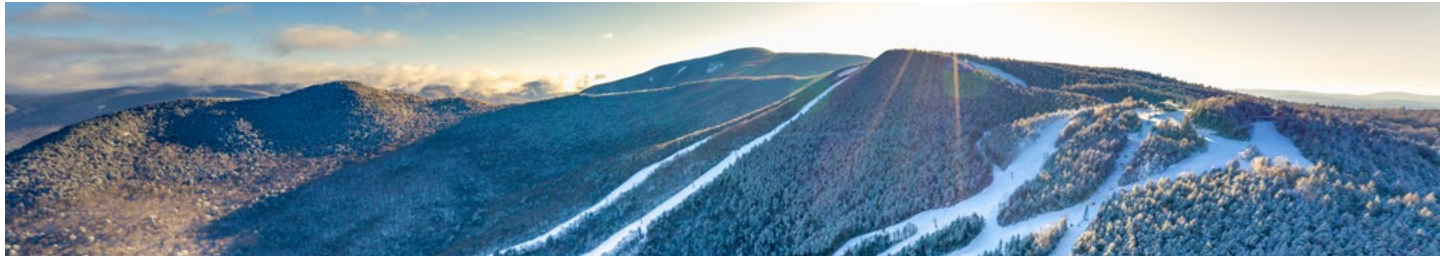




**Loon**  
**TEAM MEMBER**  
**HANDBOOK**  
**2023-2024**





## WELCOME Team Members,

Whether this is your first season, or you've been true to Loon for a while, this one is going to be exciting.

Major improvements continue around the resort as we make progress with our 10-year investment plan, Flight Path: 2030. Over the summer and into the fall our teams have been busy building off the momentum from previous years. In 2023 we will introduce Loon's first expansion in over 15 years, with the South Peak Expansion project. Thirty acres of new terrain will be added along with a new Doppelmayr quad chairlift – which is Loon's third lift installation in as many years.

Outside of this major project, the team has been hard at work in other areas: upgrading snowmaking pump house facilities, adding more efficient snowguns, building a new lift maintenance bay at the Seven Brothers Express Quad, making upgrades to team member spaces, and much more. All these projects will undoubtedly elevate the experience for our guests and you.

Forever Project is our commitment to net zero emissions by 2030. Reaching this lofty goal takes many steps. Some of the more recent ones have been the addition of ten EV chargers at Beach Lot and two fully electric company vehicles being added to the resort fleet. Each of us plays a part in the journey to net zero. I encourage you to be active in this goal. Think differently and look for ways to operate more sustainably in your respective areas. Submit your ideas through the [Sustainability Form](#) below.

Whether this is your first season, or you've been true to Loon for a while, we welcome you home for another great winter season.

Thank you,

Brian Norton

True since 2001

President & General Manager



*This Team Member Handbook is a general summary of some of Loon Mountain policies, procedures and benefits. Loon reserves the right to amend the Handbook throughout the year. Please contact the VP of Human Resources for more information. Loon Mountain is an employer at will. This handbook explains our policies and guidelines along with federal employment laws. The management at your resort will provide information on state and local regulations and other information not addressed in these pages. Loon Mountain Recreation Corporation is included among resorts held by Boyne Resorts, an organization overseen by the Kircher family since its founding in 1947. It is the largest family run four-season resort company in North America. Boyne Resorts owns and operates Boyne Highlands, Boyne Mountain, The Inn at Bay Harbor—a Renaissance Golf Resort, and Avalanche Bay Waterpark in Michigan; Big Sky Resort in Montana, The Summit at Snoqualmie in Washington; Brighton in Utah; Cypress Mountain in British Columbia; Gatlinburg Sky Lift in Tennessee; Sunday River, Sugarloaf and Pleasant Mountain in Maine; and Loon Mountain in New Hampshire.*



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## LOON'S CULTURE

Our team spirit is catchy. We work together to create an outstanding guest service experience for our guest. We work together to create an outstanding work experience for our team members. We welcome anyone who wants to work hard, learn a lot, and appreciate the outdoors. We act with kindness, respect and professionalism.



## TEAM MEMBER BRAND PILLARS

We strive to be: **FRIENDLY, PASSIONATE, ACCESSIBLE, RELIABLE**

## MISSION AND VALUES

Our mission is to create a fun, entertaining adventure with great guest service, every time.

**GUEST EXPERIENCE** - We are committed to making it great for each and every guest.

**TEAM MEMBERS** - When you're happy, we're happy. We are here to coach and see you grow.

**RESPONSIBLE RESORT OPERATIONS** - Integrity top to bottom for team members and guests, in how we do our business.

**FINANCIAL PERFORMANCE** - Fiscal responsibility builds us a better mountain and community.

## BOYNE SERVICE STANDARDS – LEAD

**LONG TERM THINKING:** Think ahead when making a decision or creating goals.

**EXCELLENCE IN EXECUTION:** Always paying attention to the details.

**ATTITUDE IS EVERYTHING:** Innovative, passionate, "can do" attitude.

**DEVELOP GREAT PEOPLE:** Delegate, train, encourage, evaluate.



## EXCEEDING OUR GUEST'S EXPECTATIONS

You hear a lot about people and businesses "going the extra mile." At Loon Mountain it's more than a slogan, it's how we do business. If our guest's expectations are exceeded, they will return and will tell others about their great experience. Loon Mountain has a reputation for exceeding the expectations of our guests, so it's no wonder a large percentage of our business is from return guests and referrals. Our goal is to set the standard in our industry. We want Loon Mountain to be known for legendary service. That's where you come in. Let's work together to go above and beyond and dazzle our guests with impeccable service.

# SUSTAINABLE SLOPES & THE FOREVER PROJECT

We understand the important role of being stewards of the environment, Loon Mountain pledges to:

- Incorporate sustainability into all aspects of our resort
- Lead by example and educate team members and guests about sustainability
- Place collaboration over competition when it comes to sustainability
- Advocate for climate protection

Team members can do their part by recycling, conserving energy within their work space when possible, and contributing to the resort efforts to maintain a clean, safe, and sustainable environment for everyone. Join us for our yearly Green Up Day when we clean up our local area and celebrate our surroundings.

# COACHING AND TALENT DEVELOPMENT

## A LEARNING ORGANIZATION

The more you know, the better you get. We foster an environment of curiosity, learning and exploration. We keep our eyes and ears open to new ideas—and ways of doing business that keep us at the top of our game. Because nothing ventured means nothing gained, we learn from our mistakes, position ourselves in the place of most potential and move on to the next great idea.

## BUILDING BENCH-STRENGTH

We plan on making a mark in this world. And we welcome you to grow with us; we may offer a variety of training sessions. Following is a list of some growth opportunities:

## TEAM MEMBER ORIENTATION

Designed for new and returning team members to learn what's new, what's expected and what's in it for you. (All team members)

## SERVICE, SAFETY & SALES TOPICS

Fun, refresher training delivered by your peers to keep us focused on the 3 S's. Safety, Sales and Service. (All team members)

## DEPARTMENTAL TRAINING

What you need to know about how to do your job better. (All team members)

## ON THE JOB TRAINING

We may train you on-site or send you off-site to learn new skills and bring them back to spread the news. (All team members)

## LEADERSHIP TRAINING

We offer leadership virtual training on a monthly basis for managers to learn new ways to build on their skills and work with their teams.

## IDENTITY THEFT PROTECTION

All team members who handle credit/debit card transactions will go through security training.

## INTEGRITY SERVICE TRAINING

We offer guest service training to all levels of team members to focus on improving service to both our internal and external guests.

## SERVANT LEADERSHIP

Offered on a limited schedule to managers to strengthen their management skills to be effective team leaders

## BOYNE TEAM MEMBER EXCHANGE PROGRAM

Our resorts are located in some of the most beautiful places in the country. So it doesn't surprise us when team members decide to test the waters at other Boyne resorts. If opportunity is knocking and you're ready for a change, keep in mind that benefit eligibility and privileges depend on the status of the new position and are not automatic. When appropriate and approved by the General Manager and VP of HR at the receiving resort, your benefits will continue.

# TEAM MEMBER RELATIONS

## TEAM MEMBER ENGAGEMENT SURVEY

Twice a year we will send out a survey and ask you to tell us about your work experience and ask for your thoughts on how we can continually improve our work at Loon. We look forward to your feedback.

## RECOGNITION PROGRAMS

Loon recognizes that we have many team members that are shining stars. They may be easy to work with or they may be great with the guest. We have rewards and recognition programs and take time to celebrate and appreciate the good work that they perform each day. Nomination forms available on the team member sharepoint site.

## OPEN DOOR GRIEVANCE POLICY & COMPLAINT PROCEDURE

The best way of trying to resolve workplace issues is through open communication. We support an open door grievance policy. Start with your manager. If you don't feel it is appropriate to discuss your concerns with your manager, contact the VP or Human Resources or the General Manager. If necessary, senior management and the General Manager may become involved. Every team member at Loon Mountain should be treated with respect. If you experience any type of harassment, bullying or believe you've been treated in an unlawful or discriminatory manner, let management know immediately so that we can investigate.

If it is determined by management that a team member is guilty of harassing or bullying another team member, disciplinary action— which may include termination—will be taken. Retaliation against team members for filing complaints or assisting with investigations will not be tolerated. Any team member filing false complaints or giving false information will also be subject to disciplinary action—which may include termination. We are dedicated to supporting an amicable, enjoyable workplace. Anything less is a compromise of our principles.

## PERFORMANCE REVIEWS

We have found that regular job performance reviews give us an opportunity to acknowledge team members for a job well done and to work on development goals. Group 1 team members may receive a minimum of one performance review a year and seasonal (Groups 2, 3, & 4) may be reviewed mid to end of season.

Management may participate in a 360-review. Exit interviews may be requested with seasonal team members and team members changing departments to help us determine how to make Loon an even better place to work.

## COACHING TEAM MEMBERS

The process of solving people problems so that problems are eliminated and relationships are enhanced begins with coaching. The coaching process involves:

- A series of planned discussions between managers and the team member about the need to correct a problem and improve performance.
- Possible disciplinary actions with a verbal reminder, written reminder, decision making leave, specific goals and structure, planning, termination.
- Possible meeting structure includes casual conversation, coaching sessions, disciplinary transactions.

# EXPECTATIONS

## ACCEPTABLE PERFORMANCE BEHAVIORS

The following are the traits that look for in a team member: Arrive on time, dress appropriately for the weather and your job, wear a smile, be friendly and treat guest and co-workers with civility and respect, help each other out, ask questions, take direction and feedback, give it all you've got and consider sticking around for career opportunities.

## UNACCEPTABLE PERFORMANCE BEHAVIORS

The following list while it includes many, it doesn't include all of the offenses which can lead to disciplinary action or termination:

- Insubordination.
- Inexcusable or excessive absence or tardiness.
- Failure to perform job duties as required.
- Failure to maintain personal cleanliness and hygiene.
- Violation of drug and alcohol policy.
- Sexual harassment or any form of unlawful discrimination.
- Any violent conduct, threat of violence, carrying a weapon or having unauthorized weapons on property.
- Sleeping during working hours.
- Using profane or abusive language; lewd or obscene conduct in any situation while on Company property; any verbal or physical conduct that creates an offensive working environment.
- Suggesting or pursuing a tip for any service performed for a guest.
- Theft, fraud or dishonesty including but not limited to, removal of, or unauthorized use or possession of Company goods, products, records, property or funds, abuse of resort privileges or the misrepresentation of facts in reporting incidents or describing events. (Each resort may report violations of the law.)
- Walking off the job during an assigned work shift.
- Inability or unwillingness to work cooperatively and harmoniously with other team members.
- Unsatisfactory guest relations. Being rude or indifferent to a guest or team member.
- Disregard of safety procedures as well as posted safety rules.
- Failing to disclose that your views do not represent those of the resort while posting online.
- Disclosure of confidential company information.
- Failure to handle computers, networks, & their acceptable use correctly.
- Failure to follow any of the guidelines in this handbook or violation or disregard for any other rule, procedure or policy which is known to the team member through other written or verbal communication.
- Disregarding work duties with excessive personal calls or overuse of cell phone while at work.

We ask that you use your good judgment and treat others as you would like to be treated.

# EMPLOYMENT

## EQUAL EMPLOYMENT OPPORTUNITY

It is the policy of Loon Mountain to recruit, hire and promote in all job classifications and shall not discriminate with regard to race, color, national origin, religion, ancestry, sex, age, sexual orientation, marital status, gender identity, disability, veteran status, marital status or any other non-merit factor. Loon Mountain is committed to valuing individual diversity in the workplace by reaching beyond stereotypical views and using the strengths and different perspectives and unique backgrounds that each person offers. Even more importantly, Loon Mountain embraces and derives value from the diverse views that each individual brings to the workplace.

## DIVERSITY, EQUITY AND INCLUSION POLICY

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

Loon's diversity initiatives are applicable- but not limited to-our practices and policies on recruitment and selection; social and recreational programs, layoffs, terminations, and the ongoing development of a work environment built on the premise of gender and diversity equity that encourages and enforces:

- Respectful communication and cooperation between all team members
- Teamwork and team member participation, permitting the representation of all groups and team member perspectives.
- Work/Life balance through flexible work schedules to accommodate team members' varying needs

Employer and team member contributions to the communities we serve to promote a greater understanding and respect for the diversity.

