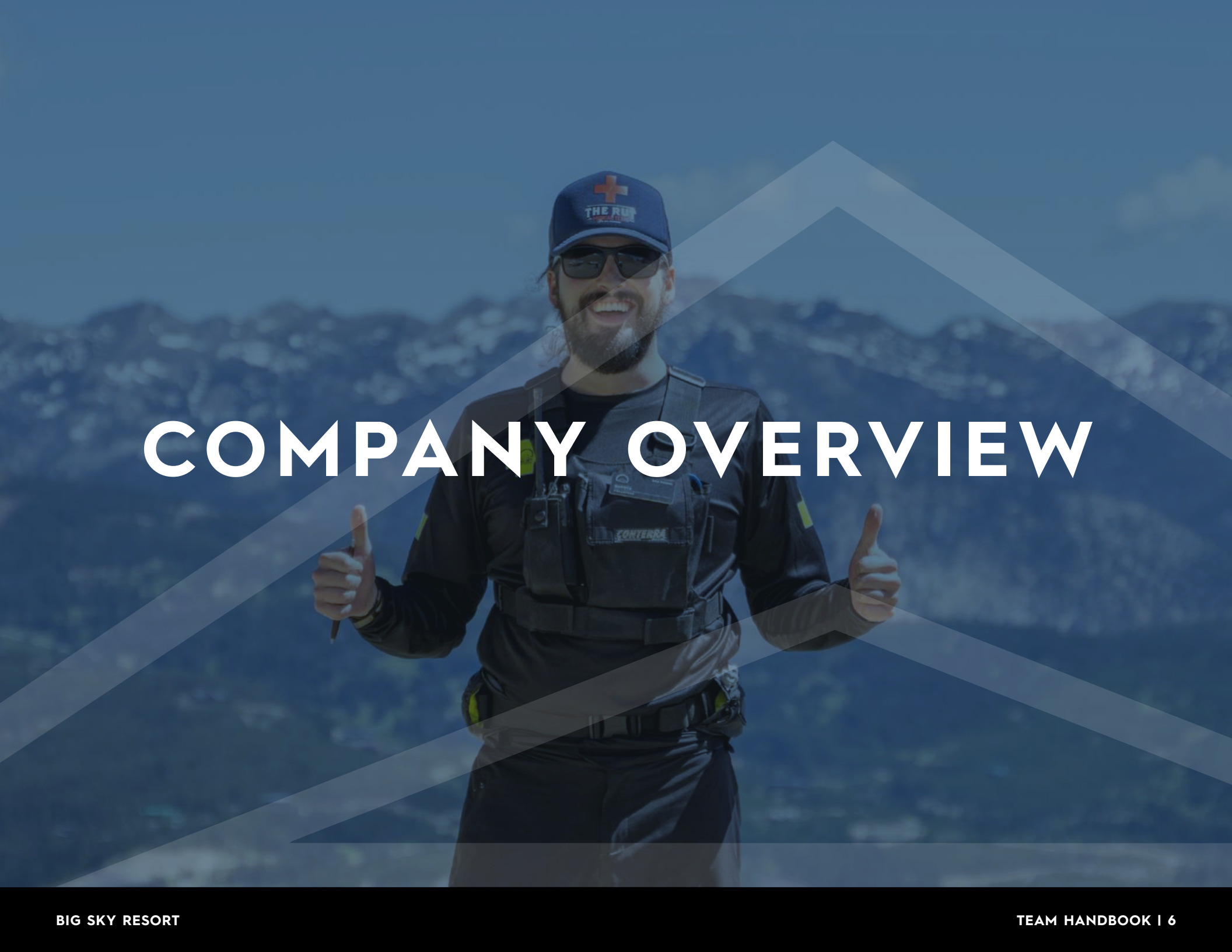
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COMPANY OVERVIEW

COMPANY OVERVIEW

BOYNE RESORTS

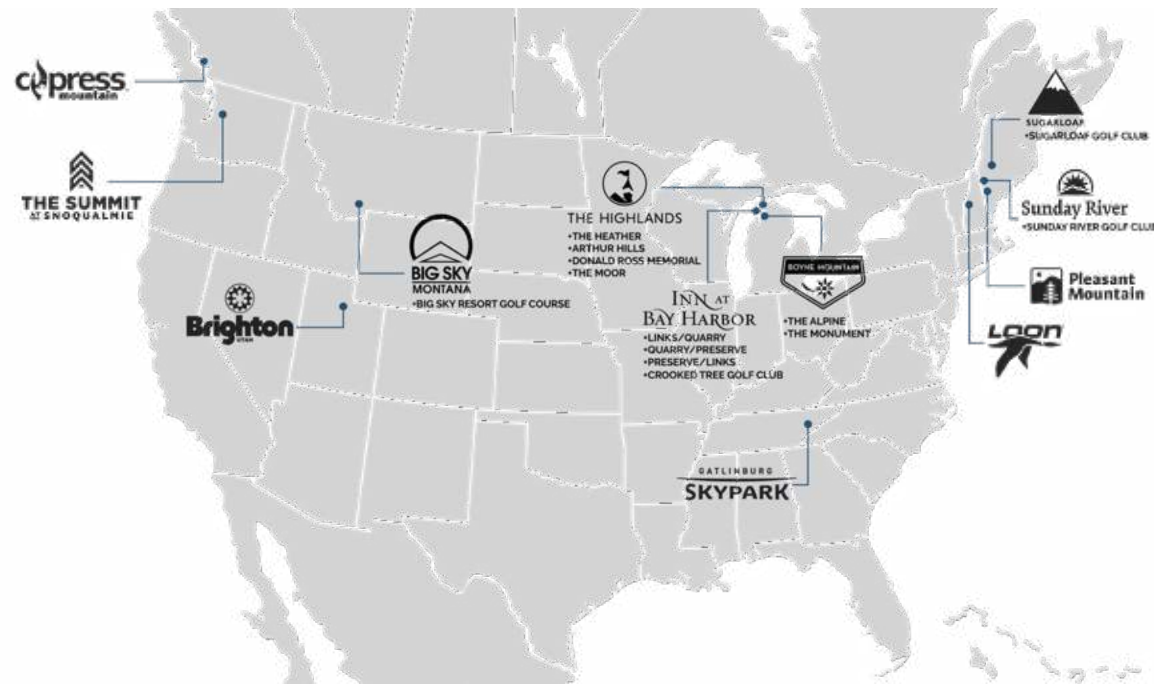
Founded in 1947 by Everett Kircher, Boyne Resorts is the third largest mountain resort company in North America. Kircher owned a Studebaker dealership in his hometown of Detroit, Michigan, and through his love of snow skiing, recognized opportunity in purchasing land and operating a ski resort of his own in the northwest tip of Michigan's Lower Peninsula. Boyne Mountain opened in the winter of 1948/49, quickly attracting skiers and enthusiasts from all over the Midwest.

Everett Kircher's next investment came through the installation of a chairlift in downtown Gatlinburg, Tennessee. Gatlinburg SkyLift opened in 1954 and remains one of the most iconic attractions in the Smoky Mountain region. In the early 1960s, Boyne Resorts began growing its operations in Michigan, soon expanded to Montana and now has operations in seven states within the U.S. and also operates in Canada.



COMPANY OVERVIEW

Boyne Resorts' geographically diverse locations include Big Sky Resort in Montana, Sugarloaf, Sunday River Resort and Pleasant Mountain in Maine; The Highlands, Boyne Mountain Resort and Avalanche Bay Indoor Waterpark, Inn at Bay Harbor - Autograph Collection, and Boyne Country Sports in Michigan; Loon Mountain Resort in New Hampshire; Gatlinburg SkyPark in Tennessee; Brighton Resort in Utah; The Summit at Snoqualmie in Washington; and Cypress Mountain in West Vancouver, British Columbia.



Today, with continuing operational growth driven by a team of more than 11,000 team members, the company is still led by the Kircher family and remains headquartered in northern Michigan.

COMPANY OVERVIEW



BIG SKY RESORT

Chet Huntley, a native Montanan and legendary newscaster, often vacationed in this area at the 320 Guest Ranch. Mr. Huntley loved this area and wanted to promote tourism by establishing a year-round vacation community with complete lodging, recreational and convention facilities. Under Chet's original vision, Big Sky Resort opened in December of 1973. Mr. Huntley remained active as an investor and as a Chairman of the Board until his death in March of 1974.

In 1976, Boyne Resorts purchased much of the area from the original investors and commenced an ambitious expansion program. The resort area now covers over 5,850 acres of alpine ski terrain spread over four mountains. Other winter activities include snowshoeing, cross country skiing, ziplining, dogsledding, fly fishing snowmobile or snowcoach trips into Yellowstone Park, and plenty of après ski activities. Summer provides; ziplining, bungee trampoline, an 18-hole Arnold Palmer designed golf course, horseback rides, whitewater rafting, fly fishing, scenic lift rides, and hiking and mountain biking.

As one of the largest ski resorts in North America, we draw guests from across the globe year-round, from thrilling winter adventures to exciting summer experiences. We're more than just a ski destination – we're pioneers, constantly pushing the envelope to elevate the standard of excellence in the industry. Our desire to be a leader shows up in everything we do, and we continuously innovate to provide our guests with unforgettable memories. Our commitment to delivering exceptional experiences sets us apart, making every visit to Big Sky Resort an experience like no other.

COMPANY OVERVIEW

BIG SKY LEADERSHIP TEAM

Big Sky Resort operations are broken down into eleven divisions. Each division has a leader who reports directly to the COO or General Managers. During orientation you will have the opportunity to learn more about your supervisors' and managers' respective areas of responsibility under these divisions. If something about Big Sky's management structure is unclear to you, your supervisor or Human Resources can answer your questions.

Troy Nedved	Chief Operating Officer
Tom Marshall	General Manager of Mountain Experience
Chance Gibson	General Manager of Hospitality
Adam West	VP of Mountain Operations
Christine Baker	VP of Mountain Sports
Simon Harris	VP of Food & Beverage
Chad Wilson	VP of Development & Construction
Brian Berry	VP of Human Resources
Neil Johnson	VP of Mountain Services
Yann Benjamin	VP of Sales & Marketing
Michelle Frederick	VP of Lodging
Courtney Jones	VP of Finance & Controller
Zack Landen	VP of Retail & Rental
John Chevalier	Director of Information Technology

A photograph of three skiers in a snowy mountain landscape. The skier in the center wears a red jacket with 'BIG SKY MOUNTAIN SPORTS' and 'HH' logos. The skier on the right wears a tan jacket with '[R] BURTON' and 'EL-DON' logos. The skier on the left wears a blue helmet and a brown jacket. The background shows snow-covered mountains under a clear blue sky. Overlaid on the image are several semi-transparent geometric shapes: a large blue triangle on the left, a grey triangle on the right, and a white triangle at the bottom. The text 'THE BIG SKY BRAND' is centered in white, bold, sans-serif font.

THE BIG SKY BRAND

THE BIG SKY BRAND

OUR BRAND FOUNDATION

Our Vision

We Lead the Transformation of the American Mountain Resort Experience

Our Experience Principles

1. We are Leaders

We serve as guides to our guests, team members, and the industry to broaden perspectives, encourage self-discovery and unlock new potential.

2. We are a Catalyst for Change and Reimagination

We encourage our guests and team members to challenge and discover. We are willing to explore big, bold ideas and take calculated risks.

3. We are Driven by Experience, not Product

We strive to inspire and engage our guests and team members through all five senses to create transformational experiences.

Our Manifesto

Everyone who has touched Big Sky has felt the mountain touch them.

You've lived that moment, first run or last, in powder, on a groomer, or from the top of Lone Peak on a summer evening—the moment is not exactly yours to choose. But when it happens, it's not about the performance or the conquering or the top, it's about the effortless, momentous connection of a string of turns-on skis, on a bike—when you can't tell where you end and the mountain begins. It's when you pause at the top of a hike and you feel that the boundaries have blurred, the earth has tilted, and you see things differently. It's when you touch the bigger sky.

All mountains are majestic but we are devoted to the gift of transcendence and well-being that the vast terrain of Big Sky makes possible, and the lifts that get us closer to it. We're devoted because as mountain people, we want to experience the transformative power of Big Sky for ourselves, and as hosts we want others to feel it too, again and again.

THE BIG SKY BRAND

L.E.A.D.S.

Big Sky Resort will accomplish its mission to lead the transformation of the American Mountain Resort Experience by understanding, adopting and utilizing the Boyne Basics.

Team Engagement and Development Core Values

Long Term Thinking: When making any decision or creating goals

Excellence in Execution: Always paying attention to the details

Attitude is Everything: Innovative, passionate, “Can Do” attitude

Develop Great People: Delegate, train, encourage, evaluate

Serve First: Serve our team members so they may serve our guests and communities.



THE BIG SKY BRAND

SCOPE & PURPOSE OF HANDBOOK

The purpose of this Team Member Handbook is to provide team members reference information about Big Sky Resort, its brand identity, team member benefits, as well as personnel policies and guidelines. Please read it thoroughly.

The Team Member Handbook provisions apply to all team members unless specifically noted otherwise in each policy. This Team Member Handbook supersedes and controls over all prior policy statements, representations, understandings or agreements, whether verbal or written, dealing with the same subject matter. The contents of this Team Member Handbook should not be construed to constitute a contract for continuing employment between Big Sky Resort and its team members, nor a contract for a particular level or type of pay or benefits. Some of the subjects described in this Team Member Handbook may be covered in detail in separate benefit plan documents and other company policy documents. You should refer to those documents for specific information. Please note that the terms of written insurance policies are controlling. Big Sky Resort intends to provide team members with notice of significant changes in personnel policies and benefits. However, Big Sky Resort reserves its right to change or eliminate any of the policies or benefits described at any time, with or without notice.

The COO and General Managers has been given responsibility for interpreting and applying these policies in day-to-day operations. The COO and General Managers may delegate any responsibility to any person as may be considered appropriate in the opinion of the COO and General Managers. Your supervisor has been delegated authority to implement these policies and to take any action that is not consistent with or prohibited by these or other Big Sky policies, in order to accomplish assigned work. Should you have any questions or concerns, please seek the help of your manager or the Human Resources Department.

If there are any federal, state, or local laws or regulations that conflict with this Team Member Handbook, the federal, state, or local laws or regulations will apply. No policy, practice, or procedure contained in this Team Member Handbook is intended to restrict team member Section 7 rights under the National Labor Relations Act.

A woman with blonde hair, wearing a blue vest over a pink long-sleeved shirt, is smiling and talking on a corded telephone. She is sitting at a desk with a large computer monitor and a keyboard. The background shows an office setting with a window, a lamp, and some framed pictures on the wall. The text "TEAM MEMBER EXPECTATIONS" is overlaid in large white letters.

TEAM MEMBER EXPECTATIONS

TEAM MEMBER EXPECTATIONS



ORIENTATION

Within the first month of work, you will be scheduled to report for a new team member orientation covering resort-wide and department policies. This orientation will also cover proper work methods, safety precautions, and required federal and state laws, rules and regulations pertaining to your job. Seasonal team members are required to attend one orientation per season. Full-Time-Year-Round team members are required to attend once a year. It is your responsibility to find out from your manager when and where the next orientation will be held and to ensure that you are there on time. Be sure to clock in and out or notify your manager to be compensated for your time attended at orientation.

ON-THE-JOB TRAINING

Training is a never-ending process in our Company. You will be given thorough training in the methods of performing your jobs and, whenever possible, will be given opportunities to learn new skills.

You will also learn by exchanging ideas with other team members in close association with the various departments of the Company. Management works closely with you so that you can learn to perform your tasks accurately and effectively, to understand the functions of your departments and to acquire an overall picture of the Company's operation and service.

If you feel you have not been given the appropriate training, contact your manager or the Human Resources Office in a timely manner. If you are not certain how a particular task should be performed, ask questions of your supervisor. Do not guess, particularly when there is a risk of injury or accident. Please work closely with your manager to continue your skill development.

TEAM MEMBER EXPECTATIONS

PERFORMANCE EVALUATIONS

Your direct supervisor will continuously evaluate your conduct and performance. Normally we do performance reviews once per season, however, that may vary by position or department. The evaluation will be discussed between you and your manager. You will typically have an opportunity to write a statement about your evaluation before it is placed in your personnel file.

If you have not been formally evaluated, please contact your direct supervisor or the Human Resources Department.

PROMOTION & TRANSFER FROM WITHIN

Big Sky Resort believes firmly in promoting from within whenever appropriate and strives to advance interested and qualified team members. If you master your job and demonstrate the ability to grow and handle more challenging assignments, you may be considered for promotion as openings become available within the Company.

If a non-seasonal opening occurs in any department, we generally will post a notice at the team member time clock areas. If you believe you are qualified for the position and are interested in applying, please follow the instructions found on the notice. Positions will be filled based on an evaluation of job-related qualifications and your employment history, including past job performance, conduct and leadership skills. Depending on the nature of the job and management's assessment of the likelihood in obtaining sufficient, qualified candidates through internal recruitment, the position may be posted externally at the same time it is posted within the Company.

If you are interested in a promotion or long-term employment with the resort, please contact Human Resources.

TEAM MEMBER EXPECTATIONS

DATING, FRATERNIZATION & NEPOTISM POLICY

Nepotism in the company is discouraged. A family member, who must report directly or indirectly to a direct relative, must obtain approvals from the President/General Manager and the functional Senior Vice President before hiring or quoting any starting rate of pay. If hired, any status change, pay change and all evaluations should have the same levels of approval as the hiring process.

For the purpose of this policy, a direct relative is any spouse, father, mother, daughter, son, sister, or brother who is related to a current team member by blood or as in-laws, AND includes any individual residing in a team member's household in a relationship comparable to that of a family relationship, or any individual involved in a close personal relationship with the team member.

Big Sky Resort encourages team members to develop friendships and share a spirit of teamwork and camaraderie in the workplace. Dating among team members is not discouraged, as long as the relationship does not negatively impact work and is consistent and voluntary and no harassment or discrimination occurs from the relationship. Harassment or discrimination will be excused based on a current or former consensual relationship. Adverse workplace behavior or behavior that affects the workplace because of personal relationships will not be tolerated.

Any relationship that interferes with the company culture of teamwork, the harmonious work environment or the productivity of team members, will be addressed through informal coaching and/or disciplinary action.

A Manager may not date, become romantically involved with, or have sexual relations with a reporting team member. A manager or supervisor who dates or becomes romantically involved with a team member can create a serious problem for themselves, the company, and other team members. These types of relationships may expose the company (and the manager or supervisor) to litigation involving claims of favoritism, misuse of authority, or potentially sexual harassment.

TEAM MEMBER EXPECTATIONS

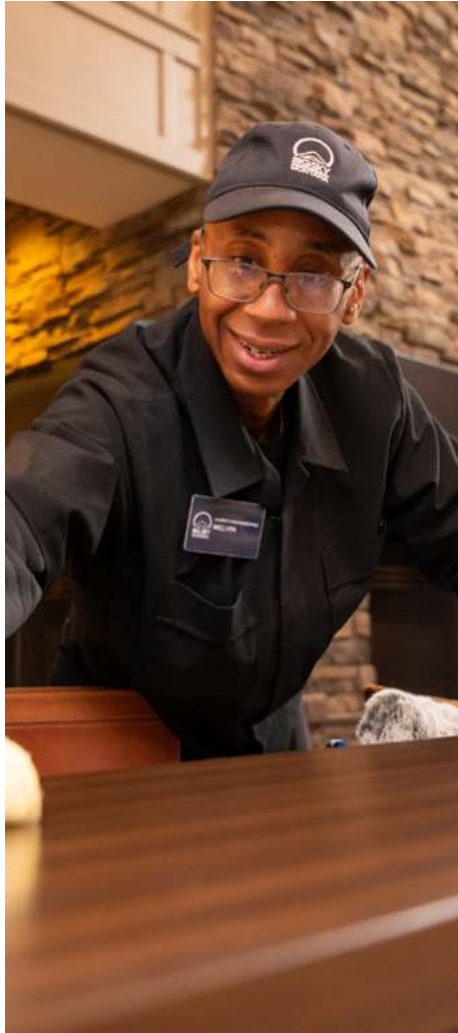
Affairs in the workplace may adversely affect the careers of both team members with regard to advancement opportunities, choices of jobs, and assignments. They may also adversely affect the company's flexibility and consequently, may have an impact on our service to customers.

If a manager decides to pursue a close relationship with a team member, he or she needs to inform their Manager and Human Resources **immediately**. The company will then decide what, if any, actions are necessary to take in regard to assignments and jobs.

Team Members who disregard this policy will receive disciplinary actions up to and including employment termination.

