



**JACKSON
HOLE**

EMPLOYEE HANDBOOK



WINTER 2024/25

[JACKSONHOLE.COM/EMPLOYEE](https://jacksonhole.com/employee)

JHMR Core Values



**ALWAYS AN
AMBASSADOR**



BE SAFE



BE GREEN



HAVE FUN

IMPORTANT NOTICE

AT JACKSON HOLE MOUNTAIN RESORT (JHMR), NEITHER THE EMPLOYEE NOR THE COMPANY (JHMR) IS COMMITTED TO AN EMPLOYMENT RELATIONSHIP FOR A FIXED SEASON OF TIME. EXCEPT AS MAY BE REQUIRED BY STATE LAW, EMPLOYMENT WITH JACKSON HOLE MOUNTAIN RESORT IS AT-WILL. EITHER THE EMPLOYEE OR MANAGEMENT HAS THE RIGHT TO TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON. THE LANGUAGE USED IN THIS HANDBOOK AND ANY VERBAL STATEMENTS BY MANAGEMENT ARE NOT INTENDED TO CONSTITUTE A CONTRACT OF EMPLOYMENT, EITHER EXPRESS OR IMPLIED, NOR IS THERE A GUARANTEE OF EMPLOYMENT FOR ANY SPECIFIC DURATION. NO REPRESENTATIVE OF JACKSON HOLE MOUNTAIN RESORT, OTHER THAN THE PRESIDENT, HAS AUTHORITY TO ENTER INTO AN AGREEMENT OF EMPLOYMENT FOR ANY SPECIFIED PERIOD AND SUCH AGREEMENT MUST BE IN WRITING, SIGNED BY THE PRESIDENT AND THE EMPLOYEE.

THE CONTENTS OF THIS HANDBOOK AND ANY STATE SUPPLEMENT ARE SUMMARY GUIDELINES FOR EMPLOYEES AND THEREFORE ARE NOT ALL INCLUSIVE. THIS HANDBOOK SUPERSEDES ALL PREVIOUSLY ISSUED EDITIONS. EXCEPT FOR THE AT-WILL NATURE OF THE EMPLOYMENT, THE COMPANY RESERVES THE RIGHT TO SUSPEND, TERMINATE, INTERPRET, OR CHANGE ANY OR ALL OF THE GUIDELINES MENTIONED, ALONG WITH ANY OTHER PROCEDURES, PRACTICES, BENEFITS, OR OTHER PROGRAMS OF JACKSON HOLE MOUNTAIN RESORT. THESE CHANGES MAY OCCUR AT ANY TIME, WITH OR WITHOUT NOTICE.

THIS HANDBOOK MAY APPLY TO EMPLOYEES WORKING IN A STATE WITH GREATER AND/OR DIFFERENT RIGHTS. EMPLOYEES WILL RECEIVE STATE-SPECIFIC SUPPLEMENT THAT PROVIDES INFORMATION AND GUIDELINES APPLICABLE TO EMPLOYEES WORKING IN THAT STATE. THE COMPANY COMPLIES WITH APPLICABLE STATE AND LOCAL LAWS.

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I. EMPLOYMENT

Equal Employment Opportunity (EEO)

Jackson Hole Mountain Resort (JHMR) is dedicated to the principles of equal employment opportunity. We prohibit unlawful discrimination against applicants or employees on the basis of race, color, religion, sex, national origin, age 40 and over, ancestry, creed, disability, military status, genetic information or any other status protected by law.

Further, the policy calls for the maintenance of a working environment for all that provides:

- Freedom from abusive, intimidating, or offensive behavior on the part of all employees, guests, and vendors. In this regard, harassment of any sort will not be tolerated, including derogatory ethnic, racial, or sexist remarks.
- Freedom from sexual harassment. This refers to behavior, which is not welcome, is personally offensive, and interferes with the work effectiveness of its victims and their co-workers.
- See the following Anti-Harassment Policy for further explanation.

JHMR strives to maintain a workplace that accepts the differences in employees' culture, age, ethnicity, gender, physical and mental ability, and lifestyle. We expect that all members of the JHMR community will interact and treat each other with respect.

In accordance with Federal law and U.S. Department of Agriculture (USDA) civil rights regulations and policies this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, disability, and reprisal or retaliation for prior civil rights activity. (Not all prohibited bases apply to all programs.) Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication for program information (e.g., braille, large print, audiotape, and American Sign Language) should contact the responsible State or local Agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form, which can be obtained online, at <https://www.ascr.usda.gov/sites/default/files/USDA-OASCR%20P-ComplaintForm-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410; or fax: (833) 256-1665 or (202) 690-7442; email: program.intake@usda.gov.

This institution is an equal opportunity provider.

Anti-Harassment Policy

JHMR is committed to providing a work environment that is free from unlawful harassment of any sort. Unlawful harassment includes verbal or physical conduct that has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive work

environment. Harassment does not need to be in-person and can occur over electronic media such as Teams or other electronic platforms. Prohibited behavior may include but is not limited to the following:

- Written form, such as cartoons, emails, posters, drawings, or photographs.
- Verbal conduct, such as epithets, derogatory comments, slurs, or jokes.
- Physical conduct, such as assault or blocking an individual's movements.

Sexual harassment refers to unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct by anyone (employee, guest, vendor, etc.) of a sexual nature when:

- Submission to such conduct is made (whether explicitly or implicitly) a term or condition of an individual's employment.
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual.
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment. Such conduct could include, but is not limited to, inappropriate jokes, cartoons, graphics, lewd comments, physical contact, and repeated requests for dates.

Harassment by an employee at any level will not be tolerated. This policy applies to all employees, including managers, supervisors, coworkers, and nonemployees, such as customers, clients, vendors, consultants, etc.

Any employee who believes that they have been subject to or has observed any form of harassment must report the incident to their supervisor immediately. If the supervisor is unavailable or the employee believes it would be inappropriate to contact that person, the employee must immediately contact HR.

Americans with Disabilities Act (ADA), Pregnancy and Religious Accommodation

JHMR will make reasonable accommodation for qualified individuals with known disabilities unless doing so would result in an undue hardship to JHMR or cause a direct threat to health or safety. Employees who are otherwise qualified for a position may request a reasonable accommodation related to pregnancy, a health condition related to pregnancy, or the physical recovery from childbirth. JHMR will make reasonable accommodation for employees whose work requirements interfere with a religious belief, unless doing so poses undue hardship on our organization. Employees needing such accommodation are instructed to contact their supervisor or Human Resources immediately.

Workplace Accommodations for Nursing Mothers

A private space will be provided, and reasonable time will be permitted, for nursing mothers to express milk during the workday for up to 2 years following the birth of a child or as required by state law. The time permitted typically will run concurrently with the time already provided for meal and rest breaks. If the breaks cannot run concurrently and/or additional time is needed, human resources and the employee will agree upon a schedule that might include the employee using unpaid leave (if non-exempt), annual leave/vacation time, or arriving at work earlier or leaving later. In the event unpaid leave is used, the employee will be relieved of all work-related duties during any unpaid break.

Employees will be provided with the use of a room, office, or other private area, other than a bathroom or toilet stall, that is shielded from view and free from intrusion from coworkers and the public. The

Company will make a reasonable effort to identify a location within close proximity to the work area for the employee to express milk.

Employees should contact human resources to discuss the location for storage of expressed milk. The employee must clearly label each container with her name and the date the milk was collected. Unlabeled containers and containers left for more than three days may be disposed of without warning. Alternatively, mothers may bring in their own small refrigerator or cooler for the temporary storage of breast milk.

Nursing mothers are responsible for using anti-microbial wipes to clean milk expression areas, and for keeping the general lactation space clean for the next user. This responsibility extends to other areas where expressing milk is permitted, equipment is cleaned, and milk storage areas.

The Company will not demote, terminate, or otherwise take adverse action against an employee who requests or makes use of the accommodations and break time described in this policy.

Ethical Conduct

JHMR employees are always expected to conduct themselves in a professional and respectful manner.

JHMR believes that high ethical standards and responsible conduct are an essential part of providing quality service to our guests- both internal and external. If you ever have any question regarding your or another employee's activities, discuss them with your supervisor or JHMR's Human Resources (HR).