All team members of Loon have a responsibility to treat others with kindness, respect, and professionalism (K.R.P.) at all times. All team member are expected to exhibit conduct that reflects inclusion during work, at work functions on or off the work site, and at all other company sponsored and participative events.

Any team member found to have exhibited any inappropriate conduct or behavior against others may be subject to disciplinary action.

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

## EMPLOYMENT AT WILL

NH is an at will state which means team members can be terminated at the will of the employer. Termination for discriminatory reasons is not allowed.

## EMPLOYMENT OF MINORS

Youth is a wonderful thing, so we gladly employ people under the age of 18 with valid work permits and great attitudes. You can get a work permit at your local school district office and permission from your parent(s) or guardian(s). These need to be in place before you commence work for us. A great attitude, well, that's up to you. State and federal laws restrict the number of hours you can work and the type of job you can hold at Loon Mountain. Check with the HR Department for details.

## JOB POSTINGS

As an equal opportunity employer, we fill positions with the most qualified candidate for the job. We encourage you to grow with us and we promote team members from within whenever appropriate. Job openings for management approved positions are posted on our website, LoonMtn.com.

## REFER A FRIEND BONUS

During our recruiting season, we may roll out a REFER A FRIEND bonus opportunity for certain departments where we need more team members. If you refer a friend to work at Loon and they have met the designated time period and are in good standing, you will receive a bonus reward.

# POLICIES & PROCEDURES

The following policies and procedures are summaries of the most common policies. Full copies and further review per your request is available through your manager or the Human Resource Department. Your manager has access to all policies and procedures and can talk you through any questions you may have during your employment.

## DATING & FRATERNIZATION BETWEEN TEAM MEMBERS

Loon Mountain encourages team members to develop friendships and share a spirit of teamwork and camaraderie in the workplace. Dating among team members is not discouraged, as long as the relationship does not negatively impact work. Adverse workplace behavior or behavior that affects the workplace because of personal relationships will not be tolerated. Any relationship that interferes with the company culture of teamwork, the harmonious work environment, or the productivity of team members will be addressed by the VP of Human Resources by applying the progressive discipline policy.

## DATING & FRATERNIZATION BETWEEN MANAGERS & DIRECT REPORTS

A Manager may not date, become romantically involved with, or have sexual relations with a team member who reports to him or her. A manager who dates or becomes romantically involved with a team member can create issues within the company. Dating a team member, even when the team member is not in a reporting relationship; and extramarital affairs, create serious consequences for the company. These types of relationships may expose the company to litigation involving claims of favoritism, misuse of authority, or potentially sexual harassment.

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

## EMPLOYMENT OF RELATIVES - NEPOTISM

Working at Loon Mountain Resort may be all in the family as long as one team member doesn't report directly to a manager who is a relative, there is no apparent conflict of interest, and a relative is not in a position to access sensitive or confidential information regarding another relative.

If team members become related during the course of their tenure and their relationship creates a conflict in supervision, safety, security or morale, or if a reorganization creates such conflict, the company may require a shift change, department transfer or employment termination. There are, of course, exceptions under certain circumstances, and these must be approved by the General Manager and VP of HR.

\*For these purposes, a relative is considered: A spouse, mother, father, child, brother, sister, aunt, uncle, cousin, niece, nephew, in-law, step- relative, grandparent, grandchild, cohabitant (not roommate), and boyfriend/girlfriend.

## DEPARTMENTAL TRANSFERS

Want to try something new? Broaden your experience by checking out another department. Departmental transfers are generally based on job performance and need. If you're interested in applying for a different job at Loon, discuss it with your manager.

## PERSONNEL RECORDS

If you change your name, address, phone number, marital status, tax status, emergency contact or other important facts of your life, you may do so on our team member portal, [my.loonmtn.com](http://my.loonmtn.com). We need current personal information for W-2 tax and benefit statements, various reporting purposes and scheduling. You can review your personnel file by making an appointment with the VP of Human Resources during regular business hours.

## LETTERS OF RECOMMENDATION

Letters of recommendation and references are handled by HR. Your written authorization is requested to release any information other than your hire and termination dates and the title of the position you held at termination.

## ATTENDANCE & PUNCTUALITY

It's pretty basic. Be here when you're scheduled to be and show up on time, alert and ready for action. We're counting on you. If you're sick or are going to be late, let your manager know at least one hour before your scheduled start time.

Calling in to a co-worker or leaving a voicemail is not sufficient or acceptable protocol. Excessive or inexcusable absences or tardiness not only create a scheduling issue for us, but are a reason for disciplinary action that can include termination. Loon Mountain is an excellent place to work, and a lot of people apply for jobs with us. We want people who want to be here. We consider absences of two consecutive working days without notification abandonment of employment and resignation. Absences of three days due to sickness or injury may require a doctor's notice. We work in geographic areas affected by challenging weather so plan ahead to avoid being late. Guests arrive, snow or shine. You should, too.

## HOURS OF WORK

The hours you work depend upon your job and the department in which you work. In the recreation industry we operate seven days a week, including weekends and holidays. Weather and business level fluctuations preclude us from guaranteeing hours. It's your responsibility to check the schedule or ask your supervisors about working hours. All schedule changes must be cleared with your manager. It's important that you are at your workstation on time and "clock in" just before the start of your shift and "clock out" immediately after your shift, or when you are no longer on duty. With the exception of one or two departments, all team members will use their pass/ID at a timeclock. If you are unable or forget to clock in or out, see your manager immediately. Your manager must approve early departure or overtime for any reason. Clock in and out for yourself only. You are responsible for making sure your hours worked are received on time by your manager so you can be paid correctly and on schedule. Any falsification of records or failure to comply with taking responsibility for time-keeping will result in disciplinary action, even termination.

## OVERTIME

Team members who are considered non-exempt (i.e., paid on an hourly basis) may be entitled to overtime pay at the rate of one and one half times their weighted average rate for hours worked in excess of 48 hours per work. Weighted average is calculated by total straight time earnings divided by total hours worked. Overtime must be approved by your manager prior to working the overtime hours. If you hold two or more positions at your resort, the combined hours are treated as one job for the purpose of overtime.

## HOLIDAY PAY

Loon recognizes the following holidays on a 24-hour period: July 4, Thanksgiving and Christmas Day (12am-11:59pm). Hourly team members receive time and a half pay for hours worked on the approved holidays. Holiday earnings are not included in straight time earnings when calculating your overtime rate.

## LOYALTY BONUS FOR WINTER AND SUMMER TEAM MEMBERS

If a team member works their full commitment that was agreed upon by their manager at the start of their employment and are in good standing at the end of the season, they may be eligible for up to 5% of their gross wage as a bonus check.

## BREAKS & SHOW UP PAY

Team members are entitled to two 10-minute breaks and one 30-minute lunch break if their shift is longer than five hours. You cannot waive your lunch break or add your 10-minute breaks to it. You are required to clock in and out for your lunch break. If you are called back to work less than 20 minutes into your lunch break, alert your manager. We honor all state laws pertaining to your area and pay "show-up" compensation for shifts not completed due to business, weather and other circumstances. Accounting can explain specific policies.

## PAYDAYS & PAYCHECKS

Your weekly paycheck can be viewed in our team member portal with your UKG Login at <https://e22.ultipro.com/>. Payroll advances are not permitted and you can't cash payroll checks at the resorts.

Report any lost paychecks or other payroll issues directly to your manager and they will work with Payroll to resolve the issue. Direct deposit is like money in the bank and ends any lost paycheck problems. We encourage you to take advantage of it.

Various payroll deductions are required by law. These may include, but are not limited to, federal taxes and Social Security. While Loon Mountain pays or matches some of the taxes that go toward benefits for team members, the federal government requires individual withholding. Your W-2 form, which you need to complete your tax return, will be mailed on or before January 31.

## TIPPED TEAM MEMBER POLICY

No soliciting is allowed. We don't want to pressure our guests with signs, tip jars, cups, etc. at a work location. However, if a guest offers a tip to a team member, the team member may accept the tip. Loon's two bars – The Paul Bunyan Room & Babe's Blue Ox Lounge – are the only two locations where tip jars are approved. Team members at these locations must enter the amount of cash tips earned at their time clock.

If a guest leaves a tip or loose change on a counter or a work area above the cost of their purchase, the team member must remove it from the work area or counter following the transaction and put it in a separate location pre-determined by management for that area. The tips money should go into an appropriate container until the end of their shift.

### **LEAVING THE COMPANY**

There may come a time when we have to part company, such as the end of each season, when most seasonal team members move on. If you decide to leave your job with Loon Mountain, please discuss it with your manager prior to your departure to schedule your final day and checkout. A two-week notice before leaving is always appreciated. When you separate from Loon Mountain for any reason, all Company property must be returned or you may be responsible for payment of the replacement value. Your final check will be mailed. Please turn in any Company property to your manager. If you have any questions regarding unemployment, please visit [nhuis.nh.gov](http://nhuis.nh.gov). Your performance and attitude determine your eligibility to be rehired the following season. The decision to rehire a former team member is made on an individual, case-by-case basis. There must be an opening for which you are qualified. You must complete an employment application, be interviewed and recommended by your manager for rehire.

### **TEAM MEMBER SECURITY & SEARCH POLICY**

We're committed to keeping team members and guests safe and sound. Team members are expected to cooperate fully in any interviews or investigations of possible violations of our company rules and policies (including but not limited to theft, alcohol and drug use/possession, firearms or other weapons, sexual harassment, etc.). We reserve the right to require on duty or on property team members to remove all locks or passcodes and upon request provide prompt and complete access to offices, lockers, desks, files, company computers, company phones, company jackets, coats or vests and company vehicles. Team members may also be asked to consent to access and searches of their backpacks, handbags, pockets, private vehicles on property or their other personal property whenever it is determined by Loon management and Loon security necessary for safety, business or security reasons. A team member's refusal to consent to such inspections or to otherwise cooperate in an investigation conducted under this policy, could be grounds for disciplinary action up to and including termination. We appreciate your full understanding and cooperation.

### **WEAPONS & WORKPLACE VIOLENCE**

Violence, threats of violence and intimidation have no place in our resorts. The possession of any weapons on the job or on Loon Mountain property is strictly prohibited, with the exception of authorized personnel such as law enforcement, or other approved positions. As team members we all share in keeping our work environment safe. Please notify your manager or the Human Resource Department of any concerns or questions so it can be investigated and proper handling or referrals can be made.

### **LOST AND FOUND POLICY**

You may find or be asked where lost items end up or where something that was found can go. Check with your manager on whether getting the item or the person to the Lost and Found location, typically in the Octagon Lodge or calling Security is the appropriate action.

### **PETS**

Team members are not permitted to bring animals on Company property unless management approval is granted for certain exceptions such as: guide dogs for individuals with disabilities.

### **SMOKE-FREE WORKPLACE**

Team members are not allowed to smoke anything, chew, vape, or have e-cigs on Loon Mountain property. This includes company vehicles. Team member that live in Team Member housing are required to sign a housing contract that outlines how smoking is handled at housing. There are outside receptacles as smoking is only allowed outside of housing buildings.

### **COMPANY VEHICLE USE AND PERSONAL VEHICLE USE**

Driving a company vehicle may be part of your job duties. The first step is contacting the Mountain Operations Administrative Assistant to set up a time to get your "Loon License". Someone from the Maintenance Department will review the check points of the vehicle that you will use. A copy of your license will be required for getting on the company insurance. If you are approved by your manager to use your personal vehicle for a work task, you will need to complete a travel reimbursement form and request your manager to authorize the mileage reimbursement. In both company and personal vehicle use while on the clock, seatbelts are required. Use of cell phone should be hands free, if use is needed while driving. Loon has a no idling policy for all company vehicles.

### **IT HELP DESK REQUESTS**

Your manager will get you set up with any computer, office phone, cell phone, authentication that needs to be initiated for you to do your job. There is a helpdesk request email that is set up for managers and team members to use if IT assistance is needed.

### **INTERNET POLICY**

It is important to remember that all communication and/or computer systems are the Company's property provided for job-related purposes.

The purpose of Company-provided Internet services is to facilitate Company business.

- No one should have an expectation of privacy with regard to their use of Company-provided Internet services or systems.
- The viewing or display of any sexually explicit material on any Company system is prohibited and may result in termination of employment.
- All Internet activity may be monitored at any time. Meaning we reserve the right to monitor all sent, received, stored messages and images on our computer systems.
- You are responsible for all Internet access activity occurring via your network login account - turn off, logout or lock any workstation you are logged into when you leave it, even 'for just a few minutes.'

### **CELL PHONE & WIRELESS EARBUDS**

Team Members may work in a guest service department or team member service departments. The guest and co-workers should experience that we are available and ready to assist with their service needs at all times. Usage of a cell phone and/or electronic devices (personal laptops, tablets, etc...), including but not limited to earbuds and headphones signal to the guest and co-workers that you are not fully available for them and could be perceived as an interruption. As a guest service business, cell phones and ear devices are limited in use unless such devices are needed to complete a job.

