



BIG SKY

MONTANA

Employee Handbook

Updated November 2011

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Dear Big Sky Resort Team Member,

We wish to welcome you on board the staff of Montana's largest resort destination. You now belong to a team focused on one big theme; serving guests well and *Consistently Creating Exceptional Experiences* along the way. This is important work and we are glad you have decided to be a part of it.

Being able to work and live in the mountains is a special treat. Many of the attributes that bring our guests here also brought us here. The mountains, an active lifestyle, the Yellowstone Ecosystem, and meeting interesting people have led us here for a season or perhaps a lifetime. We are fortunate to work and live in the shadow of Lone Mountain and share these experiences together.

As we focus on exceptional guest service, it is important that while we each maintain our spark of individuality that we also come together as a unified group in certain beliefs and actions. This employee manual creates the starting point of common guidelines for us all to follow. Please take the time to review this manual thoroughly and keep it for future reference.

Thank you for being an important part of Big Sky Resort. We want this work experience to be as successful for you as the exceptional vacation experience we strive to provide each and every guest.

Sincerely,

Taylor Middleton
General Manager

Mission and Core Purpose:

We Consistently Create Exceptional Experiences for our Guests

BOYNE BASICS

WEEK 1 Core Values	Develop GREAT PEOPLE	Have PASSION for our customers and products	Be INNOVATIVE & exemplify a "CAN DO" Attitude	Think LONG TERM	Excellence in EXECUTION
WEEK 2 Top Ten Service Values	Hospitality Bubble 15/5 Rule, acknowledge all guests, speak first, eye contact, smile	Three Steps of Service Warm Welcome Magic Moment Fond Farewell	Answer the Phone Within Three Rings with appropriate greeting, department and your name	Take Ownership in requests, complaints, feedback and follow up.	Always Use a Person's Name (guests or Team Members) at every opportunity
WEEK 3 Top Ten Service Values	Be Clean, Neat, Safe Everyone picks up trash; reports and helps to correct safety issues	Lead By Example Become a mentor or role model	Be OPEN, HONEST, TIMELY in communicating with others	Anticipate guest needs and expectations whenever possible and try to EXCEED them.	Proudly Represent Team Boyne at work, at home, and in the community
WEEK 4 Personalized Service	Make Great First Impressions By delivering a great presentation of myself and my area	I Thank Every Guest By saying with a smile: "Thank you for choosing us..."	I Practice Teamwork every day with courtesy and respect by helping my fellow Team Members without being asked.	I Learn More By giving guests the information they need through my continuous efforts to learn more about our company, products and community.	I Deliver Individual Service In every interaction, I deliver individual service by giving my full attention to the guest/customer.

Big Sky Resort will accomplish its mission to consistently create exceptional experiences for our guests by understanding, adopting and utilizing the Boyne Basics.

Big Sky's Vision:

- Biggest Skiing in America
- Best Mountain Meetings
- Basecamp to Yellowstone

Boyne's Long Term Goal:

Become the Best 4 Season Resort Company in the World By 2015!

HISTORY AND GENERAL INFORMATION

“Just as important as working for the good life, is finding a place to enjoy it”.
- Chet Huntley

BIG SKY

Big Sky lies high in mountain meadows surrounded by timberland, the Spanish Peaks Primitive Area and the Gallatin National Forest. Lone Mountain towers 11,166 feet over the resort area. Visitors to this area will experience outstanding recreation, lodging and western hospitality. Fragrant pines, trout streams, and rugged canyons provide a home to deer, elk, moose, big horn sheep and the occasional black bear.

The Spanish Peaks Wilderness Area contains mountains that range from 6,000 to 11,015 feet. Legend says that the peaks were named for a group of Spanish trappers from Mexico, who had been surprised in 1836 by a tribe of Crow Indians. To protect the natural environment, this area has been designated by the Federal Government as a primitive area. Thus, no motorized vehicles are allowed, however, there are approximately 50 miles of horse and foot trails leading to many principal features.

The Gallatin River, at the base of Big Sky, flows out of the Yellowstone National Park, which is approximately 18 miles to the south of Big Sky. This scenic river follows along US Highway 191 north and divides the Madison Range of mountains to the west and the Gallatin Range to the east. Both ranges contain the same two-uplifted fault blocks of Precambrian (approximately 600 million years old) igneous and metamorphic basement rocks running diagonally in a northwest-southeast direction. A mass of folded Paleozoic (approximately 600 to 225 million years old) and Mesozoic (approximately 225 to 60 million years old) sedimentary rocks squashed between the two basement rock blocks also runs diagonally in the same direction through the ranges. Capping the Gallatin Ridge is a thick sequence of dark-colored volcanic rocks, which erupted roughly 50 million years ago on top of the older sedimentary and metamorphic basement rocks. Lone Mountain and Andesite Mountain, in the ski area, are remnants of these older volcanoes. Indeed, the upper chair lift on Lone Peak provides an outstanding view of the volcanic layers dripping away from the vent where they are exposed in a glacial cirque near the top of the peak.

During the 1800's three cattlemen, Frazer, Inabnit and Sprague came to the Big Sky area, homesteaded and grazed their cattle in the area, which is now the Meadow Village. Frank Crail visited this area on an elk-hunting trip in 1902 and purchased the land from the original homesteaders. Today, the original Crail ranch house can be seen from the golf course in the Meadow.

Tourism became important to this area in 1906 as dude ranches became popular. Stage coaches, and later automobiles, carried passengers through the canyon between the Gallatin Valley and Yellowstone National Park. Lone Mountain Guest Ranch was founded in 1928 and continues today as a dude ranch in the summer and a Nordic ski center in the winter.

THE 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. Thus, in 1969 much of the old Crail Ranch was sold to Mr. Huntley and a group of investors, which included Chrysler Corporation, Conoco, Burlington Northern, Montana Power and Northwest Orient Airlines. The resort was started in 1970, the Meadow opened in 1972, the Mountain opened in December of 1973, and the Lodge opened in November of 1974. 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, which now covers nearly 11,000 acres, offers 85 miles of alpine ski terrain spread over two mountains. Other winter activities include dinner sleigh rides, swimming, saunas, jacuzzis, snowmobile or snowcoach trips into Yellowstone Park, and plenty of après ski activities. Summer provides; zipline, high ropes course, bungee trampoline, tennis, an 18-hole Arnold Palmer designed golf course, horseback rides, whitewater rafting, trout fishing, scenic lift rides, and hiking and mountain biking. Further information of activities can be obtained at the Basecamp located in the center of the Mountain Village Plaza.