Employees are expected to report perceived ethical violations. JHMR expects employees to make a timely report to enable the Company to investigate and resolve any behavior that may be in violation. Report the incident to your supervisor, HR, or a member of JHMR's Senior Team. The employee's report will be kept as confidential as practicable. JHMR prohibits retaliation against an employee for filing a report or for assisting in an investigation. See the following *Anti-Retaliation/Retaliation Prohibited Policy* for further explanation.

All employees must notify JHMR no later than 5 days after being convicted of a felony. A conviction may not lead to immediate termination but will be viewed regarding job requirements to determine appropriate action.

Conflict of Interest

Any situation in which a person is able to derive personal benefit from actions or decisions made in their official capacity must be disclosed to HR prior to beginning a business relationship. Employees must conduct business without creating any conflict of interest. A conflict of interest can arise when an employee is involved in activity for personal gain that, for any reason, is in conflict with the Company's business interests. Employees cannot solicit or compete with the Company's product or service offerings. Outside work cannot be performed on the Company's time. Employees cannot use the Company's equipment, materials, resources, or "inside" information for outside work. Employees should not solicit business or clients or perform outside work while representing Jackson Hole Mountain Resort. They must not accept gifts, favors, or benefits that might tend in any way to influence them in the performance of their duties. Employees and their immediate family must be free of any significant investment or association with competitors or suppliers that might interfere or appear to interfere with Company interests.

If employees have any questions about whether a situation is a conflict of interest, they should discuss the matter with Human Resources and their Manager.

Employment of partners, spouses, and relatives within the same department will not be allowed in certain situations, such as when: a) the job function of one or both individuals includes cash handling where one employee audits the other employee's work; b) one individual is in a direct supervisory or management position over the other; or, c) where one person has access to confidential information that the other would not be privy to as part of their job.

If a romantic relationship develops between two people where one is in a supervisory position over the other, both parties are responsible for reporting the relationship to HR.

Anti-Bullying Policy

JHMR is committed to providing a work environment that fosters productivity and wellbeing. Workplace bullying is repeated mistreatment through verbal abuse, offensive conduct/behaviors, and work interference; this may include cyber bullying and will not be tolerated. Any employee who believes that they have been subject to or have observed workplace bullying must contact their supervisor or HR immediately.

Anti-Violence Policy

Our goal is to strive to maintain a work environment free from intimidation, threats, or violent acts. This includes but is not limited to intimidating, threatening, or hostile behaviors; physical/verbal abuse; vandalism; arson; sabotage; use of weapons; carrying weapons onto our premises; or any act which, in management's opinion, is inappropriate to the workplace. Offensive comments regarding violent events and/or behavior are not tolerated.

Sexual Abuse Prevention/Zero Tolerance Policy

JHMR has a zero tolerance policy and does not permit or allow sexual abuse or molestation to occur in the workplace or at any activity sponsored by or related to it. Sexual abuse takes the form of inappropriate sexual contact or interaction for the gratification of the actor. Sexual abuse includes sexual assault, exploitation, molestation, or injury. It does not include sexual harassment, which is another form of behavior prohibited by JHMR. Any party, including but not limited to employees, independent contractors, subcontractors, vendors, and guests, who learns of or witnesses sexual abuse or molestation must follow the *Reporting Process* outlined below.

Anti-Retaliation/Retaliation Prohibited Policy

No adverse employment action or retaliation will be permitted against any employee making a good faith complaint or concern, or against any employee assisting in the investigation of a complaint. We prohibit any retaliation against anyone, including employees, independent contractors, subcontractors, guests, and agents, who in good faith reports potential harassment or real physical or sexual abuse, alleges that it is being committed or participates in the investigation. Intentionally false or malicious accusations of harassment, physical or sexual abuse are prohibited. Anyone who improperly retaliates against someone who has made a good faith allegation of harassment, physical or sexual abuse, or intentionally provides false information to that effect, will be subject to discipline, up to and including termination. Any retaliation against persons reporting or participating in investigations of any EEO activity prohibited by federal or state law is strictly prohibited.

Reporting Process

Employees must report any behavior that violates any of the policies outlined in this handbook, including Anti-Violence, Sexual Abuse, and Anti-Retaliation. Employees may report this behavior to their supervisor, manager, HR, or their Senior Team member. Employees must report violations in a timely manner and such reports will be addressed accordingly. Employees must directly contact JHMR Security, emergency services, or law enforcement if they believe there is an imminent threat to the safety and health of employees, guests, and/or property.

Problems and Complaints

If you have a problem concerning a work-related matter, discuss it frankly with your supervisor. Normally, this discussion should occur within three to five days of the incident or in a timely manner. Discussions held in a timely manner will enhance our ability to resolve concerns while they are fresh in everyone's mind. Your supervisor is an important person to you and your success on your job. If you are not satisfied after discussing the problem with the supervisor, or if it is inappropriate to go to the supervisor, an "open door" guideline exists. You may take your problem to a representative of the Human Resources Department and/or to higher levels of management. However, if the problem is not resolved to your satisfaction at this level, you may appeal the matter within 10 working days to the Senior Team member in charge of your division. Such an appeal should be presented in writing, stating the nature of the problem.

Social Media Policy

At JHMR, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends, and co-workers around the world. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media. JHMR reserves the right to protect our brand including any legal avenues to do such.

Guidelines

Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board, online petition forums or a chat room, whether associated or affiliated with JHMR, as well as any other form of electronic communication.

Ultimately, you are solely responsible for what you post online. Keep in mind that any of your conduct that adversely affects your job performance, or the performance of fellow employees will not be tolerated.

Know and follow the rules

Postings must be consistent with all standards outlined in this Employee Handbook. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated.

Be respectful

Always be professional and respectful to fellow employees, guests, vendors, suppliers, or people who work on behalf of JHMR. If you have concerns, you are encouraged to resolve work-related complaints by speaking directly with your co-workers, manager, or HR rather than by posting complaints to a social media outlet. Please also refer to the Reporting Process policy to address concerns.

Post only appropriate and respectful content

- Maintain the confidentiality of JHMR trade secrets, private or confidential information, and other people's personal privacy. Trade secrets may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports, policies, procedures, or other internal business-related confidential communications.
- Respect financial disclosure laws.
- Do not create a link from your blog, website, or other social networking site to a JHMR website without identifying yourself as a JHMR employee.
- Express only your personal opinions. Never represent yourself as a spokesperson for JHMR. If JHMR is a subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of JHMR, fellow employees, guests, vendors, suppliers, or people working on behalf of JHMR. If you do publish a blog or post online related to the work you do or subjects associated with JHMR, make it clear that you are not speaking on behalf of JHMR. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of JHMR."

Using social media at work

Refrain from using social media while on work time unless it is work-related as authorized by your manager. Do not use JHMR email addresses to register on social networks, blogs or other online tools utilized for personal use.

Media contacts

Communication with the media needs to be consistent, timely, and professional. Therefore, we require that all official responses to the media be made with authorization from the Communication department. This requirement does not prevent employees from speaking with the media, but they should not attempt to speak on behalf of JHMR unless they have specifically been authorized to do so by the Communications department. The JHMR Communications department can be reached at 307-739-2715.

Technology Communications Systems

JHMR's computer network, access to Internet, Wi-Fi, email, and voicemail systems are business tools intended for employees to use in performing their job duties. Therefore, all documents and files are the property of JHMR. All information regarding access to JHMR's computer resources, such as user identifications, modem phone numbers, access codes, and passwords are confidential company information and may not be disclosed to unauthorized users or non-company personnel.

All computer files, documents, and software created or stored on JHMR's computer systems are subject to review and inspection at any time. This includes web-based email and chat-based communication employees may access through company systems, whether password protected or not.

Employees should not assume that any such information is confidential, including emails and chat messages sent or received.

Computer equipment should not be removed from JHMR premises without written approval from a department head and Information Systems. Upon separation of employment, all communication tools should be returned JHMR within 1 week.

Confidential Information

Employees handling confidential information are responsible for its security. Extreme care must be exercised to ensure that it is safeguarded to protect the Company. Our Company's business affairs should not be discussed with anyone outside the Company, except when required in the normal course of business. Trade secrets and proprietary information are unique assets of the Company. This includes, but is not limited to, information concerning skier visitation, revenue and expense line items, contractual discussions and obligations, public relations, litigation, strategic initiatives, proprietary operating policies and procedures, and similar subjects. If uncertain if information is secret, contact your Senior Team member. The disclosure of this knowledge to unauthorized persons is potentially harmful to the Company's business. Access to certain trade secrets should be limited to those employees who "need to know." Any copying, reproducing, or distributing of confidential information in any manner must be authorized by management. Confidential information remains the property of the employer and must be returned to the Company on demand. Employees are not prohibited from communicating with any governmental authority or making a report in good faith and with a reasonable belief of any violations of law or regulation to a governmental authority or disclosing confidential information which the employee acquired through lawful means in the course of their employment to a governmental authority in connection with any communications. These restrictions are not intended to prohibit the disclosure to outsiders of information about the Company that is routinely made available to the public by advertisement or otherwise, such as the nature of the Company's products and services and its business hours.

