Blue Mountain Resort
EMPLOYEE HANDBOOK
2018 – 2019

BLUE MOUNTAIN

Welcome to Blue! A Message from the President

Welcome to the Blue Mountain Team. This is not just a job. You have signed up for something that can be a very rewarding experience, depending on what you make of it. This handbook explains what we expect from you and has useful information on employee discounts, benefits, policies, and standards that will make your work more gratifying and help you be successful.

Working at Blue Mountain can be many things. Whether it's your first job, a stepping stone to your career, a way to support your snowboarding habit, or a fun way to approach your retirement, in each case, our commitment to you is the same; we strive to provide a fun, fair, and safe working environment, coaching, opportunities for advancement, and competitive wages.

You will find that we have a passion for our product that is worthy of your best efforts. Our products, and most importantly the service you provide, build memories and stories that create enduring value for our guests. You and the work you do are critical to the customer's story, be it a good thing that happened or a bad thing that didn't. You choose if the customer's story has a happy, memorable ending. We hope that each customer you interact with leaves with a memory that will keep them coming back to Blue again and again.

Your work is woven into the experiences, social bonds, and identities of thousands of families and individuals. Working at Blue Mountain is a noble endeavour. Be proud of it.

Dan Skelton,
President and Chief Operating Officer
Blue Mountain Resort

BLUE MOUNTAIN 2018 – 2019 EMPLOYEE HANDBOOK

IMPORTANT

Blue Mountain (the "Company") believes in keeping employees informed about our policies, procedures, practices, benefits, and expectations. The guidelines in this Employee Handbook ("Handbook") are intended to provide an overview of such matters. All employees are expected to become familiar with the information in this Handbook and any other policies, procedures, practices, and benefits of Blue Mountain.

This Handbook supersedes and replaces any and all prior handbooks, manuals, policies, procedures, practices, or benefits. Where this Handbook conflicts with Benefit Plan Documents or the full Policies on Blue Mountain intranet site (InfoBlue), the policies on InfoBlue will prevail over the Handbook.

No Employee Handbook can anticipate every circumstance or question. After reading the Handbook, if you have questions, please talk with your direct supervisor or Human Resources representative. Because Blue Mountain is a growing, changing organization, it reserves the right to add to, modify, or delete provisions of this Handbook or any other policy, procedure, practice, or benefit at any time without advance notice. For this reason, employees should check with Human Resources to obtain current information regarding the status of any particular policy, procedure, or practice.

Please note that this Handbook includes hyperlinks to Blue Mountain policies. These policies are hereby incorporated herein in their entirety by this reference. You must click on each hyperlink and read each of the policies. If you experience any difficulty locating the online policy or prefer to receive hard copy policies, please contact Blue Mountain's Human Resources office.

ALTERRA MOUNTAIN COMPANY MISSION STATEMENT

ALTERRA MOUNTAIN COMPANY: WHO WE ARE

Alterra Mountain Company is a premier North American mountain resort and adventure company.

In 1976, we launched as a residential and urban real estate firm. Inspired to set the stage for amazing mountain experiences, we knew it was time to take our dreams higher and make our commitment to our guests even stronger. In the late 80's, we began building our portfolio of mountain resorts and adventure experiences.

Alterra Mountain Company also markets and sells real estate at its North American mountain resorts through its business, Playground. Alterra Mountain Company also manages Honua Kai Resort & Spa, located in Maui Hawaii and The Westin Monache at Mammoth, both condominium hotel properties. Alterra Mountain Company's headquarters are located at 1621 18th Street, Suite 300 Denver, Colorado 80202.

BLUE MOUNTAIN: ABOUT US

We invite you to discover your potential, explore your options, meet new challenges and find your direction at Ontario's largest conference resort. Blue Mountain offers over 36,000 square feet of conference space. In April of 2003, Blue Mountain Resort accepted the Meetings and Incentive Travel Magazine Readers Choice Award for the Best Meeting Facility and Service Excellence.

Blue Mountain Resort and its amenities attract hundreds of thousands of people to the Collingwood area each year. The Resort has an incredible influence on tourism and is the largest employer for Collingwood and the surrounding area. Blue Mountain employs 525 year round, 1,200 winter and 600 summer seasonal employees.

To Learn More about Blue Mountain Resort, **Click Here**

Core Values

COMPANY POLICIES

THE BIG SEVEN

Alterra Mountain Company has adopted seven core policies, referred to as the "Big Seven". The Big Seven include: Code of Business Conduct & Ethics, Anti-Harassment Policy, Disclosure Policy, Employee Privacy Policy, Insider Trading Policy, IT Information Security Policy, and the Legal Governance Policy.

The Big Seven must be reviewed, acknowledged, and adhered to by all employees.

The Big Seven can be found on My Blue Mountain Online at www.bluemountain.ca/myblue.

The Company reserves the right to unilaterally modify, suspend, revoke or terminate any of its policies in whole or in part in its sole discretion, subject to the requirements of any applicable legislation.

CODE OF BUSINESS CONDUCT & ETHICS

CREATING TEAMS OF EXCELLENCE - CODE OF CONDUCT & ETHICS

We are dedicated to creating high performing teams focused on trust, integrity and respect in the workplace. Our Company is committed to the highest standards of business conduct in our relationships with our guests, each other, as well as to our shareholders, partners and others. The Company's Code of Conduct & Ethics (the "Code") helps each of us achieve a high standard by providing a statement of the fundamental principles and key policies and procedures that govern our business conduct, including:

1. Respect & Unlawful Harassment
2. Social Media/Disclosure
3. Privacy (Team Member & Guest)
4. Conflicts of Interest
5. IT Information Security

Below you will find a summary of the Code policies. A copy of the Code can be located on InfoBlue.. All employees are required to acknowledge and adhere to the policies in the Code, and regular reviews and an annual acknowledgement of the Code may also occur throughout your employment.