Big Sky Resort recognizes that team members have different definitions and understanding about what constitutes a close relationship, a friendship, or romantic involvement. Consequently, if you have questions or need further clarification, talk with your Human Resources department. Their goal of implementing policies consistently and fairly will help inform your choices.

TEAM MEMBER EXPECTATIONS



PERSONNEL RECORDS

Keep your personnel file up to date. Notify the Payroll Department of any change in your home address, telephone number, marital status, name, number of dependents to claim on your W-4, or other relevant personal data. If the information in the file is not correct, problems may arise concerning your payroll, taxes, benefits, and other important matters.

Team Member personnel files are the property of Big Sky Resort. Current team members may be permitted to access and review their personnel files upon request and sufficiently in advance to permit access at a reasonable time and place (e.g. make an appointment with the H.R. Department).

EVERY TEAM MEMBER'S ROLE IN HOUSEKEEPING

We work hard to keep our facilities and grounds clean and tidy. It is everyone's job to help keep the entire resort complex clean by picking up any loose papers, cups and bottles or by cleaning up spills you find. A clean workplace is a safer and better place to live and work.

TEAM MEMBER EXPECTATIONS

CONFIDENTIALITY

During the course of your employment, you may have access to confidential business information about Big Sky Resort and its guests. All Company records and information relating to the Company, its team members, or its guests are confidential and team members must keep this information confidential. No Company or Company related information, including without limitation; documents, notes, files, billing information, records, oral information, computer files, or similar materials (except in the ordinary course of performing duties on behalf of the Company) may be removed from the Company's premises without Company permission. Additionally, the contents of Company records or information otherwise obtained in regard to business may not be disclosed to anyone, except where required for a business purpose.

Unauthorized reading, accessing, reproducing (in any form), or transmitting of confidential information, purposefully or inadvertently (through casual conversation), to any unauthorized person inside or outside the Company is prohibited. Team Members who are unsure about the confidential nature of specific information must ask their supervisor for clarification. Where the Company has determined that a breach of confidentiality has occurred, a team member may be subject to discipline up to and including discharge from employment and the Company may also pursue appropriate legal action against the team member.

This policy applies to all team members. However, any team members who have signed a confidentiality agreement are bound by both this policy and the agreement's terms. To the extent this policy conflicts with the confidentiality agreement, the confidentiality agreement shall control.

Reporters, attorneys, law enforcement officers or others requesting information from anyone should be referred to the Public Relations Manager, the Sales and Marketing Director, the VP of Lodging or the General Manager.

TEAM MEMBER EXPECTATIONS

SMOKE & VAPE FREE ENVIRONMENT

All areas of resort property are tobacco-free for all Team Members and guests. Smoking in uniform is prohibited.

- All enclosed areas of business facilities where Team Members perform work for which the employer is responsible are smoke-free.
- Smoking is prohibited in employer-owned and -leased vehicles used by the employer and/or Team Members in the course of work. Smoking is also prohibited in personal vehicles used in the course of work whenever other Team Members or another person is in the vehicle for work-related reasons for work related purposes.
- Smoke free areas include all of Big Sky Resort property, including parking lots, company owned vehicles, and team member housing property.

For the purposes of this policy, any reference to smoking or tobacco includes, but is not limited to: cigarettes, cigars, pipes, electronic cigarettes (a.k.a. e-cigs), vaping, and chewing tobacco.

Smoking (including electronic cigarettes), vaping and chewing tobacco have been established as health hazards. They do not present an appropriate climate for serving our guests. Any Team Member who wishes to quit smoking is encouraged to take advantage of the support available through the Montana Tobacco Quit Line, **1-800-784-8669**. The Team Member Assistance Program (EAP) also offers help with smoking cessation; refer to page 59 of this booklet for more information.

Violation of this policy will be subject to discipline, up to and including termination with Big Sky Resort.

MARIJUANA USE

Big Sky Resort does not allow the use or possession of marijuana recreationally or medically in workplace, on Big Sky Resort property, Big Sky Resort vehicles, or team member housing properties. Smelling of marijuana around guests and/or team members will not be tolerated. Violation of this policy will be subject to discipline, up to and including termination with Big Sky Resort.

TEAM MEMBER EXPECTATIONS

SOLICITATION & DISTRIBUTION OF LITERATURE

To prevent disruptions in Big Sky Resort's operations and inconvenience to guests and team members, the following policy applies to verbal solicitation and the distribution of literature unless otherwise approved by the General Manager;

- You may not solicit or distribute literature during any team members' work time. Work time excludes break periods and meal times.
- You may not distribute literature in areas where work is performed. Work areas include all areas of the Company premises, excluding the team member lunchroom, break areas, restrooms and the team member parking lot.
- If you are off-duty, you may not solicit fellow team members during their work time.
- You may not use Big Sky Resort's systems or equipment to solicit.
- People who are not Big Sky Resort team members are prohibited from soliciting and distributing literature and/or products to team members on Company premises or from disrupting team members during their work time.

This policy does not in any way restrict or impede team members from exercising protected rights, including rights under the National Labor Relations Act.

TEAM MEMBER EXPECTATIONS

PARKING

Parking is permitted only in the areas designated for team members in the Madison Village and the Mountain Village. For the Mountain Village, all day shift team members are welcome to park in the northwest lot of the Freeski area. Do NOT park in the area by the Exchange, the area reserved for Huntley/Shoshone guests or at the loading dock. Please refer to teambigsky.com for updated parking information.

If you park in an unauthorized area or do not properly display your parking sticker, you are subject to having your vehicle towed and being assessed a recovery fee.

You should lock your vehicle and remove valuables from sight since parking is at your own risk. You may not leave your vehicle parked on resort property for more than 48 consecutive hours.

VEHICLES ON BIG SKY PROPERTY

Your vehicle must be legally registered and tagged, be in drivable conditions, cannot have any broken windows, flat tires, or be in an obvious condition of disrepair, cannot be used as storage, and cannot be blocking access to any dumpster. If any of these conditions are violated, your vehicle will be removed from the premises at your own expense. If you do not claim and pay for your towing fee within 48 hours, your vehicle information will be submitted to Madison County Junk Yard program and they will come and remove the vehicle from our premises. Boyne Resorts and Big Sky Resort is not responsible for any vehicle on our property or for any items left inside the vehicle.

Montana law maintains that if you are gainfully employed in the state of Montana, you must immediately register your vehicle in Montana.

TEAM MEMBER EXPECTATIONS

USE OF PERSONAL AUTOMOBILES

Personal cars are to be used for Company business only when Company cars are not available and special permission has been granted for the use of one's own car. Your name must be submitted to the Human Resources department prior to use vehicle for company business and you must be on the "authorized" driver's list. All team members must have a valid driver's license and register their vehicle with the state of Montana. Team Members must be properly insured in case of an accident while working, Boyne is not responsible for damages incurred to the team members' personal vehicle.

You are reimbursed for the authorized use of your personal automobile for the benefit of the Company at the current rate per mile allowed by Boyne Resorts.

WORK ISSUED KEYS

Keys may be assigned to certain Big Sky Resort team members. Such team members are required to sign for keys assigned to them. Loss of keys must be reported immediately to both the individual's supervisor and the Security Director. Upon any separation from the company, all assigned keys must be returned to your supervisor. Failure to return keys will result in prosecution. Mishandling of company keys is grounds for dismissal. Only the Security Director, COO or General Manager may authorize duplication of Big Sky Resort keys.

UNIFORMS, TOOLS, ID CARDS & GOLF/SKI PASSES

Any uniform, tools, equipment, ID Card, Golf/Ski/Meal Pass issued to team members will be handled in the same manner as keys stated above. Upon any separation from the company, failure to return uniforms, tools, equipment, ID Card, etc. may result in prosecution for theft.

TEAM MEMBER EXPECTATIONS



PHOTO RELEASE

Big Sky Resort may have photographic portraits, videos, film or pictures taken of you while you are on company property that may be used for internal promotions or publications including the Intranet site, newsletter, presentations or other opportunities for recognition. Should there be any concerns of this policy and its use please visit the H.R. office to discuss.

PROPERTY

Equipment is designated for a specific purpose. It should not be used for a job it is not designed to handle or perform nor used when it is in an unsafe condition. All equipment should be restored to good, clean, operating condition when you have finished with it. Return movable equipment to its proper storage area.

Supplies are a necessary cost of business. They should, however, be used sparingly and not wasted. Always be sure you are using the proper supply item and in the correct size. All supplies must be kept neat and clean and in the proper storage area.

PETS POLICY

It is Big Sky Resort policy that team members keep pets safe at home during their work shifts, unless the dog is a uniformed and working safety animal authorized by management. Any team member who has a non-working pet at work during their shift could be subject to disciplinary action. Do not leave pets in cars parked on resort property while on shift.

TEAM MEMBER EXPECTATIONS



ADA COMPLIANCE

Big Sky Resort supports the ADA and its regulations regarding the use of service animals, manually-powered mobility aids, power-driven mobility devices and adaptive devices with the safety and enjoyment of all guests in mind. Upon encountering a guest with special needs questions, first be accommodating. Do not ask any questions about their disability, equipment or animal's training. If you do not know the answer to their questions, contact the managers listed below and/or refer to the accessibility information contained in "ADA Statement 2011" document.

Key Contacts

Specific questions or concerns regarding Big Sky Resort's policies concerning the use of Service Animals and other power-driven mobility devices' should be directed to:

Michelle Frederick, VP of Lodging
Adam West, VP of Mountain Operations
Brian Berry, VP of Human Resources

mfrederick@bigskyresort.com
awest@bigskyresort.com
bberry@bigskyresort.com



EMPLOYMENT POLICIES

EMPLOYMENT POLICIES

MANAGEMENT RIGHTS

Except, as may be otherwise limited by law, contract or these policies, management reserves the right to operate and manage the Big Sky Resort. These rights include, but are not limited to: the right to direct hire, promote, transfer, assign and retain team members; to relieve team members from duties because of lack of work or funds or under conditions where continuation of such work would be inefficient and/or nonproductive; to maintain the efficiency of operations; to determine the methods, means, job classifications, and personnel by which operations are conducted; and to establish the methods and processes by which work is performed.

EQUAL EMPLOYMENT OPPORTUNITY POLICY

It is the policy of Big Sky Resort to provide equal employment opportunity and not to unlawfully discriminate based on an individual's race, color, ancestry, national origin, creed, religion, sex, sexual orientation, gender identity, age, military service, marital status, disability, results of genetic testing, or other characteristics protected by law, except where the law permits a distinction to be made. This policy applies to all employment practices and personnel actions, including hiring, promotion, recruiting, transfer, termination, and compensation. Big Sky Resort from time to time may adopt an affirmative action plan to carry out its responsibilities. When adopted, certain provisions of the affirmative action plan may supersede provisions of these policies.

Big Sky Resort expressly prohibits any form of unlawful harassment or discrimination based on any of the characteristics mentioned above. Improper interference with the ability of other team members to perform their expected job duties will not be tolerated.

In addition, it is the policy of Big Sky Resort to provide reasonable accommodation to the extent required by law. Team Members who believe they require reasonable accommodation should communicate the request to a human resources representative as soon as possible.

EMPLOYMENT POLICIES

All team members are expected to comply with both the letter and the spirit of this policy. Team Members who feel that they have been subject to discrimination or who feel they have not been accommodated should feel free to discuss this with any member of management, including his or her department manager, the human resources director, or the general manager. Big Sky Resort is an Equal Opportunity Employer.

POLICY AGAINST DISCRIMINATION & HARASSMENT

Sexual and other unlawful harassment is a violation of Title VII of the Civil Rights Act of 1964 (Title VII), as amended, as well as state laws. Harassment based on a characteristic protected by law, such as race, color, ancestry, national origin, gender, sex, sexual orientation, gender identity, gender expression, marital status, religion, age, disability, military service, or other characteristic protected by state or federal law, is prohibited.

It is Big Sky Resort's policy to provide a work environment free of sexual and other harassment. To that end, harassment of team members by management, supervisors, coworkers, or any third parties who are in the workplace is absolutely prohibited. Any retaliation against an individual who has had made a good faith complaint about sexual or other harassment or retaliation against individuals for cooperating with an investigation of a harassment complaint is similarly unlawful and will not be tolerated.

Definition of Unlawful Harassment

"Unlawful harassment" is conduct that has the purpose or effect of creating an intimidating, hostile, or offensive work environment; has the purpose or effect of substantially and unreasonably interfering with an individual's work performance; or otherwise adversely affects an individual's employment opportunities because of the individual's membership in a protected class.

Unlawful harassment includes, but is not limited to, epithets; slurs; jokes; pranks; innuendo; comments; written or graphic materials; stereotyping; or other threatening, hostile, or intimidating acts based on any protected status or characteristic.

EMPLOYMENT POLICIES

Definition of Sexual Harassment

“Sexual harassment” is generally defined under both state and federal law as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature where:

- Submission to or rejection of such conduct is made either explicitly or implicitly a term or condition of any individual’s employment or as a basis for employment decisions; or
- Such conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile, or offensive work environment.

Other sexually oriented conduct, whether intended or not, that is unwelcome and has the effect of creating a work environment that is hostile, offensive, intimidating, or humiliating to workers may also constitute sexual harassment.

While it is not possible to list all those circumstances that may constitute sexual harassment, the following are some examples of conduct that, if unwelcome, may constitute sexual harassment depending on the circumstances, including the severity of the conduct and its pervasiveness:

- Unwanted sexual advances, whether they involve physical touching or not;
- Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one’s sex life, comments about an individual’s body, comments about an individual’s sexual activity, deficiencies, or prowess;
- Displaying sexually suggestive objects, pictures, cartoons, or materials;
- Unwelcome leering, whistling, brushing up against the body, sexual gestures, or suggestive or insulting comments;
- Inquiries into one’s sexual experiences; and
- Discussion of one’s sexual activities.

All team members should take special note that, as stated above, retaliation against anyone who has had made a good faith complaint about sexual harassment and retaliation against individuals for cooperating with an investigation of sexual harassment complaint is unlawful and will not be tolerated.

EMPLOYMENT POLICIES



COMPLAINT PROCEDURE

Big Sky Resort cannot resolve discrimination or harassment unless made aware of it. Any team member who believes he or she has been subject to or witnessed unlawful discrimination, including sexual or other forms of unlawful harassment, is requested and encouraged to make a complaint. You may, but are not required to, complain first to the person you feel is discriminating against or harassing you. A team member may also bring the matter to the attention to their immediate supervisor. A team member who is uncomfortable for any reason in bringing such matters to the attention of their immediate supervisor should report the matter to anyone in a managerial, supervisory, or leadership position.

All managers and supervisors are responsible for ensuring that this policy is followed. Failure to enforce this policy in a prompt manner may be grounds for disciplinary action, suspension, or termination of employment.

Big Sky Resort will investigate all allegations of discrimination or harassment and take appropriate corrective action, if warranted. The investigation may include interviews with the parties involved and with team members who may have observed the alleged conduct or may have other relevant knowledge. Confidentiality will be maintained throughout the investigatory process to the extent possible and consistent with conducting a thorough investigation.

No reprisal, retaliation, or other adverse action will be taken against a team member for making a good faith complaint or report of discrimination or harassment or for assisting in the investigation of any such complaint or report. Any suspected retaliation or intimidation should be reported immediately.

EMPLOYMENT POLICIES

DIVERSITY & INCLUSION POLICY

Boyne Resorts is committed to fostering, cultivating and preserving a culture of diversity and inclusion. Our human capital is the most valuable asset we have. Whether you have a lifelong passion for winter and summer sports or you are just beginning in your journey, the collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities and talent that our team members invest in their work represents a significant part of not only our culture, but our reputation and company's achievement as well. We embrace and encourage our team members' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make our team members unique.

Boyne Resort's diversity initiatives are applicable—but not limited—to our practices and policies on recruitment and selection; compensation and benefits; professional development and training; promotions; transfers; social and recreational programs; layoffs; terminations; and the ongoing development of a work environment built on the premise of gender and diversity equity that encourages and enforces:

- Respectful communication and cooperation between all team members.
- Teamwork and team member participation, permitting the representation of all groups and team member perspectives.
- Employer and team member contributions to the communities we serve to promote a greater understanding and respect for diversity.

All team members of Boyne Resorts have a responsibility to treat others with kindness and respect at all times. All team members are expected to exhibit conduct that reflects inclusion during work, at work functions on or off the work site, and at all other company-sponsored and participative events. All team members are also required to attend and complete annual diversity awareness training to enhance their knowledge to fulfill this responsibility. Any team member found to have exhibited any inappropriate conduct or behavior against others may be subject to disciplinary action.

Team members who believe they have been subjected to any kind of discrimination that conflicts with the company's diversity policy and initiatives should seek assistance from a supervisor or an HR representative.

EMPLOYMENT POLICIES

EMPLOYMENT STATUS

As with all new team members, you must satisfactorily complete a probationary period of at least 365 days of time worked. Big Sky Resort in its discretion, may extend your probationary period by an additional six (6) months. Any absence during your probationary period will automatically extend your probationary period an amount of time equal to the absence(s). During this period of training and orientation, both of us will be evaluating each other to decide whether or not a good, on-going working relationship can be established. Occasionally, a new team member may find that he/she is not happy at Big Sky Resort because of the working conditions or nature of work performed. Similarly, your supervisor or higher management may conclude that you are not well suited to your new job. During your probationary period, you may be terminated at any time and without advance warning, with or without cause.

During your probationary period, you are not eligible to use the complaint resolution procedure described in these policies unless your complaint is related to an alleged violation of law. As a result, you may resign your employment at any time. Likewise, you may be terminated at any time for failure to adhere to the Company's performance or conduct expectations or for other reasons as provided by these policies or applicable law.

If you are hired as a seasonal team member, you are hired to work during the summer, the winter or the off-season and your employment will be terminated at the end of the season in which you were hired to work based on your employment agreement dates. Based on the seasonal nature of employment, seasonal team members do not complete their probationary periods. If you are interested in continued employment at the resort upon completion of a season, please express your interest with the Human Resources Department. All seasonal team members are required to reapply for their job each season and your current seasonal position does not guarantee a job for the next season. Your application will be processed as a new applicant and will be processed through the normal channels.

During your employment you will be required to have a working email address in order for Big Sky Resort to effectively communicate with team members. Any change in email address should be communicated to the Human Resources office.

EMPLOYMENT POLICIES

WHISTLEBLOWER PROTECTION

We encourage you to report any ethical, financial, legal, or safety concerns within the Company without fear of retaliation, prior to seeking resolution outside of the Company. You are required to report to the appropriate internal resource any violation or suspected violation of applicable law as detailed below.

Reporting Responsibility

It is your responsibility to comply with our policies and applicable federal and state law and to report any violations or suspected violations of such policies or applicable law to Human Resources. Various federal and state whistleblower protection laws provide protection for and prohibit retaliation against employees who report in good faith what they have reasonable cause to believe is a violation of law (including but not limited to anti-discrimination, wage/hour, federal securities, or environmental law) or a practice or condition that would put at risk the health or safety of any individual.

Before reporting a suspected violation, condition, or practice to governmental authorities, please first bring the issue to the attention of Company management and give the Company a reasonable opportunity to investigate and take corrective action, where warranted. We expect you to report any suspected violation of law, unsafe condition, or criminal activity regardless of the identity or position of other individuals involved.

No Retaliation

We strictly prohibit harassment, retaliation, or adverse employment consequence as a result of a good-faith report of a violation of our policies or applicable law. An team member who retaliates against someone who has reported a violation or suspected violation in good faith may be subject to disciplinary action, up to and including termination of employment.

EMPLOYMENT POLICIES

Acting in Good Faith

Anyone reporting a violation or suspected violation of our policies or applicable law must be acting in good faith and have reasonable grounds for believing the information indicates a violation. Employees found to have knowingly made false accusations may be subject to disciplinary action, up to and including termination of employment.

Confidentiality

We will make every effort to treat a report confidentially, consistent with our duty to investigate and take corrective action. We cannot guarantee confidential treatment in all cases. While we encourage reporting individuals to reveal their names to facilitate investigation, anonymous reports will be investigated to the fullest extent possible under the circumstances.

Investigation

Upon receipt of a report, we will promptly conduct a thorough investigation, internally or with outside resources in our discretion, in such a way as to maintain the confidentiality of the individuals involved to the extent possible under the circumstances. You are expected to cooperate in any investigation.

Immunity

Pursuant to the Defend Trade Secrets Act, you have the right to disclose in confidence trade secrets to federal, state, and local government officials, or to an attorney, for the sole purpose of reporting or investigating a suspected violation of law. You also have the right to disclose trade secrets in a document filed in a lawsuit or other proceeding, but only if the filing is made under seal and protected from public disclosure. Nothing in this Handbook is intended to conflict with 18 U.S.C. § 1833(b) or create liability for disclosure of trade secrets that are expressly allowed by 18 U.S.C. § 1833(b).