Personal Use of the Internet

Some employees need to access information through the Internet in order to do their job. Use of the Internet is for business purposes during the time employees are working. Personal use of the Internet should not be on business time, but rather before or after work or during breaks or the lunch period. Regardless, JHMR prohibits the display, transmittal, or downloading of material that is in violation of Company guidelines or otherwise is offensive, pornographic, obscene, profane, discriminatory, harassing, insulting, derogatory, or otherwise unlawful at any time. Personal use is subject to monitoring and control to protect business systems, there should be no expectation of privacy when using internal systems.

Software and Copyright

JHMR fully supports copyright laws. Employees may not copy or use any software, images, music, or other intellectual property (such as books or videos) unless the employee has the legal right to do so. Employees must comply with all licenses regulating the use of any software and may not disseminate or copy any such software without authorization. Employees may not use unauthorized copies of software on personal computers housed in JHMR facilities for business or personal use.

Unauthorized Use

Employees may not attempt to gain access to another employee's personal file of email messages or send a message under someone else's name without the latter's express permission or permission from Human Resources and the Department Head. Employees are strictly prohibited from using JHMR communication and computer systems in ways that management deems to be inappropriate. If you have any question about whether your behavior would constitute unauthorized use, contact your immediate supervisor before engaging in such conduct.

Company Communication Tools

Email, voicemail, telephones, cell phones, and chat-based messengers are all tools that are used for company communications. All communication tools listed are intended for transmitting business-related information. JHMR prohibits the display, transmittal, or downloading of material that is offensive, pornographic, obscene, profane, discriminatory, harassing, insulting, derogatory, or otherwise unlawful at any time. No one may solicit, promote, or advertise any outside organization, product, or service through the use of any of these communication channels on JHMR premises during working time. Working time does not include breaks or meal periods.

The Company reserves the right to access and disclose all messages sent over these communication channels. Employees must use judgment and discretion in their personal use of such communication channels and keep such personal use to a minimum. Employees are prohibited from unauthorized use of encryption keys or the passwords of other employees to gain access to another employee's email messages.

Employee work hours are valuable and should be used for business. Excessive personal phone usage can significantly disrupt business operations. Employees should use their break or lunch period for personal phone use. Phones and mobile devices with cameras should not be used in a way that violates other JHMR guidelines, such as, but not limited to, EEO/Sexual Harassment and Confidential Information. Employees' use of a cell phone or mobile device to access company systems is restricted/prohibited without prior authorization. Such access, once authorized, may subject the employee's personal device to discovery requests or Company action. Employees authorized to access JHMR systems and information using a personal device must immediately inform JHMR if the device is lost or stolen. Employees are prohibited from using a cell phone or other device to text while operating a motor vehicle or other heavy machinery. Texting is permitted only where the vehicle or machinery is at rest and lawfully parked.

Discipline

Occasionally performance or other behavior falls short of JHMR's standards and/or expectations. When this occurs, management takes action which, in its opinion, seems appropriate. Disciplinary actions can range from an informal discussion with the employee about the matter to immediate discharge. Action taken by management in an individual case does not establish a precedent in other circumstances.

Personnel Files

As an employer, JHMR maintains benefit, performance appraisal, and salary records. Personnel files are business records and are the property of the company. All personnel files are stored in the HR department. Personal information such as the employee's employment application, performance appraisal forms, and warning notices are kept in the employee's official personnel file. The content of these files will not be given to current or former employees. However, employees may review parts of their file in the presence of a department manager or a representative of HR.

Employment References and Verifications

With the employee's written permission, JHMR's HR will release information to institutions or employers the employee specifies. Otherwise, JHMR will only provide references with positions the employee held and the dates of employment.

Position Status Classifications

The status an employee is classified as pertains to the number of hours worked per week. Schedules are created based on business need. JHMR has the following position classifications that establish common terminology and understanding of each position.

Full-Time: In budgeted business conditions, would be regularly scheduled to work an average 40 hours per week, but must maintain 30+ hours/week to be benefit eligible.

Part-Time: In budgeted business conditions, would be regularly scheduled to work an average of less than 30 hours per week, with an intention to cover peak periods.

Seasonal:

Seasonal employees are those hired to work a season or a portion of a season. There are two types of seasonal employees: full time and part time.

Dual Seasonal:

The Dual Seasonal status is earned when an employee meets all the criteria outlined in the Dual Seasonal Policy. For complete information, refer to the Dual Seasonal Policy in the JHMR policies booklet.

Dual Seasonal employees are required to maintain full time status, as defined above.

Year Round:

Year-Round employees are those hired to work in one position on a year-round basis and are regularly scheduled to work 40 hours per week.

All Mountain/ Lift Privileges

JHMR Employee Passes:

All employees receive an employee pass, enabling them lift access, employee discounts, and clock in and clock out ability for non-exempt employees. The type of pass an employee is eligible to receive varies depending on the employee's status. This pass will permit unlimited use of all chairlifts, Aerial Tram, and Gondolas. Employees are required to have their employee pass with them each time they pass through a lift access gate. Violation of any mountain rules will not be tolerated. Refer to your Supervisor or HR for specific pass related benefits.

Dependent Passes:

All seasonal full-time, Year-Round, and Dual Seasonal employees of JHMR are currently eligible to receive complimentary JHMR family passes for their spouses and dependent children, through age 18 or end of the senior year of high school, whichever is later. This pass will permit unlimited use of all chairlifts, Aerial Tram, and Gondolas during the season the employee is employed. Family members are required to show their dependent passes each time they pass through a lift access gate.

Employees and dependents are encouraged to enjoy these privileges. JHMR supports and enforces Wyoming Skier Safety laws. Individuals who enter closed areas, who are involved in hit and run collisions, who are impaired by alcohol or drugs, or who act recklessly endangering themselves or others, face immediate revocation of lift privileges, removal from the area, arrest, and criminal prosecution.

Misused, Lost or Damaged Passes:

All JHMR employee and dependent passes are non-transferable. A \$25 service charge applies for the replacement of lost or damaged passes. Misuse of passes will not be tolerated.

Service Recognition

A year of service with JHMR starts as of the winter season and goes through the following summer season (November 1st – October 31st). To accrue a year of service the employee must meet the following criteria:

- Must be active and classified as seasonal full-time, Dual Seasonal, or Year-Round by February 1st for the winter seasons and July 1st for the summer seasons.
- Must work within the last 3 weeks of the operating season.

If an employee's gap in employment exceeds their previous length of employment, their years of service will reset. If their previous term of employment exceeds the duration of the gap in employment, they will begin to accrue years of service on the amount they had earned prior to the termination.

All JHMR employees who are in good standing and have completed 20 years of service will receive a non-transferrable lifetime Grand Pass for themselves. Employees will receive this recognition when Human Resources confirms they have met the 20 years of service requirement. In addition to the lifetime Grand Pass, a recipient who is employed by JHMR after achieving 20 years of service is eligible for 1 dependent pass even if they are working part time status.

II. BENEFITS

As part of our total compensation strategy, JHMR offers a choice of insurance plans for eligible employees. Employment benefits vary according to the position and status of the employee. To receive certain benefits, eligible employees may be required to meet participation requirements and pay required premiums and other contributions. JHMR complies with all applicable federal and state laws regarding the provision of benefits to same-sex spouses, domestic partners and couples in a civil union.

Benefit plans offered by JHMR are defined in legal documents such as insurance contracts and summary plan descriptions. In the event information in this Handbook or other employee communication conflicts with the actual terms and conditions of coverage, the plan documents will control. Benefits described in this Handbook, including the types of benefits offered and/or the requirements for eligibility of coverage, may be modified or discontinued from time to time at JHMR's discretion as permitted by law. JHMR and its designated benefit plan administrators reserve the right to determine eligibility, interpretation and administration of issues related to benefits offered by JHMR.