No code of business conduct can replace the thoughtful behavior of an ethical team member. However, a code can focus a company and its team members on areas of ethical risk, provide guidance to personnel to help them recognize and deal with ethical issues, provide mechanisms to report unethical conduct, and help to foster a culture of honesty and accountability.

RESPECT AND UNLAWFUL HARASSMENT, INCLUDING SEXUAL HARASSMENT

Blue Mountain is committed to maintaining a positive working environment free of unlawful harassment. In doing so, Blue Mountain expressly prohibits all forms of workplace harassment, including workplace sexual harassment. Employees are encouraged to refer to the Company's Anti-Harassment Policy on InfoBlue (click here)

Employees who believe they have been subjected to any form of harassing behavior in the workplace by anyone, including supervisors, co-workers, guests, clients, or vendors, are encouraged to let the other party know clearly, calmly, and without any doubt, that they object. Employees uncomfortable with this approach, or who find that the behavior continues, are urged to speak with a direct Supervisor or Human Resources representative. Employees may also submit a report of harassment to the Alterra Mountain Company Anonymous Reporting Hotline.

Blue Mountain will investigate all reports, complaints and incidents of workplace harassment. While complete confidentiality is not always possible, Blue Mountain will protect the confidentiality of those involved to the extent this is possible and will not disclose identifying information about any individuals involved unless the disclosure is necessary for the purposes of investigating or taking corrective action with respect to

the incident or complaint, or is otherwise required by law. Blue Mountain strictly prohibits any form of reprisal against a person who reports, makes a complaint or participates in an investigation under this policy.

Blue Mountain may impose discipline, up to and including termination of employment for just cause without any notice or pay in lieu of notice, subject only to the minimum requirements of the *Employment Standards Act, 2000*, as amended ("the ESA"), on any person found to have violated this policy, including any employee determined to have knowingly filed a false complaint or allegation, or otherwise conducted themselves in bad faith.

VIOLENCE IN THE WORKPLACE

Blue Mountain believes all employees have the right to work in an environment free from violence of all types. Further, Blue Mountain is committed to uphold its obligations with respect to workplace violence pursuant to the *Occupational Health and Safety Act* ("OHSA"), and any other applicable legislation.

Blue Mountain strictly prohibits the possession and use of weapons on Alterra Mountain Company controlled property, which may include office space, on-mountain locations, retail locations, restaurants, vehicles, and parking lots. This prohibition applies to employees, independent contractors and guests, regardless of whether one is licensed to carry any such weapon. The only exceptions to possessing a weapon while on-duty is where possession is a necessary requirement of an employee's job description to ensure guest and employee safety or where the possession of explosives by a licensed employee is required for avalanche mitigation or other workplace safety purpose.

The prohibition includes all workplace premises without exception. Prohibited weapons include, but are not limited to, firearms, tasers, explosives, and knives or any other weapon which can cause bodily harm. Employees have the responsibility to make sure that any item they possess is not prohibited by this policy. See Human Resources if you have questions about whether an item is prohibited.

Blue Mountain reserves the right at any time and at its discretion to search all offices, cubicles, enclosures, and persons entering its property, for the purpose of determining whether there is a violation of this policy. Any employee or contractor failing or refusing to promptly permit a search under this policy will be subject to discipline up to and including termination of employment for just cause. Law enforcement may be called for any such situation related to a guest, employee or contractor, as needed.

Any threatening or violent behavior should be immediately reported to a Supervisor or Human Resources representative. Reports will receive attention and the incident will be investigated. Based on the results of the inquiry, management will take appropriate action. Employees should directly contact law enforcement personnel if they believe there is imminent threat to the safety and health of employees or property.

SOCIAL MEDIA/ DISCLOSURE

The media and social media are important tools to the success of the Company. Social media is also an important to many of our team members. Below are some guidelines intended to assist team member's to responsibly curate their social media profiles in the context of their professional life.

(i) Team members must adhere to the Code of Conduct & Ethics and Anti-Harassment Policy, even when using social media. Harassment, discrimination, or retaliation that is not permitted while at work, is not permissible between team members online even if it is done after hours, from home or on a team member's own device.

(ii) Only the CEO, CFO, COO, and CLO, and other individuals specifically designated by these executive officers have the authority to speak on behalf of the Company.

(iii) Team members should remember that others may associate them if his/her social media accounts reference that the team member works for the Company. It's recommended that team members curate their social media profiles and related content in a manner that reflects how the team member wishes to present themselves to fellow teammates, clients, and business partners.

(iv) If a team member is neither (a) an executive officer nor (b) a team member authorized to use social media in his/her professional capacity as part of their job responsibilities, then the team Member must make clear that he/she is speaking for themselves and not for the Company. Team members should not participate in social media discussions or post online content concerning the Company that could be construed by the public as content published by the team member acting as an agent of the Company. Team members should write in the first-person and are prohibited from using their Company email address for private communications.

(v) Team members shall not discuss or post content on social media regarding any of Company's competitively sensitive information, proprietary, confidential, or trade secret information. This includes revenue, future products (such as pass products), pricing decisions, potential partnerships, financial performance, legal actions involving the Company, or any potential mergers, acquisitions, or dispositions.