EMPLOYMENT POLICIES

BACKGROUND CHECKS

We may conduct background checks on applicants after we have made a conditional offer of employment, including but not limited to, criminal record checks, sex offender registry information checks, driving record checks, and credit history checks (for certain positions) in accordance with this policy and with applicable law. Employment with the Company may be conditioned upon the satisfactory completion of such background checks as determined in our sole discretion. We use a consumer reporting agency for our background checks and comply with the Fair Credit Reporting Act and any applicable state law.

We may also conduct such background checks on employees as we deem necessary in our sole discretion in accordance with applicable law.

FORM I-9 COMPLIANCE

In accordance with applicable law, you will be required to provide documentation showing your identity and employment authorization and complete Form I-9. You will be required to complete and sign Section 1 of Form I-9 no later than your first day of employment and present original, acceptable, and unexpired documentation to demonstrate your identity and employment authorization so that the Company can complete Section 2 of the I-9 within 3 business days of your date of hire. Please bring proof of your identity and your legal right to work in the United States with you on your first day of work and be prepared to complete Section 1 of the Form I-9 at that time. Failure to provide information to confirm your identity and employment eligibility within three days of beginning employment with the Company will lead to immediate termination of employment. Please note that if your employment authorization or employment authorization document expires, the Company must reverify your employment authorization when it expires to confirm that you are still legally authorized to work.

EMPLOYMENT POLICIES

EMPLOYMENT INFORMATION AND REFERENCE POLICY

All reference requests or calls will be directed to Human Resources for confirmation of the dates of employment and title only. We do not provide salary information to a prospective employer unless you provide us with written request and authorization for such disclosure.

If you want us to provide information to individuals outside the Company (e.g., for a mortgage or other credit application), please authorize us in writing to release the information. Unless you provide such authorization, we will only provide routine information in response to outside inquiries.

This policy does not prevent us from using employee information in connection with our operating needs or from releasing such information to government agencies and others in appropriate circumstances, as determined in our sole discretion.

EMPLOYMENT POLICIES

WORKING REMOTELY

We will consider requests for remote work on a full-time or hybrid schedule when it is mutually beneficial for you and the Company. In considering your request to work remotely, we will focus on several factors including:

- Our business needs
- Your circumstances, including where you live
- Your job requirements (including whether we can reasonably supply equipment needs) and whether face-to-face interaction with co-workers or clients/customers is necessary for you to successfully complete your responsibilities)
- Your ability to work effectively and efficiently without the structure provided by a typical office environment
- Your past and present level of job performance; and
- Other pertinent factors (e.g., closure of worksite due to a public health emergency)

The remote work arrangement is conditioned upon you working in a particular location that has been mutually agreed-upon. If you plan to work remotely for more than a few weeks from any other location, you are required to obtain approval in advance from your manager. We may deny your request for continued remote work following a relocation. In addition, we may modify or terminate your remote work arrangement based on any pertinent factors, including those listed above.

Duties, Flexibility, and Company Policies

Your job duties will not change as a result of remote work. You are expected to be available via phone, email, or virtual meetings during regular business hours and manage your personal responsibilities (e.g., dependent care responsibilities) in a manner that does not interfere with the satisfactory completion of your job responsibilities. You are expected to attend work-related events, meetings, or training at a physical location of the Company or some other location as may be required. Unless regularly scheduled, you will be provided reasonable advance notice, if possible, of such meeting, event, or training.

All of our policies apply to you regardless of where you work. Any violation of our policies may result in preclusion from remote work and/or disciplinary action, up to and including termination of employment.

EMPLOYMENT POLICIES

Home Workspace

You must maintain a safe, designated workspace during the workday that is conducive to the successful performance of your work duties (the “Home Workspace”). If an injury occurs or you become aware of any health or safety issues in your Home Workspace or in any other location where you are working on our behalf, you are responsible for immediately reporting it to your manager or Human Resources. You are required to cooperate in the investigation of a workers’ compensation claim and to permit inspection of your Home Workspace or any other location where you are working on our behalf, by us and/or our agents (e.g., our workers’ compensation carrier).

As a condition of the remote work arrangement, you are required to ensure that your Home Workspace maintains adequate Wi-Fi coverage at your expense, unless otherwise required by applicable state law.

We prohibit any in-person meetings with co-workers or clients/customers in your Home Workspace or at your personal residence (whether inside or outside).

Equipment

We will determine your need for and provide equipment for use in your Home Workspace. All equipment will be selected and purchased by the Company. Please do not purchase equipment for which you will seek reimbursement by the Company without our advance approval. Telecommunications equipment we provide, including any information therein, remains our property, must be used for our business purposes only, and should not be used by any individual other than you. You are responsible for promptly informing your manager of any equipment or other technical failure or malfunction in your Home Workspace. Any service or maintenance needed for Home Workspace equipment must be approved in advance by your manager. We are not responsible for damage or repairs to equipment you own. Upon termination of the remote work arrangement or termination of employment for any reason, you must return all Company property in the same condition in which it was originally received, minus normal wear and tear.

EMPLOYMENT POLICIES

Confidential Information

You are expected to take reasonable precautions against theft, damage, misuse, or other loss of Company property located in your Home Workspace. Please take all precautions necessary to secure all written and electronic copies of our Confidential Information (as defined in our Confidential Information policy) maintained in your Home Workspace, and to prevent unauthorized access to these items. In addition, you are required to comply with all Company policies and procedures regarding electronic communications and the safeguarding of “personal information.”

Business Expenses

We will reimburse you for reasonable out-of-pocket business-related expenses in accordance with our Business Travel and Business Expenses policy.

We will not be responsible for any other operating costs, home maintenance, property or liability insurance, or other incidental expenses (e.g., utilities, cleaning services, etc.) associated with your work in your Home Workspace.

EMPLOYMENT POLICIES

OPEN COMMUNICATION POLICY

We are committed to providing a supportive and responsive work environment – a place where your voice is heard, where issues are promptly raised and resolved, and where communication occurs across all levels of the Company. Accordingly, we encourage open and honest communication based on trust and mutual respect. We encourage you to raise or report any problem, complaint, conflict, dispute, suggestion, or question with your manager, Human Resources, or any other management team member with whom you feel comfortable. Please bring any problems to our attention so that we can work together to resolve them.

USE OF GENERATIVE ARTIFICIAL INTELLIGENCE

We acknowledge the potential benefits of using tools employing Generative Artificial Intelligence (as described below, “GAI”) and is committed to leveraging GAI technologies responsibly and ethically. At the same time, the Company recognizes that there are potential ethical, practical, technological, and legal concerns in connection with using GAI. This important Policy outlines the guidelines and principles that we require you to follow when using GAI for business purposes.

Eligibility

You may use GAI in accordance with and subject to this Policy if you are:

GAI

GAI is a type of artificial intelligence technology that produces new text, images, audio, and other content based on training data that includes examples of the desired output. Typically, users enter questions, queries, or other inputs that induce the GAI model or tool to produce output. In addition, some software uses GAI to suggest changes, summarize information, or translate text. GAI includes, but is not limited to, large language models used in tools such as ChatGPT and Microsoft Copilot, image generators such as DALL-E and Midjourney, and other software tools that incorporate GAI elements.

EMPLOYMENT POLICIES

For the purpose of this Policy, the following terms are used interchangeably, unless otherwise specified: GAI, GAI models, GAI platforms, GAI technologies, and GAI tools.

Scope

This policy applies to all eligible Company employees and covers the use of any third-party or publicly available GAI tools, whether paid or unpaid, when such use is for, related to, or associated with your work on behalf of the Company, regardless of whether you are on or off Company premises, whether using Company electronic communication systems or your own, and whether during working or non-working hours.

Requests to Use GAI

Any use of GAI in connection with your employment at the Company requires approval from Human Resources. Requests for such use must be made to Human Resources in writing. Please include the following information with your request:

- Identification of the proposed GAI tool to be used and its provider;
- A description of the project for which the GAI tool will be used and an explanation of its proposed use;
- A list of employees who will be using the proposed GAI tool (if you are a manager/supervisor making a request for your team);
- Identification of the manager/supervisor responsible for supervising the project;
- An assessment of the accuracy of the proposed GAI tool and the potential effect of any inaccuracies; and
- Such other information as may be requested by Human Resources.

Human Resources will review the request, determine whether to approve or deny the request in its sole discretion, and communicate its decision to you in writing. Do not assume and do not use the proposed GAI until you receive written confirmation from Human Resources that your request has been approved.

EMPLOYMENT POLICIES

Expenses Related to use of GAI

The Company does not require you to use GAI for Company business purposes. Any expenses that may be incurred in connection with your use of GAI are your responsibility. The Company does not reimburse you for such expenses.

Guidelines

You may use an approved GAI tool, subject to the following guidelines:

- If you are using it for approved business purposes consistent with this policy, you must use your Company email address or phone number to create an account with the approved GAI tool.
- You are prohibited from submitting to (e.g., copy, type, upload, input, etc.), storing in, or sharing with the GAI tool the Company name, logo, any confidential information, trade secrets, personal information (e.g., names, addresses, likenesses, etc.), and any other private information. By way of clarification, the Company's Confidential Information policy applies to your use of GAI.
- As the GAI tool may produce content that is plagiarized from its knowledge base, including copyrighted works, the Company prohibits the use of a Company copyright, trademark, or patent in connection with your use of the GAI tool.
- The Company prohibits you from violating any rights of third parties, including intellectual property rights of any kind, in connection with your use of the GAI tool.
- You are required to ensure transparency in your use and application of the GAI tool. Accordingly, all GAI-generated content must be properly cited, except for general internal correspondence such as emails. Do not represent content generated by GAI as being your own original work.
- All GAI-generated content must be reviewed by your manager/supervisor and/or Human Resources before use, except for general internal correspondence such as emails.
- All GAI-generated content that is intended to be disseminated to third parties outside of the Company, including but not limited to a regulatory agency, contractor, business partner, or media, must be reviewed and approved by the ___ before being disseminated.
- Many GAI tools are prone to "hallucinations" (presenting incorrect information as fact), false answers or information, or information that is outdated. Always verify that any GAI-generated content you intend to rely on or use for Company business purposes is accurate, appropriate, complete, not biased, and consistent with Company policies and applicable laws. If a reliable source cannot be found to verify factual information generated by the GAI tool, that information must not be used for Company business purposes.

EMPLOYMENT POLICIES

- All of the Company's policies apply to your use of the GAI tool, including but not limited to the Company's Electronic Communications and Other Technology, Sexual and Other Unlawful Harassment, Non-Discrimination, and Confidential Information policies. By way of example (and not limitations), the GAI tool must not be used to create content that is inappropriate, offensive, discriminatory, or otherwise harmful to others or to the Company's legitimate business interest.
- You are required to use the GAI tool in a manner consistent with ethical, financial, legal, and safety standards and principles. Any GAI applications that raise ethical, financial, legal, or safety concerns must be brought to the attention of the ____.
- You are prohibited from using any GAI tool as a substitute for your own professional judgement or as a sole basis for any decisions related to Company business or operation. By way of example, the Company prohibits use of GAI tool to make or assist in making employment decisions about applicants or employees (e.g., recruiting, hiring, retention, promotions, demotions, transfers, performance evaluation, disciplinary action, or termination). For example, using ChatGPT to write performance evaluations for you is prohibited.
- Use of GAI tool to augment your decision-making regarding employment matters requires approval from Human Resources, which will be contingent upon certain conditions (e.g., the proposed GAI tool has been vetted and cleared by Human Resources with respect to potential biases in the GAI system).
- You are expected to keep accurate records of your use of GAI tools, including the prompts, requests, instructions, or other inputs provided to any GAI tool; any information uploaded or otherwise provided to any GAI tool; the content generated by any GAI tool; and any related research or analysis.
- You are prohibited from integrating any GAI tool with internal Company software without first receiving specific written permission from Human Resources and the IT Department.

Monitoring

Consistent with the Company's Electronic Communications and Other Technology Policy, you have no expectation of privacy for your use of, or for the information you submitted to, the GAI tool that you have been authorized to use for Company business purposes.

To ensure compliance with this Policy, your use of the GAI tool may be monitored by the Company. The Company has the right to access, retrieve, and print information from the GAI tool.

EMPLOYMENT POLICIES

Training

All managers and supervisors will be trained on the proper use of GAI for Company business purposes.

Consequences for Violations

Any violation of this Policy may result in disciplinary action, up to and including termination of employment, and legal action.

If you are concerned that someone has violated this Policy, please report it to Human Resources.

Contact

Human Resources has responsibility for ensuring adherence to this Policy. If you have any questions regarding this Policy, please contact Human Resources.

Disclaimer

The Company reserves the right to regularly review and update this Policy to ensure ongoing compliance with evolving legal and ethical standards.

EMPLOYMENT POLICIES

CONTACT, INQUIRY, OR VISIT FROM GOVERNMENT OFFICIALS

All contacts with government officials relating to Company business (including but not limited to visits, inspections, searches, inquiries, requests for information or documentation, or subpoenas) must be handled through designated Company employees. If you receive direct contact from or are approached by a government official, please immediately notify your manager or Human Resources, who will notify the employee(s) who are responsible for engaging with such government official.

For purposes of this policy, government officials include, but are not limited to, officials from the Occupational Safety and Health Administration ("OSHA"), the U.S. Immigration and Customs Enforcement ("ICE"), or the Department of Labor ("DOL").

This policy does not prohibit you from engaging in protected concerted activity under Section 7 of the National Labor Relations Act ("NLRA") (such as discussing with other Company employees the terms, conditions, wages, and benefits of employment). If you receive a contact or inquiry concerning concerted activity protected by the NLRA and you choose to respond to such contact or inquiry, you are required to make clear that you are speaking for yourself only and not on behalf of the Company.

EMPLOYMENT POLICIES

RULES ON MINORS

Unless otherwise exempt, a minor who is 14 or 15 years of age may not be employed:

- During school hours, except as provided for in approved Work Experience and Career Exploration Programs.
- Before 7 a.m. or after 7 p.m., except that the minor may be employed until 9 p.m. during the periods outside the school year (June 1 through Labor Day, depending on local standards).
- Employed more than 3 hours on a school day; 18 hours in a school week; 8 hours on a non-school day.

EMPLOYMENT CLASSIFICATIONS

Team Members are classified according to the category of business need or circumstance. The differentiation is between full-time, seasonal and temporary team members.

- Full Time Year Round** - Year Round (FYR) Benefit Eligible. 12 months of employment, more than 30 hours/week. Annually must work a minimum of 1,560 hours.
- Part Time Year Round** - Positions are hired to work 12 months in a year but on average they work less than 30 hours a week. They will not be eligible for medical benefits.
- Flex Year Round** - Position is hired as an hourly or salaried team member, working between 9-11 months, averaging 30 hours / week. Team members may be laid off during shoulder seasons but are hired to work in the same position. They will be eligible for the same company medical benefits as Year-Round Fill Time 1000 for Snowsports and Spa
- Variable Hour** - Variable Hour (FTV) Benefit Eligible. Earned Benefits through hours worked. This is not offered at the time of job offer, this is a change in Team Member Type through 1,250 hours (1,000 hours for Snowsports and Spa) worked in a 32 week Open Enrollment. More than 30 hours/week.
- Seasonal** - Defined as an individual hired for a specified, limited period of time such as summer or winter season. Team Members are typically terminated after this period of time.

EMPLOYMENT POLICIES

Other Employment Status Definitions:

- A. Full-Time** - Defined as an individual, either exempt or nonexempt, who may be seasonal, FLX, or FYR and who will be scheduled to work a minimum of 30 hours per week year round.
- B. Part-Time** - An individual who typically works less than 30 hours per workweek.
- C. Non-exempt Status** - The Fair Labor Standards Act ("FLSA") requires that team members are compensated consistent with minimum wage pay overtime laws for all hours worked over unless the nature of the team members work qualifies them for as exempt from the FLSA's and related state law requirements. Most team members are subject to the FLSA requirements unless they are specifically exempted from it. Typically, non-exempt team members are paid on an hourly basis, although compensations models may vary so long as they are consistent with federal and state laws.
- D. Exempt Status** - Exempt team members generally are paid a regular salary, regardless of the number of hours they work or of the quantity or quality of their work. They are not subject to minimum wage and overtime compensation laws.

BOYNE REWARDS POLICY

The BoyneRewards policy as it pertains to team member purchases is outlined below:

- A team member **may not** ring up his/her own purchases or swipe his/her own BoyneRewards card.
- BoyneRewards points are earned on every dollar spent by **team members** or **immediate family members** only. Immediate family members must be attached as a 'relationship' in RTP.
- Points for friends' purchases, even if they are not BoyneRewards members, are not eligible as dollars spent/points earned for team members.
- Team members may not enter their own BoyneRewards number when a customer, who is not a member, makes a purchase.
- Team members may not receive points on random receipts.

Team members who violate this policy and/or the Terms and Conditions of the BoyneRewards program are subject to disciplinary action up to and including termination.

EMPLOYMENT POLICIES

Team members are responsible for presenting their card at check-out and for checking their accounts/transaction history regularly. Purchases that have been posted to their account in error must be reported immediately to the BoyneRewards office at **248-668-5403** or **248-668-5404**.

The BoyneRewards department performs frequent random checks of all team members' accounts.



A person in a black jacket and balaclava is talking to two children in ski gear. The person is wearing a black jacket with "BIG SKY MOUNTAIN OPERATIONS" and "HH" logos. The children are wearing helmets and ski jackets. The background is a snowy mountain slope.

SCHEDULING & PAYROLL POLICIES

SCHEDULING & PAYROLL POLICIES



WORKWEEK, WORKING HOURS & SCHEDULING

The actual hours of work may vary during any given workweek, according to the requirements of the department to which a team member is assigned. The work schedule is prepared based upon the forecasted needs of the Resort from the standpoint of workload and budgetary limitations. It is, therefore, necessary that each team member adhere strictly to the schedule.

The workweek is a consecutive seven-day period. All team members are paid on a weekly basis, paying weekly on the following Friday of the end of the payroll period. Please see Payroll or your manager for information on the first and last day of your workweek.

It is your responsibility to check the posted schedule on a daily basis for changes, which may be made in response to co-worker absences, shifting business needs, or for other reasons. You must not work more than your scheduled hours unless you have been requested to do so, or have received advanced permission to do so from your immediate supervisor. Discipline up to, and including, termination from employment may occur by working more hours than authorized to work.

For information on absenteeism, please see the section of this handbook titled Team Member Conduct.

SCHEDULING & PAYROLL POLICIES

TIMEKEEPING

Federal and state law requires us to keep accurate records of time worked. You are required to use the following procedures. Failure to timely report accurate work hours may result in delayed payment.

Most departments utilize an electronic timekeeping system or an Off-Site Timesheet. You will be issued a team member timecard that has an identifying bar code that is read by the electronic timekeeping system to record timecard transactions.

Non-exempt team members must record all time worked using the method explained to you by your manager. You must clock out and in for any periods of time when your supervisor has approved of you leaving the work area on personal business (lunches, personal phone calls, appointments, etc.). This clock out period must be 30 minutes minimum.

We ask that you “clock in” prior to doing any work for the company. Please do not do any work for the benefit of the company before “clocking in” or after “clocking out”.

You may not clock in or begin work more than five minutes prior to your scheduled starting time and clock out no more than five minutes after completing your assigned shift unless you have been requested to work additional time by your supervisor or a manager. If you arrive at the resort more than five minutes before you are scheduled to work, you may wait in one of the team member break areas. Please do not wait at your workstation or punch in early. Once you have clocked out, you should leave the work areas as soon as possible, in order to avoid any unnecessary interference with “on duty” team members.

You must be properly attired, groomed and ready to start work when you clock in.

You may not clock in for another team member for any reason. Clocking in or out for someone else may result in termination of your employment.

Your timecard may also be your ski, golf and/or meal pass. All team member ID's and ski/golf passes must be returned upon termination from Big Sky Resort. Please see your manager for the closest time clock location to your work area.

Accurate timekeeping is important. Violation of this policy will result in disciplinary action, up to and including termination.

SCHEDULING & PAYROLL POLICIES

TIMEKEEPING CORRECTIONS

All clocking errors (failure to clock in or out, etc.) must be reported to and approved by your supervisor as soon as the error is discovered. Failure to properly clock in and out can result in appropriate disciplinary action and can delay your receipt of proper payment for the time you worked. You are responsible to approve your timecards on the time clock within 48 hours of the end of the pay period to alleviate any missed hours. See Payroll for further assistance on approving your timecard.