Employees will have an opportunity to make changes to their benefit selections during JHMR's annual open enrollment period. Employees who experience a qualifying life event including but not limited to marriage, divorce, or the birth of a child will also be allowed to make a change in their benefit selection when that event occurs, in accordance with the terms of the plan document.

Insurance (Medical, Dental, Life)

Qualifying employees are eligible for individual and dependent group medical, dental, and life insurance coverage after a waiting period. Please refer to the Marketplace Coverage notice and the JHMR Benefits Guide for further information.

Employees on unpaid leave (voluntary or involuntary) will be required to pay the employee portion of their insurance premiums while they are on leave. Contact HR for more information.

401(k) Plan

Eligible employees may elect to participate in this tax-deferred savings program. Please refer to the Safe Harbor Notice and/or HR for a copy of the Summary Plan Description for further information.

Paid Time Off (PTO)

JHMR provides PTO based on the employee's eligibility and years of employment within the company. Time spent working in a seasonal full-time or seasonal part-time status do not count towards length of service for PTO accrual. An employee must start before December 1st to have that fiscal year count for the purposes of PTO.

Year-Round and **Dual Seasonal** employees are currently eligible for the following PTO benefits:

Year of Employment	Maximum PTO Hours Allotted	Accrual Rate Per Hour Worked
1	144	0.069
2	144	0.069
3	152	0.073
4	160	0.077
5	168	0.081
6	176	0.085
7	184	0.088
8	192	0.092
9	200	0.096
10	208	0.100
11	216	0.104
12+	224	0.108

PTO is earned on an hourly basis throughout the year and is calculated each pay season. 40 hours per week are the maximum hours counted for the calculation of PTO. Any hours over 40 in one week do not count does not count as regular hours worked for the purposes of calculating PTO accruals. A regular 40-hour work week may not be enhanced with PTO hours. PTO hours may not be used to put the employee into overtime nor do PTO hours count towards hours worked for overtime calculation.

With supervisor's approval, the employee may be able to use up to 40 hours of PTO time before the employee accrues it in a given fiscal year. PTO is not intended to be carried over and should be used before the end of the fiscal year. Under extraordinary circumstances, PTO rollover may be approved at the discretion of HR and the President. If this occurs the additional rollover amount must be used within 3 months of the new fiscal year. All unused PTO will be paid out upon termination in good standing and cannot be added to the last day worked to extend the recorded termination date. If an employee is in a negative PTO situation and employment is terminated, outstanding PTO will be deducted from the final paycheck.

PTO accrual upon rehire: If a benefit-eligible employee's break in service exceeds their previous length of employment, they will begin to accrue PTO as if they are a new employee. If their previous term of benefit eligible employment exceeds the duration of the break in service, they will begin to accrue PTO at the amount they were earning prior to the termination. Employees are encouraged to request their PTO at least 2 weeks in advance. PTO requests are subject to departmental approval and are dependent on business conditions. Supervisors or department heads will try to accommodate individual PTO requests; however, please remember the supervisor must also ensure the department continues to meet its obligations and other employees' needs are considered.

Year-Round and Dual Seasonal Sick Pay

Year-Round and Dual Seasonal employees currently accumulate a maximum of 48 hours of sick pay per year. Sick time is earned on an hourly basis throughout the year with 40 hours being the maximum hours counted in any one week (80 hours per pay period). Any hours over 40 in one week do not count does not count as regular hours worked for purposes of accrual calculation. Eligible employees accrue sick pay at a rate of 0.023 per regular, PTO or sick hour. A regular 40-hour work week may not be enhanced with sick hours. Sick hours may not be used to put the employee into overtime nor do sick hours count towards hours worked for overtime calculation.

Sick time is to be used for the following purposes: illness or injury of employee or immediate family member (parent, legal guardian, sibling, spouse or children), death in the family, and healthcare provider or dental appointments. It is not for any other purpose. Violation of this policy will not be tolerated. Employees must be scheduled to work to use sick leave. Sick pay cannot be added to the last day worked to extend the recorded termination date.

Unused sick pay may be accumulated and reserved for a serious illness or injury up to a maximum of 160 hours. JHMR will pay for one-half (1/2) unused sick pay (maximum of 80 hours) upon termination in good standing. After accumulating the maximum 160 hours, employees will continue to accrue a maximum of 48 hours of sick pay per year. An employee may only carry forward 160 hours into the next fiscal year. One-third (1/3) of any unused sick pay above 160 hours will be paid at the end of the fiscal year.

Dual Seasonal PTO and Sick Pay Rate Calculation

Dual Seasonal employees will be paid for PTO and sick at an hourly rate equivalent to 60% of their highest seasonal hourly rate plus 40% of their lowest seasonal hourly rate, regardless of whether they earn more in summer or winter. This rate is calculated on a bi-annual basis at the beginning of each operating season.

Seasonal Time Off

Full time winter seasonal employees are eligible for 24 hours of seasonal time off pay. Seasonal time off pay is available for use between the pay period containing November 1st and the pay period containing April 30th. Employees must be hired by February 1st to be eligible for seasonal time off.

Seasonal time off may be used as vacation time or wellness time. A regular 40-hour work week may not be enhanced with seasonal time off hours to put the employee into overtime, nor do seasonal time off hours count towards hours worked for overtime calculation. Employees must provide their supervisor with advanced notice of the need to take seasonal time off when the need is foreseeable. Should advance notice not be possible, the employee must provide notice as soon as practicable and must comply with JHMR's normal call-in procedures. It is up to the Supervisor's discretion to grant seasonal

time off in order to schedule to the needs of the business. Employees must be scheduled to work use seasonal time off.

Upon finishing the season in good standing and having maintained full time status in the season, any unused seasonal time off will be paid out at 1/2 the balance of seasonal time off left. Unused seasonal time off cannot be added to the last day worked to extend the recorded termination date.

Employee Assistance Program (EAP)

EAP is a contracted service outside JHMR available to employees of all statuses and their families providing free confidential help with a wide variety of personal problems, issues, and concerns. Professional counselors offer crisis intervention, short-term counseling, assessment, and referral to community resources. Any personal problem that troubles an employee or their family member is a legitimate reason for using EAP. These issues can include marriage/family conflict, alcohol and/or drug dependency, financial worries, physical abuse, stress, bereavement, workplace issues, legal concerns, and other personal problems. Employees are provided four free visits per issue with an EAP counselor. The EAP staff also makes referrals and provides information for family members of employees. The fact that an employee has utilized any services through EAP will not affect their job; it will be kept completely confidential by the EAP provider. For a brochure or to talk to a counselor, please call (800) 999-1077 company code EAPNOW. Brochures may also be picked up in HR.

JHMR Employee Discounts

Active JHMR employees may be eligible for discounts at various JHMR outlets, local businesses, national retailers and more. Please see the Employee Benefits page on the Employee Portal (www.jacksonhole.com/employee) for details.

III. LEAVES OF ABSENCE

Jury Duty Pay

All employees are currently eligible for paid jury duty pay. JHMR currently pays two-thirds (2/3) of pay based on the employee's regular rate. Employees must be active and have missed work hours to be eligible for jury duty pay. Employees are requested to present a statement showing the duration of service to receive pay for those days. Jury duty pay will not exceed regular scheduled hours. Jury duty pay will pay up to a maximum of 10 days. Jury duty is not considered time worked in the computation of overtime and benefits. If the employee is excused from jury duty during regular work hours, the employee must report to work promptly.

Voting

Voting is an important responsibility we all assume as citizens. We encourage employees to exercise their voting rights in all municipal, state, and federal elections. Under most circumstances, it is possible for employees to vote either before or after work. If it is necessary for employees to arrive late or leave work early to vote in any election, employees should arrange with their supervisor/manager no later than the day prior to Election Day. When applicable, the Company will communicate discretionary policies on voting.

Military Leave

Employees granted a military leave of absence are reinstated and paid in accordance with the laws governing veterans' re-employment rights.

Unpaid Leave of Absence

Year-Round and Dual Seasonal employees may be eligible for extended periods of unpaid time known as an unpaid leave of absence. A written request for an unpaid leave of absence must be approved by the Manager, department head, and the Chief Administrative Officer. The business needs of the department are paramount in determining whether an unpaid leave of absence is approved. Employees on unpaid leave of absence must use all PTO and sick pay (for qualifying reasons) prior to starting the unpaid leave and are not eligible for any pay, including earning any credit towards years of service, sick time, or PTO accruals. Employee lift pass privileges and associated discounts are suspended for the duration of the leave of absence.