(vi) Team members should not participate in social media discussions related to a crisis event concerning the Company or any other of its resort locations that could be construed by the public as content published by the Company. Only the CEO, CFO, COO, and CLO, and other individuals specifically designated by these executive officers have the authority to speak on behalf of the Company in the event of a crisis impacting resort operations.

(vii) Team members should not let social media interfere with their responsibilities for the Company. Team members are expected to appropriately manage time spent on social media during working hours (which does not include rest and meal breaks). Excessive time spent on social media resulting in diminished work output, safety, or levels of guest service may result in disciplinary action.

PRIVACY

The Company has implemented a privacy program to ensure we have the tools and processes in place to keep guest and team member personal information private.

The acceptance of employment and benefits by a team member is viewed as consent for the Company to collect, use, and disclose personal information about team members for purposes that are reasonable and necessary to manage our business effectively, to meet legal and regulatory

requirements and as set out in the Team Member Privacy Policy. You may choose to withhold some personal information by not participating in optional programs.

If you have questions or concerns about our privacy program, please contact the Chief Privacy Officer at 1-877-477-6777 or email at employeeprivacy@alterramtnco.com.

CONFLICTS OF INTEREST

Conflicts of interest, or the appearance of a conflict of interest, should be avoided. Conflict situations may arise when any team member is in a position to influence company business decisions and/or realize personal gain by an association with another person or organization. For more information about the Anti-Corruption Policy review the Code of Conduct. If a team member has any questions or concerns regarding the policy, please contact the Chief Legal Officer at 303.749.8200.

INFORMATION TECHNOLOGIES COMMUNICATION POLICY

The Company owns the computers, servers, and software and all content contained therein, including emails transmitted on the Company's network, documents and data saved on Company servers, web browsing history and voicemail recordings. Data, including email, saved or transmitted using the Company devices is not private, despite any contrary designation either by the sender or the recipient. Accordingly, team members have no expectation of privacy in their e-mail messages, text messages, web browsing history, voicemails, or data files when accessing a Company network or when using a Company device. Team members are required to abide by the Company's Information Security Policy, which can be found on InfoBlue.

ANONYMOUS REPORTING HOTLINE

Team members are encouraged to speak up if they witness a violation of Company policy or law and to promptly report these violations to a Supervisor or to Human Resources. While knowing the identity of a reporter can assist the Company to address the situation quickly by asking questions and gaining immediate feedback from the reporter, the Company understands and respects that in certain circumstances a reporting team member may wish to remain anonymous. If the Company participates in Alterra Mountain Company's Anonymous Employee Reporting Hotline ("Hotline") program, then team members are encouraged to report violations of law or Company policy via telephone or internet at:

1-866-869-9344 (U.S. and Canada)
www.alterramtnco.ethicspoint.com

The Hotline is an anonymous reporting option that is operated by an independent third party. Unless a reporter elects to disclose his/her identity, their identity will remain anonymous to the Company.

The Hotline is available 24/7/365 and is offered in English, French and Spanish. The Company encourages team members to submit good faith reports, so that we can work together for a better workplace.

The Hotline should not be used as a forum to share business ideas, suggestions, or general team member feedback.

The Company prohibits any form of retaliation against any team member for making a report or for assisting in a report or investigation. If you perceive retaliation against you for any kind of report that you may have made or for your participation in an investigation, please contact Human Resources or the Hotline.

Alterra Mountain Company is committed to the highest standards of business conduct in our relationships with our guests, each other, as well as to our shareholders, partners and others. This commitment requires that we conduct our business with integrity and with the highest standards of business conduct. Alterra Mountain Company's Code of Business Conduct and Ethics (the "Code") helps each of us achieve this high standard by providing a statement of the fundamental principles and key policies and procedures that govern our business conduct.

The Code applies to all Alterra Mountain Company employees, including directors, management, and officers. All employees must review the Code on a regular basis and are expected to uphold its requirements. Alterra Mountain Company's suppliers, contractors and consultants are also expected to abide by the provisions of the Code.

No code of business conduct can replace the thoughtful behavior of an ethical employee. However, a code can focus a company and its employees on areas of ethical risk, provide guidance to personnel to help them recognize and deal with ethical issues, provide mechanisms to report unethical conduct, and help to foster a culture of honesty and accountability.

EQUAL OPPORTUNITY EMPLOYMENT/DIVERSITY

Blue Mountain is an equal opportunity employer, Blue Mountain demonstrates a strong commitment to community relations, diverse and accessible services, and the creation of a diverse workforce. We strive to provide all employees and guests with equal access to our products, services, and employment opportunities. Blue Mountain does not discriminate against applicants or employees on the basis of age, ancestry, colour, race, citizenship, ethnic origin, place of origin, creed, disability, family status, marital status (including single status), gender identity, gender expression, receipt of public, assistance (in housing only), record of offences (in employment only), sex (including pregnancy and breastfeeding), sexual orientation, or any other prohibited ground under the Ontario *Human Rights Code*, as amended.

Blue Mountain will make reasonable accommodation for qualified individuals with known medical conditions or disabilities to the point of undue hardship to the Company. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Blue Mountain prohibits reprisal against an employee for filing a complaint under this policy or for assisting in a complaint investigation. If you perceive reprisal for making a complaint or your participation in the investigation, please follow the complaint procedure outlined below. The situation will be promptly investigated.