SCOPE AND PURPOSE OF HANDBOOK

The purpose of this Employee Handbook is to provide employees basic reference information about Big Sky Resort, its operating philosophy, benefits and significant personnel policies and guidelines. Please read it thoroughly.

The Employee Handbook provisions apply to all employees unless specifically noted otherwise in each policy. This Employee 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 Employee Handbook should not be construed to constitute a contract for continuing employment between Big Sky Resort and its employees, nor a contract for a particular level or type of pay or benefits. Big Sky Resort intends to provide employees with notice of significant changes in personnel policies and benefits. However, Big Sky Resort must reserve its right to change or eliminate any of the policies or benefits described at any time, with or without notice.

The General Manager has been given responsibility for interpreting and applying these policies to day-to-day operations. The General Manager may delegate any responsibility to any person as may be considered appropriate in the opinion of the General Manager. Your supervisor has been delegated authority to implement these policies and to take any action that is not inconsistent 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.

EMPLOYMENT, TIME KEEPING AND PAYROLL 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 employees; to relieve employees from duties because of lack of work or funds or under conditions where continuation of such work would be inefficient and/or non productive; 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, national origin, ancestry, religion, sex, age, veteran status, marital status, non-disqualifying disability, or other characteristics protected by law except where the reasonable demands of the job require a distinction to be made. This policy applies to all employment practices and personnel actions, including hiring, promotion, recruiting, termination, and compensation. The Company 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.

In addition, it is the policy of Big Sky Resort to provide reasonable accommodation to qualified persons with known disabilities to allow an employee to perform the essential functions of his or her job unless doing so would result in an undue hardship or direct threat to safety of the employee, coworkers, or guests. Employees who believe they require reasonable accommodation must let their supervisor or human resources representative know as soon as possible.

All employees are expected to comply with both the letter and the spirit of this policy. Employees who feel that they have been the victims of unlawful 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.

Employment Status

As with all new employees, you must satisfactorily complete a probationary period of at least 180 days of hire. 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 employee 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. Should your work performance or conduct not meet the Company's expectations during the trial period, you may be terminated at any time and without advance warning.

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 employee, 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. 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 employees 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.

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 Work Experience and Career Exploration Programs approved by the department or the office of public instruction.
- 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

Employees are classified according to the category of business need or circumstance. The differentiation is between full-time, seasonal and temporary employees. These worker statuses determine the employer's responsibilities under anti-discrimination laws and its tax withholding obligations, as well as the worker's eligibility for overtime pay, worker's compensation and participation in benefit plans.

- A. **Full Time Year Round**- Full Time Year Round (FTYR) employees must be scheduled to work a minimum of 30 hours per week year round, however status as FTYR is not based solely upon hours worked. Full Time Year Round Status and applicable benefits are granted in writing by the division leader and the general manager based upon position held, performance of the employee, and/or the needs of the resort.
- B. **Seasonal** - defined as an individual hired part-time or full-time for a specified, limited period of time such as summer or winter season. Employees are typically terminated after this period of time.
- C. **Temporary**- hired for a few days as the result of unusual circumstances, special projects or hired for the duration of the season on an "as needed" basis.

Other Employment Status Definitions:

1. **Full-Time** - defined as an individual, either exempt or nonexempt, who may be seasonal or FTYR and who will be scheduled to work a minimum of 30 hours per week year round.
2. **Part-Time** - defined as an individual who is seasonal and who works less than 36 per workweek.
3. **Non-exempt Status** - The Fair Labor Standards Act ("FLSA") requires that employers pay employees overtime for every hour worked over 40 in a single workweek unless the nature of the employees work qualifies them for as exempt from the FLSA's overtime requirements of wage and labor law. Most employees are subject to the FLSA overtime requirements unless they are specifically exempted from it. Typically, non-exempt employees are paid on an hourly basis, although they may be paid a salary as long as they are paid overtime for any hours worked over 40 in a workweek.

4. **Exempt Status** - Exempt employees 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 entitled to overtime compensation. To be exempt from the FLSA's requirements, an employee generally must be either (1) a bona fide administrative, executive or professional employee (as those terms are defined in law); or employed in outside sales.

Orientation

Within the first month of work, you will be scheduled to report for a new employee 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 employees are required to attend one orientation per season. Full Time Year Round employees 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 must be 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 employees 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. Every effort must be made to train you to do your job properly and confidently.

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.

Performance Evaluations

Your direct supervisor will continuously evaluate your conduct and performance. Normally we do performance reviews after 30 days, however, that may vary by position or department. The evaluation will be discussed between you and your manager. You will 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 and Transfer from Within

Big Sky Resort believes firmly in promoting from within whenever appropriate and strives to advance interested and qualified employees. 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 employee 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.

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.

Employees are allowed access to their personnel records by making an appointment with the H.R. Department.

Privacy Policy

Big Sky Resort undertakes the following practices to protect and ensure to the extent practicable, the confidentiality of your Social Security Number.

- Big Sky Resort prohibits unlawful disclosure of employee and customer social security numbers or other confidential personally identifying information, including medical information and information that could, if mishandled, lead to identity theft. Documents containing such information are kept in a secured location at all times, except if being used by an individual with authorized access for allowable purposes. The only individuals in the resort granted access to your confidential information are Payroll, Human Resources and Security.

- Big Sky Resort uses your Social Security Number only for specific limited administrative purposes, allowed by law. Currently, these include verifying employment eligibility, investigating driving and criminal history, for drug testing pools/results, to administer our various benefit programs, and for reporting required by law.

- If documents containing Social Security Numbers are disposed of, the documents are shredded in our offices immediately upon removal from your files. Violation of this policy will result in discipline up to, and including, termination of those individuals' employment.

Work Week, Working Hours and Scheduling

The Company's average workweek for nonexempt (hourly) employees is 40 hours. However, the actual hours of work may vary during any given workweek, according to the requirements of the department to which an employee 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 employee adhere strictly to the schedule.

The workweek is a consecutive seven-day period. The pay week starts on Thursday and ends Wednesday, paying biweekly on the following Friday. 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 Employee Conduct.

Timekeeping

Federal and state law requires us to keep accurate records of time worked for all non-exempt employees. You are required to use the following procedures unless you have been notified that you are classified as exempt.