Because business needs change, a leave of absence does not necessarily guarantee a return to the same job, or a return to active employment at JHMR. However, the Company will attempt to reinstate the employee at the termination of an approved unpaid leave of absence.

Prior to starting an unpaid leave of absence, an employee enrolled in JHMR's benefits including but not limited to medical/dental insurance, flexible spending accounts, or voluntary benefits, must contact Accounts Receivable to set up a benefits premium payment schedule.

Family Medical Leave Act (FMLA)

JHMR provides up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- Incapacity due to pregnancy, prenatal medical care, or childbirth.
- To care for the employee's child after birth, or placement for adoption or foster care.
- To care for the employee's spouse, child, parent, or legal guardian who has a serious health condition.
- Serious health condition that makes the employee unable to perform the employee's job.

Military Family Leave Entitlements:

Eligible employees with a spouse, child, parent, or legal guardian on active duty or called to active-duty status in the Armed Forces, National Guard, or Reserves may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

Eligible employees may also take up to 26 weeks of leave to care for a covered service member during a single 12-month season. A covered service member is a current member of the Armed Forces, National Guard, or Reserves, who has a serious injury or illness* incurred or aggravated in the line of duty on active duty. Covered service member also includes veterans who were members of the Armed Forces, National Guard, or Reserves at any time during the season of five years preceding the start of treatment, recuperation, or therapy.

The injury or illness must make the service member medically unfit to perform his or her duties for which the service member is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list. In the case of a veteran, the qualifying illness or injury must be incurred or aggravated in the line of duty and manifest itself before or after the service member became a veteran.

*The FMLA definitions of “serious injury or illness” for current servicemembers and veterans are distinct from the FMLA definition of “serious health condition.”

Benefits and Protections:

During approved FMLA leave, JHMR will maintain the employee’s coverage under any benefits plan on the same terms as if the employee had continued to work. Employees must continue to pay their portion of any benefits premiums while on leave.

Upon return from FMLA leave, most employees are restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. Certain highly compensated employees (key employees) may have limited reinstatement rights.

Use of FMLA leave cannot result in the loss of any employment benefit that was accrued prior to the start of an employee’s leave. As with other types of unpaid leaves, paid leave will not accrue during the unpaid leave. Other leave policies do not apply during unpaid leave.

Eligibility Requirements:

Employees are eligible for FMLA leave if they have worked for JHMR for at least 12 months cumulatively, and for 1,250 hours over the previous 12 months.

Definition of Serious Health Condition:

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee’s job or prevents a qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three consecutive full calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Use of Leave:

The maximum time allowed for FMLA leave is either 12 weeks in the 12-month season as defined by JHMR, or 26 weeks as explained in the *Military Family Leave Entitlements* section above. JHMR uses the 12-month season measured forward from the first day of an employee’s leave.

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt JHMR’s operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

Employees taking intermittent or reduced schedule leave based on planned medical treatment and those taking intermittent or reduced schedule family leave with JHMR’s agreement may be required to temporarily transfer to another job with equivalent pay and benefits that better accommodates that type of leave.

Substitution of Paid Leave for Unpaid Leave:

FMLA leave is without pay. JHMR encourages employees to use accrued paid leave while taking FMLA leave. To use paid leave for FMLA leave, employees must comply with JHMR’s normal paid leave

policies. If an employee fails to follow JHMR's policies, the employee cannot use accrued paid leave, but can take unpaid leave.

Employee Responsibilities:

Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days' notice is not possible, the employee must provide notice as soon as practicable and generally must comply with JHMR's normal call-in procedures.

Employees must provide sufficient information for JHMR to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions; the family member is unable to perform daily activities; the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform JHMR if the requested leave is for a reason for which FMLA leave was previously taken or certified.

Employees also may be required to provide a certification and periodic recertification supporting the need for leave. JHMR may require second and third medical opinions at JHMR's expense. Documentation confirming family relationship, adoption, or foster care may be required. If notification and appropriate certification are not provided in a timely manner, approval for leave may be denied. Continued absence after denial of leave may result in disciplinary action in accordance with JHMR's attendance guideline. Employees on leave must contact Human Resources at least two days before their first day of return.

JHMR's Responsibilities:

JHMR will inform employees requesting leave whether they are eligible under FMLA. If they are, the notice will specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, JHMR will provide a reason for the ineligibility.

JHMR will inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If JHMR determines that the leave is not FMLA-protected, JHMR will notify the employee.

Unlawful Acts:

FMLA makes it unlawful for JHMR to:

- Interfere with, restrain, or deny the exercise of any right provided under FMLA.
- Discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

Enforcement:

An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against the Organization. FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement which provides greater family or medical leave rights.

IV. COMPENSATION

Compensation Programs

JHMR compensation is based on pay for performance. This is a partnership between the employee and their supervisor to determine the skills and competencies required to do the job, training and job expansion. Performance evaluations are based on company, department, and individual goals. Performance toward these goals combined with the planned salary budget and the company's ability to pay will determine individual pay. Please speak to your supervisor or HR regarding salary guidelines.

Jackson Hole Mountain Resort maintains a comprehensive Talent Management Handbook outlining all pay components, approvals, structure, etc. to support management in compensating employees fairly and equitably.

Overtime

The work week begins on Sunday at 12:01 a.m. and ends Saturday at 12:00 midnight. Occasionally, additional hours of work may be required to meet business needs and customer demands. If an employee is non-exempt (an employee eligible for overtime pay), they must first receive their supervisor's approval before they start early, work late, take work home or work any overtime. If an employee works in multiple departments and is likely to be affected by overtime, it is requested that the employee communicate and coordinate with their supervisors from each department, as overtime will be charged to the department that the employee works in at the end of the pay week.

Non-exempt employees will receive overtime at one and a half times their regular hourly rate according to their departmental guidelines dictating overtime. All Year Round employees are paid overtime at 40 hours, regardless of department. Mountain Sports School, Jackson Hole Sports and affiliated locations, Teton Village Sports and affiliated locations, Janitorial, Buildings & Areas, JH Park and Bike Park Operations, and Summer Grounds are paid overtime after 56 hours worked in one week. Food and Beverage employees will be paid overtime after 48 hours of work per week. Grooming, Patrol, Snowmaking, Parking, Ticketing & Mountain Access, and Lift Operations employees will be paid overtime after 45 hours of work per week. All other departments will be paid overtime after 40 hours of work per week.

Employees who work in two or more departments will start accruing overtime hours based on their main/ home department. Employees will be paid overtime only for their hours worked. PTO, sick time, jury duty, and any other paid time off do not count as hours worked for purposes of calculating overtime.

Tips

According to federal law, any employee who receives \$30.00 or more per month in tips may be considered a tipped employee. Tips are the property of the employee. The employer is prohibited from using an employee's tips for any reason other than as a credit against its minimum wage obligation to the employee ("tip credit") or in furtherance of a valid tip pool. Only tips actually received by the employee may be counted in determining whether the employee is a tipped employee and in applying the tip credit. This law includes both credit card and cash tips. Credit card tips are automatically processed through payroll, but it is the employee's responsibility to report cash tips by submitting a Form 4070 to JHMR's Payroll. The form is available in the Payroll office or on the IRS website. The form is due to JHMR's Payroll by the 10th day of the month following the receipt of tips. The IRS requires, any

employee who receives tips of \$20 or more in a month must report 100% of those tips as income. It is the employee's responsibility to report cash tips. Failure to properly report tips will not be tolerated.

On Call Pay

JHMR provides additional compensation to non-exempt employees to ensure experienced personnel are available to address significant issues in a timely manner after regular business hours.

After hour responsibility is assigned by management to ensure that qualified staff is available, if needed after regularly scheduled hours. Employees assigned this responsibility must respond to calls within the reasonable timeframe designated by Company management. Safe, professional business practices are required of all employees assigned to on call duty.

Incentive/Bonus Pay

To be eligible for incentive/bonus pay outs, employee must be in good standing with the company and eligible for rehire. Employees shall refer to Incentive Plan documents for further details regarding specifics of their plan, as applicable.