REASONABLE ACCOMMODATIONS

The Ontario *Human Rights Code* requires all employers to meet the accommodation needs of employees with disabilities. Blue Mountain is committed to treating people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity for all. Blue Mountain is committed to working with any employee who requires reasonable accommodation in day-to-day work-related activities and emergency situations, if required. Blue Mountain will also consider any

reasonable accommodations, and offer accessible formats if required, during a return to work process, performance management, career development and advancement, and redeployment. Blue Mountain expressly intends to uphold any and all accommodation obligations it may have pursuant to the Ontario *Human Rights Code*. Blue Mountain will develop individual accommodation plans for employees requiring them and in collaboration with the employee (who has a corresponding duty to participate in any such accommodation planning), based on their individual needs, as well as an individual emergency response plan, as required.

For full details, employees should reference the Blue Mountain Accommodation Policy located on InfoBlue (click here).

ALCOHOL AND DRUGS

It is the policy of Blue Mountain to create and maintain a drug-free workplace. The use of controlled substances is inconsistent with the behaviour expected of employees, subjects all employees and guests to unacceptable safety risks, and undermines the Company's ability to operate effectively and efficiently. The unlawful manufacture, distribution, dispensation, possession, sale, or use of a controlled substance in the workplace or at any time while engaged in Company business is strictly prohibited. Such unlawful conduct is also prohibited during nonworking time. No employee may enter or remain on the premises, if he/she is under the influence of alcohol or drugs (legal or otherwise), or is impaired because of the use or misuse of prescription medication. Every employee is responsible for assuring that his or her performance, including attendance, is unaffected by chemical substances. Impaired or unsatisfactory performance due to substance use is considered unacceptable just as are other instances of substandard or unsatisfactory performance. This policy shall be interpreted and applied in accordance with applicable human rights legislation.

Prescription Medications

When drugs are prescribed by a medical professional, it is the employee's responsibility to inquire of the prescribing professional whether the drug prescribed has any side effects which may impair one's ability to safely perform one's job duties. If the answer from the medical professional is yes, the employee must obtain a statement from the medical professional indicating any work restrictions and their duration (though it need not disclose any specific diagnosis or medical condition). The employee must present that statement to the employee's supervisor prior to going on duty. As noted above, employees will not be permitted to work if it is determined they are impaired as the result of using such medications.

Marijuana

Effective October 17, 2018, federal legislation will permit Canadians who are 18 years or older to: a) possess up to 30 grams of cannabis; b) share up to 30 grams of cannabis with other adults; c) purchase dried or fresh cannabis from a provincially licensed retailer; d) grow up to 4 cannabis plants; and e) make cannabis-infused food/drinks.

Despite these legislative changes, Blue Mountain prohibits being under the influence of or having any detectable level of marijuana in your system while in the workplace. Just as it has a zero tolerance policy with respect to impairment from alcohol or prescription medication in the workplace, impairment due to marijuana consumption also will not be tolerated while working.

Permitted Use of Alcohol in the Workplace at Company Authorized Events
On special occasions, alcoholic beverages may be served in conjunction with an authorized Company event with the express approval of a senior leader or division head. At such functions, it remains the employee's responsibility to consume alcohol responsibly and in moderation. Any authorized alcohol consumption in the workplace must be done once an employee's work shift is completed for the day. Consumption should be limited to two (2) drinks per employee maximum, and must be under management supervision. Alcohol may not be consumed in locker rooms, in work areas, or in offices unless expressly approved by a senior leader or division head.

Employees under the legal drinking age are prohibited from participating in any alcohol consumption.

Employee Housing
Employees who live on Company housing as part of employment are allowed to possess and consume legally available substances in their personal premises. However, such employees are expected to exercise good judgment when doing so and should avoid interaction with guests. Such consumption must be limited to off duty hours and within their living quarters.

Accommodation
Employees needing assistance in dealing with substance abuse issues are encouraged to seek medical treatment and rehabilitation before a violation of this policy occurs. The Company will accommodate employees whose substance use or abuse constitutes a disability and will assist employees who disclose a substance abuse problem in obtaining treatment or assistance.

DUTY TO NOTIFY EMPLOYER OF CONVICTION
If an employee is convicted of an offense under the *Criminal Code*, they must notify a Legal representative or Human Resources leader of Blue Mountain no later than five (5) days after being convicted.

YOUR JOB/YOUR JOB RESPONSIBILITIES

ATTENDANCE / HOURS / DISCIPLINE

Seasonal Re-Employment
Employees who voluntarily terminate from Blue Mountain Resort in good standing may be considered for rehire if they choose to apply at a future date. In no situation, including the annual re-employment of seasonal employees is a job offer or return to a specific position guaranteed.

Attendance and Punctuality
Regardless of the job position, punctuality and regular attendance are an essential function of every employee's job and promote the efficient operation of Blue Mountain. Employee attendance and punctuality will be considered along with overall work performance, in granting any pay increases or any consideration for promotion or transfer.

Some business units may have more restrictive policies, processes, and/or procedures regarding attendance and punctuality. It is critical for every employee to be aware of their Supervisor's expectations on this matter. Employees are required to submit a

formal request for planned time-off. Business units have policies, processes, and/or procedures to request time off. Time off must be approved by a Supervisor before the time can be taken. If an Employee does not receive express approval from his/her direct Supervisor for his/her time off request, then the request is to be considered "denied".

All employees will, however, be entitled to any statutory leave of absence guaranteed under the ESA (see LEAVES OF ABSENCE) . Employees will under no circumstances suffer any discipline or disadvantage as the result of taking any statutorily-protected leave of absence in accordance with ESA requirements. Please see a supervisor or HR representative for further clarification, as needed.

When illness or emergency situations necessitate absence without prior notice, employees must report an unexpected absence as soon as possible. Business units have policies and/or procedures that outline the process to notify Blue Mountain about an unexpected absence. It is critical for every employee to be aware of the procedures and their Supervisor's expectations on this matter.