Most departments utilize an electronic timekeeping system called Kronos or an Off-Site Timesheet. You will be issued an employee time card that has an identifying bar code that is read by the Kronos system to record time card transactions.

Non-exempt employees 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).

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 employee 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" employees.

You must be properly attired, groomed and ready to start work when you clock in. You must clock out prior to changing to street attire.

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

Your time card may also be your ski, golf and/or meal pass. All employee ID's and ski/golf passes must be returned upon termination from Big Sky Resort. Please see your manager for the location of your approved time clocks.

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. Please 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 employee believes there is an error or that the calculation of his/her hours is inaccurate, the employee must notify their manager and bring written documentation to the Payroll Department. The employee 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 employees for any hours worked over 40 in a workweek. All overtime must be pre-approved by a manager or the employee will be subject to discipline.

Overtime is calculated using a weighted average in accordance with Federal Law called FLSA (Fair Labor Standards Act). The law states that any employee who worked multiple departments with multiple rates of pay in a given pay period will have their overtime rate of pay based on a weighted average. If this condition applies to you on any given payroll, you will note additional calculations on your paycheck for your overtime. The use of Paid Time Off (PTO) and Jury time will not effect these calculations since they are all paid as unworked regular time and do not effect your overtime limits. For an example of how overtime is calculated, please see the Payroll Department.

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 work week, 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 acknowledgement 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 distributed to department heads on every other Friday at 3:00 PM (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 is also available for your convenience. To initiate Direct Deposit, you must bring a voided check to Human Resources and complete the necessary paperwork. Direct Deposit does not carry over from one season to another; so if you would like to resume it after the off-season or lapse of employment, please see Payroll.

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, employee 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 next regularly scheduled Big Sky Resort payday. 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.

Reimbursement for Expenses

1. Expenses incurred by you on the Company's behalf will be reimbursed to you, **if you have obtained prior approval from the general manager to make the expenditure.**
2. 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.
3. A request for an expense check should be submitted to your department head for approval and then for payment through the accounting department.
4. 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.

BENEFITS, LEAVE, AND OPPORTUNITIES FOR EMPLOYEES

Big Sky Resort offers a variety of benefits and opportunities for its employees. Some are dependent only upon employment while others are dependent upon employment status, age, length of employment, etc. 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.

As an employee of Big Sky Resort, you will not be denied benefits on the basis of your race, color, creed, national origin, ancestry, religion, sex, height, weight, or on the basis of any other form of unlawful discrimination. In addition, where applicable by law, Big Sky Resort supports extending benefits for domestic partnerships as defined by established criteria set forth with its benefits providers.

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

Any employee account balances are due in full upon termination of employment at Big Sky Resort.

Health Insurance

Eligibility- Employees who average at least 32 hours per week year round will be eligible for health insurance for themselves, their spouse, and their dependent children (provided the spouse and dependents are claimed for tax purposes).

Seasonal Employees qualify if they meet the 32 hours per week average for the year, which is the same as 1664 hours in one year. Seasonal employees' deductions may be altered to compensate for missed paychecks during the off-season and must be job secured for the next season to continue coverage. Hourly Full Time Year Round employees will be eligible for health insurance on the first day of the month after 90 days after becoming full time year round status, unless already eligible. Salaried employees are eligible the first of the month after becoming Full Time Year Round salaried. If qualifying employee 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 hourly employees with at least one year of service at Big Sky Resort will qualify for a financial contribution to their monthly premium. Eligible salaried employees receive a contribution immediately upon benefit eligibility. The contribution applies only to the employee, not spouses or dependents.

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 employee statuses.

Dental and/or Vision Coverage

Eligibility- Employees who average at least 32 hours per week for the entire year will be eligible for dental and/or vision insurance for themselves, their spouse, and their dependent children (provided the spouse and dependents are claimed for tax purposes).

Seasonal Employees qualify if they meet the 32 hours per week average for the year, which is the same as 1664 hours in one year. Seasonal employees' deductions may be altered to compensate for missed paychecks during the off-season and must be job secured for the next season to continue coverage. Hourly Full Time Year Round employees will be eligible for health insurance on the first day of the month after 90 days after becoming full time year round status, unless already eligible. Salaried employees are eligible the first of the month after becoming Full Time Year Round salaried. If qualifying employee elects to waive dental and/or vision coverage, 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 hourly employees with at least one year of service at Big Sky Resort will qualify for a financial contribution to their monthly premium. Eligible salaried employees receive a contribution immediately upon benefit eligibility. The contribution applies only to the employee, not spouses or dependents.

All employees qualify for a financial contribution to their monthly premium. The contribution applies only to the employee, not spouses or dependents.

Flexible Spending Accounts (Medical and Dependent Care Pretax Savings Account)

Eligibility- Employees who average at least 32 hours per week will be eligible for a Flexible Spending Account after their probationary period. (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 bi-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 these accounts must be used up by the end of the calendar year and does not roll over to the next year.

Accident and Disability Supplemental Coverage

Eligibility- Employees who average at least 32 hours per week will be eligible for accident and disability supplemental insurance for themselves, their spouse, and their dependent children (provided the spouse and dependents are claimed for tax purposes) after their probationary period. (Please see Health Insurance Coverage above to determine your eligibility.)

Life Insurance

Eligibility- Employees who average at least 32 hours per week will be eligible for life insurance for themselves, their spouse, and their dependent children (provided the spouse and dependents are claimed for tax purposes) after their probationary period. (Please see Health Insurance Coverage above to determine your eligibility.)

The life insurance company makes final decisions on coverage and may require a medical exam to determine coverage.

401(K) / Roth

Eligibility- All employees who have completed one year of service, have worked at least 1000 hours in the last year, and are 21 years of age or older. Open enrollment dates, which occur twice a year, will be posted.

This is a bi-weekly pre-tax deduction, which reduces your end-of-year earnings. This postpones paying taxes on your 401(K) contribution and any investment earnings until you receive the money at retirement when your tax liability may be lower. You also have the option of having your 401(K) deduction coming out after tax (Roth), so that you have growth without having to pay taxes later when tax rates may (or may not) go up. Quarterly you have the option to change the percentage deposited and at any time have the option to change which funds you want your money invested in.

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
- **Change of address or name**-Immediately
- **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, employees 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 Flex Plan and 401K accounts after termination. Please see Human Resources to complete necessary forms.