Payment Options

JHMR offers employees a choice on how to receive their pay, detailed below. Employees may indicate their pay preference by completing the appropriate authorization form available in their hire packet or in HR. If an employee does not make a pay selection, they will automatically be enrolled for payments on the Pay Card by ADP. In the event the employee does not make a pay selection and does not have a social security number or is under the age of 18, the employee will receive paper checks. Once the employee provides HR their social security number or the employee turns 18, they will automatically be enrolled for payments on the Pay Card by ADP if they do not update their pay selection. For more information, employee may contact Payroll at 307-739-2705 or ext. 2705 from a Company phone.

Pay Card by ADP®:

Employees have the option to enroll in a reloadable prepaid payroll card program via ADP. If an employee chooses not to activate their Pay Card, they can use a pay card affiliated check included in their Pay Card packet or set up a wire transfer using the Pay Card by ADP website. Additional information will be included with their Pay Card.

Direct Deposit of Pay:

Employees have the option to deposit their pay directly into their checking and/or savings account(s) on paydays. Employees must provide account information via a Direct Deposit form (available in the HR or Payroll office) to HR or Payroll. Employees may also update their direct deposit information themselves via the ADP portal. If an employee signs up for direct deposit, they will not receive a paper pay statement, however, all paystubs can be located via the ADP portal.

Pay Periods

Our pay structure is based on a biweekly pay period, resulting in 26 pay period per year. The following is a calendar of scheduled pay period start/end dates and pay days:

Pay Period Begin Date	Pay Period End Date	Pay Date
9/29/2024	10/12/2024	10/18/2024
10/13/2024	10/26/2024	11/1/2024
10/27/2024	11/9/2024	11/15/2024
11/10/2024	11/23/2024	11/29/2024
11/24/2024	12/7/2024	12/13/2024
12/8/2024	12/21/2024	12/27/2024
12/22/2024	1/4/2025	1/10/2025
1/5/2025	1/18/2025	1/24/2025
1/19/2025	2/1/2025	2/7/2025
2/2/2025	2/15/2025	2/21/2025
2/16/2025	3/1/2025	3/7/2025
3/2/2025	3/15/2025	3/21/2025
3/16/2025	3/29/2025	4/4/2025
3/30/2025	4/12/2025	4/18/2025
4/13/2025	4/26/2025	5/2/2025
4/27/2025	5/10/2025	5/16/2025
5/11/2025	5/24/2025	5/30/2025
5/25/2025	6/7/2025	6/13/2025
6/8/2025	6/21/2025	6/27/2025
6/22/2025	7/5/2025	7/11/2025
7/6/2025	7/19/2025	7/25/2025
7/20/2025	8/2/2025	8/8/2025
8/3/2025	8/16/2025	8/22/2025
8/17/2025	8/30/2025	9/5/2025
8/31/2025	9/13/2025	9/19/2025
9/14/2025	9/27/2025	10/3/2025

Timesheets

Time and Attendance timesheets, edits, and approvals must be submitted to supervisors for approval no later than 2:00pm every Monday. If the employee is a non-exempt, hourly employee they are responsible for recording their time every workday for hours worked by clocking in and out of the timekeeping system. If an employee feels there is a discrepancy between their timesheet in the Time and Attendance system and their pay, the employee must notify their supervisor or HR immediately. The employee is not permitted under any circumstance to record or edit timecards as another person or request another employee to do this on his or her behalf. Any falsification or misrepresentation of time worked will not be tolerated.

Pay for Exempt Employees

Exempt employees must be paid on a salary basis. Exempt employees will regularly receive a predetermined amount of compensation each week paid on a biweekly basis. JHMR is committed to complying with salary basis requirements which allows properly authorized deductions.

If an employee believes an improper deduction has been made to their salary, they should immediately report this information to HR. Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, the employee will promptly be reimbursed.

Payroll Advances

If requested by the employee, JHMR may make advances on pay, excluding appropriate payroll deductions with supervisor approval. The amount of the pay advance will reflect total hours worked during the pay period at the date of request minus the fee and payroll/tax deductions.

V. WORK ENVIRONMENT

Employees are always expected to present themselves in a professional manner. Refer to the Employment policies section for further information on conduct. To that end, JHMR has implemented guidelines to help maintain a safe, healthy, and fun work environment for all employees.

Use of JHMR Resources

The use of JHMR time, materials, or facilities for purposes not directly related to JHMR business, or the removal or borrowing of JHMR property without supervisory permission is prohibited. Examples of such property include but are not limited to company computers, tablets, e-mail, fax machines, copy machines, JHMR letterhead, radios, tools, vehicles, mail, phones, and cellular phones.

Employees are not to download software (whether free or for a fee) from the Internet onto a company device without explicit permission from the Information Systems department.

Personal Property

Employees are responsible for any personal equipment stored or left on JHMR premises or in any JHMR vehicle. It is the employee's responsibility and decision to insure or not insure valuables via their homeowners, renters, or automobile policies.

Inspection and Search

JHMR may conduct inspections to help maintain a safe, healthful, and efficient working environment for the benefit and protection of all employees and to protect company property, equipment, operations, and guests. Cooperation in the conduct of inspections is required as a condition of continued employment.

JHMR vehicles, lockers, computer files, desks, filing cabinets, files, etc. remain the property of the company and if management or JHMR Security has reason to suspect that employee(s)'s safety is in jeopardy, illegal drugs or alcohol are being used on company time, or company property is missing, searches may be initiated at the discretion of JHMR.

A JHMR initiated search does not necessarily imply an accusation of theft or that an employee has broken a rule. Refusal to cooperate with or submit to search will not be tolerated.

Smoking and E-Cigarettes Policy

To provide a safer and healthier work environment, smoking and vaping is prohibited in all JHMR buildings and vehicles. Tobacco (including e-cigarettes and the like) use by all employees, vendors, and visitors is only allowed in designated, signed smoking areas. The designated areas are as follows: Cody parking lot near trash bins, the Village parking lot in front of the Aerial Tram, behind the Four Seasons by

the loading dock, and the E lot behind the Mountain Operations Building. Please remember to dispose cigarette butts appropriately.

Attendance Guidelines

Scheduling is based on business levels and schedules are created to meet business demands. Employees must be on the job and on time every day they are scheduled to work. Attendance is an essential function of every job and excessive absenteeism, or tardiness will not be tolerated.

Supervisors will advise employees of their work schedule as well as department practices concerning work breaks and lunch periods. An employee must notify their supervisors if they will be late or must leave early. We understand that personal business, family, or medical appointments may occasionally conflict with an employee's commitment to JHMR. Employees should try to avoid making personal appointments during business hours whenever possible. Employees should schedule personal appointments at times that best fit the department's needs. Employees must provide as much advance notice as possible to their supervisor(s) and try to work out individual scheduling conflicts. Changing business priorities may require a change in employee's working schedule.

Dress and Appearance Guidelines

Pride in personal appearance and good hygiene is important to our ability to be competitive in the service industry. The appearance of our employees communicates an image of JHMR to the public. It is for that reason the following dress and appearance standards are enforced. JHMR Management reserves the right to make final decisions regarding dress and appearance.

Dress:

All employees are expected to be neatly dressed and well-groomed. Staff members in positions with guest contact are required to wear name tags while on duty. When a uniform or coat is issued, it must be worn only on the job or when designated. Employees are not permitted to wear their uniforms to travel to and from work or outside working hours.

Employees must NOT recreate (ski, snowboard, bike, etc.) in uniform unless they are working.

Uniforms are a representation of JHMR and our brand, therefore any employee wearing a uniform is expected to behave in a professional manner. Uniforms must be kept clean and in good repair. While dressed in any company-issued uniform employees are expected to wear the uniform items in the appropriate and intended manner, including name badges, at all times. Additional layers may be worn under uniform pieces but must not be visible to maintain the consistency of uniform appearance (e.g., hoods). No aspect of your attire should violate the Resort's non-harassment or non-discrimination policies or any other company policy. Engaging in disorderly conduct while wearing a JHMR uniform will not be tolerated.

Upon termination, employees must return any uniform items to their supervisors. If uniform items are not returned, a deduction may be made from the employee's final pay for the value of the unreturned items.