Absences and tardiness that, in management's opinion, are excessive will not be tolerated. If three (3) consecutive scheduled days of absence pass without any report or reasonable explanation, Blue Mountain may consider this to constitute voluntary resignation and/or basis for termination of employment for just cause, which will also result in a "do-not-rehire" status for the employee at all Alterra Mountain Compny locations.

LEAVES OF ABSENCE

Blue Mountain grants all employees all statutory leaves of absence required under the ESA, including:

1) Personal Emergency Leave
2) Pregnancy/Parental Leave
3) Family Medical Leave (Compassionate Care)
4) Family Caregiver Leave
5) Critical Illness Leave
6) Crime related Child Disappearance Leave
7) Child Death Leave
8) Family Medical Leave
9) Organ Donor Leave
10) Reservist Leave
11) Domestic or Sexual Violence Leave

Personal Emergency Leave

Employees have:

- 3 unpaid Sick Days
- 3 unpaid Family Responsibility Days
- 2 unpaid Bereavement Days (Note: CORE and FTF employees qualify for (3) days paid bereavement leave)
- Personal Emergency Leaves can be due to personal illness, injury, and certain other medical emergencies or urgent matters or death or illness, injury, medical

emergency and certain other medical emergencies urgent matter relating to certain family members.
- Employers can ask for evidence reasonable in the circumstances to ensure of entitlement of the Personal Emergency Leave's of Absence requested.

Pregnancy Leave

- A female employee who has been employed by Blue Mountain for 13 weeks is entitled to 17 weeks unpaid Maternity Leave from Blue Mountain.
- The earliest day an employee may start her Maternity Leave is 17 weeks before the estimated date of delivery or the day on which she gives birth.
- Employment Insurance (EI) pays 15 weeks Maternity Leave benefits after a 2 week waiting period if the employee has worked 600 insurable hours since her last claim.

Parental Leave

- Mothers and/or fathers who have been employed by Blue Mountain for 13 weeks are eligible for this benefit, which is up to 61 weeks for employees who have taken Pregnancy Leave and 63 weeks for employees who have not.
- The employee must apply for EI benefits on the first day of leave. A maximum of 35 weeks of parental benefits (that can be shared between mother and father) are payable by EI after a two week waiting period assuming the claimant has worked for 600 insurable hours in the last 52 weeks immediately before either the birth of a child or the child came into the parent's custody.
- If an employee on Pregnancy Leave knows that she will also take Parental Leave, she can fill out a combined application form eliminating the 2 week waiting period for Parental Leave.
- At the conclusion of Pregnancy or Parental Leave, an employee will be reinstated to his/her position or a comparable one.

Please speak to an HR Representative if you have any questions about any of the statutory leaves of absences detailed above.

Benefits and employee perks continue, provided the employee pays his/her Group Benefits premium portion to the Payroll Department throughout any statutory leave.

An employee may return to work before his/her leave is over if he/she gives Blue Mountain at least 4 weeks' notice, in writing, of the day he/she plans to resume work, unless otherwise specified in the ESA.

Before going on Maternity and/or Parental Leave please do the following:

- For information on EI coverage, contact Human Resources Development Canada at 1-800-206-7218 or visit their website at www.hrdc-drhc.gc.ca.
- Contact Blue Mountain's Payroll Department to arrange payment for any employee paid Group Benefit premiums that will be maintained during the Leave.

Non-Statutory LOAs that Blue Mountain May Allow

Some employees may have special opportunities that necessitate extended time off which are not provided for in provincial legislation. To the extent possible, Blue Mountain will consider requests that are submitted in writing. The request should include dates and purpose for the LOA. The Manager and employee will work together to

determine how the work will get done in the employee's absence. The terms of the LOA, outlining any conditions that apply, will be reviewed with Human Resources and a decision will be forwarded to the employee from his/her Manager.

The criteria for which an unpaid LOA would be granted are:

- There is minimal disruption to others and minimal loss of productivity to the work unit.
- All employees who occupy the same or similar job category in that work area must have equal opportunity to a LOA. If the department does not have a quiet period, the LOA opportunity will not be available to the employees in that area. Competing requests for a LOA that cannot be accommodated at the same time will be decided on a seniority basis.
- Purpose of the LOA cannot be career related, unless it is supportive of the employee's career at Blue Mountain.
- LOA is limited to 8 weeks maximum (40 work days) with a defined return date. The employee will be deemed to have resigned if he/she does not return on the agreed date.

Employees should consider the following when requesting a LOA:

- Employees will have to pre-pay their portion of the premium for benefit coverage prior to beginning the LOA in order for coverage to continue.
- Any Blue Mountain incentive plan that the employee has will be pro-rated to reflect the time off on LOA.
- Vacation entitlement should be used up as part of the requested time off. LOA will not be combined with vacation to extend the time off beyond 8 weeks.
- The Manager will also consider other legally-protected leaves the employee may have. (For example: if the employee is pregnant and will be going on Pregnancy Leave an additional LOA would not likely be granted.).
- The Manager has the right to cancel the LOA mid-way. This will be negotiated and documented in advance of the LOA getting final approval. Typically, a notice period to return to work will be agreed to in advance.

Hours of Work

The Blue Mountain work week runs from 12:01 am Sunday through 12:00 am Saturday. Work weeks and daily hours of operation vary by role. Consult your direct Supervisor to fully understand work schedule processes and expectations. For seasonal roles and variable resort operations, work schedules may fluctuate according to guest volume, weather, and other business factors. Working hours may be adjusted, reduced, or expanded to meet business needs. Some roles may require non-traditional working hours on weekend, holidays, or varying shifts at any time of day. All scheduling will, however, be in accordance with the hours of work requirements under the ESA. Consult your direct supervisor for clarification of your work schedule.