In the case of clock breakdowns, you should report directly to your supervisor who will record your time. If the team member believes there is an error or that the calculation of his/her hours is inaccurate, the team member must notify their manager and bring written documentation to the Payroll Department. The team member is responsible for reporting the dates/times they believe the error occurred as soon as possible. If the error is reported after the given time period, your receipt of proper payment for that time may be delayed.

If the error is detected after a paycheck has been issued, a request in writing should be submitted to the Payroll Department within two weeks of the pay period the error occurred, in order to review and make an adjustment in pay, if it is determined there was, in fact, an error. Corrections will be paid on the next regularly scheduled payroll.

OVERTIME

Big Sky Resort pays overtime wages to non-exempt, hourly team members for any hours worked over 40 in a workweek. All overtime must be pre-approved by a manager or the team member may be subject to discipline. Overtime is calculated and paid consistent with the FLSA and state law. The use of Paid Time Off (PTO) and Jury time will not count toward overtime since they are all paid as unworked regular time and do not affect your overtime limits. For an example of how overtime is calculated, please see the Payroll Department.

SCHEDULING & PAYROLL POLICIES

EXTRA WORK AVAILABLE

Occasionally, due to a shortage of staff or unforeseen circumstances, it may be necessary at times to use staff in other areas than they were originally hired for. You may ask other department managers if they need help only if you have prior approval from your primary department manager. It will be strictly up to the primary manager on who he/she allows for the extra work available. You are only authorized to work 40 hours in one workweek, including your secondary position, unless otherwise authorized by all managers.

- Your present position will be considered your primary job. If you are interested in working for another department, you must discuss all the details with your primary job manager.
- Your second job must work around the primary job schedule.
- If you are discharged from one department, you may lose both jobs. If you are laid-off from one department, you may keep the other on an "as-needed" basis.
- You must sign an acknowledgment stating the pay scale you will receive for your secondary job.
- All hours worked over 40 in one week will be paid at time and a half of the weighted average of all positions and must be authorized by both managers.

PAYDAY

Checks will be mailed to the address on file payday mornings (possible delay due to unforeseen events such as computer failure, transportation issues, etc.). In the event of unforeseen circumstances, you will be paid within ten business days of the end of the scheduled pay period. You will be paid by company check, which will include a listing of your earnings and deductions. Important notices will sometimes be enclosed in your paychecks. Please do not discard these notices without reading them thoroughly.

Direct deposit and a pay card are also available for your convenience. To initiate Direct Deposit, visit the HR website (teambigsky.com) to access the Team Member Payroll Portal. Paper earnings statements are not distributed to Direct Deposit users. Earnings statements and W-2's can be accessed via the web portal offered 24 hours a day, 7 days a week. Please contact Payroll with questions on web portal registrations and earnings statement viewing. Pay cards are also available for team members. Please see the Payroll department for further details.

SCHEDULING & PAYROLL POLICIES

PAYROLL DEDUCTIONS

The Company is required by federal and state law to make payroll deductions for income tax purposes. These deductions are carried under the “pay as you go” plan on the basis of the number of dependents that you declared when you came to work for the company or updated information you may have given the company since that date. Please promptly report any changes in deductions or family status in writing to the Payroll Department.

Deductions may include: Social Security (FICA), Federal Withholdings, and State Withholdings. Other deductions may include any charges related to dormitory fees, lift passes, meal charges, team member account charges, garnishments, premiums and other deductions that you have authorized or which are required by law.

FINAL PAYCHECKS

At the time of your termination of employment with Big Sky Resort, you will receive your final paycheck on the corresponding paydate or within 15 days, whichever is sooner. Please make sure that the payroll office has your current mailing address and the address for mailing your W-2's at the end of January. Pay checks not picked up on pay day will be mailed the following Monday to the address on file.

REIMBURSEMENT FOR EXPENSES

Expenses incurred by you on the Company's behalf will be reimbursed to you. **You must obtain prior approval from the COO, General Manager, or Divisional Leadership to make any expenditure.** Reasonable expenditures made on the Company's behalf for legitimate emergency purposes may be reimbursed if approved by your department head and the general manager.

- A request for an expense check should be submitted to your department head for approval and then for payment through the accounting department. Whenever possible, you should request a receipt for an expenditure made on the Company's behalf, and this receipt should be attached to your request for reimbursement and given to your department head for processing. To receive this payout, the team member must work through the end of the season or defined in the employment agreement signed at the time of hire and must be eligible for rehire.

SCHEDULING & PAYROLL POLICIES

SEASONAL WELLNESS DAY

Every team member classified as full time seasonal will receive 16 hours of wellness time each season. The wellness day will not be paid out in the event a team member enters overtime hours. Big Sky Resort reserves the right to change benefit programs at any time.

- Must be preapproved by your manager.
- Must be used within the season earned.
- Must be used in increments of 4 hours or more.
- Must be used before unpaid time off.

SEASONAL WELLNESS BENEFIT

Eligibility

Team Members who average at least 655 hours per season and are entering their third qualifying season will be eligible for a \$75.00/week taxable wellness stipend.

Seasonal team members will be eligible for the wellness stipend on the first week in which the team member agreement begins and ends the last week in which the employment agreement ends. Qualifying team members are eligible for the wellness stipend or health insurance, not both.

Big Sky Resort fully complies with all federal laws including the Affordable Care Act which terms could supersede existing policy in this handbook for eligibility requirements and contribution levels and timing.

“Qualifying Season” is defined by a team member missing no more than one consecutive season. “Full Time Season” is defined by a team member working a minimum of 655 hours per season.

“Full Team Season Exception” is defined by jobs where team members do not typically work 8 or 10 hour shifts.

- Madison Base Area Team Members – 491 hours worked in a season
- Mountain Sports Instructor – 393 hours worked in a season
- Solace Spa – 393 hours worked in a season
- Summer Seasonal Team Members – 393 hours worked in a season

SCHEDULING & PAYROLL POLICIES



JURY DUTY

If you are called as a juror, you will be given sufficient time off to meet your obligations. If you are paid on an hourly basis, Big Sky Resort will pay the difference between the jury duty pay and a regular 8-hour wage for up to 12 days of jury duty in a calendar year. If you are paid on a salaried basis, you will receive time off with regular pay minus the amount of pay received from the Court. If you are dismissed from jury service prior to the ending of your normally scheduled work shift, you must either report for work or contact your supervisor for instructions.

To receive payment, you must present a statement to the Payroll Department from the Court Clerk verifying the amount of time of such duty and a statement of the amount paid to you. If mileage is paid to you by the court, that amount is kept separate from your pay.

MILITARY LEAVE

Big Sky Resort supports the military obligations of all team members and grants leaves for uniformed service in accordance with applicable federal and state laws. A military leave of absence, without pay, to support Reserve or National Guard duty requirements, will be granted upon presentation of appropriate military orders. The Company complies with all state and federal laws regarding military leave. Exempt team members may be entitled to pay for partial weeks worked. Such team members should consult with the Payroll Department before leave. Upon return from military leave, team members will be granted the same seniority, pay, and benefits as if they had worked continuously. Failure to report for work within the prescribed time after completion of military service will be considered voluntary termination.

SCHEDULING & PAYROLL POLICIES

MATERNITY LEAVE

Maternity leave will be granted as unpaid leave beginning at delivery, or at such time as your physician states you are unable to perform the duties of your job with or without reasonable accommodation. You will be eligible for up to six weeks of unpaid leave to recover from childbirth or related complications. If you need additional time off for recovery (beyond the six weeks) due to a maternity-related disability or related medical complications, and the leave does not qualify as parental leave under the Family Leave Policy, you may be asked to provide certification from your physician showing the additional time is medically necessary. Please see FMLA guidelines below for eligibility.

PARENTAL LEAVE

Big Sky Resort will provide up to one week of paid parental leave to team members following the birth of a team member's child or placement of a child with a team in connection with adoption or foster care. The purpose of paid parental leave is to enable the team member to care for and bond with a newborn or a newly adopted or newly placed child.

Eligible team members must meet the following criteria:

- Employed by Boyne Resorts for at least 12 months
- Worked at least 1,250 hours during the 12 consecutive months immediately preceding the date the leave would begin
- Be a full-time, year-round team member or full-time variable hour

In addition, team members must meet one of the following criteria:

- Be a spouse or committed partner of a woman who has given birth to a child
- Adopted a child or been placed with a foster child (in either case, the child must be age 17 or younger)

SCHEDULING & PAYROLL POLICIES

Amount, Time Frame and Duration of Paid Parental Leave

- Eligible team members will receive a maximum of one week of paid parental leave per birth, adoption or placement of a child/children. The fact that a multiple birth, adoption or placement occurs (e.g., the birth of twins or adoption of siblings) does not increase the amount of paid parental leave granted for that event.
- The week of paid parental leave is compensated at 100 percent of the team member's regular, straight-time weekly pay. Paid parental leave will be paid on the regularly scheduled pay dates.
- Approved paid parental leave may be taken at any time during the first month immediately following the birth, adoption or placement of a child with the team member. Paid parental leave may not be used or extended beyond the first month time frame.
- Team members must take paid parental leave in one continuous period of leave.
- Upon termination of the individual's employment at Boyne Resorts, he or she will not be paid for any unused paid parental leave for which he or she was eligible.

Requests for Paid Parental Leave

- The team member will provide his or her supervisor with notice of the request for leave at least 30 days prior to the proposed date of the leave (or if the leave was not foreseeable, as soon as possible). The team member must complete the necessary HR forms and provide all documentation as required by the Human Resources (HR) department to substantiate the request.
- As is the case with all company policies, Boyne Resorts has the exclusive right to interpret this policy.

SCHEDULING & PAYROLL POLICIES

FAMILY MEDICAL LEAVE ACT OF 1993 (FMLA)

Eligible team members may take up to 12 weeks of unpaid job-protected leave in a year in accordance with the

FMLA. **Eligibility:** To be eligible for family and medical leave team members must:

1. have worked at least 12 months for Big Sky Resort; and
2. have worked at least 1,250 hours for the resort over the previous 12 months.

Covered Conditions: Family and medical leave must involve one or more of the following reasons:

1. To care for a newly born child, or placement of a child with the team member for adoption or foster care;
2. To care for an immediate family member (spouse, child, or team members' parent) with a serious health condition; or
3. The team member has a serious health condition which makes the team member unable to perform the team members' job duties.
4. The team member has a spouse, parent or child who is on, or has been, called to active duty in the Armed Forces may take up to 12 weeks of FMLA leave yearly when they experience a "qualifying exigency."

Duration of Leave. Eligible team members may receive up to 12 workweeks of unpaid leave during any "rolling" 12- month period, measured backward from the date of any family or medical leave. Family and medical leave involving the birth or placement of a child for adoption or foster care must be concluded within 12 months of the birth or placement.

Team Members who are the spouse, parent, child, or next of kin of a service member who incurred a serious injury or illness on active duty in the Armed Forces may take up to 26 weeks of leave to care for the injured service member in a 12-month period (in combination with regular FMLA leave).

SCHEDULING & PAYROLL POLICIES

Eligible team members may take family and medical leave intermittently, taking leave in blocks of time, or by reducing your normal weekly or daily work schedule, whenever it is medically necessary to care for a seriously ill family member, or because you are seriously ill and unable to work. Intermittent leave is not permitted for birth of a child or placement of a child for adoption or foster care.

Subject to certain conditions, eligible team members may choose (or Boyne Resorts may require you) to use accrued paid leave (paid days off) as a substitute for some or all of the family and medical leave.

Health Benefits. Eligible team members and (if applicable) their families remain eligible to participate as team members under the group health plan during your family and medical leave. This coverage will be provided if you or your family were covered under the plan before the leave was taken and on the same terms as if you had continued to work. Under this leave, you can continue to maintain your medical insurance coverage at regular team member rates by paying your share of health plan premiums while on leave. In some instances, Big Sky Resort may recover premiums it paid to maintain health coverage for a team member and family beyond their paycheck.

Job Restoration. Upon returning from a family and medical leave, eligible team members will normally be restored to their original job, or to an equivalent job with equivalent pay, benefits, and other employment terms and conditions, the same as if they had not taken the leave of absence. The purpose is for team members to be in as good of a position as they would have been if they had not needed to take this leave.

In addition, use of family and medical leave cannot result in the loss of any employment benefit that team members earned or were entitled to before using family and medical leave.

Notice and Medical Certification. When seeking family and medical leave, team members may be required to provide:

1. 30 days advance notice of the need to take family and medical leave, if the need is foreseeable.
2. Medical certifications supporting the need for leave due to a serious health condition affecting you or an immediate family member. Second or third medical opinions and periodic re-certifications (at your expense) may also be required.
3. Periodic reports during the leave regarding your status and intent to return to work.
4. Medical certification of fitness for duty before returning to work, if the leave was due to your health condition.

SCHEDULING & PAYROLL POLICIES

When leave is needed to care for an immediate family member or for the team members' own illness, and is for a planned medical treatment, the team member must try to schedule treatment so that it will not unduly disrupt the Company's operations.

General Rules of Leave. Team Members may be subject to immediate termination of employment for:

1. Failure to return to work as scheduled following the end of family and medical leave;
2. Providing false or misleading information or omitting certain information in connection with a family or medical leave;
3. Working for any other business or entity while on family and medical leave without first notifying Big Sky Resort and receiving permission to do so from the HR Director;
4. Failure to provide any periodic updates required by Big Sky Resort; or
5. Violation of any of Big Sky Resort's rules and regulations relating to a family or medical leave (or any other policy or performance stated in this handbook).

If you have further questions, please contact your supervisor or Human Resources.

SCHEDULING & PAYROLL POLICIES

SHORT TERM DISABILITY

FYR and FLX team members may be eligible for short-term disability (STD) benefits. STD is for a period commencing on the eighth day of the accident/illness/birth. You will be paid according to the following schedule. You may supplement time off with PTO. STD runs concurrently with FMLA. Events concurrent with FMLA beyond 12 weeks require prior approval by your Senior Manager. The FMLA paperwork must be filled out by your physician and returned to Human Resources to start your disability payments, which occur weekly. A letter or note from your health care provider is also required authorizing return to work. Job availability is not guaranteed after 12 weeks of FMLA absence. Incentives and gratuities are not calculated into your total STD compensation. Short-Term Disability benefits are granted at the employer's discretion.

Length of FYR/FLX Service	3/4 Pay	THEN	1/2 Pay
Less than 12 months	0 weeks	—	0 weeks
12+ months to 5 years	3 weeks	—	6 weeks
5+ to 10 years	6 weeks	—	6 weeks
10+ to 15 years	10 weeks	—	2 weeks
15+ years	12 weeks	—	0 weeks

SCHEDULING & PAYROLL POLICIES

PERSONAL LEAVE OR UNPAID LEAVE OF ABSENCE

Due to workload requirements and the short period of time you might be employed as a seasonal worker, Big Sky does not normally approve leaves without pay (LWOP) for seasonal team members unless required by law. If, however, there are special circumstances, which make the approval of such leave appropriate, you may request an unpaid leave of absence from your supervisor. To request a leave without pay, you must submit the request and justification along with any supporting documentation in writing to your supervisor, along with the date(s) you are requesting in advance of the requested leave. You will receive a response to your request as soon as possible following the receipt of all information, which may be requested by your supervisor. When making attempts to cover or switch shifts, you must avoid overtime pay unless otherwise authorized by your manager(s).

Unless otherwise provided by law, the company generally refills seasonal jobs vacated by leaves of absence of over 10 days in duration. If a leave is approved, you will be notified about the expiration date of the leave and will receive information regarding the status of your job at the time you return to work. If, at the end of the authorized leave of absence, you do not return to work or request and receive an extension of the leave of absence, you will be considered to have voluntarily terminated your employment with Big Sky. You will not accrue any benefits during the leave of absence unless otherwise required by law.

SCHEDULING & PAYROLL POLICIES

BEREAVEMENT POLICY

It is the policy of Big Sky Resort to recognize the importance of attending to family matters and taking personal care when an immediate family member passes away. Immediate family member is defined as spouse, established partner, son, daughter, brother, sister, mother, father, mother-in-law, father-in-law, in-laws, grandparent, grandchild, a person who is legally acting in one of these capacities, or another relative living in their residence.

Procedure

Team Members will be given time off, to a maximum of three days with pay. If applicable, accrued and earned Paid Time Off may be taken as well. We expect team members to discuss the amount of time they will actually need with their supervisor. This policy is for FYR, and FLX team members.

To receive bereavement time, please email your supervisor, division head, payroll manager, and VP of HR for approval.

SCHEDULING & PAYROLL POLICIES

ACCIDENTS/WORKERS' COMPENSATION

Any accident that results in injury while at work or that may result in any lost work time must be reported to ensure accurate record keeping. It is important that staff report all accidents regardless of how minor the injury may appear.

Therefore, we have developed the following as a guide for all to follow:

1. Accidents must be reported immediately to the Safety/Ski Patrol Department and supervisor.
2. Submit your injury report with the Human Resources department.
3. All other accidents (guest/visitor or traffic related) must be referred to the Security Department.
4. Accident reports are required for all incidents and will be completed by the Security Department.
5. When presenting the prescription or the doctor bill, indicate that you did this work for Big Sky and the prescription and the doctor bill are for a Workers Compensation Claim.

Failure to properly report an accident may result in denial of benefits and disciplinary procedure.

As a Big Sky Resort Team Member, if you go skiing or snowboarding beyond the scope of your employment, and are injured while skiing or snowboarding, your claim may not be covered by Workers' Compensation. If you choose to ride or ski during your break period, lunch, or at a time you have been relieved of your job related duties, you are operating outside of your prescribed duties. Even though you may be on the clock at the time you are injured, if you are free skiing or snowboarding as defined above when you are injured your claim may be denied. The determination of whether you are free skiing beyond the scope of your employment will be made by the Worker's Compensation on a case-by-case basis.

SCHEDULING & PAYROLL POLICIES

RETURN TO WORK (LIGHT DUTY POLICY)

Big Sky Resort is committed to helping during the rehabilitation of staff members who have been injured from on-the-job accidents. A fair return to work program is the single most effective measure the company can take to aid in the rehabilitation process. When the injured staff member continues working, it reduces the stress levels associated with temporary disabilities. Staff members will return to work under this program as soon as the appropriate medical release forms are processed. Light duty jobs will be transitional work with meaningful task assignments. These new assignments are temporary with time limits and conditions. Supervisors will consult with the Human Resource Office prior to placing a staff member in this program.

If you are injured while off duty and require light duty, please inform your manager as soon as possible and then contact the Human Resources department for placement, if possible.

Big Sky Resort offers a variety of benefits and opportunities for its team members. Benefits are a significant part of your overall employment compensation, so please utilize them to the best of your ability. If you have any questions regarding your benefits or your eligibility, please see the Human Resources Department.

Because of the dynamic nature of our business and the cost of benefits, benefit programs and their eligibility criteria may be changed or eliminated at the discretion of the company. Eligibility, terms, and conditions of certain benefits may be covered in more detail in separate benefit plan documents and other company policy which control.

Any earned recreational benefits are withdrawn during periods when a team member is inactive, including, but not limited to, lay-off, leaves of absence, medical leave, worker's compensation or suspension from duty.

Any change in employment status may immediately impact your benefit status.

A man with a beard and a dark cap is smiling, looking down. He is wearing a yellow t-shirt with a "BIG SKY MONTANA" logo. He is holding a wooden stick. The background is a mountain range with snow and greenery. The image has a dark blue overlay with white geometric shapes.

TEAM MEMBER BENEFITS

HEALTH & WELLNESS

TEAM MEMBER BENEFITS

HEALTH & WELLNESS

PAID TIME OFF (PTO) POLICIES

Full-Time Year-Round (FYR), Flex Year Round (FYR), Variable Hour (FTV)

Paid Time Off (PTO) Banks combine all time off-sick time, holidays, mental health days and vacation time-into a pool full-time-year-round team members can use as they wish, when they wish. Accrual rates (accrued based on 8-hour days) are as follows:

Accrual Tiers	Terms of Service	Accrual Rate	Max Accrual
Tier 1	0-1 Years (0-12 months)	10 Days Per/Year + 1 Wellness Day (1.075 hrs/pay-period)	80 Hours
Tier 2	1-2 Years (13-24 months)	12 Days Per/Year + 1 Wellness Day (1.84 hrs/pay-period)	96 Hours
Tier 3	2-5 Years (25-60 months)	16 Days Per/Year + 1 Wellness Day (2.45 hrs/pay-period)	128 Hours
Tier 4	6-12 Years (61-144 months)	23 Days Per/Year + 1 Wellness Day (3.54 hrs/pay-period)	184 Hours
Tier 5	12+ Years (145+ months)	28 Days Per/Year + 1 Wellness Day (4.31 hrs/pay-period)	224 Hours

PTO will be accrued based on Boyne Resorts pay cycles, determined on a weekly basis. Team members must work 32 hours per period (weekly payroll) to earn the pay period's PTO accrual. Payroll will perform the eligibility analysis during the pay cycle, and adjustments will be made when applicable.