Guest Service Departments: Front facing departments are not allowed to use their phone or ear devices while at work.

Team Member Service Departments: Service Departments whose guest is the team member may use ear devices but must remove them promptly as someone comes into their space. Managers may require a team member to not use this device per their discretion due to hindering work or if not appropriate for certain positions or locations. Personal cell phones should not be used during work hours unless it used as a form of communication for work tasks or if there is a personal emergency. Managers for both Guest Service Departments and Team Member Service Departments may request that cell phone be put away completely from the work area if there is misuse during work hours. They may be used during lunch and breaks.

### **TEAM MEMBER SOCIAL MEDIA GUIDELINES**

It is Company policy that all social media channels representing the resort will be created and maintained through the marketing department. Company or personal social media sites should not be visited during work hours unless specified to do so by your manager. When visiting social media sites, it is the expectation that you will properly represent yourself and Loon Mountain in a professional manner. Private and confidential Company information should not be shared in any electronic forum or format including personal social media accounts and websites. Please always be courteous and follow the guidelines of the Boyne Basics Program and our Harassment Policy. Social media forums are an extension of our resort community, and if you feel there is a need for someone to address something on our site that may be controversial, please notify your Manager. Nothing in this policy is intended to restrict or interfere with your rights under Section 7 of the National Labor Relations Act.

### **SOFTWARE**

Downloading or installing any files or programs that change the configuration of a system without approval in advance by the appropriate Information Technology department head is prohibited. This policy is necessary to prevent computer viruses from being transmitted through the system and to maintain central planning control over software purchases and deployment.

The downloading or installation of personal computer software on Company PC's or the addition of hardware without prior approval from Information Technologies may result in termination.

## **ANTI-CORRUPTION/ANTI MONEY LAUNDERING POLICY**

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

It is the policy of this Company to maintain compliance with all Anti-Corruption Laws, Anti-Money Laundering Laws and applicable Sanctions. The Company CFO or their designee shall serve as the Corporate Compliance Officer (“CCO”). The CCO may appoint a committee to assist with administering and monitoring compliance with respect to this policy. The CCO shall have responsibility for design, oversight and monitoring of written and unwritten procedures and controls reasonably designed to ensure compliance in accordance with this policy. “Anti-Corruption Laws” means all laws, rules, and regulations of any jurisdiction applicable to the the Company from time to time concerning or relating to bribery or corruption, “Anti-Money Laundering Laws” means any and all laws, statutes, regulations or obligatory government orders, decrees, ordinances or rules applicable to the Company related to terrorism financing or money laundering, “Sanctions” means any and all economic or financial sanctions, sectoral sanctions, secondary sanctions, trade embargoes and anti- terrorism laws, including but not limited to those imposed, administered or enforced from time to time by the U.S. government A complete copy of the policy is available at your Human Resources Office.

## **PERSONAL PROPERTY**

Loon Mountain cannot assume liability for a team member’s personal property while at work. Team members should not leave personal property unattended or on site without realizing their liability. Some examples are personal skis, boots, clothing, and cell phones. Lockers may be assigned to some team members for temporary storage of ski equipment and clothing. We will not reimburse team members for loss of property on site. In the event of a theft, report it to your manager. We will investigate and may notify local law enforcement agencies. Team members convicted of theft may be subject to loss of employment or prosecution.

## **MILITARY LEAVES OF ABSENCE**

First, if you served, thank you for your service. If you enlist in the Armed Forces of the United States, you will be granted a military leave, as needed, without pay. In addition, if you enter the Reserves or the National Guard, you will be granted a military leave, as needed, without pay for the duration of your active duty and regular training. You should provide your manager with a copy of your military orders. If you wish to return to work at Loon Mountain, you should state your intent to return to work as soon as you have satisfactorily completed your military service. Under federal and state law, you have specific reinstatement rights.

## **ON-CALL POLICY: FIREFIGHTERS & EMTS**

Full time, year-round team members who are part of the town of Lincoln/Woodstock volunteer Firefighter/ EMT program must inform their managers of their on-call schedule. As a good will gesture and in keeping with New Hampshire's First Responder leave laws, Loon may allow full time, year-round team member volunteers to respond to calls that take place during working hours. See your manager for the complete policy and guidelines.

## **AMERICANS WITH DISABILITIES ACT (ADA)**

It is consistent with “True North” Direction to comply with the Americans with Disabilities Act (ADA) and applicable state (NH) laws. In keeping with that we do not discriminate against people with disabilities (mental or physical impairments) in any aspect of our operations. To ensure access to our facilities, programs, services and this could involve removing physical barriers, modify facilities and programs and providing other forms of assistance. In the context of employment, we will attempt to reasonably accommodate all qualified applicants and team members with disabilities so they can perform all essential functions of their job. Employees needing assistance should contact Human Resources. From potential team members to our guests, we value all people. If you encounter a disabled guest who needs special assistance, contact management or guest services.

## **TEAM MEMBER AND GUEST INCIDENT RESPONSE POLICY**

Loon values our resort team members and their contributions to the guest experience. If a team member has an uncomfortable experience with a guest while at work, they should remove themselves from the situation and immediately contact their manager and the MOD. The incident will be reviewed and handled appropriately with respect to the team member, the guest, and the safety of each person involved. Please refer to the Team Member Incident Response Policy for details.

## **PERSONAL APPEARANCE & UNIFORM POLICY**

Loon Mountain has a reputation of being a quality, guest-oriented resort for all to enjoy. We uphold this reputation by presenting our resort and ourselves in a professional way. Departures from appropriate appearance and uniform standards will not be permitted. There may be special accommodations for religious practices. There may also be a distinction between appearance standards for jobs that are front line positions and those that are back of the house. It is management’s discretion on any questions of this policy. There may be some current or returning seasonal team members who may be grandfathered. All team members should be familiar with this policy and should ask questions as needed for their position.

## **PROCEDURE**

If a team member reports to work improperly attired or groomed, the manager may instruct the team member to return home to take corrective action. The team member will not be compensated for time away from work. Repeated violations of this policy will be cause for corrective/disciplinary action up to and including termination.

## **UNIFORMS**

1. Uniforms are required for many positions at Loon Mountain Recreation Corporation. Partial or full uniforms are provided.
2. The team member is responsible to keep his or her uniform clean and wrinkle free.
3. The company will replace uniforms damaged or destroyed in the normal course of work.
4. Uniforms lost, stolen, or intentionally damaged will be replaced and paid for by the team member.
5. Some uniforms, vests and outerwear must be returned to the company at the end of employment.
6. Wearing Company issued uniforms may not be permitted off Company property or in public areas (restaurants, bars, school, and etc.). Uniforms may not be worn while off duty in a Company restaurant or bar.
7. You must change out of your Loon issued jackets before free skiing/ riding or participating in other personal activities on or off Loon Mountain property.
8. Team members may be permitted to bring the uniform home for safe storage and laundering.

## **GROOMING STANDARDS**

Management reserves the right to change this policy and use discretion on any of the following guidelines. Management also reserves the right to consult the VP of Human Resources on compliance questions concerning this policy. Good personal hygiene must be adhered to on a daily basis.

## **HAIR**

Good personal hygiene and clean hair is required. Trimmings and mustaches permitted.

## **MAKEUP**

Must be in good taste at all times with no extreme styles. Perfume or cologne is discouraged and may be allowed in certain circumstances.

## **JEWELRY & PIERCINGS**

Excessive jewelry and any jewelry posing a safety risk is not allowed. A small stud or small hoop in one nostril may be allowed. Tongue, lip and eyebrow piercings may not be allowed while at work and is up to the discretion of management to determine any safety concerns. Ear gauges are not allowed for a front of house position.

## **TATTOOS**

Tattoos should be covered at all times, as much as possible, when in front of guests. Examples of offensive tattoos include, but are not limited to, those of obscene or sexual connotation. A tattoo that cannot be covered while at work must be within parameters of the corporate policy for tattoos and reviewed by the team member’s manager and sr. manager, when in doubt. The location of the team member’s job and whether they work in the front line or not will be considered and reviewed by the team member’s manager.

## **GLASSES**

Sunglasses are permitted for outdoor use only. All team members should remove sunglasses when conversing face-to- face with guests and all other appropriate situations.

## **NAME TAGS**

Nametags are issued to all team members with their real name (no nicknames) and date of hire; they are to be visible to the guest at all times.

## **TOBACCO USE**

Tobacco use is prohibited while working, on company property (which includes team member housing), in a company vehicle or when in company uniform. In addition, tobacco use is not permitted by a team member in their own vehicle on Loon property. Tobacco products and smoking are permitted during a team member's lunch break as long as it is off of property and complies with this policy. Tobacco products are defined as cigarettes, cigars, snuff, chewing tobacco, pipes, e-cigarettes, and vaping. There are no designated smoking areas on Loon property for team members to smoke.

## **CHEWING GUM**

Team members may not chew gum or any other substance in guest contact areas.

## **FOOD**

Team members need to be discreet if they have to consume food/meals at workstations in public view.

## **SHIRTS**

Shirts should be tucked in when practical and comfortable for the team member. The following is not allowed to be visible under the uniform policy: midriff should not show, undergarments and cleavage and shirts that drop off the shoulder should not show, tank tops are not allowed. Sleeveless shirts with a minimum of a 2 inch strap at the shoulders are permitted.

## **HATS**

If your manager supplies you with Loon Logoed hats, these hats must be worn as part of your uniform. If your manager does not supply you with a hat, a plain hat can be worn. No other logos. Hats must be worn the way they were designed e.g. visor cap visor in front and straight.

## **PANTS**

Pants must fit properly and cannot be torn, frayed, faded, patched or extreme style. Undergarments should not be visible at the top of pants. Denim is allowed following the guidelines listed above.

## **SHORTS**

Length of shorts should be no shorter than 3 inches above the knee and no longer than knee length unless a Capri style short. No athletic shorts (jersey material) are allowed.

## **SHOES**

Open-toed shoes are not allowed in departments where it could pose a safety risk. All departments should have appropriate footwear available in case you are called out for Lift Evacuation or another emergency situation.

## **HELMETS**

Helmets are required anytime a team member/volunteer is skiing or riding or on the mountain while on duty. Please refer to the Helmet policy for further details by department.

# **ALCOHOL & CONTROLLED SUBSTANCES**

## **PURPOSE**

Loon Mountain recognizes the need for the safety, efficiency and productivity of its workforce. This policy has been established to define management's position regarding team members and applicants for employment being safety conscious and "Fit for Work."

Being under the influence of alcohol and/or controlled substances, or being in possession of, or selling, manufacturing or distributing such substances or related drug paraphernalia during work time or on Loon Mountain property is strictly prohibited. For the purposes of this policy, being "under the influence" means having alcohol or a controlled substance in your system.

It is not necessary for someone to be physically impaired in order to be deemed "under the influence." Because Loon Mountain is an at-will employer, management may elect to terminate a team member without requiring the team member to first take a drug or alcohol test.

## **SCOPE**

This policy applies to all Loon Mountain team members while working or engaged in company business and prospective new team members who have been offered employment where applicable.

## **MEDICAL MARIJUANA**

Loon Mountain recognizes that some controlled substances, including marijuana, may be legal for individual use for medical or therapeutic purposes in certain states. Any team member who presents documentation from a licensed health care provider regarding the use of marijuana or other controlled substances must still comply with our policies against smoking marijuana at work, and possessing, or selling marijuana or other controlled substances on Loon Mountain property. Authorization to use medical marijuana or other controlled substances does not excuse the team member from other performance standards. Team members must be fit for work regardless of state statute approval to use a controlled substance. All questions regarding this issue should be referred immediately to the VP of Human Resources.

## **POLICY**

All Loon team members are expected to be "Fit for Work" and have the responsibility for managing their own behavior. There are several circumstances under which a team member may be required to submit to a drug/alcohol test as a condition of continued employment. Those testing reasons could include:

1. Reasonable Suspicion: The decision to require a drug test may be based upon any one of several factors or a combination of factors such as appearance, conduct, excessive absenteeism, tardiness, low quality work, change in work habits/production, a pattern of poor performance and/or behavior, odor of alcohol or drugs;
2. Post-Accident: Vehicle accidents, damage to, loss or theft of company or guest property or involvement in an incident causing injury to another team member, may prompt a test requirement, pending review by senior management; or
3. Post-Work related Injury: Involvement in a Worker's Compensation accident or injury that requires a team member to seek medical treatment from a hospital or medical facility, beyond initial first aid will be determined by Senior management. Testing may happen at a date after the injury.