In jobs where uniforms are not required, dress for the job. Personal attire should be selected for conducting business in a safe, appropriate, and professional manner in alignment with the JHMR dress guidelines:

- For pants, slacks or denim pants of a single color that are free from holes, rips, tears, distressing or embellishment, skirts or dresses in modest lengths, or Bermuda-length shorts (during summer months) are acceptable. Other types of acceptable pants will vary by position, if you have any questions, please speak with your Supervisor. If allowed by your department, shorts may be worn, however shorts more than 4" above the knee and cut-offs are not allowed. Pants, including snow pants, and shorts must be worn appropriately around the waistline.
- Uniform tops outside of issued attire should be professional, modest, and appropriate for the position.
- Clothing and hats (beanies or baseball hats) be non-branded or if it has a logo, the logos should only include Jackson Hole or partner brand logos.
- Footwear requirements will vary by position, but all footwear must be clean and in good repair. For health and safety reasons, you may be asked to wear closed-toed shoes or footwear specific to the needs of your position.

Appearance:

Mustaches

& Beards: Mustaches and beards are permitted but must be neatly trimmed and well-groomed and retained at the discretion of the supervisor

Hair: Hair must always be maintained in a neat and clean manner. Hair that extends to the shoulder and below or is determined to be long enough to present a safety or health hazard may be required to be pulled back (e.g., if you work around equipment machinery or food) must be pulled back for health and safety reasons. No radical styles or colors are allowed.

Earrings: Earrings and piercings are permitted but must be conservative.

Termination

Upon termination, employees must return any JHMR issued technology, keys, uniforms, or other property to their supervisor. Employees are also responsible for providing an updated mailing address in ADP for their W-2 form if needed. Addresses can also be updated through the employee's ADP portal at any time. In addition to employee and dependent passes, any codes or vouchers provided will also be deactivated upon termination.

Non-Solicitation Policy

JHMR prohibits solicitation by employees on the premises. Please report any violations of this policy to JHMR Security at 307-699-4798.

Lost and Found

All items (including cash) lost or found on or near JHMR premises, or in any building operated by JHMR, should be turned in to the Tickets & Guest Services office located under the Tram dock. It is the policy of JHMR to hold any lost or found item for a predetermined period; if the item has not been claimed, Guest Services will donate the item to any number of community organizations. Employees are not permitted to keep any found item that does not belong to them without approval.

VI. SAFETY, RULES, AND GUIDELINES

JHMR Safety Policy

JHMR is committed to providing a safe, accident-free, and healthy work environment for our employees and guests. A safe and healthy workplace is the result of diligent work and ongoing attention to JHMR policies by everyone.

Safety is a cooperative endeavor and must be constantly in mind by all of us. Employees who notice hazards or other safety issues must notify their supervisors immediately so corrective action can be taken. Employees who feel they need additional training should notify their supervisor.

Everyone needs to be knowledgeable of the safe work practices applicable to their area or job and must abide by them. All employees will perform their work with maximum regard for the safety of themselves, coworkers, and our guests.

Experience and current standards are essential components of our safety policies and are also an integral part of the JHMR personnel policies outlined in this Handbook. Compliance with the safety policies is a condition of employment and must be taken seriously. Failure to comply will not be tolerated.

Safety and health are a top priority in this organization and go hand in hand with productivity and quality. This, in turn, will help provide a safe recreation area for our guests and employees alike. Copies of the company safety program are available by contacting the Risk & Safety department.

Drug and Alcohol Policy

It is the policy of JHMR to foster a work environment free from the effects of illegal or non-prescribed drugs, controlled substances, and alcoholic beverages. JHMR is committed to maintaining a drug-free workplace.

To help ensure a safe and productive work environment, with certain limited exceptions described below, JHMR strictly prohibits the manufacture, distribution, dispensation, possession, sale, or use of drugs, alcohol, or controlled substances on any JHMR premises, in any JHMR vehicle, or on work time. In addition, JHMR strictly prohibits any employee from reporting for or being at work with any detectable level of drugs, controlled substances, or alcohol in the employee's system, or when tested by breathalyzer with a breath alcohol content of 0.04 or greater. Any violation of this policy will not be tolerated.

Testing is an important element in the JHMR's efforts to ensure a safe and productive work environment. JHMR has issued a separate statement for this testing program. Please refer to this separate statement, the Human Resources Department, or your supervisor if you have specific questions.

Alcohol at the Resort:

While JHMR supports team members enjoying the services and activities of the resort, it is important to remember that employees are expected to act responsibly and represent JHMR in a professional manner while on JHMR premises. Such activities are a privilege, and we ask that employees act accordingly. This privilege can be revoked for any and/or all employees at any time.

Consumption of alcohol is allowed at restaurants, lounges, and areas where alcohol is dispensed for sale to the public. If an employee wishes to purchase or consume alcohol, they must:

- a) be completed with their workday; and,
- b) be out of uniform and nametag; and,
- c) be 21 years of age or older and be prepared to show picture ID upon request (*driver's license, state ID card or passport*).

Alcohol is not to be consumed in any work areas such as shops or storerooms, kitchens, locker rooms, break rooms, offices, or on the lifts, Gondolas, Aerial Tram or anywhere on the mountain.

Exception: With Senior Team member approval, in moderation, alcohol may be consumed in designated areas for special events. Should this approval be granted, employees who wish to consume alcohol at these special events, must:

- a) be completed with their workday; and,
- b) be out of uniform and nametag; and,
- c) be 21 years of age or older and be prepared to show picture ID upon request (*driver's license, state ID card or passport*).

Opening Policy – Bridger Gondola

Travel restrictions and area closures exist at the top of the Bridger Gondola every night and early morning until that area of the mountain is opened by Patrol. These closures are for staff and guest safety and exist as minimum restrictions regardless of the level of avalanche or weather hazard. All employees who utilize the Bridger Gondola for their scope of work need to be familiar with these closures. During times of elevated avalanche hazard as determined by the Avalanche Lab and notified through Valley Dispatch, all staff may be restricted to designated areas of Rendezvous Lodge, or the gondola cabin storage barn. Additionally, there are times when no access to the area will be allowed. Failure to follow policy and protocol regarding restrictions and closures is dangerous and will not be tolerated.

Opening Policy – Tram

Tram Maintenance and Patrol evaluate wind, weather, and avalanche hazard to determine the timing for loading of the Tram. Under no circumstances will anyone load the Tram alone. Failure to follow policy and protocol regarding restrictions and closures is dangerous and will not be tolerated.

Opening Policy – Mountain

Valley Dispatch communicates the opening of the mountain daily. Any individuals who need to access the mountain prior to opening must coordinate with Valley Dispatch for clearance.

Workers' Compensation

All JHMR employees are covered under the company's Wyoming Workers' Compensation policy. It is essential to report all injuries that occur on the job to your supervisor immediately.

Employees who incur a work-related injury must complete a Report of Injury on the same or next day if possible. This form can be obtained from the Human Resources department. The Report of Injury must be returned to the Human Resources or Risk & Safety Department who will then send the report to the State of Wyoming ("the State").

Jackson Hole Mountain Resort complies with all State of Wyoming Workers' Compensation rules and regulations. Upon filing a Workers' Compensation claim, employees will receive further information regarding claims, Temporary Total Disability (TTD), or any other applicable program to their injury.

Before returning to work, employees may need to provide a doctor's signed release stating they are able to return to work.

Filing a Report of Injury is neither a claim nor a guarantee for lost wages or any other benefits. Employees should be prepared to cover their costs until the State of Wyoming Workers' Compensation Division has approved a claim. Employees are responsible for giving medical providers their case number as soon as they receive one and for providing the State with all requested information. The State will correspond directly with the employee at their home address.

Any misrepresentation or fraud of a claim can lead to termination, a civil action, or criminal prosecution.

Limitations on Workers' Compensation and Skiing/Riding/Biking/Recreation Privileges:

Workers' Compensation does not cover accidents incurred outside of the scope of employment. If an injury is incurred while the employee is recreating and this recreation is not a regular and authorized part of the employee's job or is in an unauthorized location, Workers' Compensation may be denied.