To have the Wellness Day added to the balance, specify on PTO card any day taken for Wellness.

Separation: Upon separation of employment, team members will not be paid out accrued, unused PTO at their regular rate of pay.

Break in service: PTO balances will not be paid out to team members that have a break in service. Team members would be encouraged to use accrued PTO balances during any break in service period.

All team members balance limit is equal to the number of hours you are eligible to earn each year. At any time your balance exceeds the maximum, you will not accrue hours until you reduce the balance by using your PTO. PTO cannot be used to exceed 40 work hours in a week or the team members' regularly scheduled hours.

TEAM MEMBER BENEFITS

HEALTH & WELLNESS

Seasonal Team Members

Paid Time Off (PTO) hours combine all time off-sick time, holidays, mental health days and vacation time-into a pool returning full time seasonal team members can use. PTO hours are as follows:

Accrual Tiers	Terms of Service	Accrual Rate
Tier 1	2nd and 3rd Qualifying Seasons	2 Days (16 PTO Hours)
Tier 2	4th and following Qualifying Seasons	4 Days (32 PTO Hours)

Usage of PTO hours noted above must be:

1. Pre-approved by your manager
2. Used within the season earned
3. Used in increments of 4 hours or more
4. Used before unpaid time off

“Qualifying Season” is defined by a team member missing no more than one consecutive season. “Full Time Season” is defined by a team member working a minimum of 655 hours per season. Team members who do not typically work 8 or 10 hour shifts may be defined as “Full Time Season Exception”, with specified minimum hours per season below:

- Madison Base Area Team Members – 491 hours worked in a season
- Mountain Sports Instructor – 393 hours worked in a season
- Solace Spa – 393 hours worked in a season
- Summer Seasonal Team Members – 393 hours worked in a season

50% of a team member’s remaining and unused seasonal PTO will be paid out at the end of the season in accordance with the team member’s hourly wage. To receive this payout, the team member must work through the end of the season or defined in the employment agreement signed at the time of hire and must be eligible for rehire.

Team members may qualify for Seasonal PTO or FYR PTO, but not both. PTO will not be paid out in the event a team member enters overtime hours. Big Sky Resort reserves the right to change benefit programs at any time. PTO cannot be used to exceed 40 work hours in a week or the team members' regularly scheduled hours.

TEAM MEMBER BENEFITS

HEALTH & WELLNESS

MEDICAL, DENTAL, VISION

Eligibility

Team Members who average at least 30 hours per week year round or 1250 hours in one year will be eligible for health insurance for themselves, their spouse, and their dependent children (provided the spouse and dependents are claimed for tax purposes).

Full-Time-Year-Round team members will be eligible for health insurance on the first day of the month after becoming full-time-year-round status, unless already eligible. If qualifying team member elects to waive health insurance, they will have the opportunity to enroll during the next open enrollment period. Please see the Human Resources department for rates, information about coverage and open enrollment dates.

Eligible Full Time Variable Hour, Flex Year Round Team Members with at least one year of service at Big Sky Resort will qualify if they work full time hours each season, which is the same as 1250 hours and 34 weeks in one year. Spa and Mountain Sports team members must work 1000 hours and 34 weeks in one year. Seasonal team members' deductions may be altered to compensate for missed paychecks during the pre or post off-season and must be job attached for the next season to continue coverage. Seasonal team member will qualify for Full Time Variable Hour status if they work full time hours each season (equivalent to 1250 hours and 34 weeks) in their first year of service. Spa and Mountain Sports team members must work 1000 hours and 34 weeks in one year. After the first year, seasonal team member will have the opportunity to qualify for the change in status during Open Enrollment. Team Member's deductions may be altered to compensate for missed paychecks during the pre or post off-season and must be job attached for the next season to continue coverage.

In addition to the plans offered through the resort, Human Resources has information on individual, independent insurance options that range from coverage of catastrophic events to full coverage. The rates for such coverage typically depend upon birth date, health history, and complexity of coverage. This form of insurance is not eligible for payroll deductions since the resort does not directly coordinate the coverage and is eligible to all team member statuses.

Big Sky Resort fully complies with all federal laws including the Affordable Care Act which terms could supersede existing policy in this handbook for eligibility requirements and contribution levels and timing.

TEAM MEMBER BENEFITS

HEALTH &
WELLNESS

TEAM MEMBER ASSISTANCE PROGRAM (EAP)

All Team Members and their families are eligible to access the **Work-Life Balance Team Member Assistance Program** offered for **FREE** by Unum. The mission of this program is to help individuals, work teams and organizations manage the full spectrum of work and life issues with just one phone call. This confidential assistance program is available nationwide, 24 hours a day, 365 days a year.

For more information, go to www.unum.com/employees or call Unum's EAP directly at **1-800-854-1446**.

Why call Unum Work-Life Balance EPA? This program offers unlimited access to master's-level consultants by telephone and up to three face-to-face visits with a consultant for help with a short-term problem. For personal challenges, big & small – this program can help you or a family member with:

- Childcare and/or eldercare locators and referrals
- Personal relationship information
- Health information and online health management tools
- Legal consultations with licensed attorneys
- Financial planning
- Stress management
- Career development
- Financial fraud and identity theft
- Worldwide emergency travel assistance
- Life planning financial & legal resources
- Will preparation

Life Balance will ask for your name, address and what company you work for. **Please note: for this service, you work for Boyne.** This information will be kept confidential. You will be assigned a consultant, which you are free to call anytime. If needed, the consultant can arrange up to three in-person sessions for you to talk with a local counselor in the area.

Important information to remember: **Available 24 hours, 7 days a week**, For more information, go to www.unum.com/employees or call Unum's EAP directly at **1-800-854-1446**.



TEAM MEMBER BENEFITS

SAVINGS & RETIREMENT

TEAM MEMBER BENEFITS

SAVINGS & RETIREMENT

HEALTH SAVINGS ACCOUNTS

The Company will contribute matching funds into a Team Member's qualified HSA account per the following schedule:

1 Year – Team Members enrolled in Boyne Resorts' Cigna HSA-qualified health plan for the first time will receive a dollar-for-dollar Company match up to \$500.

2 Years – Team Members enrolled in Boyne Resorts' Cigna HSA-qualified health plan for two consecutive years will receive a dollar-for-dollar Company match up to \$700.

3+ Years – Team Members enrolled in Boyne Resorts' Cigna HSA-qualified health plan for three consecutive years or more will receive a dollar-for-dollar Company match up to \$900.

NOTE

2025 HSA annual contribution limits (including Company's matching contribution) is as follows:

- Team Member Only Plan: \$4,300
- Family Plan: \$8,850
- Team Members who are age 55 or older may contribute an additional \$1,000

TEAM MEMBER BENEFITS

SAVINGS & RETIREMENT

FLEXIBLE SPENDING ACCOUNTS (MEDICAL & DEPENDENT CARE PRETAX SAVINGS ACCOUNT)

Eligibility

Full Time Year Round and Full Time Variable Hour team members will be eligible for a Flexible Spending Account (please see Health Insurance Coverage above to determine your eligibility).

These accounts allow you to set money aside for medical expenses not covered by Health Insurance and/or dependent child daycare costs through a weekly pre-tax deduction into a Flexible Spending Account. The money is deducted from your paycheck before taxes are calculated, thus reducing your end-of-year earnings and tax payments. All contributions to Flexible Spending Accounts must be used up by the end of the calendar year and does not roll over to the next year.

401(K) / ROTH RETIREMENT PLANS

In order to assist Team Members to plan for their future, all paid Team Members who meet the following criteria are eligible to participate in the Boyne 401(k) or Roth 401(k) retirement plans.

Team Members must:

- Be 21 years old or older,
- Be a FYR, FLX, or SEA or Team Member
- Must be a citizen of the United States of America

Please visit [Empower.com](https://empower.com) or the human resources department for further details.

TEAM MEMBER BENEFITS

SAVINGS & RETIREMENT

Starting June 1, 2025:

- The employer match of 50% up to 4%, with a maximum employer match of 2%, applies to all team member contributions.
- Matching contributions will be made each pay period and visible in your Empower account with no requirement for hours worked.

Eligibility

Current team members that are 21 years of age or older are grandfathered in the 401(k) plan and can enroll in the 401(k) plan at any time by logging into www.Empower.com. New team members, hired on or after June 1, 2025, will be required to meet the following criteria to participate in the 401(k) plan:

- Complete 12 months of consecutive service
- Work at least 900 hours
- Be at least 21 years of age
- Be classified as a qualified team member

TEAM MEMBER BENEFITS SAVINGS & RETIREMENT



CHANGES TO YOUR COVERAGE

When any of the following events occur, notify the Human Resources Office so that the appropriate adjustments can be made to your records and family members can be added to your Health, Dental, Vision, Life Insurance and/or Flex Plans;

- **Wedding** - Within 30 days of marriage
- **Birth** - Within 30 days of birth
- **Adoption** - Within 30 days of the date of petition or adoption
- **Death or divorce** - Within 30 days
- **Military service** - Within 30 days of induction. Also, let your department manager and the Payroll Manager know within 30 days when a dependent is discharged from the military service.
- **65th birthday** - When you or your dependents become eligible for Medicare. If you are an active Team Boyne Member you'll be asked to select the appropriate coverage option.
- **Termination** - Immediately. Some benefits may continue after termination. For example, team members enrolled in Health and Dental/Vision will be eligible for COBRA coverage for some period at their own expense. You may also continue to use your Health Savings/Flex Plan and 401(K) accounts after termination. Please see Human Resources to complete necessary forms.

A man with a beard and glasses, wearing a dark beanie and a dark polo shirt, is working on a piece of equipment. He is using a blue-handled tool. The background shows a workshop with various tools and equipment. The text "TEAM MEMBER BENEFITS" is overlaid in large white letters.

TEAM MEMBER BENEFITS

TEAM MEMBER BENEFITS

FOOD DISCOUNTS

All team members will receive a team member ID, which will allow you to receive discounts and charge food against your earnings. During resort operations the following outlets where team members receive a 50% discount on all food and non-alcoholic beverages. The outlets include Deluxe Grill, Stone Fired Pizza, Taqueria, 3 Forks Deli, Pizza Works, Sushi, Bunker, and Headwaters Grill. Outlets are subject to change by Big Sky Resort Management. All other open outlets offer 25% discount on food purchases only. Please ensure you find an alternative location to eat instead of the outlets in order to accommodate guest seating. In order to charge your meals and/or receive the discount you must present your team member card with each purchase. Team Members may **NOT** use their team member card to receive discounts on alcohol or tobacco products. When you charge meals, you consent to have the amount of the meal deducted from your pay. Seasonal team members may not charge at any other Big Sky Resort outlets, except the designated outlets above. The prices and discounts are subject to change by Resort management at any time.

TEAM MEMBER SKI PASSES

As a full time, winter seasonal team member, you may be issued an team member ski pass from Human Resources as a benefit of your employment. Part time seasonal team members may be issued a complimentary ski pass with blackout dates and no tram access or may be able to purchase a discounted full time equivalent pass from Human Resources. Full time seasonal team members may qualify for a complimentary pass for spouses and dependent as long as they meet the following criteria:

- Legally married, or
- Parents of a child together and living together, or
- Shared residency with partner for at least three years, and
 - Co-own/co-insured on a vehicle, or
 - Joint bank account
- Dependent is defined as a child that is legally claimed on team members taxes

TEAM MEMBER BENEFITS

Full time, spouse and dependent passes do not qualify for a refund benefit. Part time team members are not eligible for the spouse/dependent pass.

If you are a full time year round team member, your ski pass is free for you and your immediate family (as long as you meet the criteria above). You must sign the pass and liability forms each season to gain your ski access.

Your ski pass and your family's ski passes are contingent upon your employment at Big Sky Resort. Big Sky Resort reserves the rights to revoke or block your ski pass without refund for any corrective action taken against you. Any mountain violation, pass abuse, or misrepresentation of team member lift privileges may be grounds for termination, as well as prosecution for theft of services. Your pass is only for you. It is not transferable.

Skiing is an exciting and satisfying sport. Yet, there is the possibility of injury that is inherent to the sport. Under Montana Law, a skier must conduct themselves at all times so that he/she avoids injury to him/herself and others and must accept all legal responsibility for injury or damage of any kind, to the extent that the injury or damage results from risks inherent in the sport of skiing. Montana Law (23-2-736, MCA) and the Skier and Your Responsibility Code are posted in conspicuous locations at the ski area. Workers Compensation does not cover an team members' off-duty activities, such as skiing or any other recreation. It should also be understood that even though a team member may be on the clock at the time of injury, if the team member is free skiing or boarding any claim submitted will be denied. This is as per the Montana Workers' Compensation and Occupational Disease Laws Section 39-71-118-1 (a).

As a condition of employment you must comply with Montana Law and the Skier and Your Responsibility Code at all times, whether on or off the job. Furthermore, you must follow the specific direction of the ski patrol and resort management at all times when you are skiing or on resort property. Failure to do so may result in immediate loss of skiing privileges and/or termination of employment.

Lost or stolen ski passes must be reported immediately to Human Resources. A replacement fee must be paid at the time of reissue. Passes that are lost or stolen and not reported immediately will be handled the same as misused passes. Team Members are responsible for any charges made to their account before they report a missing/stolen pass.

TEAM MEMBER BENEFITS



National Ski Area Association: Your Responsibility Code (2022)

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

Winter sports involve risk of serious injury or death. Your knowledge, decisions and actions contribute to your safety and that of others. If you need help understanding the Code, please ask any ski area team member.

TEAM MEMBER BENEFITS

LIFETIME BENEFITS FOR LONG-TERM TEAM MEMBERS

Boyne Resorts offers certain lifetime benefits for Team Members who fulfill the following criteria. These benefits are only valid at the resort at which the Team Member worked for the majority of their service.

FYR Team Members who have 25 cumulative years of service may receive a lifetime ski pass and golf membership for self and spouse (must be married) or domestic partner as described by the Department of Revenue of the state of residence.

FLX, SEA, and Volunteer Team Members who have 25 cumulative years of service may receive a lifetime ski pass or golf membership for self only.

Procedure: HR records will be used to confirm qualifying employment history. Documentation must be approved in writing by the resort's VP of HR, the resort's GM/President, and Boyne's SVP of HR. Once approved, a congratulatory letter outlining the guidelines for this benefit will be sent to the Team Member.

Definition

Lifetime is defined as the life of the individual (Team Member, spouse or domestic partner) to whom the ski pass and/or golf membership is issued.

Restrictions: This benefit is non-transferable and cannot be exchanged for any other product. Individuals must abide by all the rules of the resort; privileges may be suspended or terminated for abuse. Golf tee times (if applicable) are on a space available basis, and must be reserved 24 hours in advance or at the discretion of the resort's golf professional.

TEAM MEMBER BENEFITS

TEAM MEMBER GOLF PASSES

If you are a full time year round team member, your golf pass is free for you and your immediate family (as long as you can claim them on your tax return). You must sign the pass and liability forms each season to gain your golf access.

The summer seasonal team member golf program will be developed and approved by the General Manager and may be changed, revoked at any time. Full time seasonal team members may purchase a discounted pass for spouses and immediate family members (as long as you can claim them on your tax return). Spouse and dependent passes do not qualify for a refund benefit.

Part time team members may purchase a discounted pass for themselves that is not eligible for a refund benefit. Part time team members are not eligible for the spouse/dependent pass.

Your golf pass and your family's golf passes are contingent upon your employment at Big Sky Resort. Big Sky Resort reserves the right to revoke or block your golf pass without refund for any corrective action taken against you. While on the golf course you will be expected to comply with the dress code standard established for that facility and comply with all the established rules and policies. Failure to do so may result in pass confiscation, reprimand, and or termination of employment. Your pass is only for you. It is not transferable.

Team Members are not covered by Workers Compensation while off duty on the golf course. It should be understood that if a Big Sky Resort team member goes golfing beyond the scope of employment and is injured, Workers Compensation will not cover the team member. If a team member chooses to golf during a lunch/break period, or at any time that the team member has been relieved of job related duties, it must be acknowledged that they do so at their own risk and that they will not be covered by workers compensation. It should also be understood that even though a team member may be on the clock at the time of injury, if the team member is free golfing, any claim submitted will be denied. This is as per the Montana Workers Compensation and Occupational Disease Laws Section 39-71-118-1 (a).

All tee times will be made at the discretion of the Golf Professional and are subject to availability. Tee times must be made on the day of play through the golf pro-shop. The team member golf benefit may not interfere with resort business and your tee time may be altered if a guest wishes to play at the same time. Big Sky Resort team members may make advance tee time reservations ONLY if paying the current houseguest rate.

TEAM MEMBER BENEFITS

SUMMER LIFT PASSES

All active summer team members will receive complimentary or discounted summer lift passes for their personal use. Please see Human Resources for details. Off-duty team members are not eligible for Worker's Compensation while on the lift or on the mountain. Any mountain violation, pass abuse, or misrepresentation of team member lift privileges may be grounds for termination, as well as prosecution for theft of services.

SKI LESSON / RENTAL DISCOUNTS

Discounts on ski lessons and rental equipment are offered to all team members who are on active employment. This benefit will not be available during holidays and peak times. Please see the Snowsports School or Rental Shop for details.

RETAIL, SKI SHOP & PRO-SHOP DISCOUNTS

1. All part-time, seasonal and temporary Big Sky Team Members will receive a 30% off in-stock merchandise. You must be on active employment status to receive this discount. Big Sky Team Members in this category may not charge purchases to their paychecks and must pay by cash, personal check, or credit card. You must show your Big Sky Team ID Card to receive your discount.
2. Full-time Year Round Big Sky Team Members will receive 30% off merchandise in-stock merchandise. FYR Big Sky Team Members will have the option to special order items at cost + 10% + shipping and tax. These purchases may be charged to your paychecks, providing you are on active employment status and have signed an authorization to deduct from your wages. You must show your Team Big Sky ID Card to receive a discount and to charge to your paycheck.

TEAM MEMBER BENEFITS

GOLF CLUB RENTAL

Full-Time and Part-Time active status team members will pay a discounted fee for all premium rental golf clubs. Some additional discounts may apply on other branded clubs.

BIKE RENTAL

All Big Sky Resort team members who are on active employment status will receive a discount on any bike rental. These discounts will be advertised in advance and are only available for the advertised days by the bike shop. Biking is a dangerous sport; you assume the risks involved when participating in this activity.

ROOM DISCOUNTS & FAMILY ACCOMMODATIONS

As a team member of Big Sky Resort, you qualify for discounted lodging in the Huntley Lodge and/or Whitewater Inn hotel rooms for immediate family or friends that do not work at the Resort. All reservations and discounts are based on availability and the discretion of your Department Manager and the Reservations Manager. Certain "black out" periods may apply during peak times. Please submit your request through teambigsky.com. Your manager will need to preview this request form, can discuss your discount at that time and will submit the form to the reservation department for final approval.

Please note these reservations are a benefit of your employment. This benefit can be revoked at the discretion of your Manager. Also, any loud, disruptive or illegal behavior by the guest will result in removal of the guest from the hotel and loss of your team member discount at the hotel for the remainder of the season and/or permanently. The rate of the room will go to full price and guest will be responsible for payment. If the guest refuses to pay the new rate, the team member who requested the room will be charged for the room. As a benefit of your employment, this charge will be deducted from your paycheck upon delinquent payment of the new rate. Any team member room issues may result in the review of your employment at the Resort. Discounted stays do not include complimentary breakfasts.

TEAM MEMBER BENEFITS



SPA DISCOUNTS

Big Sky Resort offers a reduced rate on treatments and discounts on products to all Team Boyne Members who are on active employment status. These discounts will be advertised in advance and are only available for the advertised days by the Solace Spa. Full-Time-Year-Round team members may charge services, products and gratuity to their team member accounts. Team Members are responsible for any charges beyond their paycheck. Seasonal team members may not charge to their team member account.

SHOSHONE HEALTH CLUB PASS

A limited number of passes will be available for purchase each season through the HR office for team members, their spouses, and their dependent children. Fees for such passes are nonrefundable. Resort guests have first priority in the use of the health club facilities and team members are expected to conduct themselves in a professional and courteous manner while in the health club. Failure to do so may result in a loss of pass privileges, disciplinary action, and/ or termination. Please see the Human Resources department for pricing and details.