## **PROCEDURE**

1. When management has reason to believe that a working team member is under the influence of alcohol or controlled substances, the team member should be removed from the work area for further observation. The management representative must consult with the highest level of authority on duty in the suspected team member's department.
2. The management representatives will alert the VP of HR, General Manager, or designee who has the authority to order the testing. If the testing is ordered, the team member will be reminded of this policy and will be required to consent in writing and submit to saliva swab tests or other appropriate tests, or may be subject to discipline up to termination.
3. Once the team member signs the release form, he or she will be taken to the designated testing facility by the representative of the property whose responsibility it is to do so.
4. Team members who refuse to sign the release form or to be tested may be subject to disciplinary action up to and including termination. This action may include one week or more of suspension from work for the first offense and then random testing per management's discretion. The decision on disciplinary action and termination must be reviewed with the Vp of HR or General Manager. There may be a corrective action form on the incident.
5. Testing center personnel will adhere to acceptable chain of custody procedures
6. The tested team member may remain off work on an investigatory suspension, without pay, pending the outcome of the testing procedure and management's determination in the case.
7. Test results will be given to the Human Resource VP or designee who will maintain confidentiality of the information. Specific members of management may share the information only on a need-to-know basis.
8. Team members who fail a drug test will be subject to disciplinary action up to and including termination. This action may include one week or more of suspension from work for the first offense and then random testing per management's discretion. The decision on disciplinary action and termination must be reviewed with the Human Resource VP or General Manager. There may be a corrective action form on the incident.

## EVIDENCE

When there is reasonable suspicion that a team member may be under the influence, the Human Resource VP or General Manager and highest level of management in the team member's department shall be notified and may, if practicable, have one additional member of management observe the ongoing behavior and record his or her observations.

1. All relevant information should be written down in detail, signed, dated and witnessed and be sent to the Human Resource VP.
2. If the team member is under 18 years of age, the team member's parent or legal guardian will also be requested to sign the testing consent form. If attempts to contact the parent or legal guardian fail, Loon Mountain has the right to proceed with the test or take other disciplinary action, including suspension or termination.
3. The HR/Risk Management Coordinator has the responsibility to see that all paperwork is filled out completely and accurately.

## COMMUNICATIONS AND RELEASE FROM LIABILITY

### 1. NOTICES

- Statement in team member handbook
- Drug Testing Policy available in the HR office
- Policy is made part of training programs

### 2. CONSENT & RELEASE FROM LIABILITY FOR DRUG TESTING

The consent form acknowledges the company's policy toward drug testing and consent to release drug-testing results by the testing facility to the Human Resource VP or designee at Loon Mountain. The consent form states that team members refusing to participate in a drug test may be subject to discipline, including possible termination or suspension. The consent form also includes a waiver of liability with regard to the testing.

### PRESCRIPTION & OVER-THE-COUNTER MEDICATION

Any person may possess and use prescription and over-the-counter medication at work provided:

1. All such medication is kept in its original container or accompanied by an up-to-date prescription or prescription label.
2. All prescription medications have been prescribed by a licensed health care provider for the person possessing them and are used in strict accordance with the printed instructions.
3. The user has consulted with his or her licensed health care provider and has been advised by such licensed health care provider that it is safe to work while using the medication and that accuracy and coordination will not be impaired.
4. The individual using the prescribed medication should be aware of the effect, if any, if it is mixed with alcohol.
5. The user should also be aware that mixing two or more prescription drugs might have an effect.
6. Team members have the responsibility to notify their manager of the use of any medications that may impair their ability to uphold and maintain safety standards.

Notwithstanding the above, an team member must be able to perform the duties of their position up to acceptable standards at all times.

### PARKING POLICY

The Parking Policy is for team members of Loon Mountain Resort, Resort Hosts, New England Disabled Sports, Competition Center Race and Freestyle Programs. This policy is enforced.

**Punch in/Punch out:** Team Members punch in after they park their vehicle. Please make sure that you allow yourself enough time to park, punch in, and be at your worksite. If a Team Member sees a violation, they should report it to their supervisor. All vehicles are to left at the designated team member parking area until 2:00 p.m. and the team member must be clocked out of work to retrieve their vehicle and clock back in if returning to work.

**Midweek Parking** – Starting in November, Team Members are to park at their department's Midweek assigned parking area.

**Business Office and Adventure Center Parking Areas:** Accounting, Administration, Adventure Center, First Aid, Human Resources, Lift Maintenance, Retail, Terrain Park, Train Operations, Tickets and Patrol, Marketing, Sales, Lift Operations.

**Level 6 Parking Garage at The Mountain Club:** Midweek parking in Level 6 is designated by the Senior Manager for their departments. Senior Managers will designate parking passes in Level 6 for designated departments.

**River Lot and Children's Center Lot:** Base Operations, Building Maintenance, Children's Center, Competition Center, Governor's Lodge, Resort Hosts, Snowmaking, Snowsports, Rental Shop, New England Disabled Sports and Vehicle & Equipment Maintenance.

**Friday, Saturday and Sunday and Holidays** - Team Members are to park at the River Lot. There may be updates on parking locations due to severe weather. Holiday period include Christmas week, Martin Luther King weekend, and February vacation week.

### The only exceptions to this policy are:

1. Team Members with handicap passes and/or plates.
2. Team Members arriving to work after 12:00 p.m.
3. If a Team Member has a special need for a Loon Parking Pass or if they have a state authorized handicap parking pass, they must contact their Senior Manager and the parking committee (Alan, Brian, Ruth). The request will be reviewed. If the team member has the state handicap pass already issued, a review will determine the best accommodation for the parking location at Loon.
4. Weekend and Holiday weeks parking at the Adventure Center allowed for early shifts and Lift Operations departmental meetings, as space permits. The Business Office lot is available for only guest parking during Weekend and Holiday weeks; it is not to be used as team member parking overflow from the Adventure Center lot during this time.
5. Real Estate staff will park in the main lot at the designated parking signs. The Real Estate guest will park at these signs or the Octagon turnaround with a card placed on their dash by a Real Estate team member.

**Summer Parking** – All summer team members will park in their departmental approved midweek parking areas which may differ from the winter parking plan.

**Special Events Parking** – Team member designated parking will be announced if different from mid-week parking per event.

### HARASSMENT POLICY

It is the policy of Loon Mountain that all team members should enjoy working on or off property, base area or on-mountain, or living/visiting any of Loon Mountain's housing units, free from all forms of illegal discrimination, including sexual harassment or sex-based discrimination, race, color, religion, creed, ancestry, age, sexual orientation, marital status, disability or any other protected characteristic.

No team member, either male or female, should be subjected to unsolicited or unwelcome sexual advances or conduct, either verbal or physical or any other form of conduct of an otherwise offensive nature while at work or engaged in a work-related activity. Any and all forms of verbal, visual or physical harassment are prohibited including: offensive comments, jokes, innuendos, sexually orientated statements, expressions, gestures, telling lies or spreading rumor's about a person's sex life, suggestive photographs, pin-ups, cartoons in print or other media, threats, stalking, and any unwanted propositions, compliments, touching or physical contact.

Harassment lowers morale and disrupts the environment and it is illegal. Therefore, the company will treat harassment like other forms of team member misconduct. Loon Mountain has a zero-tolerance approach and discipline, up to and including termination of employment or housing arrangements; applied as appropriate.

### DEFINITION

Harassment is defined as unwelcome sexual advances, requests for sexual favors or other verbal or physical acts of a sexual or sex-based nature, or any other verbal or physical conduct of an offensive nature when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
2. An employment decision is based on an individual's acceptance or rejection of such conduct; or
3. Such conduct interferes with an individual's work performance or creates an intimidating, hostile or offensive work environment.

A hostile environment exists when an team member can show: (1) that he or she was subjected to sexual advances, requests for sexual favors or other verbal or physical conduct of an offensive nature; (2) that this conduct was unwelcome; and (3) that the conduct was sufficiently severe and pervasive to alter the conditions of the victim's employment/housing accommodations and create an abusive working/housing environment.

### **PROCEDURE**

Loon Mountain will take disciplinary action against any team member who threatens either implicitly or explicitly, that another team member's refusal to submit to sexual advances will adversely affect that team member's employment, evaluation, wages, advancement, assigned duties, shifts or any condition of employment, career development, or Loon Housing arrangement.

Loon Mountain recognizes that the question of whether a particular action or incident is purely a personal relationship without discriminatory employment effect requires a determination based on the facts in each case. Therefore, the company will act to investigate harassment claims in a timely fashion and to remedy them when an allegation is determined to be valid. Human Resources will take the lead in investigating such claims.

Any team member who believes that he or she has been subjected to harassment should immediately bring his or her concerns to Human Resources or a member of management. All complaints made to management should be reported to Human Resources immediately. Loon Mountain is committed to addressing these matters in a prompt and appropriate manner. Management will assure its team members that any information disclosed during the investigation will be disclosed only on a need-to-know basis in order to resolve the matter.

### **FALSE ACCUSATIONS**

Given the nature of this type of discrimination, Loon Mountain also recognizes that false accusations of harassment (meaning those who bring forward claims in bad faith) can have a serious effect on innocent men and women. Therefore, false accusations may result in equivalent disciplinary action applicable to one who is found guilty of harassment.

### **NAME AND LIKENESS POLICY AND PROCEDURE**

Loon Mountain is a dynamic resort that is ever changing its P.R. and media materials and message to stay current in the marketplace. This means that Loon Mountain may be taking photos and videos of all of the activities that we offer on a year-round basis to produce marketing messages for our guests. This also includes photos or videos that are taken of or by Loon team members, for company purposes, to create Loon team member materials for recruiting, team member parties, and benefits messages. You will be asked to consent to your picture being taken and for it to be used for these reasons.

\*Please review the statement below and if you are not interested in participating or being involved in any of the marketing materials, please let your manager know and they can inform the Marketing and HR departments to not use your photo, video without your consent.

"For good and valuable consideration, I hereby grant exclusive permission to Loon and their respective agents, clients and assignees, to sell, copyright, exhibit, broadcast, distribute or otherwise use my name and photograph for the purpose of publicity, public relations, editorial or other advertising purposes without restriction as to frequency or duration. I hereby assign exclusive rights to the photographs taken of me during work hours to the company.

## **TEAM MEMBER PRIVILEGES**

We believe working with our team members is a privilege. We have put together a generous and competitive benefits and privilege package which varies depending on your position and group.

Team members are eligible for benefits and privileges according to an assigned team member group status. Benefit-qualified team members accrue and are eligible for benefits when active (working regular hours) and not during periods of unpaid leave or after termination. Being designated a particular group status does not imply future or continuous employment.

Each resort may differ in the privileges offered. Please refer to your resort's specific information. We cannot predict the future, so we reserve the right to amend or terminate any or all benefits and/ or privileges without notice. If you have specific questions about any of our benefit or privilege plans, please contact the HR Department. Unless otherwise stated, all benefits and privileges are for the team member only and apply at your home resort only.

Your team member resort ID will be issued when you start work. This picture ID is your passport to benefits and privileges at your resort and other Boyne Resorts. You must have your team member resort ID with you to take advantage of any of the benefits and privileges offered to Loon Mountain team members.

The team member ID is required for you to clock in & out for your work shifts while also doubling as your ski pass.

All team members must complete a release of liability before using team member privileges. All team members receive an ID card. "On-call" team members receive privileges on a per-shift worked basis.

Your dependents may also be eligible for privileges. A dependent is defined as a spouse or legal dependent according to IRS rules. The HR Dept. can provide specific information.

Revocation of Privileges. Loon reserves the right to reduce, restrict, revoke, and/or suspend skiing & riding privileges at its sole discretion, including disciplinary reasons. The fraudulent use of skiing/riding privileges or passes can result in termination.

Skiing, Snowboarding, & Cross-Country Privileges. Your team member resort ID allows you to ski, snowboard, or cross-country ski free of charge. While enjoying your skiing, snowboarding, cross-country, or other privileges, you are expected to represent Loon Mountain in a positive manner and observe "Your Responsibility Code" as listed in the safety section of this handbook.

Letting someone else use your ID is considered an abuse of this privilege and may result in disciplinary action including suspension of privileges or termination. We expect you to "do the right thing" on and off the hill.

### **TUITION REIMBURSEMENT POLICY**

Loon offers both partial tuition reimbursement and seminars for Full-Time, Year-Round team members. There are certain criteria that must be met and consideration of how the training or seminar relate to the team member's type of work. Contact your Manager or the Human Resource Office for more details on the application process.

### **TEAM MEMBER WINTER TICKET BENEFIT SUBJECT TO CHANGE.**

#### **STATUS: FTYR, FTVH, AND RETURNING TEAM MEMBERS**

Receives: Team member ID Pass, plus the option of one of the following:

1. Dependent Pass
2. Guest Pass
3. Team member Ski Voucher Benefit

#### **STATUS: NEW FULL-TIME SEASONAL TEAM MEMBERS**

Receives: Team member ID Pass Only.

#### **STATUS: PART-TIME TEAM MEMBERS**

New: Team member ID Pass Only. Returning: Eligibility based on hours below.\*

#### **STATUS : TEMPORARY TEAM MEMBERS**

New: Team member ID Pass Only.

Returning: Eligibility based on hours below.\*

\* Returning team members must have worked the minimum number of required hours during the previous season to be eligible for additional benefits.

**Returning Team Members and New Full-Time Seasonal:** 350 hours

**Part Time Team Members and Temporary Team Members:** 130 hours

**Greeters/Surveyors/Events:** 40 hours

**Ski Patrol:** 160+ hours (90-159 hours: Team member pass only)

**Nurses:** 100 hours

Team members in the above groups with the required number of hours are eligible for one of the following:

1. Dependent Pass
2. Guest Pass
3. Team member Ski Voucher Benefit

### SKI & SNOWBOARD SCHOOL INSTRUCTORS

Please see Ski & Snowboard School VP for benefits details.