Job Transfers

Active employees may, at times, express interest in other positions and departments within the Company and Alterra Mountain Company. Transfers and/or opportunities for promotion should be discussed with the Human Resources Recruiting Office, a current direct Supervisor, and a Supervisor in the new department of interest. Communication between all parties is required before any new job offers/transfers can be approved. Advance notice of two weeks may be required before a job transfer can be made.

Requests to transfer may not be approved in all cases and are to be determined in Alterra Mountain Company's sole discretion.

Meals & Rest Periods
Blue Mountain provides meal breaks and rest breaks pursuant to the requirements of the ESA. Hourly employees are granted a 30-minute unpaid lunch break for any work shift that exceeds 5 consecutive hours. Your direct supervisor will inform you of the details of your lunch break.

Additional Breaks may be provided only when it is reasonable to do so. A meal or rest period is time provided during the day, and should not be skipped to leave early at the end of the day.

Supervisor Communication
"*Talk to your supervisor*" is advice you will come across frequently. Each Supervisor is interested in you. Questions about jobs, duties and responsibilities should be directed to your Supervisor. Your Supervisor is there to help you and wants to be able to offer suggestions. If you have a problem and you do not feel free to talk to your direct Supervisor, please contact Human Resources office.

Discipline
Every employee's job carries with it certain responsibilities, including observing policies and rules important to the operation of the business. Employees are expected to conduct themselves in a manner, both on and off the job, that complies with the policies contained or referenced in this Handbook.

CORRECTIVE ACTION PROCEDURE

On occasion, performance and/or non-compliance issues may have to be brought to an employee's attention. The goal is to raise the concern so that the employee sees the importance of addressing the issue quickly. Determination of appropriate corrective action will be made in the context of the seriousness of the violation and the employee's history with Blue Mountain. If there is no improvement then further corrective action will be taken as noted below.

No two situations are identical, so a Manager/Supervisor may choose to repeat steps or skip steps, depending on the unique circumstances of the situation and/or employee.

1. LEVEL 1 WARNING is a discussion between the Manager/Supervisor and employee aimed at improving conduct. This warning will be documented and the employee will be asked to sign it to acknowledge the discussion occurred. A copy will be given to the employee and placed in his/her file.
2. LEVEL 2 WARNING is a more serious discussion between the Manager/Supervisor and employee aimed at improving severe misconduct. This warning will be documented and the employee will be asked to sign it to acknowledge the discussion occurred. A copy will be given to the employee and placed in his/her file.
3. SUSPENSION is when an employee is restricted from working (and thereby not provided pay). This action is taken so an employee can understand the

seriousness of their conduct and consider how he/she will change his/her inappropriate behavior.

Furthermore, violation of any policy may also include the following corrective action:

- Counselling/education/correction
- Department or job transfer
- Apology to any employee(s) who may have been affected (verbal or written)
- Behavioural contract which specifies certain behaviours with which the parties must comply
- Demotion
- Temporary probationary period or an extension of probation

TERMINATION POLICY

- Depending on the severity of the situation, employees could be terminated with or without notice, subject only to any applicable requirements of the ESA.
- Conduct which may lead to termination of employment for just cause and without notice or pay in lie includes (but not limited to) theft, malicious damage, physical or emotional abuse of someone, retaliation against a fellow employee, harassment of fellow employees or customers, extreme rudeness to customers, insubordination, a criminal offense at or related to work, a false claim of harassment, skiing/riding in restricted areas, abuse of one of our policies, or similar serious misconduct.
- An employee may also have his/her employment terminated without notice or pay in lieu (subject only to the requirements of the ESA) if he/she is within his/her probation period and Blue Mountain decides that employee has not adequately satisfied the terms of his/her probation.

JOB DESCRIPTIONS

Written job descriptions provide an overview of the duties, skill-sets, and requirements associated with all Blue Mountain jobs. A copy of a job description will be provided during the hiring or onboarding process, and may also be requested from Human Resources or a direct Supervisor. Job descriptions provide an overview of the scope of responsibilities for a role, but are not all-inclusive of every task that may be required. It is important to understand that with the evolution of any job, duties may evolve, expand, change, or be reduced to meet the needs of the business. Employee adaptability and flexibility is required.

PERSONNEL FILES

Personnel files are the property of Blue Mountain and are confidential. You may ask your Human Resources representative for an appointment to review your own personnel file, but you may not remove items from your file. You may take notes on the contents of your personnel file and may also have copies made of any employment-related documents that you have signed.

GETTING PAID/BENEFITS

Accuracy of Time Records

Missed timeclock punches or schedule revisions must be communicated to your supervisor immediately to ensure payroll accuracy. Making time entries on another employee's time card, punching in/out for another employee, falsifying time records, or

asking anyone else to do so is prohibited and will be grounds for disciplinary action, up to and including termination for just cause. Any approved pay adjustments for missed punches or corrections resulting from delayed reports of errors will be reflected on the next regular pay cycle.

Benefit Plans

We recognize that employees have different benefit needs. Health & Wellness and Retirement Savings Plan benefits vary by job classification. Refer to My BMR Online, www.bluemountain.ca/myblue, under the CORE and FTF tab for Blue Mountain's Group Benefit information. If at any time there appears to be a discrepancy regarding details, the Summary Plan documents will prevail. Direct specific questions to your Human Resources representative.