Food Discounts

All employees will receive an employee ID, which will allow you to receive discounts and charge food against your earnings. During the summer season, we provide a discounted lunch for employees and during the winter season there is a cafeteria (both for guests of the resort and employees) where employees receive a 50% discount on all food and non-alcoholic beverages. In order to charge your meals and/or receive the discount you must present your employee card with each purchase. Employees may **NOT** use their employee 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 employees may not charge at any other Big Sky Resort outlets, except the designated employee lunches.

Employee Ski Passes

As a full time, winter seasonal employee, you may be issued a season ski pass from Human Resources as a benefit of your employment. Part time seasonal employees may purchase a discounted pass from Human Resources. Full time seasonal employees may purchase a discounted pass for spouses and immediate family members (as long as you can claim them on your tax return). Full time, spouse and dependent passes do not qualify for a refund benefit. Part time employees are not eligible for the spouse/dependant pass.

If you are a full time year round employee, your ski 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 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 employee 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 Responsibility Code are posted in conspicuous locations at the ski area. Workers Compensation does not cover an employee's off-duty activities, such as skiing or any other recreation. It should also be understood that even though an employee may be on the clock at the time of injury, if the employee 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 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. Employees are responsible for any charges made to their account before they report a missing/stolen pass.

Montana Code Annotated 23-2-736. Duties of skier. (1) A skier has the duty to ski at all times in a manner that avoids injury to the skier and others and to be aware of the inherent dangers and risks of skiing.

(2) A skier:

(a) shall know the range of the skier's ability and safely ski within the limits of that ability and the skier's equipment so as to negotiate any section of terrain or ski slope and trail safely and without injury or damage. A skier shall know that the skier's ability may vary because of ski slope and trail changes caused by weather, grooming changes, or skier use.

(b) shall maintain control of speed and course so as to prevent injury to the skier or others;

(c) shall abide by the requirements of the skier responsibility code that is published by the national ski areas association and that is posted as provided in 23-2-733;

(d) shall obey all posted or other warnings and instructions of the ski area operator; and

(e) shall read the ski area trail map and must be aware of its contents.

(3) A person may not:

(a) place an object in the ski area or on the uphill track of a passenger ropeway that may cause a passenger or skier to fall;

(b) cross the track of a passenger ropeway except at a designated and approved point; or

(c) if involved in a skiing accident, depart from the scene of the accident without:

(i) leaving personal identification; or

(ii) notifying the proper authorities and obtaining assistance when the person knows that a person involved in the accident is in need of medical or other assistance.

(4) A skier shall accept all legal responsibility for injury or damage of any kind to the extent that the injury or damage results from inherent dangers and risks of skiing. Nothing in this part may be construed to limit a skier's right to hold another skier legally accountable for damages caused by the other skier.

Employee Golf Pass

If you are a full time year round employee, 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 employee golf program will be developed and approved by the General Manager and may be changed, revoked at any time. Full time seasonal employees 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 employees may purchase a discounted pass for themselves that is not eligible for a refund benefit. Part time employees are not eligible for the spouse/dependant 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.

Employees are not covered by Workers Compensation while off duty on the golf course. It should be understood that if a Big Sky Resort employee goes golfing beyond the scope of employment and is injured, Workers Compensation will not cover the employee. If an employee chooses to golf during a lunch/break period, or at any time that the employee 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 an employee may be on the clock at the time of injury, if the employee 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 employee 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 employees may make advance tee time reservations ONLY if paying the current houseguest rate.

Summer Lift Pass

All active summer employees will receive complimentary or discounted summer lift passes for their personal use. Please see Big Sky Sports for details. Off-duty employees are not eligible for Worker's Compensation while on the lift or on the mountain. Any mountain violation, pass abuse, or misrepresentation of employee 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 employees 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 and Pro-Shop Discounts

The following guidelines will apply for the categories listed below.

1. All part-time, seasonal and temporary employees will receive a 20-30% discount off the full retail price of in-stock items depending on the time of year. You must be on active employment status to receive the discount. Employees in this category may not charge purchases to their paychecks and must pay by cash, personal check, or credit card. You must show your Employee ID card to receive your discount. Unauthorized charges to your employee account will result in discipline, up to, and including termination.
2. Full Time Year Round status employees will have the option to special order items at cost + 10% + shipping and tax with estimated discounts of 35% to 50% off anytime during the year. In-stock items purchased off the floor will receive 20-30% off depending on the time of year. 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 employee ID card to receive a discount and to charge to your paycheck. You are responsible for any charges beyond the amount of your paycheck.

Golf Club Rental

Full-Time and Part-Time active status employees will pay a \$15.00 fee for all premium rental golf clubs. Some additional discounts may apply on other branded clubs.

Bike Rental

All Big Sky Resort employees who are on active employment status will receive a discount on any bike rental, subject to availability. Biking is a dangerous sport; you assume the risks involved when participating in this activity.

Room Discounts & Family Accommodations

As an employee 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. Pick up the request form in HR and have it signed by your manager. 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 employee 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 employee 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 employee room issues may result in the review of your employment at the Resort. Discounted stays do not include complimentary breakfasts.

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. Full Time Year Round employees may charge services, products and gratuity to their employee accounts. Employees are responsible for any charges beyond their paycheck. Seasonal employees may not charge to their employee account. This benefit will not be available during holidays and peak times.

Shoshone Health Club Pass

A limited number of passes will be available for purchase each season through the Accounting department for employees, 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 employees 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 Accounting department for pricing and details.

Holiday Pay

Big Sky Resort recognizes the following holidays: New Year's Day, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, and Christmas Day. Considering that Big Sky is in the recreation and hospitality industry, our busiest times usually fall on holidays. Your department manager will determine if the resort needs your service on that specific day.

All seasonal hourly personnel must work the holiday in order to receive pay at time-and-a-half for each hour worked on that day. Holiday time does not count as time worked when calculating overtime pay for hourly employees. Any hours worked beyond 40 hours are calculated as overtime, based on your normal pay rate. Please see the Payroll Department for information on how overtime and holiday pay is calculated.

PTO Policy

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

Tier 1 Accrual: 0-1 years (0-12 months of service) PTO is available only after 6 months of service
7 days per year + 1 day for Wellness Check-up. No Max balance

Tier 2 Accrual: 1-2 years (13-23months of service)
12 days per year + 1 day for Wellness Check-up. Max balance= 80 hrs by 12/31.