Team members unable to perform normal work duties due to illness, injury, personal business, or other reasons will not be allowed to use skiing, snowboarding, cross-country, or other privileges until they return to work. Team members separated for reasons other than being laid off must surrender their season pass and any dependent passes. Please don't wear your uniform when enjoying our mountain while off-duty. HR can provide specific information on team member resort ID and pass privileges.

### SKIING FREE AT OTHER BOYNE RESORTS

Visit your sister resorts. Any active team member may ski for free at any sister Boyne Resort by presenting his or her team member resort ID and a photo ID. The number of visits to our sister resorts is unlimited, but not available Saturdays or holidays. When visiting another Boyne Resort, uniforms are not to be worn. Food & beverage or retail discounts per resort's discretion. Letters of introduction may be obtained from your manager.

Loon Mountain team members visiting Sunday River or Sugarloaf to ski/ride are eligible for 50% food and beverage discounts in their cafeterias with their team member ID. You have to pay with cash or credit card. You're also eligible for rental and retail discounts at the same level as their team members. Due to business levels, they reserve the right to deny the service on that day. Discount lodging at Sunday River and Sugarloaf is also available.

## BOYNE TEAM MEMBER BENEFITS FOR VISITING RESORTS

	LOON	SL	BS	SR	MI	SS	CY	BR
<b>Cafeteria</b>	50%	50%	50%	50%	50%	50%	50%	N/A
<b>Restaurant</b>	NONE	25%	25%	50%	40%	50%	50%	N/A
<b>Retail</b>	30% FULL TIME 20% PART TIME	30% FULL TIME 20% PART TIME	30% FULL TIME 20% PART TIME	30% FULL TIME 20% PART TIME	30% FULL TIME 20% PART TIME	30% FULL TIME 20% PART TIME	30% FULL TIME 20% PART TIME	30% FULL TIME 20% PART TIME
<b>Rental</b>	50%	50%	50%	50%	50%	50%	50%	50%
<b>Lodging</b>	N/A	BASED ON AVAILABILITY	BASED ON AVAILABILITY	BASED ON AVAILABILITY	BASED ON AVAILABILITY	N/A	N/A	BASED ON AVAILABILITY
<b>Ski School</b>	FREE TO TEAM MEMBER IF AVAILABLE							
<b>Day Ski Tickets</b>	FREE TO TEAM MEMBER AND DEPENDENTS							

### DISCOUNTS & FREE SKIING AT OTHER RESORTS

We encourage you to go out and enjoy other ski resorts. Bring the ideas from the best ones home to us. In the industry it's known as "benchmarking," and the ideas we get could help us become even more attractive to our guests. Many ski resorts offer a discount to Loon team members as long as we are currently open for skiing. Present a letter of introduction with your team member resort ID at the other resort to receive any discounts offered. See your manager for a letter of introduction.

Please abide by all resort regulations and guidelines when visiting other resorts. You are an ambassador of Loon Mountain when you use this privilege.

### LIFETIME BENEFITS—LONG TIME TEAM MEMBERS

1. Full-time, year-round team member who has 25 years of cumulative service is entitled to a lifetime ski pass from the resort where they worked for self & spouse (must be married) or significant other as described by the Department of Revenue of their state of residence. Team member who meet the qualifications should contact the VP of Human Resources for a voucher request form and if approved will pick up the pass at the Guest Service Desk.

2. Full-time, seasonal team member who has 30 years of cumulative service is entitled to a lifetime pass for the season in which they work for themselves. Team members who meet the qualifications should contact the VP of Human Resources for a voucher request form and if approved will pick up the pass at the Guest Service Desk.

Both Full-time, year-round and Full-time seasonal team members must be in good standing with satisfactory performance and meet management's approval for review of this benefit.

Criteria:

- Team members who would like this benefit should contact VP of Human Resources.
- Volunteers & part-time team members are not eligible.
- Lifetime means the rest of the team member's life—non-transferable.
- Can not be exchanged for another product.
- Individual must abide by all the rules, privileges may be suspended or terminated for abuse.

### SKI & SNOWBOARDING LESSONS

Sharpen your skills! Team members with a valid resort ID may join a group lesson for skiing, snowboarding or cross-country at no cost, depending on availability of space in the class. Team member dependents with a team member voucher may receive discounted lessons on a space available basis. Sign up at the Ski & Snowboard school desk.

### SKI & SNOWBOARD RENTALS

Discounted ski and snowboard equipment rentals are available for any team member skiing on his or her personal time. Team members may take advantage of this privilege if equipment is available, non-holiday, non-weekend. Performance or demo equipment may or may not be available at your resort. Supply issues prohibit us from extending this offer to team member dependents and friends.

### LODGING

All Loon Mountain team members are eligible for discounts on lodging at participating resorts managed by the company on a 'space available' basis during non-holiday and off peak periods. This offer is extended to both you and your family. You must make reservations in advance and identify yourself as a Loon Mountain team member. You may be required to show a current team member resort ID at the time of check-in. Restrictions may apply. Please check the details on our team member site.

### FOOD DISCOUNTS

#### DISCOUNTS TEAM MEMBERS RECEIVE AND WHERE:

- Team members receive a 50% discount on food only (no discount on alcohol) at The Octagon Café, Governor's Lodge, Summit Café, Camp III, Deli & Pemigewasset Base Camp.
- Team members receive a 50% discount on food only (no discount on alcohol) at Seasons on Loon and the Black Diamond Bar & Grill.

#### HOW THE DISCOUNT WORKS:

- Team Members show their Team Member pass to the cashier to receive the 50% discount at the register.

### TEAM MEMBER SUMMER DISCOUNTS

Team members can enjoy an array of summer benefits at Loon which include all of Loon's summer activities, a VIP passbook for discounts at local businesses, a White Mountain Attractions booklet for area discounts at local attractions, tickets for the North Country Center for the Arts community theater. Team members are encouraged to bring their family or friends to enjoy some of Loon's summer activities during the off peak times.

### **HOW TEAM MEMBERS GET THEIR DISCOUNTS:**

- Select your Food & Beverage allowed purchases.
- Show your current/active Loon team member pass.
- The cashier will scan to allow 50% discount on your eligible purchases.
- You will pay by cash or credit card.
- You will receive a receipt.
- You must show your current/active Loon team member pass at the Mountain Club at Loon for eligible Food & Beverage discounts during non-peak times.

### **A REQUEST FOR TEAMWORK FROM ALL TEAM MEMBERS:**

- Please avoid peak periods.
- Have your ID card ready for the cashier.
- Clean up your area after eating.

### **RETAIL**

Retail shops at your home resort offer team member discounts on regularly priced merchandise. They may also offer special deals and additional discounts. Present your team member resort ID when you make your purchase. Specific procedures for obtaining your discount will be outlined at your individual resort.

### **SKI PROGRAMS**

See the site below for ski discount options. There are amazing deals for our teams:  
employee.boynecountrysports.com  
Customer Service Email: customerservice@boynecountrysports.com

### **BOYNE REWARDS TEAM MEMBER POLICY**

Sign up now and start earning BoyneRewards points for every Boyne purchase. Cash in points for fun prizes.

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

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

Team members are responsible for presenting their card at check-out and for checking their accounts/transaction history regularly. Purchases that have been posted to their account in error must be reported immediately to the BoyneRewards office at 248.668.5403 or 248.668.5404.

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

### **MOUNTAIN CLUB ON LOON**

Loon team members are eligible for a gym & spa membership discount for use during non-holiday periods. The Mountain Club also offers a discount on food to Loon team members with their Loon pass. See our team member site for the membership request form.

### **SEASONAL BENEFITS: WINTER TEAM MEMBER**

- Team Member Housing (limited spaces)
- Team Member parties
- Team Member Uniforms and Discount on Company Brand personal product purchases
- Discounts at Boyne Hotels
- Gym and Spa and Food discounts at the Mountain Club hotel on Loon
- 50% off Food and Beverage discounts at Loon's cafeterias for team members
- Discounts at Loon Mountain Sports retail shops and Boyne Country Sports retail shops
- Team Member recognition programs
- Loyalty programs
- On-the-Job training and career opportunities
- Tuition assistance/company approved training programs per approval
- Ski/Snowboard discounts for team members and eligible dependents
- Ski/Snowboard for free at other Boyne Resorts
- Discounted Rentals
- Discounted Tuning
- Free group ski/ride lessons
- Friend and dependent passes depending on eligibility
- Reciprocal skiing/riding at participating resorts
- Ikon ticket discount off of regular window rate at participating resorts and approved dates
- Benefit Hub

### **SEASONAL BENEFITS: SUMMER TEAM MEMBER**

In addition to the winter benefits (with the exception of the ski related benefits) team members may enjoy the summer benefits listed below:

- Free Loon Summer activities for team member and guests
- Chamber of Commerce VIP booklets
- White Mountain Attractions booklet
- North Country Center for the Arts theater

### **TEAM MEMBER HOUSING**

Loon Mountain team member housing is limited and available for FTYR, seasonal or international workers while employed. Applications are on a first come first serve basis and can be accessed through the HR office.

# BENEFITS

As part of your compensation package, Loon Mountain provides the following benefits to its Team Members based on certain eligibility requirements.

## MAINTAINING BENEFITED STATUS

### STATUS 1 - FTYR

Maintaining FTYR status is contingent upon working a minimum of 1750 hours based upon the annual benefit lookback. This includes both salary and hourly team members who work for a minimum of 32 hours a week, per calendar year.

**Stipend team members** - may be designated team members who work full-time for one season and part-time/on call for the other season. Scheduled for 1,000 hours actual work per calendar year, are eligible for benefits, excluding PTO. Stipend positions designated by senior management only.

### STATUS 2 – FTVH

Maintaining FTVH status is contingent upon working a minimum of 1560 hours based upon the annual open enrollment lookback. A change in status will result in a change in benefits. Any exceptions to the minimum hour threshold for FTYR or FTVH status must be approved by both the VP of Human Resources and General Manager.

### STATUS 3 – FTSB

Scheduled to work at least 32 hours or more a week on a seasonal basis either winter or summer season. They may be new to the company or may be returning after a break in service or more than one year. Eligibility is for team member only and eligible for health insurance and H.S.A. only

### STATUS 4 – FTS

Regularly scheduled up to 40 hours a week.

### STATUS 5 – ON CALL AND/OR PART TIME

Part time team members who have no regular scheduled hours or are scheduled to work less than 32 hours a week, seasonally or year-round.

### STATUS 6 – TEMPORARY

Works for an event or special occasion. On call as needed.

**If eligible for benefits** – Team members up to 30 days from your first day worked to enroll. Please obtain a complete packet of information from the Human Resources Dept.

Once a Team Member enrolls in one or more of the insurance benefits noted above, changes can only be made during open enrollment periods or due to a qualifying event. By law, changes due to a qualifying event must be made within 30 days of said event. It is the Team Member's responsibility to contact Human Resources within this 30-day period requesting the change be made. Qualifying events are: marriage, divorce, birth, or adoption.

FREE PRESCRIPTION CARD through the National Restaurant Association

As a member of National Restaurant Association, we have access to a suite of health care insurance programs. Visit <https://restauranthealthcare.org/> to see offerings and to print the pharmacy discount card below.

## RESPONSIBILITY FOR BENEFITS WHEN ON LEAVE, BREAK, OR LAYOFF

During a layoff, break, or leave (not including an absence under FMLA) for a maximum of six consecutive weeks, the Company will continue to provide health benefit coverage (medical, dental, & vision) to Team Members who are currently enrolled in the benefit plans. However, any benefited Team Member who does not receive a paycheck for any reason (e.g. on leave of absence, taking unpaid break, or lay-off, etc.) is responsible for all of their weekly insurance premiums during the unpaid period. In weeks when their paycheck will not cover their premium(s), Team Members are obligated to make arrangements through Human Resources and Payroll to pay their premium(s) either in advance or upon their return.

For layoffs, breaks, or leaves greater than six consecutive weeks, Team Members will be offered COBRA coverage for health benefits at their own expense. The Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA) provides a continuation of coverage to Team Members who are covered under the medical plan when a "qualifying event" occurs and it results in loss of benefit eligibility. Team Members receive a notice, which outlines the qualifying event and coverage continuation period. The notification includes the cost per month, and the coverage is good up to 18 months or more in keeping with special conditions under federal law.

Human Resources will perform a lookback in December to calculate insurance premiums owed by Team Members for coverage in weeks when the Team Member's earnings did not cover the full amount of their portion of the premium. The total balance owed will be spread out over three months and deducted from weekly paychecks unless the Team Member makes arrangements to pay in one lump sum. For FTYR Team Members who hold a position that is designated as being a less than 52-week per year position, the Company will cover insurance premiums during the resulting "off" weeks.