Benefit Plan - Employee Assistance Program

Administered through Sun Life Right Directions, our EAP is a voluntary, confidential, short-term counselling and advisory service that connects CORE and FTF employees and their eligible dependents to a network of dedicated professionals. EAP assistance is available 24 hours a day and includes experienced Counsellors, Psychologists, Financial Planners, Legal Advisors, Nutritionists and other specialists.

Our EAP can help with:

- Family and Social problems
- Personal problems
- Dependency issues
- Workplace related issues
- Legal and financial advice (exclusions apply)
- Wellness issues
- Crisis

Confidentiality and privacy are assured, within the limits of the law, to each employee and family member who uses the counselling service. Contact is made directly to Sun Life and no information on any individual case comes back to Blue Mountain.

Blue Mountain is committed to the physical and emotional well-being of our employees and we trust this employee benefit will serve you well as you continue to contribute to the success of our company.

Service is available off-site, 24 hours a day. Call 1-855-544-7722 or visit www.solareh.com/sunlife.

Direct Deposit

Direct deposit of pay cheques is available to all employees. Your pay cheque will be deposited into your account each pay day. Your account information is entered during the sign up process upon hiring.

If you do not have a bank account or wish not to participate in the Direct Deposit option, you will be issued a cheque that can deposit into your bank account. This can be changed to the Direct Deposit option at any time.

Please direct any questions to your local Human Resources office.

Frequency and timing

Employees are paid in accordance with Blue Mountain's normal payroll procedures (presently on a biweekly basis). The normal payday is on Friday following the end of the pay period. Depending on when you start work within the pay cycle, it may be three weeks before you receive your first pay cheque. The work week starts at 12:01 am Sunday and ends at Midnight on Saturday.

Blue Mountain utilizes Kronos Workforce Timekeeper to track time worked. Hourly employees are responsible for punching in at the start of each scheduled shift and punching out at the end of each scheduled shift. Missed punches or schedule revisions must be communicated to your supervisor immediately to ensure payroll accuracy and approved in writing by the employee and supervisor. Off-cycle cheques will not be issued for missed punch corrections. Any adjustments will be reflected on the following pay cheque.

Overtime

If you are an employee paid by the hour, you will receive 1.5 times your regular hourly rate for time worked over forty-four hours in a work week (as defined above). Your direct Supervisor must authorize all overtime before it is incurred. Hours during the work week that are not worked but are paid (e.g., vacation) will not be counted as hours worked for the purpose of computing overtime. Employees who fail to adhere to this policy will be subject to disciplinary action up to and including termination of employment for just cause.

If you are a non-management employee (anyone who is not a supervisor, manager, director or executive) who is paid by a fixed salary, your salary covers those hours worked up to and including 44 hours a week. After 44 hours per week, a non-management salaried employee is entitled to overtime pay which is calculated at 1.5X for hours worked in excess of 44 hours. This overtime can be given in pay, or, with the employee's agreement, in time off, in accordance with the requirements of the ESA.

Payroll Deductions

Blue Mountain may make certain deductions from employee pay cheques. Some of these deductions are required by law while others, such as insurance elections, employee housing rent, or bus pass purchases, are made with your written authorization. If you find that there are any improper payroll deductions on your pay cheque, notify the Human Resources office immediately. Any improper overpayments are recoverable by the Company.

EMPLOYEE TYPES / STATUS DEFINITIONS

The following classifications are used for employment and benefit purposes:

FULL TIME SEASONAL (FTS)	Employees with this status work on a seasonal basis, usually 4 or more shifts per week and usually 30 or more hours per week. Hours can fluctuate based on business volume so employees may receive more or less hours.
PART TIME SEASONAL (PTS)	Employees with this status work on a seasonal basis, usually 3 or less shifts per week and usually less than 30 hours per week. Hours can fluctuate based on business volume so employees may receive more or less hours.

PART TIME YEAR ROUND (PTYR)	Employees with this status work 7 or more months per year, usually 3 or less shifts per week and usually less than 30 hours per week, totaling less than 1,000 hours per year. Hours can fluctuate based on business volume so employees may receive more or less hours.
CORE (C)	An employee may be given this status after being interviewed and hired into an advertised opening, or an employee may become eligible for CORE status if he/she is currently a Blue Mountain employee and: • Must work a minimum of 1,800 hours each year; • Work hours similar to other CORE employees in the same position; • Is forecasted to continue working at least 1,800 hours each year; • Is in good standing (i.e. good attendance, supports the team, performs job tasks with good quality and quantity, etc.). *Notification of this change in an employee's work status will be provided by his/her Manager. *Hours per week are not guaranteed. Hours can fluctuate based on business volume. Hourly employees should not expect the same hours every week.
FULL TIME FLEX (FTF)	An employee may be given this status after being interviewed and hired into an advertised opening, or an employee may become eligible for FTF status if he/she is currently a Blue Mountain employee and: • Must work a minimum of 1,200 hours each year for the past 2 years (total of 4 back to back seasons); • Is forecasted to continue working at least 1,200 hours each year; • Has a firm commitment to return to the same job(s) each year/season; • If the employee is employed in different seasonal departments, approval for status change must be provided by both departmental leaders Some of these criteria are in addition to the criteria outlined in the benefits booklet and supersede it. *Notification of this change in an employee's work status will be provided by his/her Manager. *Hours per week are not guaranteed. Hours can fluctuate based on business volume. Hourly employees should not expect to receive the same hours every week.
VOLUNTEER	Individuals with this status work on a seasonal basis and are required to work a determined number of hours per season. Required hours and designated season are determined by the department's Manager. Individuals with this status are not compensated however, they do receive a variety of employee perks.