It is the policy of JHMR that injuries sustained while skiing/riding/biking/etc. may not be supported by the Company as an appropriate Workers' Compensation claim under the following circumstances:

1. If the injury occurs during a non-compensated period or if the activity is not part of their specific job function.
2. Individual departments may also have specific guidelines due to the nature of their work and work location. Contact your supervisor for details.
 - a. Mountain Sports School Instructors are not covered under the Workers' Compensation policy unless teaching a lesson, participating in a paid training session approved in advance by a supervisor, or performing duties specifically assigned by Mountain Sports School Management.
 - b. Food & Beverage employees working at either the Rendezvous Lodge or Casper Restaurant that choose to ski/snowboard/hike to and from the restaurants when the Bridger Gondola or Sweetwater Gondola are open will not be supported by JHMR in a Workers' Compensation claim.
3. Specific departments have designated routes in order to get to work locations. Speak with your Supervisor regarding your designated routes applicable to your department and work location. If the injury is caused by the employee's intoxication or the influence of a controlled or non-prescribed substance.
4. If the injury or condition was pre-existing at the time of employment.
5. If the employee undertakes a dangerous act which is outside the scope of employment or purposefully causes injury to themselves.
6. Unless specifically designated in writing and within the scope of employment of an employee, employees are prohibited from skiing/riding any double black diamond runs, closed areas or out of bounds when working or in company uniform.

The above list is not exhaustive but is intended as a general statement of policy. Whether an injury is compensable depends on the facts and circumstances of each incident as reviewed and determined by the State of Wyoming Workers' Compensation Division. Employees are responsible for their own actions. JHMR encourages employees to always exercise caution and recreate within their ability level.

Be Responsible, Be Safe

Your Responsibility Code:

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

Smart Style/Park Smart (Terrain Park Safety):

START SMALL - Work your way up. Build your skills.

MAKE A PLAN - Every feature. Every time.

ALWAYS LOOK - Before you drop.

RESPECT - The features and other users.

TAKE IT EASY - Know your limits. Land on your feet.

Triangle of Safety:

Collision safety promotes on-hill safety and responsible skiing and riding to reduce the risk of a collision between two or more skiers and riders. To avoid collisions, all skiers and riders should focus on the

Triangle of Safety:

- Speed
- Space
- Self

Three actions every skier and rider can take to help keep themselves and those around safer on the slopes are:

1. Be Ready

Be ready to slow down or avoid objects or other people at any time. Ski and ride in such a way that you are always able to control yourself regardless of conditions and avoid others and objects you may encounter on the run, groomed or otherwise.

2. Stay Alert

Stay alert to what's going on around you, especially other skiers and riders. Being aware of those around and changing conditions will help you have a fun and safe day on the hill.

3. Plan Ahead

Ease up at blind spots, check uphill when merging onto trails, and give other skiers plenty of room when passing. Look out for spots on the run where traffic merges or you can't see what's coming next. If you are unfamiliar with a run, take it easy the first time down it and make note of places where you'll want to slow down, such as cat tracks and rollers. Also, give other skiers and riders lots of room, especially if you are passing them. There's plenty of space out there, so there's no need to crowd each other.

By doing these three things every run, you'll be helping keep the slopes safe and enjoyable, for you and everyone else.

Winter sports involve risk of serious injury or death. Your knowledge, decisions and actions contribute to your safety and that of others. If you need help understanding the Code, Terrain Park Safety, or the Triangle of Safety please ask any Ski Patrol employee.

Employee Skier/Rider/Biker Violations

All JHMR employees are required to follow all mountain rules, including closed areas, slow areas, and pass holder's responsibilities. JHMR reserves the right to impose any penalties, as necessary, depending on the circumstances of infraction. Violation of any mountain rules will not be tolerated.

Employees found to be speeding or behaving recklessly may have their pass revoked or have employment terminated based on severity of infraction. As determined by management, the suspension of lift pass may carry forward into the following season and may include a lifetime ban from JHMR. All violations will be reported to the employee's supervisor.

Severe Incidents, Damages to Property and Guest Injuries

If you see, are involved in, or hear of an incident, you must report the incident to your supervisor immediately. You could help prevent a further mishap or even save someone's life. A written report must be submitted as soon as possible and no later than 24 hours after the incident occurs.

If you see an incident, please complete the appropriate Incident Report Form from your supervisor or Risk/Safety and return it to your supervisor for further follow-up. If you are unsure which form to complete, please contact the Base Area Operations Risk/Safety Director at ext. 2709.

It is possible that injured parties and/or attorneys may contact JHMR employees directly asking for information. If you are contacted directly by an injured party or their attorney about an accident, please refer them to the Base Area Operations Risk/Safety Director. Please do not speak to anyone about any accidents unless you have been so advised by the Base Area Operations Risk/Safety Director or the Chief Administrative Officer.

ACKNOWLEDGMENT OF RECEIPT

I HAVE RECEIVED A COPY OF THE EMPLOYEE HANDBOOK DATED OCTOBER 7, 2024. I UNDERSTAND THAT I AM TO BECOME FAMILIAR WITH ITS CONTENTS. FURTHER, I UNDERSTAND:

EXCEPT AS MAY BE REQUIRED BY STATE LAW, EMPLOYMENT WITH JACKSON HOLE MOUNTAIN RESORT IS AT-WILL. I HAVE THE RIGHT TO END MY WORK RELATIONSHIP WITH THE COMPANY, WITH OR WITHOUT ADVANCE NOTICE FOR ANY REASON. THE COMPANY HAS THE SAME RIGHT.

THE LANGUAGE USED IN THIS HANDBOOK AND ANY VERBAL STATEMENTS OF MANAGEMENT ARE NOT INTENDED TO CONSTITUTE A CONTRACT OF EMPLOYMENT, EITHER EXPRESS OR IMPLIED, NOR ARE THEY A GUARANTEE OF EMPLOYMENT FOR A SPECIFIC DURATION.

THE HANDBOOK, INCLUDING ANY STATE-SPECIFIC SUPPLEMENT FOR THE STATE IN WHICH I WORK, IS NOT ALL INCLUSIVE BUT IS INTENDED TO PROVIDE ME WITH A SUMMARY OF SOME OF THE COMPANY'S GUIDELINES.

THIS EDITION REPLACES ALL PREVIOUSLY ISSUED HANDBOOKS. THE NEED MAY ARISE TO CHANGE THE GUIDELINES DESCRIBED IN THE HANDBOOK, EXCEPT FOR THE AT-WILL NATURE OF EMPLOYMENT. THE COMPANY THEREFORE RESERVES THE RIGHT TO INTERPRET THEM OR TO CHANGE THEM WITHOUT PRIOR NOTICE.

NO REPRESENTATIVE OF JACKSON HOLE MOUNTAIN RESORT, OTHER THAN THE PRESIDENT OF THE COMPANY, HAS THE AUTHORITY TO ENTER INTO AN AGREEMENT OF EMPLOYMENT FOR ANY SPECIFIED PERIOD AND SUCH AGREEMENT MUST BE IN WRITING, SIGNED BY THE PRESIDENT AND MYSELF. WE HAVE NOT ENTERED INTO SUCH AN AGREEMENT.

I HEREBY ACKNOWLEDGE THAT JACKSON HOLE MOUNTAIN RESORT'S EMPLOYEE HANDBOOK IS AVAILABLE ON THE COMPANY'S INTRANET, THE EMPLOYEE PORTAL, AND THE ADP PORTAL AVAILABLE FOR MY VIEWING AT ANY TIME, AND THAT HARD COPIES ARE AVAILABLE UPON REQUEST AT THE HUMAN RESOURCES OFFICE. I UNDERSTAND THAT MY MANAGER WILL ALSO HAVE A COPY READILY AVAILABLE FOR ME TO VIEW UPON REQUEST. I UNDERSTAND THAT I AM TO READ AND BECOME FAMILIAR WITH ITS CONTENTS AS IT OUTLINES MY RESPONSIBILITIES, BENEFITS, AND ORGANIZATION GUIDELINES. I FURTHER UNDERSTAND THAT MY EMPLOYMENT IS TERMINABLE AT WILL, SO BOTH THE ORGANIZATION AND I REMAIN FREE TO END OUR WORK RELATIONSHIP AT ANY TIME WITH OR WITHOUT REASON. I ALSO UNDERSTAND THIS HANDBOOK, INCLUDING ANY STATE SUPPLEMENT, REPRESENTS BRIEF SUMMARIES OF ORGANIZATION GUIDELINES WHICH ARE SUBJECT TO CHANGE WITHOUT PRIOR NOTICE. THIS HANDBOOK MAY NOT BE ALL INCLUSIVE. FINALLY, I UNDERSTAND THAT NOTHING IN THIS HANDBOOK CREATES AN EXPRESS OR IMPLIED CONTRACT OF EMPLOYMENT BETWEEN JACKSON HOLE MOUNTAIN RESORT AND ME.

ALL EMPLOYEES WILL SIGN ACKNOWLEDGMENT ELECTRONICALLY.