## FEDERAL FAMILY AND MEDICAL LEAVE

### A. GENERAL PROVISIONS

It is the policy of this Company to grant up to 12 weeks of family and medical leave during any 12-month period to eligible Team Members, in accordance with the Family and Medical Leave Act of 1993 (FMLA). The leave may be paid, unpaid, or a combination of paid and unpaid leave, depending on the circumstances of the leave and as specified in this policy. Federal law directs restoration to the Team Member's original position or an equivalent position upon return from leave. A full written statement of the Federal Family and Medical Leave Act may be obtained from the Human Resources Department. Certain notice must be given when requesting a leave of absence. Please see "Procedure for Requesting Leave" below for complete guidelines.

### B. ELIGIBILITY

In order to qualify to take leave under this policy and Federal law, the Team Member must meet the following conditions:

- Worked for the Company for 12 months;
- Worked at least 1250 hours over the previous 12 months;
- Worked for a covered employer, where there are at least 50 or more employees within 75 miles.

### C. TYPE OF LEAVE COVERED

In order to qualify as FMLA leave under this policy, the Team Member must be taking leave for one of the reasons listed below:

- The birth and care of a newborn child of the employee;
- The placement with the employee of a child for adoption or foster care, and to care for the newly placed child;
- To care for a spouse, child, or parent with a serious health condition;
- The serious health condition of the employee and the employee is unable to work;
- To address certain qualifying exigencies of a spouse, son, daughter, or parent on active duty or call to active duty status in the National Guard or Reserves in support of a contingency operation; or,
- To care for a covered ill or injured service member.

NOTE: Team Members should contact Human Resources for specific qualifying criteria.

Team Members may consult the Human Resources department with questions about what illnesses may be covered under FMLA. Required FMLA paperwork is available from Human Resources. A Team Member is required to provide a doctor's certification of the serious health condition.

If a married couple both work for the Company, and each wishes to take leave for the birth of a child, adoption or placement of a child in foster care, or to care for a parent (but not a parent "in-law") with a serious health condition, the couple may only take a combined total of 12 weeks of leave.

### D. TEAM MEMBER STATUS & BENEFITS DURING LEAVE

While a Team Member is on leave, the Company and Team Member must make arrangements, through the Human Resources department, to continue the Team Member's benefits during the leave period at the same level as if the Team Member had continued to work. Please note: Team Members will not, however, accrue PTO during any portion of this leave period.

**E. TEAM MEMBER STATUS AFTER LEAVE**

A Team Member who takes leave under this policy will be able to return to the same position or a position with equivalent status, pay, benefits and other employment terms. Exceptions to this provision may apply if business circumstances have changed; for example, the Team Member’s position is no longer available due to a job elimination or layoff. The Company may also choose to exempt certain highly compensated Team Members from this requirement and not return them to the same or similar position.

**F. USE OF PAID AND UNPAID LEAVE**

If the Team Member has accrued or earned paid leave, the Team Member may be required to use accrued paid leave first and take the remainder of the twelve weeks as unpaid leave.

Disability leave for the birth of the child and for a Team Member’s serious health condition, including workers’ compensation leave, will be designated as FMLA leave and will run concurrently with FMLA leave.

**G. INTERMITTENT LEAVE OR A REDUCED WORK SCHEDULE**

The Team Member may take FMLA leave in 12 consecutive weeks, may use the leave intermittently, or under certain circumstances may use the leave to reduce the workweek or workday. The Team Member and the Company are expected to reach an agreement before the intermittent leave or reduced work schedule is approved. The Company may also temporarily transfer a Team Member to an available alternative position with equivalent pay and benefits if the alternative position would better accommodate the intermittent or reduced schedule.

**H. PROCEDURE FOR REQUESTING LEAVE**

When a Team Member plans to take leave under this policy, the Team Member must give their immediate supervisor 30 days’ notice. If it is not possible to give 30 days’ notice, the Team Member must give as much notice as possible.

If a Team Member fails to provide 30 days’ notice for foreseeable leave with no reasonable excuse for the delay, the leave request may be denied until at least 30 days from the date the employer receives notice.

While on leave, Team Members are requested to report periodically to the Company regarding the status of the leave and confirm their intent to return to work.

New Hampshire has adopted a voluntary paid family leave benefit. This is a benefit an employee may enroll in through the state with the employee paying premiums through payroll deductions. Interested team members should contact HR for more information.

**SHORT-TERM DISABILITY POLICY**

FTYR Team Members may be eligible for Short-Term Disability (STerm) benefits. STerm is for a period commencing on the eighth day of the accident, illness or birth, and in most cases, should be taken in conjunction with FMLA or other leave since STerm runs concurrently with FMLA.

To start disability payments, which occur weekly, the FMLA paperwork must be filled out by your physician and returned to Human Resources.

The Team Member must provide a note from a doctor explaining the general nature of the illness and the approximate date of return to work if an illness continues beyond seven days. A letter or note from your doctor is also required authorizing the Team Members’ return to work.

Job availability is not guaranteed after 12 weeks of FMLA absence. Events concurrent with FMLA beyond 12 weeks require prior approval by your Senior Manager.

You may supplement time off with PTO.

You will be paid according to the following schedule\*:

<b>LENGTH OF FTYR SERVICE</b>	<b>¾ pay</b>	<b>THEN</b>	<b>½ pay</b>
Less than 12 months	0 weeks		0 weeks
12+ months to 5 years	3 weeks		6 weeks
5+ to 10 years	6 weeks		6 weeks
10+ to 15 years	10 weeks		2 weeks
15 year +	12 weeks		0 weeks

Team Members may contact the State of NH for information on the NH Family and Medical Leave Act.

**LONG-TERM DISABILITY**

I your average basic monthly earnings up to \$5,000 per month. Benefits begin after a waiting period of 180 days. The core program is at no cost to you. See Plan Documents for details.

**JURY DUTY**

Jury duty is a community obligation and your responsibility as a citizen. If called, you must provide a copy of the jury summons to your manager at least one week in advance of jury service. FTYR team members are eligible for a maximum of 15 days of paid Jury Duty leave per year. All seasonal, hourly team members fall under the NH state law, which states that you will be permitted unpaid leave for jury duty.

**BEREAVEMENT**

We recognize the importance of attending to family matters and taking care of yourself when someone in your immediate family passes away. Immediate family is defined in the employment of relative’s section of the Team member handbook. The company may compensate you for lost pay up to a maximum of three (3) scheduled working days if you are a benefitted team member.

**LEAVE OF ABSENCE**

Personal unpaid leaves of absence requires approval by the General Manager and V.P of Human Resources, and are discretionary depending on the situation and business needs. Team members on approved leave or layoff must prepay any health insurance premiums at the regular contribution rate. Team members on approved leave of absence, after 90 days, may be required to pay the current COBRA insurance rate if they choose to maintain their medical benefits. “Paid time off” benefits will not accrue during a leave of absence. Resort privileges and discounts will not apply during a Team member’s leave of absence. Refer to the Team Member handbook for FMLA approved leave.

**PAID PARENTAL LEAVE POLICY**

Loon will provide up to one week of paid parental leave to Team Members following the birth of a Team Member’s child or the placement of a child with a Team Member in connection with adoption or foster care. The purpose of paid parental leave is to enable the Team Member to care for and bond with a newborn or a newly adopted or newly placed child.

**ELIGIBILITY:**

Eligible Team Members must meet the following criteria:

- Employed by Loon for at least 12 months
- Worked at least 1,250 hours during the 12 consecutive months immediately preceding the date the leave would begin
- Be a full-time, year-round Team Member

In addition, Team Members must meet one of the following criteria:

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

## AMOUNT, TIME FRAME AND DURATION OF PAID PARENTAL LEAVE

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

## REQUESTS FOR PAID PARENTAL LEAVE

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

Each resort's Paid Parental Leave Policy is identical to the Boyne Resorts policy.

## EMPLOYEE ASSISTANCE PROGRAM (EAP)

If a team member is eligible and enrolled in the insurance plan, team members and family are eligible to access the Employee Assistance Program. The mission of this program is to help individuals, work teams and organizations manage the full spectrum of work and life issues with just one phone call. This confidential assistance program is available nationwide, 24 hours a day, 365 days a year. For more information, call Unum's EAP directly at 1-800-854-1446.

Some specific circumstances for which the Unum EAP can provide assistance include:

Stress	Domestic violence	Interpersonal conflicts
Relationship issues	Alcohol/substance abuse	Workplace adjustments challenges
Family/parenting issues	Grief/loss issues	Workplace conflicts
Single parenting	Depression and anxiety	Job dissatisfaction and burnout
Aging parents	Financial concerns	Job performance

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

Important information to remember: Available 24 hours, 7 days a week, call 1-800-854-1446.

## SUICIDE PREVENTION If you or someone you know needs urgent help, CALL 988

## BENEFITS AT A GLANCE 2023-2024 PLAN YEAR

*These are the current employee benefits available to eligible team members. These are subject to change in the sole discretion of company management. In advance of any such changes team members will be notified.*

### MEDICAL

#### CARRIER- CIGNA

### HEALTH SAVINGS ACCOUNT (HSA)

#### PROVIDER-SELECT BANK

Team Member may elect to contribute any amount to their H.S.A. account per pay period following the IRS max contribution limits that apply that year. Effective 5/1/23, Boyne will provide a match based on calendar year. Tier eligibility is based on H.S.A. participation as of 1/1 of the lookback year. Company contributions are Year 1- \$500, Year 2 -\$700, Year 3- \$900. Must be enrolled in Cigna and making contributions to an H.S.A. Team members age 55 or older can contribute an additional \$1,000 up to the IRS max contribution limits that apply that year.

### DENTAL

#### CARRIER- NORTHEAST DELTA DENTAL

#### HIGH OPTION

- Preventive Care Covered 100%
- Basic Care covered at 80% (6 mo. waiting period)
- Major Care covered at 50% (12 mo. waiting period)
- Orthodontic Care covered at 50%\* (Year #2)
- Per Person Calendar year max. \$1500
- Orthodontic Lifetime Maximum \$1500

#### LOW OPTION

- Preventive Care covered 100%
- Basic Care covered at 60% (6mo waiting period)
- Lifetime Deductible: Indv. \$50, Family \$150
- Per Person Calendar year max. \$1500

### VISION

#### CARRIER- VSP

- Exam-Once every 12 months paid in full
- Lenses/Frames-Once, every 24 months paid in full
- Co-pay for exam & materials applies.

### HEALTH CARE REIMBURSEMENT ACCOUNTS

The Flexible Benefits Plan allows you to pay for eligible health care and dependent care expenses on a pre-tax basis. According to IRS regulations, all funds must be used by the end of the plan year or the balance is forfeited.

### ALLY HEALTH SERVICE

Ally Health is a virtual care platform connecting employees and members to doctors, coaches, therapists, specialists, health advocates and cost transparency and savings tools. Team members with and active H.S.A. are eligible to enroll in this health service through 2025. At that time, the government may not allow both an active H.S.A. and a health service at the same time. Ally Health Service provides convenient, secure access to doctors, wellness coaches, and health allies.

### FUTURE PLANNING – 401K AND ROTH RETIREMENT PLANS

401K Team Member Retirement Plan Administered by Fifth Third Bank/Empower Retirement. Enrollment eligibility upon date of hire or rehire date.

Each year in June the company will review company contributions and may contribute a dollar for dollar match of team member's 401k contribution up to a total 5% of annual compensation. The team members must work a minimum of 1000 hours to be eligible for a company match. Team member can update contributions anytime or join plan as long as active team member.

## 401(K) AND ROTH 401(K) RETIREMENT PLANS

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

Team Members must:

1. Be 21 years old or older,
2. Be a FTYR, FTVH, FTS or PTS Team Member Please contact your manager for enrollment information and paperwork.

Team Members may determine what percentage of your pay should be put into the plan up to allowed amount. Team members aged 50+ may deposit an additional amount per year. You also determine into which funds your money should be invested. If you are a seasonal Team Member, your money remains in the plan during your layoff period. When you return to work, you have the same percentage automatically put into the plan; you have the option to make changes if desired. You may only contribute to the plan by payroll deduction and/or direct rollover. Other options included pre- or post-tax dollars, depending on the election of a traditional 401(k) or Roth 401(k) plan according to your financial needs and goals, loans and hardship distributions.

## LIFE INSURANCE:

### CARRIER- UNUM

- Team Member coverage: \$10,000 - Employer paid
- Buy up is available for an extra monthly fee. Maximum buy up of \$500,000
- Spouse Buy up option \$5,000-\$250,000
- Child Buy up option \$2,000-\$10,000

\*Evidence of Insurability may be required.

\*Team member coverage, if requested, may be converted to an individual plan upon separation from Loon.

## COBRA

Consolidated Omnibus Budget Reconciliation Act (COBRA) is available to team members to continue their benefits after employment ends. You will be notified of your options and questions should be directed to the Human Resource Office.

## PAID TIME OFF (PTO)

FTYR and FTVH Team members are eligible to accrue PTO that can be used for vacation, sick time, holidays or personal time.

Team members may not use PTO before it is accrued. Team members must work or receive payroll for a minimum of 32 hours in a week to accrue PTO. PTO will not accrue during times of layoff or leaves of absence. FTVH team members are eligible to earn PTO at the rate of 1.54 hours per week; up to a maximum of 80 hours.