TEAM MEMBER HOUSING

TEAM MEMBER HOUSING

TEAM MEMBER HOUSING

Big Sky offers a limited amount of housing to full-time (seasonal or year round) team members as a benefit of employment. It is simple dormitory housing, which can seem crowded and loud to some individuals. Each room accommodates between two and four occupants. If you wish to utilize company provided housing and it is available, you must enter into a rental agreement, pay a damage deposit and agree to pay your rent through payroll deduction. The damage deposit is required before you will be given occupancy.

You are responsible for your own bedding, towels and other personal items. For safety reasons, no open cooking is permitted in the rooms. No pets are permitted. No firearms or illegal substances are permitted at any time. All tenants and roommates must properly check in to housing before occupation. Violation of housing policies may result in discipline, up to and including, eviction from housing and termination of employment.

Any damage inside of an individual room will be directly collected from the room occupants' damage deposits. Damage deposits will be returned to you on the next regularly scheduled paycheck, corresponding with the pay period in which you checked out of housing. In order to receive your refund, it is your responsibility to sign the check out form with the housing manager upon exiting housing.

Your rent is calculated on a daily basis from the day you move in and is deducted from each paycheck. Upon checkout any refunds owed will be handled on your next scheduled paycheck.

Your eligibility to live in team member housing is contingent on your continued full-time employment with Big Sky. If you terminate employment for any reason, you must vacate our housing with 24 hours. You must, as a condition of employment, comply with these policies and all housing rules and regulations.

Team member housing is considered company property. Fighting, harassment, use of illegal substances or possession of firearms or other dangerous weapons is cause for immediate termination of your employment with the company. Violation of other housing rules, resort policies or procedures may also be cause for termination of your employment. Please see your Housing Manager or the Human Resources department for a full listing of rules and regulations.

TEAM MEMBER HOUSING

FAIR HOUSING POLICY

It is the policy of Big Sky Resort to provide all eligible team members equal opportunity to use and enjoy team member housing as required under state and federal law, including the Fair Housing Act, Montana Human Rights Act, and local ordinances. No qualified person will be denied housing or otherwise discouraged from obtaining housing because of their protected status under the law, including based on race, color, national origin, sex, religion, creed, ancestry, genetic information, source of income, age, marital status, familial status, sexual orientation or preference, gender identity, disability, or any other basis prohibited by law.

Big Sky Resort accepts reasonable accommodation requests for persons with disabilities and processes them consistent with the law. To request an accommodation, including requests for service or assistance animals, please contact the Team Member Housing Director, 50 Big Sky Resort Rd., PO Box 160001, Big Sky, MT 59716. Request forms and additional information are available upon request.

GUIDELINES FOR EMOTIONAL SUPPORT/ASSISTANCE ANIMALS

Emotional Support or Assistance Animal Defined

An emotional support animal (ESA) or assistance animal is an animal that does work, performs tasks, assists, and/or provides therapeutic emotional support for individuals with disabilities. There are two types of assistance animals: (1) service animals, and (2) other animals that do work, perform tasks, provide assistance, and/or provide therapeutic emotional support for individuals with disabilities. The presence of the animal must be necessary in order to provide the resident with a disability the use and enjoyment of the dwelling, and there must be an identifiable relationship or nexus between the disability and the assistance or support the animal provides. Emotional Support Animals are governed by the Fair Housing Act. Team Member Housing Residents, or those applying for Team Member Housing, for whom a healthcare provider or qualified individual has determined that an animal is necessary to mitigate the effects of a physical or mental disability are eligible to have an ESA in compliance with this policy.

TEAM MEMBER HOUSING

Requesting an ESA

Residents, whether placed in onsite or offsite housing, requesting an ESA accommodation should follow the following request procedures:

1. Contact the Team Member Housing Manager Sam Bruce, at sam.bruce@bigskyresort.com to receive an Team Member Housing ESA/Assistance Animal Accommodation application. The application should be returned with the appropriate letter from a qualified healthcare professional.
2. Schedule a time to meet, or call, the Team Member Housing Office to discuss the request with the Team Member Housing Manager.
3. If the request is approved, the ESA will be registered with the Team Member Housing Office and the resident must abide by the ESA Resident Responsibilities Code.

Note, requests for an emotional support animal accommodation may be denied if granting the request would constitute an undue financial or administrative burden, or would fundamentally alter the nature of Big Sky Resort's Team Member Housing Program. This determination will be made on a case-by-case basis involving various factors. Requests may be denied if:

1. The specific emotional support animal in question poses a direct threat to the health or safety of others that cannot be reduced or eliminated by another reasonable accommodation, or:
2. The specific assistance animal in question causes substantial physical damage to the property of others that cannot be reduced or eliminated by another reasonable accommodation. Breed, size, weight limitations are not applicable to an assistance animal.

The foregoing determinations must be made on a case-by-case basis. It should be noted that all Team Member Housing rooms are either double or triple occupancy. With the request, please include any preferred roommate pairing.

TEAM MEMBER HOUSING

Residents who have been approved for an assistance animal in the past may be asked each season to resubmit, with their housing application, information regarding whether the resident still possesses an assistance animal and identification of the assistance animal for record keeping purposes.

ESA Resident Responsibility Code

The following apply to residents with an ESA/Assistance animal in Big Sky Resort Team Member Housing Facilities:

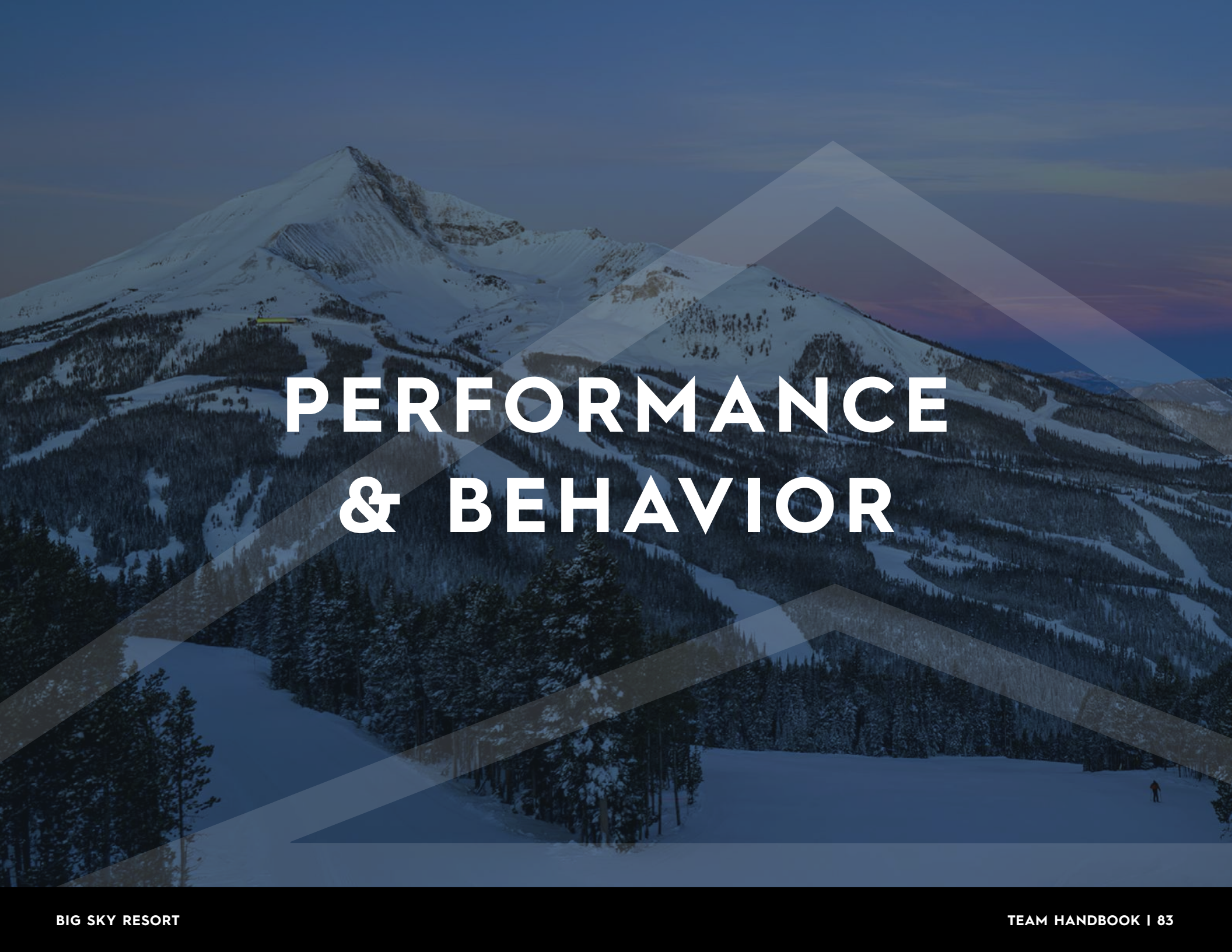
1. Big Sky Resort is not responsible for the care or supervision of the animal. The resident is responsible for the cost, care, and supervision of the animal.
2. All residents approved for an assistance animal are responsible to ensure their animals are vaccinated in compliance with applicable local laws and ordinances.
3. The handler must be in full control of the animal at all times and take immediate and effective action if an animal becomes out of control or disruptive.
4. An animal's behavior, noise, odor, and waste must not exceed reasonable standards for a well-behaved animal. These factors should not create unreasonable disruptions for other residents. Examples include uncontrolled barking and jumping on people.
5. The handler is responsible for immediate disposal of the animal's waste.
6. If a tenant's assistance animal causes damage to the applicant's unit or the common areas of the dwelling, the housing provider may charge the tenant for the cost of repairing the damage or deduct it from the standard security deposit.
7. The handler must coordinate appropriate care for the animal if they leave the facility overnight or for any extended period of time.
8. The handler is responsible for maintaining the animal's health and safety.
9. The handler is financially responsible to Big Sky Resort for any damage caused by the animal, including damage to carpets, walls, and furniture, as well as any other liabilities imposed by law. Big Sky disclaims any and all responsibility or liability related to a resident's animal.

TEAM MEMBER HOUSING

Questions?

Please contact the Team Member Housing Manager, Sam Bruce, at sam.bruce@bigskyresort.com or 406-995-5835.





PERFORMANCE & BEHAVIOR

PERFORMANCE & BEHAVIOR

DISCIPLINARY ACTION

Disciplinary and corrective action may be taken at the discretion of Big Sky Resort for violations of policies, practices, procedures, or work-related expectations. In expected performance and conduct, there is no substitute for good judgment and common sense. Discipline will be decided on a case-by-case basis. The company may discipline team members for misconduct, including but not limited to failing to perform job duties in a satisfactory manner, disrupting business, theft, violence, or threat of violence, violation of policies and standards, insubordination, dishonesty, or for any other legitimate business reason.

Big Sky Resort may, in its discretion, take disciplinary actions including verbal and written warnings, suspension, termination and or any other appropriate action. The Company is not required to use less severe measures (i.e., verbal and written warnings) before taking more serious action, including termination, depending on the nature of the disciplinary issue. The Company retains the right to determine what discipline will be imposed in each individual situation.

RULES OF REASON

The following set of work rules apply to all Big Sky Resort team members. In addition to these, each Department may issue others pertaining to a specific work situation. Our most important rule is that you use common sense, or stated differently, the “rule of reason”. If you have any questions about these rules, or what we can expect of you as one of our part of the Big Sky team, please discuss them with your manager or the Human Resources Department.

PREPAREDNESS

We expect you to be at work properly dressed and prepared to begin work at the start of your scheduled work shift.

PERFORMANCE & BEHAVIOR

ATTENDANCE POLICY

Tardiness and Absenteeism cause serious problems for the operation of the resort and for other team members who must fill in for you. The following attendance and tardiness policy to all Big Sky Resort team members supervisors. All absences may be documented as either “excused” or “unexcused”.

Excused: An excused absence or tardiness has been approved due to one of the following reasons: hospital confinement, military duty, occupational injury, jury duty or mandated court subpoena, prearranged absence approved by your supervisor, approved leaves of absence, death in one’s immediate family, natural catastrophe, or illness when validated by a physician’s statement after the first day.

Unexcused: An unexcused absence or tardiness has not been approved and not covered by one of the factors listed above, as well as all unreported absences. Tardiness reported more than 1 hour after the beginning of a scheduled shift is considered an unexcused absence.

Tardiness: Anyone reporting to work late for an unexcused reason will be subject to disciplinary action. Occurrence will be reviewed in terms of frequency over a three-month period.

Absenteeism: Anyone failing to report as scheduled for an unexcused reason will be subject to disciplinary action. Occurrences will be reviewed in terms of frequency over a three-month period. Disciplinary action will be followed consistent with the guidelines discussed above.

Excessive absences that influence an team members' ability to meet the essential requirement of his/her position may be reviewed separately from the above procedures, even when the absences are otherwise considered excused.

If you find that you are unable to report for work on time due to illness or other emergency, you must personally notify your supervisor as soon as possible. In order for the working schedule to be adjusted accordingly, please call no later than one hour before your scheduled starting time unless otherwise stated by your division.

PERFORMANCE & BEHAVIOR

When you are absent for more than one day, keep your supervisor informed on a daily basis (unless you have been otherwise instructed) as to when you may be expected to return to work. If you are unable to report due to an emergency, please have another person call for you.

Absence without approval will generally result in disciplinary action up to, and including, termination. If you are absent from work without approval, it may be considered a voluntary resignation of your employment with the Company. Forged documentation is grounds for dismissal.

Your supervisor has the right to require appropriate verification or proof before approving absences, which were not pre-approved. If your supervisor requests verification and you do not provide it as requested, your absence will be considered unapproved and appropriate corrective or disciplinary measures may be implemented.

WORKPLACE VIOLENCE POLICY

Big Sky Resort is committed to providing a safe, secure work environment for its team members and to helping prevent violence, threats, or intimidating actions by or against any team member or visitor, on or off the premises, while engaged in business. Threats, threatening language, or any other acts of aggression or violence made toward or by any team member will not be tolerated. Any team member violating this policy is subject to discipline up to and including termination for the first offense.

In compliance with this policy, Big Sky Resort, in its sole discretion, may implement any or all of the following steps:

- Conducting pre-employment criminal background investigations before extending an offer of employment or make an offer of employment contingent upon the results of a criminal background check.
- Implementing security measures to restrict unauthorized entry to the premises, allow security surveillance of the premises, and otherwise foster an orderly and safe working environment.
- Promoting, through education and practices, the value of a nonviolent environment and lifestyle.
- Prohibiting the possession or use of firearms, weapons, explosive materials, or any other device used as a tool of violence, on company premises, including parking lots, in vehicles in our parking lots\ or while conducting business on behalf of the employer unless special authorization for this purpose has been granted by the General Manager of the company.

PERFORMANCE & BEHAVIOR

- Disciplining team members, up to and including termination of employment, who threaten or commit acts of violence, abuse, or intimidation, or who bring or carry weapons onto company premises in violation of this policy. Threats and acts of violence include, but are not limited to, acts communicated orally, graphically, electronically, nonverbally or in written form, with or without accompanying acts of force.
- Removing immediately any Company visitor or team member who threatens or commits an act of violence on the employer's premises.
- Pursuing criminal prosecution, as appropriate, of team members or others who commit criminal offenses against the company or its team members.
- Encouraging all team members to promptly notify management of any work-related threats or acts of aggression, abuse or intimidation by team members or non-team members. Such reports will be treated in a confidential manner, to the extent feasible. The Company will not permit or condone any retaliation against any team member who makes a report in good faith pursuant to this policy.
- Providing counseling, medical, security, or other services as needed to team members who are victims or witnesses of work related violence.

ALCOHOL & CONTROLLED SUBSTANCE ABUSE

It is the obligation and intent of Big Sky Resort to maintain a safe, healthful, and productive work environment for all team members and to provide a safe and pleasant resort environment for guests as well as to protect the Company reputation, property, and operations. As such, this substance abuse policy applies to all Big Sky Resort team members.

The state of Montana has enacted the Montana "Workforce Drug and Alcohol Testing Act" (Sections 39-2-205 through 39-2-211, M.C.A.) which authorizes employers to establish testing programs to determine an team members' use of alcohol or controlled substances.

PERFORMANCE & BEHAVIOR

The purpose of this policy is to implement a Workforce Drug and Alcohol Testing Program for those team members of Big Sky Resort whose job duties involve operation of motor vehicles or industrial equipment or who otherwise work in a hazardous work environment. We believe that it is important to provide a safe workplace. As a result, we have implemented this policy in order to assure that our team members have the ability to perform the duties of their job in a safe and efficient manner in order to protect our team members and the public from the risks posed by the use of alcohol and prohibited controlled substances.

Definitions

1. Prohibited Substances addressed by this Policy include the following:
 - a. Illegal Drugs or Controlled Substances - A dangerous drug as defined in 49 CFR, part 40, except a drug used pursuant to a valid prescription or as authorized by law, and shall, for all purposes of this policy include the drug commonly referred to as marijuana, regardless of whether the team member has obtained a registry identification card, or has been issued a written certification by a physician, pursuant to the Montana Medical Marijuana Act, or a similar act of any other state.
 - b. Alcohol - An intoxicating agent in alcoholic beverages, ethyl alcohol, also called ethanol, or the hydrated oxide of ethyl including beverages or substances containing alcohol, including any medication, the use of which results
 - c. Alcohol concentrate - The concentration of alcohol is expressed in terms of grams of alcohol per 210 liters of breath as measured by an evidential breath-testing device (EBT).
2. Safety-Sensitive Function - A safety-sensitive function is defined in 49 CFR, Part 382.107 as any of those on-duty functions set forth in 49 CFR, Part 395.2 On-Duty Time, paragraphs (1) through (7), and in 49 CFR 653.7 and 654.7 or any task which, if not correctly performed, might reasonably be expected to cause death, bodily injury or property damage. The focus is on the function rather than the job description. A person's job may require several different functions, some of which are not safety-sensitive.
3. Positive Alcohol Test - An alcohol concentration of 0.04 or greater will be considered a positive alcohol test in violation of this policy.
4. Positive Drug Test - A drug test is considered positive if the individual is found to have a quantifiable presence of a prohibited substance in the body above the minimum threshold defined in 49 CFR Part 40.

PERFORMANCE & BEHAVIOR

5. Covered Team Member - This policy applies to all Company team members engaged in the performance, supervision, or management of work in a hazardous work environment, security position, position affecting public safety, or fiduciary position. Participation in this prohibited substance-testing program is a condition of employment for those to whom it applies.
6. Employer Contact - If you have any questions regarding this policy contact the following designated company representative: Big Sky Resort Human Resources Director (406) 995-5823

Information and Training

All team members subject to this policy will be provided information concerning the effects of alcohol and controlled substances on an team members health, work, and personal life; signs and symptoms of a problem; and rehabilitation.

In addition, all supervisors will receive a training on alcohol misuse and training on controlled substances abuse.

Prohibited Team Member Conduct

1. Manufacture, Trafficking, Possession, and Use - Any team member engaging in the manufacture, distribution, possession, or use of prohibited substances on company premises, in company vehicles, or while on company business will be subject to disciplinary action, up to and including termination. Law enforcement shall be notified, as appropriate, where criminal activity is suspected.
2. Intoxication/Under the Influence - Any team member who is reasonably suspected of being intoxicated, impaired, under the influence of a prohibited substance, or not fit for duty shall be suspended from job duties pending an investigation and verification of condition. Team Members who test positive, after a drug or alcohol test, or who refuse to test, shall be removed from duty.
3. Alcohol Use - No covered team member should report for duty, or remain on duty to perform a safety-sensitive function when his/her blood alcohol concentration is 0.04 or greater. No team member shall use alcohol while performing duties for the Company. No team member shall have used alcohol within eight hours of reporting for duty to perform a safety-sensitive function.

PERFORMANCE & BEHAVIOR

Testing Requirements

All covered team members may be subject to urine drug testing and breath alcohol testing. Any team member who refuses to comply with a request for testing, who provides false information in connection with a test, or who attempts to falsify test results through tampering, contamination, adulteration, or substitution shall be removed from duty immediately, and subject to disciplinary action, up to and including termination. Refusal can include an inability to provide adequate specimen or breath sample without a valid medical explanation, as well as a verbal declaration, obstructive behavior, or physical absence resulting in the inability to conduct the test.

Testing for Prohibited Substances

Analytical urine drug testing and breath testing for alcohol shall be conducted as provided by state law and Federal regulations including those contained in 49 CFR Part 40. The Company will take all reasonable steps to protect individual dignity, privacy, and confidentiality throughout the testing process.