Tier 3 Accrual: 2-5 years (24-60 months of service)
16 days per year + 1 day for Wellness Check-up. Max balance = 80 hrs by 12/31.

Tier 4 Accrual: 6-12 years (61-144 months of service)
23 days per year + 1 day Wellness Check-up. Max balance = 80 hrs by 12/31.

Tier 5 Accrual: 12 plus years (145 plus months of service)
28 days per year + 1 day Wellness Check-up. Max balance = 80 hrs by 12/31.

PTO will be accrued based on Boyne Resorts pay cycles, determined on a bi-weekly (or weekly) basis. Team members must work 64 hours per period (bi-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.

Separation: Upon separation of employment, team member will not be paid out all accrued PTO at their regular rate of pay. Team members must use all accrued PTO before departure from the company.

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 should have their PTO balance down to no more than 80 hours by October 31st of each year, as any balance in excess of 80 does not roll over into the next calendar year for tier two through tier five. Tier one does not have max balance.

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

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 employees may be entitled to pay for partial weeks worked. Such employees should consult with the Payroll Department before leave.

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.

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 employees 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.

Family Medical Leave Act of 1993 (FMLA)

Eligible employees 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 employees 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 employee for adoption or foster care;
2. To care for an immediate family member (spouse, child, or employee's parent) with a serious health condition; or
3. The employee has a serious health condition which makes the employee unable to perform the employee's job duties.
4. The employee 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 employees 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.

Employees 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).

Eligible employees 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 employees 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 employees and (if applicable) their families remain eligible to participate as employees 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 employee 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 an employee and family beyond their paycheck.

Job Restoration. Upon returning from a family and medical leave, eligible employees 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 employees 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 employees earned or were entitled to before using family and medical leave.

Notice and Medical Certification. When seeking family and medical leave, employees 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.

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

General Rules of Leave.

Employees will 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.

Employee Housing

Big Sky offers a limited amount of housing to full-time (seasonal or year round) employees 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 employee 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.

Employee 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.

At certain times employee housing will reach maximum occupancy and some employees may be allowed to temporarily rent resort hotel rooms at a discounted rate. Employees staying in hotel rooms will be held to the highest level of conduct and any violations of hotel rules and regulations will be taken as a serious offense. Please see Human Resources or the Hotel Manager for information on discounted rates, rules, regulations, payment, etc. Discounted hotel rooms will only be available for periods when employee housing is completely full and will not be available at all in the summer months. You may be asked to vacate a hotel room with short notice upon vacancies in the dormitories. For more information, please contact Human Resources.

PERFORMANCE AND BEHAVIOR

Performance and Behavior Expectations

To meet the objectives of both Big Sky Resort and our employees, our performance and behavior expectations define how we work together in a safe, productive, and satisfying work environment. We also need to have policies and rules for the conduct of our business. Defining expectations does not restrict the rights of anyone, but are to protect the rights of all employees and our guests.

All Big Sky Resort employees are expected to maintain a good quality of work performance, observe proper safety procedures and also maintain a good record of attendance and punctuality. Reviewing these expectations periodically will act as a reminder of our objectives and encourage skill development.

Big Sky Resort hopes that employees will "self-discipline" themselves so that it will be unnecessary for supervision to do so. The vast majority of our employees observe standards of common honesty, decency, and responsible behavior. However, objectionable or unfavorable conduct or poor job performance will not be permitted and will result in disciplinary action including any of the following, depending upon Big Sky Resort's judgment of the severity of the infraction, the employee's responsibility and the frequency of infractions.

1. A verbal warning.
2. A written warning.
3. Days off without pay or recreational benefits.
4. Reduction of pay or demotion.
5. Termination of employment.

Serious infractions may warrant immediate suspension or termination. Repeated infractions of a less serious nature may result in progressively more serious disciplinary actions. The use of a series of disciplinary actions does not limit Big Sky Resort's ability to discipline and, if judged necessary, discharge any employee, nor does it infer a change in employment status at the Company.

Rules of Reason

The following set of work rules apply to all Big Sky Resort employees. 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". It is not possible to list every rule; however, the following list gives you an idea of a few basic rules that should not be violated under any circumstances. Violation of these basic rules, the policies in this Handbook, or any other policy of Big Sky Resort, may lead to discipline, up to and including immediate termination. This section does not alter your at-will status. If you have any questions about these basic 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.

Uniform

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 an employee and can assist them in whatever their needs might be. Failure to arrive in uniform may require that another be purchased, a written warning will 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 employee 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.

Preparedness

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

Dress Code

Our appearance is a direct extension of the resort's ambiance. It lets us show the guest a positive appearance and attitude. Your personal appearance and hygiene affects guest and co-worker relations. It can create a favorable or unfavorable impression of you and our Company. Big Sky's image requires employees to be conservatively dressed, neat and clean.

Employees are expected to either wear the Company prescribed uniform for their department or to dress in a manner suitable to the job duties assigned to them. You should consult with your manager if you have any questions regarding the dress standards established for your position. If you report for work inappropriately dressed or groomed, a supervisor may request you to correct the problem before continuing to work and may result in disciplinary action.

Anyone requesting waivers on any of these guidelines must get approval from the General Manager. Exceptions will be granted based on a showing of a necessary accommodation for religious or other purposes as required by law. Requests must be submitted in writing. Requests for accommodation should include an explanation of reasons supporting your request. Managers reserve the right to determine appropriate appearance.

All Employees: Dress, hairstyle, cosmetics and jewelry, which might reasonably 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.

- Clothing: That is excessively soiled, unprepared, in need of repair, or that might create a safety hazard is considered inappropriate and is prohibited.
- Hats: Only Big Sky Resort issued hats are permissible and must be worn brim forward for positions that allow hats to be worn.
- Hair: Must be clean, groomed and out of the face. Unnatural colors and shades of hair is not permitted.
- Hygiene: Employees should bathe, deodorize and maintain proper oral hygiene prior to coming to work. Use of strong perfumes or colognes is not permitted. Nails should be clean and trimmed. Visible tattoos must be covered.
- Name Badge: You will be issued a name badge when starting work. It is to be worn where it may be easily seen during working hours, be company issued and read your proper name. If you forget or lose your badge, you must obtain a replacement from your supervisor. You may be responsible for purchasing the replacement.
- Shoes: You must wear the appropriate shoes or boots for your jobs activities. Most positions require close-toed shoes.