## ACCRUAL RATES

SERVICE	PER WK	PER YR	MAX
0-12 month	1.54 hrs.	10 days	80 hrs.
13-24 months	1.85 hrs.	12 days	96 hrs.
25-60 months	2.46 hrs.	16 days	128 hrs.
61-144 months	3.54 hrs.	23 days	184 hrs.
145+	4.31 hrs.	28 days	224 hrs.

## WELLNESS DAYS

Eligible Team Members may use a Wellness Day for any reason including mental health, wellness appointments or personal time off and will be allotted one Wellness Day (8 hours) at the start of each operating season. A maximum of two Wellness Days are allowed per operating year (May – April). Unused Wellness Days can accrue up to a max of two Wellness Days accrued or appointed per season. The Wellness Day cannot be used in hourly increments. Unused wellness Days will not be paid out upon end of operating year or end of employment. Wellness Days must be authorized by the manager using the current time off authorization form.

## HOLIDAY PAY

Loon recognizes the following holidays on a 24-hour period for Thanksgiving, Christmas Day, and 4th of July (12AM- 11:59PM). Hourly team members receive time and a half pay for hours worked on the approved holidays. Holiday earnings are not included in straight time earnings when calculating your weighted overtime rate.

## SEASONAL TEAM MEMBER BENEFITS

Full-time Team Members returning for their third season as a full-time team member that have met the hours requirement of 665 hours for winter and 455 hours for summer may be eligible for health insurance for themselves (no dependents). Coverage begins the first of the month following date or re-hire to full-time position. If laid off for 4 or more weeks, Cobra coverage will be offered. Coverage will be effective first of the month following date on the election form.

# COMMUNICATIONS

## TEAM MEMBER PORTAL – LOGIN & PAYSTUBS

You may view your pay stubs, edit your personal information such as address or phone, and view your current W2 online from the Loon Team Member Portal. You will need your team member number, social security number, and date of birth. If you do not have a Loon email, you must first create a login and password so you may access the team member site.

**UKG TEAM MEMBER LOGIN:** <https://e22.ultipro.com/>

**USERNAME:** Your Employee Number

Tip: All employee numbers in UKG are 9 digits long.

- If your employee number was previously less than 9 digits, add zeros to the beginning of your number until it contains 9 digits. *Example: 1234 = 00001234*

**PASSWORD:** Your current password defaults to your DOB, entered as MMDDYYYY

*Example: DOB 1/1/1999 = 01011999*

- When logging in for the first time, you will be prompted to change your password, create security questions, and verify your identity using your email and/or phone number on file.

- If the email and/or phone number presented to you for verification are incorrect, please contact HR.

## HOW TO VIEW YOUR PAYSTUBS

**View your most recent pay statement:** Go to Myself > Pay > Current Pay Statement

**View other pay statements:** Go to Myself > Pay > Pay History

Team Members are responsible for clocking in/out on their own and should not allow anyone else to use their number.

## TEAM MEMBER SITE

Loon has constructed an internal website, called the Team Member Site, for the benefit of our team members. This site includes our online training, a calendar of events, past and present newsletters, Summer and Winter team member benefits, health and wellness newsletters and important HR announcements. Visit [team.loonmtn.com](http://team.loonmtn.com)

## FOLLOW US ON:

**Instagram:** @loonmountainresort

**Twitter:** @loonmtn

**Facebook:** /loonmtn

## SOLICITATION & DISTRIBUTIONS

Unauthorized solicitation, distribution or circulation of any material on Company property by non-team members is prohibited at all times. At no time are you allowed to distribute or circulate materials or petitions of any kind or nature in working areas except as required in the performance of your job. Team members who violate this policy will be subject to discipline and may lose their jobs. Nothing in this policy is intended to limit or restrict team member's rights under Section 7 of the National Labor Relations Act.

## MEDIA INQUIRIES & LOGOS

All media inquiries must be referred to the Marketing Department or to the General Manager. Team members should not answer questions from the media. We appreciate your understanding of this policy; it's to protect the best interests of all of us. Loon Mountain and other resort logos are the property of each resort and cannot be used without written permission. Please contact the Marketing Department of your resort for details.

## MISSING PERSONS

Every one of us, at one time or another, has been lost. You know the panic, that sinking feeling in your stomach when you are lost or if you've lost track of a friend or family member. Anyone reporting a missing person should be immediately directed to that resort's Guest Services Center, Security and/or Ski Patrol with the utmost kindness and consideration. This may include a phone call or escorting the guest to where he or she can receive assistance. Lost children may need extra attention, as well as their parents. Kindness and compassion and prompt action are important in these circumstances.

## DAILY OPERATIONS REPORTS

For both winter and summer operations are posted daily in each worksite location and emailed to team members. Your manager will relay information to team members on daily operations in the morning meetings. Monthly Newsletters, time clock messaging, and the team member sharepoint site keep team member information updated.

## BEING FLEXIBLE

Whether you work at a year-round resort or a seasonal resort, our business is often subject to outside variables like weather, road conditions and fluctuations in guest and business volume; things that are outside of our control. That's why we look for and hire people who are adaptable and flexible. There may be extra long workdays or very short workdays, depending on demand. Thanks for being flexible. It says a lot about your character, both professionally and personally.

## GUEST SERVICE TOOLKIT

### GUEST RETENTION

Guests are the heart of Loon. You either have direct interactions with our guests or you support someone who does. No matter your role, guest services is part of that. As team members we relish the opportunity to provide elevated customer service and experiences to all guests to keep them coming back to Loon.

### THE GOLDEN RULE

This will serve you in work and in life: Treat others the way you would like to be treated.

### MAKE THE GUEST RIGHT

We've learned one thing in dealing with people, it's that "yes" is always a better answer than "no." Keep this in mind when you're problem solving for our guests. Our "Make The Guest Right" program and philosophy will show you how to break down barriers and provide excellent guest service. Always use your best judgment. Make people happy. Make the Guest Right Cards will assist you; see your manager or HR.

### LAST

Listen, Apologize, Solve, Thank.

### INTEGRITY SERVICE

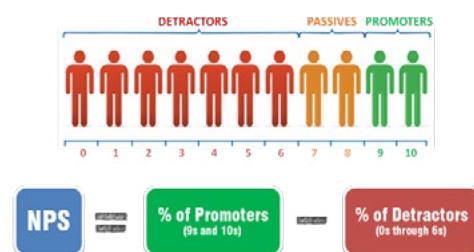
Greet people, Value people, Ask how to help people, Listen to people, Help people, Invite people back.

### SERVANT LEADERSHIP

Serve your team members first.

## NET PROMOTER SCORE (NPS)

In an effort to improve the guest experience, we survey many of our guests on the their experiences at Boyne Mountain Resort. Among the questions asked is whether a guest would recommend Loon Mountain to a friend or family members. This is an important and telling question for us to monitor our guest service. We score it and make adjustments as needed. We appreciate any guest that takes time to give us feedback.



## BRAND STANDARD AUDIT (BSA)

We have secret shoppers that come to the resort a couple of times a year. They act as a guest and enjoy the attractions and move through the process, enjoy lunch, a few runs, and maybe even a lesson. We get a detailed report on everything from guest service to conditions to cleanliness. We score the reports and make adjustments as needed.

# COMMUNITY

## LOON MOUNTAIN'S COMMUNITY INVOLVEMENT

Loon Mountain is connected with our community in many ways. Loon generously responds to community needs and requests for community donations, and we actively participate in the area's growth and development. A donation request form is on the Loon website which allows anyone to apply for either a monetary gift or tickets for their charity. Our focus is on education and outdoor experiences, especially for kids and younger adults, that can assist those in need.

Here is a short list of some of the groups and activities Loon supports: Linwood School, New England Disabled Sports, Lincoln Recreation, Linwood Ambulance Service, Loon Mountain Ministry.

## LOON MOUNTAIN AREA COMMUNITY FUND

The Loon Mountain Area Community Fund is dedicated to improving the quality of life in the communities surrounding Loon Mountain. The fund has been established to assist members of the community in need, and with financial assistance for education. Our goal is to improve the lives of those in need who live, work, and recreate in Loon Mountain area. Applications are available @loonmntn.com. 603-745-6281 x5514

# SAFETY

Safety is, obviously, an important priority in our industry. We are committed to providing a safe and secure working environment for our guests and team members. The following section on safety serves as a guideline of general safety practices and policies that you can apply to your employment at Loon Mountain. Read it, keep it handy and refer to it as needed. Individual conditions may vary due to a variety of circumstances, and in such cases some of these guidelines may not fully apply. Training for your specific job includes additional instruction on safe work practices and the proper operation of tools and machinery in your work area. During your training, you will have an opportunity to ask questions about any aspect of your work that you do not understand, and you are encouraged to do so. In addition to the initial training, your department holds regularly scheduled safety meetings and inspections to address ongoing safety issues. We encourage your participation and questions.

## OUR COMMITMENT TO YOU

Loon Mountain's safety program is designed to reduce injuries, accidents and property damage. We strive to maintain the highest standards and the safest work environment possible.

Our safety program requires that a team member knows his or her job, the procedures for correcting unsafe conditions and how to help maintain an accident-free environment. The urgency of any task cannot be at the sacrifice of your safety and welfare. We are committed to providing the resources and tools necessary to do the job safely. If at any time you feel an unsafe situation or condition exists, report it to your manager. One of our supporting values is "Safety is every person's job." This means you must take an active role for your own safety as well as that of your co-workers and guests.

## BEFORE YOUR JOB BEGINS

Starting a new job is always exciting and on some levels, challenging. There also may be some prerequisites before you can begin work in your position. This may include specific training, a post-offer physical, or having your equipment inspected and adjusted before it is used while on duty. Some other prerequisites for certain jobs include background or motor vehicle record checks and drug and alcohol testing (as required by the Department of Transportation). HR or your manager will inform you of your particular post-offer requirements and assist you in completing them.

## DISCIPLINARY ACTION FOR SAFETY VIOLATIONS

We care about our team members. The decisions we make affect each other. Team members who fail to follow prescribed safety rules may be subject to disciplinary action including termination of employment. For us to be successful, each team member must be committed to our safety effort. Most accidents can be prevented. Whatever your role with Loon Mountain, you are important, and our goal is that you work safely each day and never experience an injury.

## PERSONAL PROTECTIVE EQUIPMENT

Some jobs at Loon Mountain require a team member to utilize Personal Protective Equipment (PPE). We will provide the necessary PPE and expect each team member to use it properly every time it is needed. Personal Protective Equipment includes, but is not limited to: ear plugs, dust masks, work gloves, work goggles/ glasses, hard hats, helmets and respirators. Take the time to get appropriate, well-fitting PPE prior to undertaking a task. Personal Protective Equipment is each team member's shield against health and safety hazards.

## TEAM MEMBER HELMET PROGRAM

As an added protection out there on the slopes, Loon Mountain has a Helmet Program for all ski and ride team members/ volunteers to wear a helmet that meets ASTM requirements. The helmet will be required anytime the team member/ volunteer is skiing or riding or on the mountain while on duty. Contact your manager for more information.

## TEAM MEMBER EQUIPMENT FUNCTION TEST

All on-snow team members, and team members who are periodically working on the snow throughout the season- and use snow sliding equipment, must have a binding and safety check on any equipment they plan to use while working. The required "function test" is for all equipment that has a releasable binding.

## DEPARTMENT SAFETY MEETINGS

Departments will hold regularly scheduled meetings to discuss work hazards and unsafe practices that may lead to team member or guest injuries and property damage. Safety meetings will be conducted by a variety of people and will sometimes include training from outside specialists or by video. Your participation is encouraged and your ideas are welcome. Attendance will be taken to document participation.

## SAFE SPORT ACT

The Safe Sport Act requires sports organizations to establish reasonable procedures to limit one-on-one interactions with adults and minors in a closed setting. Be aware of your surroundings and your conduct and professional behavior towards minors and adults.

## WORKPLACE INSPECTIONS

Departments will conduct regularly scheduled safety inspections of all work areas to look for hazards, identify areas that may need improvement, and to document our identification and correction of problems. Regularly scheduled workplace inspections will be conducted in your department and you may be asked to participate. If hazardous conditions are noted, immediately report them to your manager. If you are capable of safely correcting the hazard, take the initiative to do so. If the hazard poses a substantial and imminent risk of injury, notify your manager immediately.

## LOON MOUNTAIN'S SAFETY COMMITTEE

Loon has a Safety Committee made up of managers, supervisors and team members. The committee brainstorms remedies to common concerns and discusses techniques and solutions to identifiable hazards. Your manager may ask you to represent your department on a committee. Of course, safety is everyone's job!

## ACCIDENT INVESTIGATIONS

If an accident happens, you are asked to refrain from making any comments about the cause, result or losses of an accident to an injured person(s), the general public, press or media.

If you witness an accident involving team members or guests, report it IMMEDIATELY to your manager so that a full investigation can be conducted. You play a vital role in helping management sort out the facts of who, what, where, when and how the incident occurred. Thorough investigative reports are critical for eliminating future injuries and losses. Post- accident investigations can include reports, team member statements, witness statements, photos, and preservation of evidence. We expect full cooperation in these investigations and appreciate your help in completing them.