1. Manner of Testing - Testing shall be conducted in a manner to assure a high degree of accuracy and reliability and using techniques, equipment, and laboratory facilities that have been approved by the U.S. Department of Health and Human Services (DHHS). All collection and testing will be conducted consistent with the procedures put forth in 49 CFR Part 40.

In the event that a sample is contaminated to the extent that Company or its testing administrator is unable to complete a test on the sample and is unable to identify the contamination, the team member shall be required to produce a second sample and, if necessary, a third sample. The team member shall be presumed to have contaminated the samples if the third sample cannot be tested successfully, unless the team member produces medical or scientific evidence demonstrating that he/she did not contaminate the samples.

2. Drug Testing - The urine sample will be tested for marijuana, cocaine, opiates, amphetamines, and phencyclidine. An initial drug screen will be conducted on each specimen. For those specimens that are not negative, a confirmatory gas Chromatography / Mass Spectrometry (GC/ms) test will be performed. The test will be considered positive if the amounts present are above minimum thresholds established in 49 CFR Part 40.

PERFORMANCE & BEHAVIOR

3. Before any action is taken based on a positive test result, the Company will have the results reviewed and certified by a medical review officer who is trained in the field of substance abuse. A team member or prospective team member who has been tested positive for drugs will be given the opportunity to provide information to the medical review officer of any medical information that is relevant to interpreting test results, including information concerning currently or recently used prescription or nonprescription drugs.
4. Alcohol Testing - Tests for alcohol concentration will be conducted utilizing an approved evidential breath-testing device (EBT) operated by a certified breath alcohol technician (BAT). Team Members are subject to alcohol testing just prior to performing, while performing, or immediately following performance of a job related function. If an initial alcohol test indicates an alcohol concentration of 0.04 or greater, a second test will be performed to confirm the results of the initial test.
5. Positive Test Results - Any team member who has a confirmed positive drug test or a confirmed alcohol concentration of greater than 0.04 shall be removed from duty pending possible disciplinary action. A copy of the test results shall be furnished to the team member at the time of removal from duty.
6. Disciplinary Policy - All team members subject to this policy are subject to the following disciplinary provisions:
 - a. A team member who violates the policy (e.g., refuses or fails to take a test, tests positive, refuses evaluation or to observe post-evaluation recommendations or treatment, etc.) may be disciplined. The discipline may vary depending upon the violation. Factors to be considered in discipline may include, but are not limited to:
 - i. The team members' cooperation with this policy;
 - ii. The number of times the team member has violated the policy;
 - iii. Injuries to person(s) and/or damage or property occurring as a result of failing to comply with this policy; and
 - iv. Test results (i.e., an alcohol test of .08 and over would be considered a more serious violation than a test result of .04)
 - b. All times when a team member is relieved from performing safety-sensitive functions pursuant to this policy, shall be without pay.

PERFORMANCE & BEHAVIOR

Types of Testing

1. Reasonable Suspicion Testing - All team members who supervise or perform a safety-sensitive function may be subject to a fitness for duty evaluation, to include appropriate urine and/or breath testing when there are reasons to believe that drug or alcohol use is adversely affecting job performance. A reasonable suspicion referral for testing will be made on the basis of documented objective facts and circumstances which are consistent with the long- or short-term effects of substance abuse. Examples of reasonable suspicion include, but are not limited to, the following:
 - a. Adequate documentation of unsatisfactory work performance or on-the-job behavior.
 - b. Physical signs and symptoms consistent with prohibited substance use.
 - c. Evidence of the manufacture, distribution, dispensing, possession, or use of controlled substances, drugs, alcohol, or other prohibited substances.
 - d. Occurrences of a serious or potentially serious accident that may have been caused by human error.
 - e. Fights (to mean physical contact), assaults, and flagrant disregard or violations of established safety, security, or other operating procedures.

A supervisor who is trained to detect the signs will make reasonable suspicion determinations and symptoms of drug and alcohol use. A reasonable conclusion that a team member may be adversely affected or impaired in his/her work performance due to prohibited substance abuse or misuse.

2. Follow-Up Testing - Any team member who tested positive for drugs or alcohol will be subject to drug and/or alcohol testing upon his or her return to work in accordance with the recommendations of the MRO and company policy, if the team member is eligible to return to their position.
3. Team Member Requested Testing - Any team member who questions the results of a required drug test may request that an additional test be conducted. This test must be conducted at a different certified laboratory, chosen by the team member. The test must be conducted on the split sample that was provided at the same time as the original sample. The team member pays all costs for such testing unless the second test invalidates the original test. The method of collecting, storing, and testing the split sample will be consistent with the procedures set forth in 49 CFR Part 40. The team members' request for a retest must be made to the MRO within 72 hours of notice of the initial test result. Requests after 72 hours will only be accepted if the delay was due to documentable reasons that were beyond the control of the team member.

PERFORMANCE & BEHAVIOR

Employment Assessment

1. Any team member who tests positive for the presence of illegal drugs or alcohol above the minimum thresholds set for in 49 CFR Part 40 or this policy will be evaluated for suitability of retention in employment. The Company may, but is not required to, utilize the services of a Substance Abuse Professional (SAP) or other qualified individuals in conducting the assessment.
 - a. A SAP may be a licensed physical psychologist, a social worker, a team member assistance professional, or an addiction counselor with knowledge or clinical experience in the diagnosis and treatment of alcohol or controlled substance related disorders. The SAP may evaluate the team member to determine what assistance, if any, the team member needs in resolving problems associated with prohibited substance abuse or misuse.
 - b. A copy of the SAP's report, if any, shall be given to the team member and the Company officials involved in the assessment
2. The Company may require a team member who tests positive on a test for controlled substances or alcohol to participate in an appropriate drug or alcohol counseling, treatment, or rehabilitation program as a condition of continued employment. An employer may require the team member to submit to periodic follow-up testing as a condition of the counseling, treatment, or rehabilitation program. If a team member is allowed to return to duty, he/she must properly follow any rehabilitation program prescribed by the Company, must pass return-to-duty and follow-up tests for a period of up to one year from the date the tests are first required.

Treatment Requirements

All team members are encouraged to make use of the available resources for treatment of alcohol and substance abuse problems. Under certain circumstances, team members may be required to undergo treatment for substance abuse (e.g. referral to a Chemical Dependency Center, etc.). Any team member who refuses or fails to comply with the Company's requirements for treatment either after care or return to duty shall be considered in violation of this policy.

Confidentiality

All information, interviews, reports, statements, memoranda, and test results are confidential communications that may not be disclosed to anyone except the team member, designated Company representatives or in connection with a legal proceeding as set forth in Section 39-2-207 (1)(j)(iii), MCA.

Any Information obtained through testing that is unrelated to the use of a controlled substance or alcohol will be held in strict confidentiality by the reviewing medical officer and not released to representatives of the Company.

PERFORMANCE & BEHAVIOR

CONDUCT

As a representative of the Company, you have an obligation to conform to its standards of conduct. You should be courteous, cheerful and helpful to guests and fellow team members at all times. Your conduct should be above question at all times. Appropriate team member conduct includes:

- a. Treating all customers, visitors, and coworkers in a courteous manner.
- b. Refraining from behavior or conduct that is offensive or undesirable, or which is contrary to the Company's best interests.
- c. Reporting to management suspicious, unethical or illegal conducts by coworkers, customers or suppliers.
- d. Cooperating with Company investigations.
- e. Complying with all Company safety and security regulations.
- f. Wearing clothing appropriate for the work being performed.
- g. Performing assigned tasks efficiently and in accordance with established quality standards. Insubordination is not acceptable.
- h. Reporting to work punctually as scheduled and being at the proper workstation, ready for work, at the assigned starting time.
- i. Giving proper advance notice whenever unable to work or report on time.
- j. Smoking only at times and in places approved by Company rules or local ordinances.
- k. Eating meals only during meal periods and only in the designated eating areas.
- l. Maintaining cleanliness and order on all resort property, work areas and break rooms.

You are expected to follow Company policies and rules and to respect the rights, property, and privacy of guests, co-workers, families and members of the public. The following conduct is prohibited, individuals engaged in it will be subject to discipline, up to and including termination with Big Sky Resort. The examples of unacceptable behavior described herein are not an all-inclusive list. Any violation of the Company's policies or any conduct considered inappropriate or unsatisfactory may, at management's discretion, subject the team member to disciplinary action.

PERFORMANCE & BEHAVIOR

For example, you may not:

- Fight with, threaten, or physically abuse co-workers or guests or behave in a manner that is or might be offensive to others or conduct yourself in a manner contrary to recognized standards of morality or decency.
- Spreading rumors about co-workers or guests or voicing criticism or complaints in front of guests or in public areas is considered inappropriate.
- Destroy, deface, misuse, damage, misappropriate or wrongfully acquire property, funds or assets belonging to the Company, its guests or other team members. You may not take Company property from the premises without the consent of the responsible supervisor.
- Be under the influence of or possess any intoxicant, controlled substance or drug (except as prescribed by a licensed physician) during working hours and/or on the Company's property. Tests to determine drug and alcohol use will be utilized only where permitted by law and will conform to the standards of 49 CFR part 40.
- Falsify or alter any Company record or report, such as an application for employment, a medical report, a production record, a time record, an expense account, an absentee report, shipping/receiving records, etc.
- Violate the Skier and Your Responsibility Code or Montana Law 23-2-763 MCA.
- Possess firearms or other weapons on Company property.
- Hunt on Company property.
- Threaten or intimidate coworkers, security guards, customers or guests.
- Engage in any form of sexual or other harassment.
- Disclose trade secrets or confidential Company information.
- Refuse to follow managements' instructions concerning a job-related matter or insubordination.
- Fail to wear assigned safety equipment or failing to abide by safety rules and policies.
- Solicit or distribute in violation of Company policies.
- Smoke where prohibited by local ordinance or Company rules.
- Use profanity or abusive language.
- Sleep on the job.
- Play pranks, practical jokes or engage in horseplay.
- Wear improper attire or have an inappropriate personal appearance.



APPEARANCE STANDARDS

APPEARANCE STANDARDS



GENERAL APPEARANCE

Our appearance is a direct extension of the resort's ambiance and helps create a positive first impression. Your personal appearance and hygiene reflect your professionalism, and affect guest and co-worker relations. It can create a favorable or unfavorable impression of you and our whole team. Big Sky Resort's image requires team members to be professional, conservatively dressed, neat, and clean at all times.

Team Members are expected to wear the prescribed uniform, or follow the department specific dress code. If you report for work inappropriately dressed or groomed, a supervisor should request you to correct the problem before continuing to work, and this may result in disciplinary action. You should consult with your manager if you have any questions regarding the dress standards established for your position.

Necessary accommodation will be granted for religious or other purposes as required by law. Requests must be submitted in writing to Human Resources. Requests for accommodation should include an explanation of reasons supporting your request.

These are baseline appearance expectations, and many departments will have elevated standards. Managers reserve the right to determine appropriate appearance.

UNIFORM STANDARDS

You must have your designated uniform on at all times while on duty. Uniforms help guests easily recognize staff members. We want them to know that you are a team member and can assist them in whatever their needs might be. Failure to arrive in uniform may require that another be purchased, a warning may be issued and/or you may be sent home to change. Your uniform includes wearing your company issued name tag. You must also have your team member ID/time card with you at work at all times. Your first uniform will be provided by Big Sky Resort and must be surrendered upon termination.

APPEARANCE STANDARDS

Uniform components may vary by department or function. Wearing a uniform automatically puts you “on stage” and developing that awareness is important as a team member representing Big Sky Resort. Team members are expected to wear the uniform according to the following standards:

- **Nametags:** are always required for all frontline staff and must be clearly visible. Whether you are issued a uniform, or dress to meet a department standard, every frontline staff member must wear a nametag while on-duty.
- **Presentation:** keep your uniform clean, neat, and in good condition. If the uniform becomes soiled, it is the team member’s responsibility to have it cleaned. Promptly report uniform damage, loss, or theft to your supervisor so a replacement can be issued.
- **Standards:** uniforms must be worn as designed and per department standards. For example, shirts may be required to be fully buttoned and tucked in.
- **Accessories:** all must be appropriate for the work environment and are subject to manager approval.
- **Pants:** will be specified otherwise by department standards.
- **Headgear:** only resort branded, affiliate branded, or neutral (company) branded headgear is permitted. All hats are to be worn in the way they were designed. (i.e. baseball caps with the bill to the front).
- **Uniforms Off Duty:** staff hats are the only uniform piece that can be worn in public while off duty. All other uniform pieces are only to be worn while on-duty/working.
- **Footwear:** must be appropriate for the type of work being performed and is subject to manager approval. For positions that require specialty safety footwear (i.e. safety toe), a pre-determined reimbursement will be provided towards the purchase.
- **Smoking:** Big Sky Resort is a smoke and vape free environment and not permitted on Big Sky Resort property for team members and guests. The use of tobacco products including smoking/vaping is not permitted while in uniform.
- **Responsibility:** team members are completely and solely responsible for taking proper precautions for the maintenance of issued uniforms and for the return of the entire uniform as requested by management.

Should these expectations be of a concern, please ask your hiring manager for guidance on acceptable appearance standards for your department prior to accepting position.

APPEARANCE STANDARDS

Dress, hairstyle, cosmetics and/or jewelry, which can be considered by guests, co-workers or members of the public to be extreme, offensive, not in good taste, revealing or distracting are inappropriate and unacceptable.

- Good personal hygiene should be practiced daily.
- Hair must be clean, neatly trimmed, and groomed. Dyed hair is acceptable if it is a natural color. For clarification, hair dyed a bright neon red is not natural and would not be acceptable for front of house positions.
- Facial hair (beards, mustaches, or goatees) must be clean, neatly trimmed, and groomed. Facial hair should be full with no patchy spots. A 4-50mm beard trimmer will achieve facial hair that is long enough, but not too long. All areas outside of the beard, mustache, or goatee (including the neck) should be clean shaven each morning.
- Heavy make-up and/or excessive odors (perfume, cologne, tobacco, etc.) are not permitted.
- Excessive jewelry and any jewelry that may pose a safety risk are not permitted. Front of house, ear gauges (small, clear or skin toned gauges are acceptable), facial piercings (stud or small ring in nose is acceptable), septum piercings (and any other facial piercings) are not permitted.
- Only tattoos which are not offensive or scary may be visible. Tattoos on neck and face are not allowed.
- Appropriate dress is required for your working environment and appearance standards must be maintained.

All appearance standards are subject to interpretation, and approval, by management and H.R.; and may be revised at any time.



INFORMATION & TECHNOLOGY POLICIES

INFORMATION & TECHNOLOGY

TELEPHONE USAGE

You may use Company telephones for personal business in cases of emergency or when specifically authorized by your supervisor. If a personal call is authorized and results in long distance or other extraordinary charges, you will be required to make arrangements to have the cost of the call paid for. In the case of an emergency, the office will receive and deliver the message to the team member.

Personal use of cell phones is prohibited while on duty. Please keep phones turned off and stowed away for use only during breaks, on lunch or after punching out.

ENTERTAINMENT TECHNOLOGIES

Video games, music devices such as ear buds and other forms of entertainment technologies are prohibited at all times while a team member is in uniform, with the exception of being off duty in one of the break rooms where you cannot be seen by guests.

COMPUTERS & NETWORKS

All information residing in Big Sky Resort's computers, computer networks, and voice mail networks is the property of Big Sky Resort. Big Sky Resort prohibits the copying of any computer software from its computers or networks, including Big Sky Resort software or software owned or licensed from third parties. Team Members are prohibited from loading any software, data or information from outside sources onto resort computers or networks. All loading of outside software, data or information shall be completed by someone who is authorized to put them on the computers or networks.

INFORMATION & TECHNOLOGY

Despite the use of passwords, all communications on the resort computer networks, computers and voice mail networks are **not** private to team members. Team Members do not have an expectation of personal privacy in their use of company computers, devices, internet, networks, and related systems. All information, communications and data related to Big Sky Resort business on Company-provided computers and networks remain its property and may be subject to search or review. All computer files and network data is accessible to Big Sky Resort management in its discretion at any time, without prior notice. All passwords and codes on computers and networks must be approved by and accessible to the Company. All information stored or sent on Big Sky Resort computers must relate to Big Sky Resort business and be professional in nature.

E-Mail: Big Sky Resort expects all personnel to use the Company's electronic mail ("e-mail") system in the same professional manner in which they conduct all other communications. While common sense and good taste should guide all use of the e-mail system, the company has instituted the following policy to ensure Company confidentiality and to maintain an efficient, yet comfortable, workplace that is free of harassment. The Company's e-mail system is made available for business purposes. Only those messages which relate to the Company's business matters are appropriate for the Company's e-mail system. Use of the Company's e-mail system for limited, infrequent personal use cannot disrupt colleagues in their work and is a privilege which is subject to the discretion of the Company's officers. All e-mail messages created, sent, or received on the Company's e-mail system are Company property.

In addition, a team member must use only his or her e-mail account. A team member must not review or attempt to review e-mail messages that were not sent to him or her. E-mail can be an efficient method of communicating with others in the Company; it must, however, be used with care. Team Members can limit distracting e-mail by considering whether a smaller group would be a more appropriate recipient than an all-inclusive group. Similarly, a team member should consider whether a brief review of an appropriate reference material could eliminate the need for an e-mail request altogether.

The Company will not tolerate the use of the e-mail system for sending or receiving any messages containing obscene, pornographic, defamatory, unlawful, or discriminatory material. All Company policies, including its policies regarding equal employment opportunity and harassment, apply to messages sent and received on the Company's e-mail system. Anyone who feels that he or she has been harassed or discriminated against through the company's e-mail system should follow the reporting procedures outlined in this Handbook for harassment.

INFORMATION & TECHNOLOGY

The Company anticipates that all personnel will follow these guidelines while using its e-mail system, but the Company reserves the right to monitor individual use of the e-mail system without prior notice and personnel have no reasonable expectation of privacy in their use of the e-mail system. Personnel violating any of these guidelines will be subject to disciplinary action, up to and including termination.

Company e-mail is used to communicate employment updates, expectations and schedules. Those with Company e-mail are responsible for reading and understanding all company related information communicated through e-mail.

Company e-mail accessed remotely, either on personal mobile devices or through personal computers is subject to same policies outlined above. There is no expectation for hourly team members to read or reply to email or personal phone calls without prior consent from supervisor for such activity.

ANTI-CORRUPTION & ANTI-MONEY LAUNDERING SANCTIONS

This policy reflects the intent of Boyne USA, INC. to maintain in effect policies and procedures designed to promote compliance by Boyne USA, INC. Boyne Properties, Inc. and their Subsidiaries (collectively, the “Company”) and their respective directors, officers, team members and agents with all Anti-Corruption Laws and Anti-Money Laundering Laws and applicable Sanctions

It is the policy of this Company to maintain compliance with all Anti-Corruption Laws, Anti-Money Laundering Laws and applicable Sanctions. The Company CFO or their designee shall serve as the Corporate Compliance Officer (“CCO”). The CCO may appoint a committee to assist with administering and monitoring compliance with respect to this policy. The CCO shall have responsibility for design, oversight and monitoring of written and unwritten procedures and controls reasonably designed to ensure compliance in accordance with this policy.

“Anti-Corruption Laws” means all laws, rules, and regulations of any jurisdiction applicable to the Company from time to time concerning or relating to bribery or corruption,

INFORMATION & TECHNOLOGY

“Anti-Money Laundering Laws” means any and all laws, statutes, regulations or obligatory government orders, decrees, ordinances or rules applicable to the Company related to terrorism financing or money laundering,

“Sanctions” means any and all economic or financial sanctions, sectoral sanctions, secondary sanctions, trade embargoes and anti-terrorism laws, including but not limited to those imposed, administered or enforced from time to time by the U.S. government

A complete copy of the policy is available at: <https://teambigsky.com>

SOCIAL MEDIA POLICY

It is important to note that there are many avenues for team members to communicate electronically in a social setting. Examples of this include, but are not limited to, the Big Sky Resort official Facebook, Twitter and YouTube accounts and other user generated sites that may pertain to operations or policies of Big Sky Resort. It is company policy that these sites should not be visited during work hours unless specified to do so by your supervisor. When visiting any of these sites, it is the expectation that you will properly represent yourself and the company in a professional manner. Private and confidential company information should not be shared in any electronic forum or format including personal social media accounts and websites. Please always be courteous and follow the guidelines of the Boyne Basics.

Social media forums are an extension of our Big Sky Resort community and marketing efforts and if you feel there is a need for someone to address something on our site that may be controversial, please notify the Marketing Department. Posting images or information that is unprofessional or inappropriate or is purposely detrimental and is inconsistent with the above-mentioned policies may result in disciplinary action.