Women:

- Jewelry: Should be kept to a minimum. No more than one necklace and two earrings in each ear while on duty. Long necklaces may not be worn outside of your uniform. Choker necklaces are not allowed. Facial jewelry (pierced noses, tongues, lips, eyebrows, cheeks, etc.) or other piercings of any kind are not allowed.
- Hair: Women must shave underarms or legs if visible to the public.

Men:

- Hair: Men must keep their haircut above the collar in the back and above the ears on the side.
- Jewelry: Earrings, piercings, and all visible jewelry are prohibited while on duty.
- Facial Hair: Male employees will be permitted to wear full beards, mustaches, and goatees while employed with Big Sky Resort. However, there are some guidelines that need to be followed;

1. In order to comply with appearance standards, male employees must have full grown facial hair on the date they begin work. They may not grow a beard, mustache, or goatee at any time during their active employment term. However, growing of beards, mustaches, etc. is permitted during times of shutdown, vacations, and shoulder seasons. Therefore, those employees that do not have full beards, goatees, or mustaches must remain clean-shaven.
2. All beards, mustaches, and goatees must be neatly trimmed daily. Beards may not exceed more than one half inch in thickness and may not extend onto the neck area. Mustaches must not extend below the upper lip or exceed more than one half inch in thickness, must be neatly tapered on the ends, and not present a bushy appearance. Goatees should be trimmed daily and not exceed more than one half inch in thickness.
3. Sideburns are permitted if neatly trimmed to their natural form but should not be grown below the bottom of the earlobe.
4. Management reserves the right to determine what an acceptable appearance is.

Attendance Policy

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

Excused: An excused absence or tardiness is one 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 is one 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 employee’s 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. Two or more absences within a one-month period (or six absences within a three month period) may result in disciplinary action. The use of a progressive discipline approach to address attendance issues does not alter your at-will status.

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.

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 employees and to helping prevent violence, threats, or intimidating actions by or against any employee or visitor, on or off the premises, while engaged in business. In compliance with this policy, Big Sky Resort, in its sole discretion:

- *May conduct 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.
- *May implement security measures to restrict unauthorized entry to the premises, allow security surveillance of the premises, and otherwise foster an orderly and safe working environment.
- *Will promote, through education and practices, the value of a nonviolent environment and lifestyle.
- *Prohibits 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.
- *Will discipline employees, 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.
- *Will remove immediately any Company visitor or employee who threatens or commits an act of violence on the employer's premises.
- *Will pursue criminal prosecution, as appropriate, of employees or others who commit criminal offenses against the company or its employees.
- *Encourages all employees to promptly notify management of any work-related threats or acts of aggression, abuse or intimidation by employees or non-employees. Such reports will be treated in a confidential manner, to the extent feasible. The Company will not permit or condone any retaliation against any employee who makes a report in good faith pursuant to this policy.
- *May provide counseling, medical, security, or other services as needed to employees who are victims or witnesses of work related violence.

Harassment Policy

Definition

It is our belief that employees should be able to work in a workplace free from intimidation, harassment and other inappropriate behaviors. Therefore, it is our policy to eliminate harassment of our employees, applicants for employment and guests, by any person and in any form. All employees are responsible for assuring that our workplace is free from harassment based on or as the result of an individual's race, color, national origin, age, religion, disability, veteran status, marital status, sex, or any characteristic protected by law whether or not this behavior results in a violation of the law. Any employee violating this policy will be subject to disciplinary action up to and including discharge. Additionally, harassing conduct may result in individual liability to the harassing employee.

For purposes of this policy, harassment is defined as unwelcome or unsolicited comments, gestures, or physical contact where:

1. Submission to or rejection of such behavior or comments by an individual is used as a basis for employment decisions such as hiring, promotion, performance evaluation, pay adjustment, discipline, work assignments and work schedules; or
2. Such behavior or comments has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Prohibited behavior or comments do not have to be of a sexual nature; behavior or comments directed at an individual because of his or her sex with the intention to harass are prohibited. This prohibition includes same sex based sexual behavior or comments. Examples of conduct which are prohibited under this harassment policy include:

Verbal: Sexual innuendo, suggestive comments, insults, humor or jokes about sex or gender-specific traits, sexual propositions, threats, off-color language, repeated, unwanted social invitations.

Non-Verbal: Suggestive or insulting sounds, leering, whistling, obscene gestures, pin-ups.

Physical: Inappropriate or unwelcome touching, pinching, brushing the body, assault.

Other prohibited harassment includes any behavior or comments, intended or unintended, that create or could lead to an intimidating, hostile, or offensive work environment that substantially or unreasonably interferes with an individual's work performance, or otherwise adversely affects employment opportunities because of an individual's race, color, national origin, religion, age, weight, height, disability, veteran status, marital status, or any characteristic protected by law. Such prohibited harassment includes, but is not limited to, epithets, slurs, negative stereotyping, or threatening or intimidating acts that relate to a person's protected characteristics or are directed toward a person because of his or her protected characteristics. Written or graphic material that denigrates or shows hostility toward an individual or group because of these characteristics is prohibited in our workplace.

Use this benchmark: Would you be embarrassed to see your behavior or comments displayed in a newspaper or have it related to your parents, spouse, or child? If so, the conduct is not appropriate in our workplace.

Action

If you believe you have been subject to any form of prohibited harassment from any person or if you have witnessed an act of violence or harassment, you should bring the matter to the attention of Human Resources Director immediately after the incident. If you feel uncomfortable speaking with the Human Resources Director, you may discuss the matter with the General Manager. Any member of management who is aware of harassing behavior or of a complaint and fails to report it is subject to discipline. The resort will not retaliate against anyone for filing a complaint or for assisting others in the filing or processing of a complaint. The Human Resources Office is responsible for establishing and promptly initiating procedures to investigate and resolve complaints of harassment. Big Sky Resort will try to maintain confidentiality. Only the parties involved, witnesses, and other persons with a need to know, as determined by HR Director, will be made aware of the report. If at any time you determine that your report has not been handled to your satisfaction, you should immediately arrange to speak with the General Manager.

Where an appropriate investigation results in a determination that prohibited harassment has occurred, appropriate actions may be taken to remedy any problems or inequities, which may have resulted from the harassment. The Resort may initiate appropriate disciplinary action, up to and including counseling, classes and/or termination of employment, against employees who have participated in prohibited harassment, as may be appropriate to ensure compliance with this policy.