## TEAM MEMBER SKIING & SNOWBOARDING

As a team member of Loon Mountain, you may enjoy the privilege of skiing and snowboarding on breaks and on your days off. If you take advantage of this privilege, take care to respect the following rules: Observe "Your Responsibility Code" as well as state and local skiing and snowboarding statutes outlined in your resort's trail map.

- "Clock out" before taking a ski or snowboarding break.

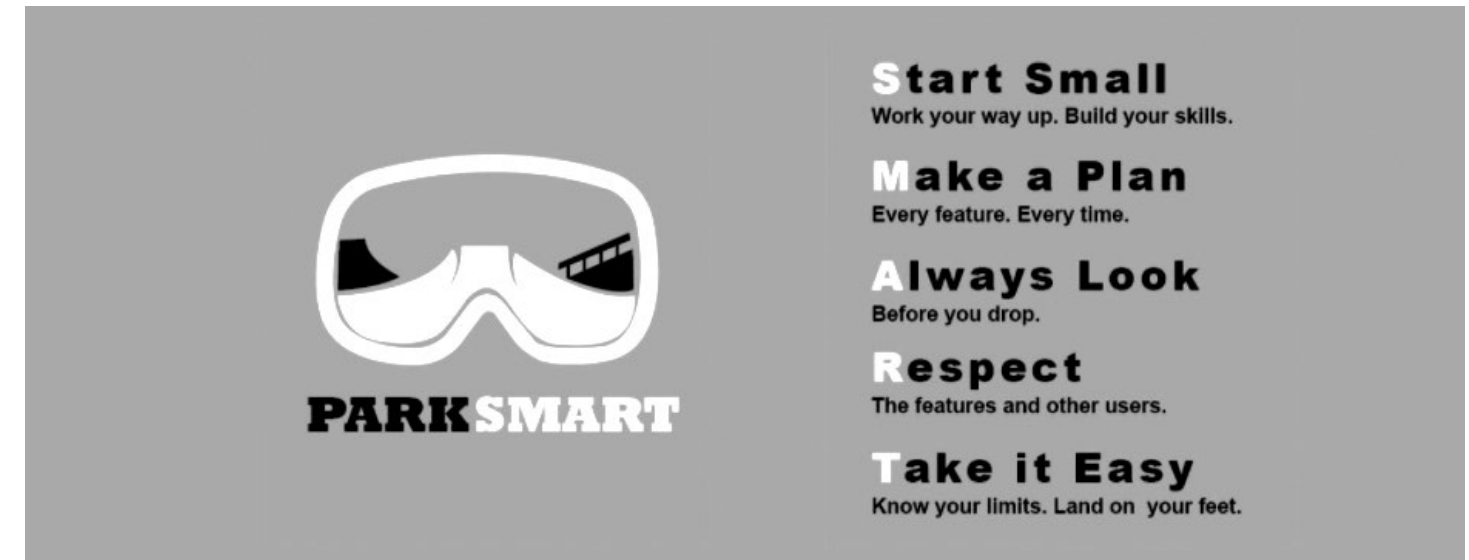
- All recreational skiing and snowboarding is considered "off the clock" activities and resulting injuries are not covered by Workers' Compensation

- A team member who must ski or snowboard for his or her job, or report to the job site by skiing or snowboarding, shall take designated routes or the easiest route between areas. Some resorts do not permit access to job sites by skiing or snowboarding.

- All team members who ski or snowboard while off-duty shall not be in uniform. Check your resort specific guidelines for exceptions to this rule.

- All team members must make sure their skis/boards are tuned and at the proper DIN setting prior to skiing or riding

- We require team members to wear a helmet strongly recommend helmets.



## YOUR RESPONSIBILITY CODE

Skiing and snowboarding are, without a doubt, some of the most fun activities on the planet. And there's no denying they carry with them an element of danger. When you choose to participate in these sports on our mountain, you are accepting the risks involved. These include all the things that could cause you to lose control, fall, collide with another person, object or the snow, and become injured or die as a result. Please read and understand "Your Responsibility Code" and follow it when enjoying the sport. As a team member you can help enforce the code by example and by talking with others on the mountain. All team members must sign a liability release before being issued their team member resort ID.

Common sense and personal awareness can help reduce risk. Observe the code listed below and share with other Snowsports enthusiasts the responsibility for a great skiing experience.

- Always stay in control and be able to stop or avoid other people or objects.

- People ahead of you have the right of way. It is your responsibility to avoid them.

- You must not stop where you obstruct a trail or are not visible from above.

- Whenever starting downhill or merging into a trail, look uphill and yield to others.

- Always use devices to help prevent runaway equipment.

- Observe all posted signs and warnings.

- Stay on approved, in-bound trails with groups, privates, seasonal programs, co-workers, or by yourself while on the clock and in uniform. See trail map for reference.

- Prior to using any lift you must have the knowledge and ability to load, ride and unload safely.

## **GIVE YOURSELF A LIFT...SAFELY!**

Be smart about lift safety—please read and follow the tips below:

- If you need assistance, ask the lift attendant for help.
- Smallest kids should load closest to the lift attendant.
- If you have a backpack, remove and carry it.
- Pay attention when loading/unloading and riding the lift. Do not use phones, music or games when loading/unloading.
- It's OK to miss a chair—just wait for the next one.
- When loading, move into the loading area and watch for the next chair. Sit all the way to the back once seated.
- If you drop something, let it fall. Any dropped items can be picked up later.
- Remember—absolutely NO HORSEPLAY on the lifts!
- Put the bar down for safety.

### **WORKERS' COMPENSATION**

If you are injured on the job, you should promptly (as much as possible immediately but no later than 24 hours ) report it to your manager immediately. All team members of Loon Mountain are covered by Workers' Compensation for injuries or illnesses that arise out of and occur within the scope of employment and require more than first aid. Workers Compensation benefits may provide you with:

- Appropriate medical care.
- Assistance with wage loss during your temporary absence from work.
- Compensation for permanent disability that may result from the injury.
- A return to suitable, gainful employment as soon as your condition allows and a doctor's note releases you to work.

Loon Mountain's drug and alcohol policy may require you submit to a drug and alcohol test after a work-related injury that requires medical attention beyond initial first aid. If the test results in a positive finding of drugs or alcohol, your right to Workers' Compensation benefits may be jeopardized.

We are committed to getting you back to work. If you are unable to return to your assigned job because of a work related injury, every attempt will be made to provide modified duty until a physician provides a full release. If light duty or modified work has been offered and you refuse this work, you could lose your right to some Workers' Compensation benefits as well as your job. Fraudulent worker's compensation claims are grounds for termination.

### **HAZARDOUS MATERIALS PLAN, COMMUNICATION PLAN, AND EMERGENCY PLANS**

These documents can be located on our team member site; [team.loonmtn.com](http://team.loonmtn.com)

## **IN CASE OF EMERGENCY**

If an ambulance or professional help is needed you should immediately call **603.745.2238** or **603.745.2222**. Call or radio for MOD. Be prepared to give your location and as much information as you can on the emergency. Local dispatch is quicker than 911 because their knowledge of the resort locations. However, don't hesitate to call **911** if you don't have the other numbers available.

## **SKIING & RIDING POLICY**

### **PATROL**

- While in uniform, on-duty and performing prescribed duties
- Only on designated trails
- Off designated trails
- Aerial Somersaulting maneuvers are prohibited at all times
- Always use the safety bar when on a chairlift
- Proper etiquette is employed with the NSAA Responsibility Code

### **TERRAIN/RACE STAFF**

- While in uniform, on- duty and performing prescribed duties in terrain park areas
- Only on terrain features as designated by terrain manager
- On specifically designated trails
- Aerial somersaulting maneuvers are prohibited at all times
- Always use the safety bar when on a chairlift
- Proper etiquette is employed with the NSAA Responsibility Code

### **MARKETING / HOST DEPARTMENTS**

- While in uniform, on-duty and performing prescribed duties
- On specifically designated trails
- Never on terrain features or in terrain park(s) at any time
- Always use the safety bar when on a chairlift
- Proper etiquette is employed with the NSAA Responsibility Code

### **LIFT DEPARTMENT**

- While in uniform, on-duty and performing prescribed duties
- On specifically designated color-coded, per ability trails
- Never on terrain features or in terrain park(s) at any time
- During transfer from duty station to duty station or task to task
- Always use the safety bar when on a chairlift
- Proper etiquette is employed with the NSAA Responsibility Code

### **SNOWSPORTS SCHOOL**

- While in uniform, on- duty and performing prescribed duties
- Teaching a lesson and performing duties while so engaged
- Any additional specific duty or task assigned by manager
- Skiing/riding to lineup by easiest, most direct route on designated trails only, not in or on any terrain feature or terrain park
- Always use the safety bar when on a chairlift
- Proper etiquette is employed with the NSAA Responsibility Code

## ALL DEPARTMENTS

- While in uniform, reporting to assigned work location (i.e., top or bottom lift terminal, Camp III, Race City, etc.)
- Always ski/ride by EASIEST, most direct route on designated trails only, not in or on any terrain feature or terrain park!
- Proper etiquette is employed with the NSAA Responsibility Code

## DEFINITION OF A DESIGNATED TRAIL

Trails that are designated with a trail sign indicating trail name and degree of difficulty and/or are regularly groomed and/or where snowmaking or other marking/warning activities take place.

## HISTORY OF LOON

As a young man coming of age in the 1920s, Sherman Adams was a “walking boss” for the Parker Young Co., managing the far-flung logging camps that dotted the East Branch of the Pemigewasset River near the town of Lincoln, New Hampshire. After 20 years in the woods, that same drive that propelled Adams to great heights – first as a congressman, then as a two-time New Hampshire governor, and eventually as chief of staff to President Dwight D. Eisenhower in the early 1950s – he left Washington, D.C. to return to his home in New Hampshire.

Adams, a prolific hiker and trail builder, had long foreseen the eventual decline of logging in the White Mountains, and the subsequent need to balance industry with recreation, tourism, and conservation – something had to change if the town of Lincoln were to survive. One day, his wife, Rachel, gave him the push he needed. “There must be a place to ski up there somewhere,” she said, probably gesturing to the mountains that rose steeply behind the town’s ailing paper mill. “What are you going to do about it?”

Construction on Loon Mountain began in the spring of 1966, and the resort opened for business just eight months later, on December 27, 1966. Local workers built a makeshift bridge across the Pemigewasset River and used old logging roads to haul boxcars worth of lumber, chairlift parts, and other supplies to the mountain’s base. On opening day, the small, bare-bones operation opened with 12 trails, two lifts, and one toilet. “Actually, we began because we had to, not because we were ready,” Adams said. “Five hundred people showed up with their skis without being invited.”

Adams would go on to serve as Loon’s president and general manager for nearly two decades. He remained deeply involved in the day-to-day operations of the resort until he passed away in the fall of 1986 at the age of 87.

## TRAIL NAMES & THEIR MEANINGS

Over 100 years ago, the sounds of loggers cutting timber and moving their logs to the mills downstream could be heard across these mountains. Sherman Adams began the tradition of naming Loon’s trails with terms from the old logging days.

**CANT DOG** – A dangerous tool, a short pole with a swiveled sharp pointed steel hook, used to catch into the side of a log and roll it over.

**CROSSCUT** – Crosscut saws were used to fell and cut timber. By the 1890s, crosscut saws began to replace axes as the loggers’ most important tool.

**FLUME** – The term “flume” refers to a sluiceway in logging operations, a narrow passageway through which logs float to their destinations.

**HAUL BACK** – A haul back refers to a piece of “donkey” engine-powered logging equipment that hauled equipment back up the mountain.

**PICAROON** – Loggers used this short-handled steel hook to move pulpwood and logs.

**RAMPASTURE** – This was the name for the loggers’ bunkhouse.

**RUMRUNNER** – The notorious rumrunner was a bootlegger who smuggled liquor during Prohibition. He was a friend to all.

**SEVEN BROTHERS** – In 1892, Jim Boyle and his seven sons came to the area to clear the site for the village of Lincoln. They remained in Lincoln, working in the woods.

**SNUBBER** – This was the name given to the rope that was wound around a tree and used for lowering horse-drawn sleds down steep, icy logging roads.

**WALKING BOSS** – “Walking Boss” was the term used for the loggers’ supervisor or foreman. Sherman Adams, founder of Loon, was a “walking boss” for many years.

## MOUNTAIN STATS

Summit Elevation: 3,050 feet	Skiable Acres: 403
Base Elevation: 860 feet	Snowmaking Trail Coverage: 99%
Vertical Drop: 2,190 feet	Terrain Parks: 6
Total Number of Trails: 73	Ability Level Breakdown:
Tree-skiing Areas: 10	Easiest 27%; More Difficult 45%;
Total Miles of Trails: 30	Most Difficult 26%

## LIFTS | 13 TOTAL

1 High-speed Eight-person Chairlift
1 High-speed Four-person Gondola
3 High-speed Quad Chairlifts
2 Quad Chairlifts
4 Double Chairlifts
2 Conveyor Lifts

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