INFORMATION & TECHNOLOGY



OUTSIDE EMPLOYMENT

The Company recognizes that you may desire to use your skills and knowledge to supplement your income by accepting employment outside of regular working hours. However, such desires must be balanced against our need for full productivity during working hours and loyalty from our team members. We expect you to be aware of this needed commitment to the Company and not to accept any employment that is in conflict or competition with our mission, goals or operations. Because members of the public may identify you as a Company team member, even during off-duty hours, any improper conduct you engage in reflects upon the Company's reputation.

Outside employment will not be considered an acceptable reason for poor job performance, absenteeism, tardiness or refusal to work overtime as business demands may require. Should any of these conditions arise, we may require you to cease your outside employment or be terminated from Big Sky, as we consider your employment with Big Sky Resort your primary job responsibility.

A photograph of a ski patrol member holding a light-colored dog in a snowy mountain setting. The person is wearing a black helmet with "SMITH" and "Sweet Protection" written on it, and a black jacket with a bright green cross on the chest. The dog is wearing a red collar. The background shows snow-covered trees and mountains. The text "SECURITY & SAFETY POLICIES" is overlaid in white, bold, sans-serif font.

SECURITY & SAFETY POLICIES

SECURITY & SAFETY POLICIES

SECURITY

You are not allowed in “team member only” areas, in private offices or guestrooms unless you are assigned to work there or are authorized to enter by a supervisor or a manager. Doors are equipped with an electronic key card system, which allows us to monitor who enters a room or office. Unauthorized entry or unauthorized possession of room keys is grounds for disciplinary action up to and including termination. Only authorized team members are allowed access to “secure” areas including, but not limited to accounting, payroll, behind counters of retail shops, rental, repair, restaurants/bars and hotel front desks.

If the Company has reason to suspect a person may be in possession of Company, or guest property and/or contraband, we reserve the right to inspect any lunch boxes, clothing, bags, backpacks, packages or any other containers on or in the possession of anyone coming onto or leaving our premises. The Company reserves the right to search all work areas and anything stored on its property. Video surveillance cameras are used throughout the facility for the protection of our staff and assets. Delivery people and other non-team members are allowed in the offices or other non-public areas of the company only when accompanied by an on-duty team member. Upon determination of possession of Company or guest property and/or contraband, violators are subject to prosecution.

SAFETY

You are expected to work in a safe manner and observe safe working procedures, including all universal precautions and infection control procedures adopted by Big Sky. If safety equipment or procedures are required for the task you are performing, your supervisor will notify you. You are expected to comply with the procedures and to wear or use safety equipment as directed by your supervisor and/or Company policies and procedures. If you are unsure of proper use please ask a manager or supervisor.

Tools and equipment are to be kept clean and in good repair. Any accident hazards or unsafe conditions of equipment are to be corrected or reported to the supervisor or manager immediately. Do not use equipment with inoperable safety features or which presents a possible safety hazard without first checking with your manager.

SECURITY & SAFETY POLICIES

First Aid kits are available in the kitchen of all Company operated restaurants and at the front desks, as well as in the safety/security manager's office. Check with your supervisor to locate the nearest first aid kit to your workstation. Team Members may be responsible for contacting other appropriate agencies if the situation so warrants (i.e. fire

department, police department).

HELMET POLICY & RESTRAINT BAR POLICY

All team members and volunteers, when on duty and representing Boyne Resorts, whether in or out of uniform, are required to wear a snowsports/biking helmet at all times when skiing or biking at Big Sky Resort. Further, use of the restraint bar is required when riding a chairlift equipped with such while on duty at Big Sky Resort. The restraint bar should be lowered as soon as possible after loading the chairlift and remain in the lowered position until just prior to unloading the chairlift.

Definitions

Skiing and snowboarding will collectively be referred to as "skiing." Biking will be referred to as "biking." Team Members while working and Volunteers while volunteering will be referred to as being on duty.

Scope

This policy applies to all Team Members and Volunteers of Big Sky Resort while skiing or biking on duty. This policy also applies if the Team Member/ Volunteer is in uniform when off duty. This policy does not address situations that may exist for groups engaged in other operations that may have their own helmet requirements outside of skiing or biking, such as snowmaking, vehicle operations, snowmobile use or tower climbing. Certain tasks may have their own helmet requirements, and in some cases a snow sports helmet may be allowed in certain situations.

Protocols, alternative helmets and training are department specific; ask your supervisor for clarification. Helmets must meet either the ASTM F204 or CE/EN 1077 Snow Sports helmet standards or CPSC or similar for bike helmets.

SECURITY & SAFETY POLICIES

Helmet Distribution

Full and part time Team Members with skiing or biking positions will be provided a voucher for a helmet at no cost to the team member. Volunteers with skiing or biking positions will be provided a helmet either by voucher or from the daily lender inventory within their department. Temporary Team Members who ski or bike on duty, Team Members who ski or bike infrequently as part of their duties and Temporary Volunteers who ski on duty who do not have a helmet will receive a voucher to rent a helmet from a Big Sky Resort rental shop or will receive a lender helmet at no cost for the day they are working or volunteering. Team Members/Volunteers should contact their department supervisor for details for their department. Team Members/Volunteers who work or volunteer in multiple departments may receive only one voucher or helmet.

Helmet Vouchers

All eligible Team Members/Volunteers will receive an electronic or paper voucher for a free helmet that will be redeemable through the Department Manager Uniform Distribution or at a Big Sky Resort owned retail stores. Vouchers will be issued by department managers and loaded in to the Team Members/Volunteers record in RTP\NAV. The voucher will allow the Team Member/Volunteer a choice of free helmets as outlined in the Free Helmet Options section below.

If the Team Member/ Volunteer prefers to purchase a different helmet that is in-stock in a Big Sky Resort retail store, he/she may use the voucher for a credit toward their purchase. Additionally, Big Sky Resort retail stores will discount in-stock helmets 40% off the retail price when purchased with a voucher. Team Members will not receive reimbursement for helmets obtained by the Team Member/ Volunteer without a voucher, purchased at an unapproved retailer, purchased on-line, or purchased via a pro deal. The prices and discounts are subject to change by Resort management at any time.

Helmet Ownership

The Team Member/ Volunteer is responsible for returning the helmet once their commitment has been fulfilled. If the Team Member/ Volunteer is planning on returning for the next season with Big Sky Resort, they may keep the same helmet to wear the next consecutive season. This must be approved by your Supervisor/Manager. Any Team Member/ Volunteer who misplaces or loses a helmet provided under this policy is obligated to report any such loss immediately; to the extent that Big Sky Resort is obligated to provide a replacement helmet, the Team Member/ Volunteer may be subject to disciplinary action. If the Team Member/ Volunteer is terminated or leaves the Resort before fulfilling his/her commitment the Team Member/ Volunteer must return the helmet to their Supervisor or Manager or may opt to purchase the helmet at the voucher rate. Failure to return the helmet will result in prosecution of theft.

SECURITY & SAFETY POLICIES

Warnings and Responsibilities Warnings

- All safety equipment has limitations. The Team Member/Volunteer is required to read and follow all the manufacturers' instructions carefully.
- Helmets must meet either the ASTM F204 or CE/EN 1077 Snow Sports helmet standards.
- Bike helmets must meet the CPSC helmet standards or similar certification.
- Helmets are designed to absorb shock by partial destruction of the energy absorbing liner. This damage may not be visible. Therefore, if subjected to a severe blow, the helmet should be destroyed and replaced even if it appears undamaged. If your helmet is damaged while you are at work and the incident in which the helmet is damaged is reported, you will receive a voucher for a new helmet. To obtain a replacement voucher, bring your helmet to your manager/supervisor for a visual inspection. Helmets damaged during free skiing/riding when the team member is not at work are not eligible for replacement by voucher.
- No helmet can protect the wearer from all potential injuries resulting from every accident. It may not protect against injury in a severe or high speed impact and depending on the type of impact, even a low speed impact may result in a serious head injury or death.
- A helmet can only provide a level of protection for areas that it covers. It does not protect against all head injuries or prevent injury to the face, neck or spinal cord.
- The Team Member/Volunteer is always required to follow and obey the Skier Responsibility Code which requires each skier/biker to maintain control of his/her speed and course at all times when skiing/biking and to maintain a proper lookout so as to be able to avoid other skiers/bikers and objects.

Team Member/Volunteer Responsibilities

- Each team member responsible for wearing a protective ski helmet pursuant to this policy must register their helmet with the resort. The registration will encompass identification of the helmet, an inspection, proper fit-testing and the date recording of these functions. Helmet registration will be required at the commencement of an team members' employment for the resort and at the beginning of each season.
- Team Members will be required to wear the helmet registered by the resort for work use, during all work shifts, and may not substitute any other helmet that has not been registered, inspected and properly fit-tested by authorized resort personnel.

SECURITY & SAFETY POLICIES

- Know how to properly put on, fit, wear, and remove the helmet
 - Always wear the helmet in the proper position
 - Fasten the buckle and tighten the chin strap
 - Check adjustments every time the helmet is worn
 - Don't wear anything hard or sharp under your helmet
- Inspect the helmet regularly for signs of wear or damage
 - Replace a helmet that has been in an accident, damaged and/or suffered a significant blow
- The resort will require that all team members replace their helmets
- Don't attach anything to the helmet unless approved by the manufacturer
- Don't take unnecessary risks just because you are wearing a helmet
- Understand when a helmet is necessary
- Understand the limitations of the helmet
- Understand the proper care and maintenance, useful life and replacement of the helmet
- Read and understand the Big Sky Resort / Boyne USA policy, the Big Sky Resort implementation policy and any updates

Supervisor Responsibilities, Training and Disciplinary Action

Each Director and their management are responsible for ensuring that their Team Members/Volunteers understand and comply with this Policy and complete sufficient training regarding the use of snow sports helmets. Team Members/Volunteers who do not comply with the policy are subject to disciplinary action up to and including termination.

Training to encompass:

- Know how to properly put on, fit, and size a helmet
- Understand and communicate the hazards the helmet is designed to protect the user from, which hazards the helmet helps reduce and those that they are not designed to dissipate
- Communicate the expected behavior while skiing or biking for work, including the skier responsibility code.
- Helmet Inspection procedures should follow serviceable condition standards from the manufacture
- Helmet replacement procedures from a significant fall with head impact will require an injury report form for the team member that is bringing a helmet in for replacement due to a fall or impact.

Free Helmet Options

Helmets available for free with a voucher will be based on Resort and corporate retail annual guidelines and will meet either ASTM F204 or CE/EN 1077 Snow Sport Standards. Bike helmets will meet CSPC or similar standards.

SECURITY & SAFETY POLICIES

Where does the industry stand on helmets?

National Ski Area Association (NSAA) promotes the use of helmets on the slopes. We urge skiers and riders to wear a helmet - but to ski or ride as if they are not wearing a helmet. NSAA views skiing and snowboarding in a controlled and responsible manner - not helmets only - as the primary safety consideration for all skiers and boarders. A skier's behavior has as much or more to do with the safety of the sport as does any piece of equipment.

For further information please visit www.nsaa.org

FIRE & EMERGENCY PROCEDURES

All team members of Big Sky Resort, off duty or on duty, are required immediately to report to designated assembly areas in the event of a fire or other emergency. Team members will receive instructions from management as to where their assistance is needed.

Big Sky Resort maintains a comprehensive Emergency Response Plan Manual that covers all emergency situations including: Active Threats, Bomb Threats, Explosions, Gas Leaks, Chemical Spills, Motor Vehicle Accidents, Fatalities, Criminal Activity, Forest Fires, Guest and Team Member Injuries, Missing Persons, Search & Rescue, Lift Emergencies, Severe Weather, Snowmaking Emergencies, and Dam Emergencies. For detailed procedures, refer to the complete manual or contact your supervisor.

Key Emergency Contacts:

- 911 for Police/Fire/Rescue
- Security: Radio Channel 10 or ext. 5827
- Mountain Operations Dispatch: Radio Channel 1 or ext. 5880

Building Fire

In case of fire, there are fire alarm stations in every public area and hallway. When a fire alarm sounds, staff must immediately notify Maintenance of the panel reading and location via Radio Channel 10. If the alarm is confirmed as an actual fire, Maintenance will call 911 immediately.

Only stairwells will be used during evacuation, as elevators will be inoperable. All occupants will be evacuated to designated staging areas: Talus Room in the Summit Hotel, or if the Summit Hotel is affected, the Missouri Ballroom in the Yellowstone Conference Center.

Forest Fire

If you see a forest fire, immediately contact Mountain Operations Dispatch on Channel 1 or ext. 5880. Dispatch will contact the VP of Mountain Operations and call 911. Follow evacuation instructions from the Incident Commander.

SECURITY & SAFETY POLICIES

Universal Precautions Policy

All seasonal team members are introduced to the Universal Precautions Policy at new team member orientation. The following points are a summary from that policy:

If you encounter an accident or come into contact with an item that may have been contaminated by human blood or body fluids, you should follow these guidelines:

- a. Whenever possible - Do NOT touch the person or items. Try to calm the injured person.
- b. Report to a supervisor or get proper assistance
 1. Safety/Security Manager: **(406) 995-5827** or **x5827**
 2. Ski Patrol: **(406) 995-5878** or **x5880**
 3. Front Desk: Huntley Lodge **(406) 995-5800** or **x5800**
 4. Front Desk: Summit Hotel **(406) 995-8000** or **x8000**
 5. Quick Response Unit: **911**
 6. First Aid Room: **(406) 995-5872**
- c. Use facemasks, surgical gloves or protective eye wear found in the First Aid kits to form a barrier between you and the blood or fluids. If no first aid kit is available, use other barriers like ski gloves, goggles, garments, etc.
- d. Dispose of the contaminated item by placing it in a leak proof container and marking it with a biohazard label. Contact the Safety/Security Manager for proper disposal.
- e. Wash your hands thoroughly, immediately after removal of gloves or other protective devices.
- f. Obtain and complete an incident exposure form.
- g. Obtain a blood test from the medical personnel.

The complete Big Sky Resort Exposure Control Plan is available from the Safety/Security Manager.

In the case of a true emergency, you should dial the emergency number **911** to summon law enforcement or medical assistance. A medical clinic is located in the day skier parking area. The phone number for the medical clinic is **(406) 995-2797**. The nearest hospital center is located in the Meadow Village of Big Sky. Big Sky has resident Sheriff's deputies to respond to law enforcement calls.



FEEDBACK & RESOLUTION

FEEDBACK & RESOLUTION

GUEST COMPLAINTS

If you encounter an irate guest or a guest with a complaint, please use the following procedures:

- Try to resolve the problem. If you cannot, call your supervisor immediately or direct the guest to a Department Manager.
- If the complaint involves a theft, call Security.

If injuries are involved call the Safety/Security Manager, front desk, 911, or the Ski Patrol Director, as appropriate.

- Do not delay. Secure first aid, even for scratches.
- Let the individual decide whether they want professional medical aid.
- If possible, ask the injured person how the accident occurred and secure the names and addresses of visitors first-whether they are eyewitnesses or not, then list the names of team members.
- Inspect the accident scene carefully; also have the General Manager or another manager inspect the scene.
- An injury report form must be completed and filed in the office within 24 hours of the accident or injury.
- DO NOT - offer to pay any medical expenses.
- DO NOT - discuss responsibility.
- DO NOT - apologize for the accident.
- DO NOT - argue cause of the accident.
- DO NOT - reprimand any team members at the scene.
- DO NOT - discuss the accident with strangers.

TEAM MEMBER COMPLAINT RESOLUTION

We encourage all team members to seek information or advice on any matter that is troubling you, as well as to call attention to any management action, which you believe, is inconsistent with Big Sky Resort policies or procedures. It is our policy to attempt to resolve job-related problems whenever possible through informal discussions between you and your immediate supervisor/managers. If you feel that you need assistance with this, please contact the Human Resources Director.

FEEDBACK & RESOLUTION

If you have made an attempt to correct the problem through informal discussions and you believe the problem has not been resolved, you may file a written complaint using the formal procedure described below. If you are a probationary team member, you are not eligible to use the formal grievance procedure unless you are alleging unlawful acts on the part of management or other co-workers. This formal grievance procedure also applies to conditions of termination.

FORMAL COMPLAINT/GRIEVANCE PROCEDURE

The time frames established in this procedure may be extended upon written mutual agreement of the parties. The term “day” as used in this policy is calculated by excluding the day of the event that triggers the period; count every day including intermediate Saturday, Sunday, or legal holiday the period continues to run until the end of the next day that is not a Saturday, Sunday, or legal holiday. The grievant carries the burden of moving the grievance forward within the time period specified for the respective step. Failure of the grievant to advance the grievance to the next step of the procedure within the allotted time frame may result in dismissal of the grievance. This policy applies to terminations-actual or constructive. This appeals process is not available to team members terminated in their probationary period.

- **Step 1:** Within seven (7) days of the occurrence in question (or knowledge of the occurrence), bring your grievance to your supervisor and the Human Resources Director in writing. In your complaint, you must describe your complaint including (1) the facts you believe should be considered; (2) a description of how you believe an established policy, procedure, law or rule was violated; and (3) What action(s) you believe Big Sky Resort should take to resolve your complaint. The supervisor will have fourteen (14) days to investigate, if the supervisor deems necessary, and respond to the team members' written complaint. If the supervisor does not respond within fourteen (14) days, the team member must move to a second level appeal.

FEEDBACK & RESOLUTION

- **Step 2:** Within five (5) days of the date the response was received, or was due, you must notify the General Manager in writing of your desire to go to step two of the procedure. As part of your appeal you should submit the complaint, along with any supporting materials and a copy of the response, if any, received in Step One to the General Manager. The request for reconsideration must include any errors or omissions the team member perceives in the initial appeal decision. The General Manager and/or any designee of the General Manager's behalf may conduct an investigation, if deemed necessary, and will respond to the appeal within fifteen (15) days. If the General Manager does not respond within fifteen (15) days, the team member must move to a third level of appeal.
- **Step 3:** If you are not satisfied with the General Manager's response; within five (5) days of the receipt of the General Manager's decision, or when it was due, ask, in writing, for reconsideration, along with any additional information that should be considered for the General Manager's reconsideration. The request for reconsideration must include any errors or omissions the team member perceives in the second level of appeal. The General Manager will respond within twenty (20) days to 1) certify in writing the second level of appeal decision as final; or 2) issue a different, final decision. The decision issued as a result of such a request for reconsideration will be final. If the General Manager does not respond within twenty (20) days, the second level appeal decision shall be considered final.

For assistance with the procedure, please see the Human Resources Director.

FEEDBACK & RESOLUTION

TERMINATION OF EMPLOYMENT

Termination of employment includes an team members' resignation, the end of the season, discharge or lay off. If you decide to voluntarily terminate your employment prior to the normal season end date, we request you to provide written notice two (2) weeks prior to the effective date of resignation. Such written notice will be placed in your personnel file. Failure to give the notice required by this policy may result in ineligibility for reemployment.

We may find it necessary to terminate you in advance of the end of the season as a result of unforeseen circumstances, for misconduct, unsatisfactory job performance or for other job related or business reasons.

If you are absent from work without having received approval, you may be considered to have abandoned your job and no longer remain a team member of Big Sky Resort. All final paychecks will be issued via the usual weekly payroll cycle.

REHIRES

If you are a seasonal team member, you will need to reapply for a job each season. Previous seasonal employment does not guarantee that you will have a job next season. You must complete a new application and return it to the Human Resources Office if you wish to be considered for employment for a following season. Your personnel file, as well as your past work performance and attendance will be reviewed when considering you for rehire.

Applications received from former team members will be processed using the same procedures and standards that govern all external applications. The hiring manager/supervisor may consider the former team members' performance records and the circumstances surrounding termination of previous employment with the Company. This information may be provided to the staff responsible for screening and interviewing applicants.

Except as may be otherwise provided by law, if the Company reemploys you after a termination in any seasonal or regular full time position, you must complete a new probationary period and qualifying periods for benefits in accordance with these policies.

FEEDBACK & RESOLUTION

ALL TERMINATIONS

A copy of the Team Member Complaint Resolution Procedure is outlined in this handbook. If you feel that the terms or conditions of your termination of employment were unfair, you must use the complaint/grievance procedure within seven (7) days of notice of your termination. During that time, you will likely be suspended pending investigation and resolution of your grievance. Please contact the Human Resources Director for assistance with this procedure.

Before you depart, you must return all the Company owned property you may have in your possession. Such property might include uniforms, tools, keys, time cards, ski pass or Company records. You must complete an Team Member Exit Form in the Payroll Department to update your forwarding address. This is important to receive your last paycheck, bonuses, deposits and W-2 in a timely manner.



QUESTIONS?

CONTACT HUMAN RESOURCES AT:

bigskyHR@BIGSKYRESORT.COM

406.995.5706