We cannot help solve a harassment problem unless we know about it. Therefore, it is your responsibility to bring any such problems to our attention to enable any necessary steps to correct the problem and reduce the risk of reoccurrence.

Alcohol and Controlled Substance Abuse

It is the obligation and intent of Big Sky Resort to maintain a safe, healthful, and productive work environment for all employees 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 employees.

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 employee's use of alcohol or controlled substances.

The purpose of this policy is to implement a Workforce Drug and Alcohol Testing Program for those employees 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 employees have the ability to perform the duties of their job in a safe and efficient manner in order to protect our employees 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- Any illegal drug or any substance identified in Schedule I through V of Section 202 of the Controlled Substance Act (21 U.S.C. 812), also found in Appendix D of the Federal Motor Carrier Safety Regulations, including, but not limited to: Marijuana, amphetamines, opiates, phencyclidine (PCP), and cocaine, as well as any drug not approved for medical use by the U.S. Drug Enforcement Administration or the U.S. Food and Drug Administration.

- b. Illegally Used Drugs- Illegally used drugs include misused legally prescribed drugs and illegally obtained prescription drugs.
- c. Alcohol- Alcohol includes beverages or substances containing alcohol, including any medication, the use of which results in alcohol being present in the body. 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).
- d. Legal Drugs- Legally prescribed drugs and nonprescription medications are legal drugs which are not prohibited substances. However, the use of any substance which carries a warning label that indicates that mental functions, motor skill, or judgment may be adversely affected must be reported to supervisory personnel before performing a safety-sensitive function.

A legally prescribed drug means that an individual has a prescription or other written approval from a physician for the use of a drug in the course of medical treatment. It must include the patient's name, the name of the substance, dosage frequency and amount and the period of authorized use. The misuse or abuse of legal drugs while performing a safety-sensitive function is prohibited.

- 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.
- 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.
- 5. Covered Employee- This policy applies to all Company employees 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 employees subject to this policy will be provided information concerning the effects of alcohol and controlled substances on an employees 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 Employee Conduct

1. **Manufacture, Trafficking, Possession, and Use-** Any employee 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 employee 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. Employees who test positive, after a drug or alcohol test, or who refuse to test, shall be removed from duty.
3. **Alcohol Use-** No covered employee 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 employee shall use alcohol while performing duties for the Company. **No employee shall have used alcohol within eight hours of reporting for duty to perform a safety-sensitive function.**

Testing Requirements

All covered employees will be subject to urine drug testing and breath alcohol testing. Any employee 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 employee shall be required to produce a second sample and, if necessary, a third sample. The employee shall be presumed to have contaminated the samples if the third sample cannot be tested successfully, unless the employee 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.
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. An employee or prospective employee 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). Employees 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 employee 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 employee at the time of removal from duty.
6. Disciplinary Policy- All employees subject to this policy are subject to the following disciplinary provisions:
 - a. An employee 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 employee's cooperation with this policy;
 - ii. The number of times the employee 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 an employee is relieved from performing safety-sensitive functions pursuant to this policy, shall be without pay.

Types of Testing

1. Reasonable Suspicion Testing- All employees 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 an employee may be adversely affected or impaired in his/her work performance due to prohibited substance abuse or misuse.
2. Follow-Up Testing- Any employee 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 employee is eligible to return to their position.
3. Employee Requested Testing- Any employee 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 employee. The test must be conducted on the split sample that was provided at the same time as the original sample. The employee 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 employee's 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 employee.

Employment Assessment

1. Any employee 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, an employee 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 employee to determine what assistance, if any, the employee 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 employee and the Company officials involved in the assessment
2. The Company may require an employee 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 employee to submit to periodic follow-up testing as a condition of the counseling, treatment, or rehabilitation program. If an employee 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 employees are encouraged to make use of the available resources for treatment of alcohol and substance abuse problems. Under certain circumstances, employees may be required to undergo treatment for substance abuse (e.g. referral to a Chemical Dependency Center, etc.). Any employee 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 employee, 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.

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 employees, or its guests are confidential and employees 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. Employees 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, an employee may be subject to discipline up to and including discharge from employment and the Company may also pursue appropriate legal action against the employee.

This policy applies to all employees. However, any employees 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 Director of Lodging at the Summit or the General Manager.

Smoke-Free Environment

In accordance with Montana law, it is the policy of Big Sky Resort to provide a smoke-free working environment for our employees, customers, and the general public. Smoking of any kind will not be permitted inside our buildings, housing, vehicles or while on duty. Improper disposal of cigarette butts and/or violation of this policy is considered a serious offense and will be disciplined accordingly up to and including termination.

Solicitation and Distribution of Literature

To prevent disruptions in Big Sky Resort's operations and inconvenience to guests and employees, 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 employee's 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 employee lunchroom, break areas, restrooms and the employee parking lot.
- If you are off-duty, you may not solicit fellow employees during their work time.
- You may not use Big Sky Resort's systems or equipment to solicit.
- People who are not Big Sky Resort employees are prohibited from soliciting and distributing literature and/or products to employees on Company premises or from disrupting employees during their work time.

Parking

Parking is permitted only in the areas designated for employee parking in the day skier's lot north of and beyond the tennis courts. Do NOT park in the area by the Mountain Mall, the area reserved for Huntley/Shoshone guests or at the loading dock.

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 Boyne Property

Your vehicle must be legally registered and tagged, be in drivable conditions, cannot have any broken windows, flat tires, in an obvious disrepair conditions, cannot be use 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.

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 Safety Director prior to use of vehicle for company business and you must be on the "authorized" driver's list. All employees must have a valid driver's license and register their vehicle with the state of Montana. Employees must be properly insured in case of an accident while working, Boyne is not responsible for damages incurred to the employee's 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.

Keys

Keys may be assigned to certain Big Sky Resort employees. Such employees are required to sign for keys assigned to them. Loss of keys must be reported immediately to both the individual's supervisor and the Safety 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 or General Manager may authorize duplication of Big Sky Resort keys.

Uniforms, Tools, I.D. Cards and Golf/Ski Passes

Any uniform, tools, equipment, ID Card, Golf /Ski/Meal Pass issued to employees 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. will result in prosecution for theft.

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.

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 employee.

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 MP3 players and other forms of entertainment technologies are prohibited at all times while an employee is in uniform, with the exception of being off duty in one of the break rooms where you cannot be seen by guests.

Pets Policy

It is Big Sky Resort policy that employees keep pets safe at home during their work shifts, unless the dog is a uniformed and working safety animal authorized by management. Any employee who has a non-working pet at work during their shift could be subject to disciplinary action.

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:

Dax Schieffer, Human Resources Director dschieffer@bigskyresort.com
Barb Rooney-Starz, VP of Lodging brooneystarz@bigskyresort.com
Mike Unruh, Mountain Manager munruh@bigskyresort.com

Computers and 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. Employees 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.

Despite the use of passwords, all communications on the resort computer networks, computers and voice mail networks are **not** private to employees. All information, communications and data related to Big Sky Resort business on Company-provided computers and networks remain its property. 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, an employee must use only his or her e-mail account. An employee 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. Employees can limit distracting e-mail by considering whether a smaller group would be a more appropriate recipient than an all-inclusive group. Similarly, an employee 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, 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.

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.

Social Media Policy

It is important to note that there are many avenues for employees 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 Basic Program.

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.

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 employees. 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 employee, 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.

Security

You are not allowed in "employee 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 employees 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. Video surveillance cameras are used throughout the facility for the protection of our staff and assets. Delivery people and other non-employees are allowed in the offices or other non-public areas of the company only when accompanied by an on-duty employee. Upon determination of possession of Company or guest property and/or contraband, violators are subject to prosecution.

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 employees at all times. Your conduct should be above question at all times. Appropriate employee 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.
- (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 and individuals engaged in it will be subject to discipline, up to and including termination of employment with Big Sky. 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 employee to disciplinary action.

For example, you may not:

- Fight with 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 employees. 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 and receiving records, etc.
- Violate the Skier 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.
- Steal, destroy, deface or misuse Company property or another employee, guest's or customer's property.
- 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.

Every Employee'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.

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.

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.

Helmet Usage

In an effort to continuously promote safe skiing and riding, **Boyne Resorts highly recommends the use of a helmet by all ages of guests and team members while skiing and snowboarding.** It is recognized that each individual has unique situations that ultimately guide personal decisions. We respect free choice in making the decision whether or not to wear a helmet.

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. Come to the Human Resources department to fill out an injury report.
3. All other accidents (guest/visitor or traffic related) must be referred to the Safety Department.
4. Accident reports are required for all incidents and will be completed by the Safety 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 Employee, if you go skiing or snowboarding beyond the scope of your employment, and are injured while skiing or snowboarding, you will not be covered by Worker's Compensation. If you choose to ride or ski during your break period, lunch, or at any time that you have been relieved of your job related duties, you do so at your own risk and will not be covered by Worker's Compensation. 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 any claim submitted will be denied. The determination of whether you are free skiing beyond the scope of your employment will be made at the sole and final discretion of the insurance carrier.

An employee who is on Big Sky Resort property and off the clock and is injured will not be covered by Worker's Compensation.

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.

Fire and Emergency Procedures

All employees of Big Sky, off duty or on duty, are required immediately to report to the Front Desk or other designated assembly areas in the event of a fire or other emergency. The Front Desk and Bellstaff will be present to instruct reporting employees as to where their assistance is needed.

In case of fire, there are fire alarm stations in every public area in each building. There are fire alarms stations in every hallway and public area.

A Department Manager will begin evacuation procedures. Once a fire emergency has been reported, building elevators will automatically return to the ground floor and become useless. Two switchboard personnel will begin calling guestrooms to facilitate an initial evacuation;

- Employees will be dispatched to begin floor-by-floor evacuations,
- Room by room;
- The top floor of each building will be evacuated first then in descending order;
- Each guestroom being checked with master/emergency keys for occupants.

Only stairwells will be used during a fire evacuation, as the elevators will be inoperable. All occupants will be evacuated to the Ballroom of the Conference Center or other designated locations. Additional personnel, as available, will be dispatched to the Conference Center to organize and inform guests as to the status of the fire situation.

Universal Precautions Policy

All seasonal employees are introduced to the Universal Precautions Policy at new employee 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
 - i. Safety/Security Manager - 995-5827 or 5827
 - ii. Ski Patrol - (Winter Season Only) 995-5878 or 5880
 - iii. Ski Patrol Director - 995-5878 or cell 539-4220
 - iv. Front Desk - Huntley 995-5800 or 5801 and Summit 995-8000 or 8001
 - v. Quick Response Unit - 911
 - vi. First Aid Room - 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 995-2797. The nearest hospital center is in Bozeman, Montana. Big Sky has resident Sheriff's deputies to respond to law enforcement calls.

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 employees.
- * 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 employees at the scene.
- * DO NOT - discuss the accident with strangers.

Employee Complaint Resolution

We encourage all employees 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.

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 employee, you are not eligible to use this procedure unless you are alleging unlawful acts on the part of management or other co-workers. This procedure also applies to conditions of termination.

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 refers to work days, Monday through Friday, which is not observed as holidays by Big Sky Resort. 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.

Formal Complaint/Grievance Procedure

Step 1: Within ten (10) 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) a description of how you believe an established policy, procedure, law or rule was violated and (2) indicate what action(s) you believe Big Sky Resort should take to resolve your complaint. The supervisor will have ten (10) working days to investigate, as may be necessary, and respond to the employee's written complaint.

Step 2: Within five (5) days of the date the response was received, or was due, or if the grievance relates to termination of employment, you may notify the General Manager in writing of your desire to go to step two of the procedure. 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 General manager or his/her designee may interview those involved in the dispute and may conduct any investigation he/she believes is necessary to render a proper decision.

Step 3: If you are not satisfied with the General manager's resolution; within seven (7) days of the receipt of the General Manager's decision, ask, in writing, for reconsideration, along with any additional information that should be considered in the General Manager's reconsideration. You will normally receive a written answer at this level within two (2) calendar weeks. The decision issued as a result of such a request for reconsideration will be final.

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

Termination of Employment

Termination of employment includes an employee's 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 an employee of Big Sky Resort. All final paychecks will be issued via the usual bi-weekly payroll cycle.

Rehires

If you are a seasonal employee, 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 employees will be processed using the same procedures and standards that govern all external applications. The hiring manager/supervisor may consider the former employee's 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.

All Terminations

A copy of the Employee 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 ten (10) days 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 Employee 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.