PAID TIME OFF

Please note that, unless otherwise noted, the following entitlements are in addition to any statutorily guaranteed leaves of absence (paid or unpaid) pursuant to the ESA (see below for details). Please speak to a supervisor or HR representative for further clarification, as needed.

Bereavement

- In the event of a death of a spouse, child, grandchild, parent (including step-parent), brother, sister or parent in-law, CORE and FTF employees qualify for (3) days paid leave of absence.

- In the event of a death of a grandparent or brother/sister in-law, CORE and FTF employees qualify for (1) day paid leave of absence.
- Paid bereavement leave days may, at the discretion of Blue Mountain, be counted toward an employee's Personal Emergency Leave (unpaid) entitlement, as they will be considered a "greater right or benefit" under the ESA.
- CORE and FTF employees will not be paid for bereavement days if normally scheduled days off fall within the bereavement leave period.

Employee's Birthday

CORE employees are eligible to have their birthday off with 8 hours of pay.

- If an employee works on his/her birthday, he/she will be paid at his/her regular rate of pay for the hours worked and is eligible to take another day off within 3 months from the birthday.
- If an employee's birthday falls on a regularly scheduled day off, the day off can be taken the next scheduled working day or at another time within the next month.
- If the birthday holiday is not taken by the end of 3 months it is forfeited; this day cannot be banked.
- Employees must arrange this day off with their Manager/Supervisor in advance as this privilege is not automatic.

Jury Duty

It is Blue Mountain's policy to ensure CORE and FTF employees maintain regular pay while serving on a jury and for the selection day.

- Regular wages will be paid to CORE and FTF employees for days 1 to 10 if called upon to serve on a jury.
- Jurors are eligible for a $40 per day reimbursement by the courts from day 11 and onward, therefore Blue Mountain will reduce an employee's wages by that amount so he/she maintain their regular rate of pay.

Vacation

Vacation is earned upon the completion of one year based on the employee's date of hire (anniversary date).

- An employee in their first year of service cannot take vacation prior to his/her anniversary date.
- Employees must have earned and accrued vacation time prior to taking vacation. Employees will not be permitted, absent express authorization of management, to have a negative vacation accrual bank.
- In rare circumstances, Blue Mountain will pay employees for unused vacation time. Employees are strongly encouraged to take time off for their full vacation entitlement. Employees who wish to waive vacation time must do so in advance and in writing, as well as obtain approval from their Vice President and the Ministry of Labour. Such waivers will be permitted only in accordance with ESA requirements. Unused vacation time will be paid out pursuant to ESA requirements.
- If pre-arranged, any vacation weeks not taken during the vacation year may be carried forward and taken prior to August 31st of the next calendar year.
- If employment is terminated, pay in lieu of unused vacation time will be provided at the minimum rate required by the ESA.

CORE employees receive vacation with pay, based on their completed years of CORE service, as follows:

CORE Service	**Vacation**
1 year to end of 3rd year	2 weeks' vacation, equal to 4% of gross earnings
4 years to end of 8th year	3 weeks' vacation, equal to 6% of gross earnings
9 years and greater	4 weeks' vacation, equal to 8% of gross earnings

For FTF employees:

- Vacation will be paid as per the requirements of the ESA.
- This will be paid during their lay-off period.

For seasonal employees:

- Vacation will be paid as per the requirements of the ESA.
- This will be paid upon completion of their employment with Blue Mountain (i.e. at the end of the season). For clarity's sake, all seasonal employees will be provided yearly vacation pay in accordance with the minimum requirements of the ESA.

EMPLOYEE APPEARANCE STANDARDS

Guests will form an impression of Blue Mountain based on employee appearance because employees reflect the products and services provided. Employee appearance should therefore be appropriate for a professional setting but also provide an air of approachability. Due to the variety of guests and the backgrounds that influence their impressions, this presents a challenge. From hardcore snowboarders and mountain bikers to guests here on business, customers have different expectations. Blue Mountain has taken a flexible approach to our personal appearance standards. Each department will issue personal appearance standards specific for its employees with the following minimum expectations:

- **Uniforms and Clothing:** Employees will be told what is acceptable to wear and some departments issue specific uniforms. In either case clothing must be in good condition and clean. Uniforms must be worn as provided without the addition of unique features. (For example: hats, scarves, sweaters, etc.).
- **Name Tags:** All employees must wear a nametag without exception. Some departments provide a uniform that has the employee name stitched on it. It is important for guests and colleagues to know employee names.
- Do not chew gum when near the guests.
- Due to environmental sensitivities of guests and co-workers alike, scents should be worn sparingly, if at all.

Employee Image Waiver

From time to time, an employee may be photographed while in the performance of their job duties or while participating in employee or other events. By accepting employment at Blue Mountain and signing the acknowledgement at the end of this Handbook, you give your permission and consent to the Company and their licensees to use your image, appearance, photograph and likeness throughout the world in perpetuity in any and all media now known or hereafter devised in connection with the promotion, advertising and publicizing of the Company or any of its constituent entities or any event or activity sponsored by it or any of its constituent entities (collectively "Publicity"). Employees must understand and agree that Publicity may be conducted

throughout the world in all forms of media including but not limited to all forms of television, cable, videos, newspapers, magazines, billboards and the Internet.

By accepting employment at Blue Mountain and signing the acknowledgement at the end of this Handbook, employees waive any right to inspect or approve any item that may use your name, voice, likeness or image in connection with the Publicity, including any use of your recognizable likeness, name and/or image on merchandise. Employees must acknowledge and agree that any use of their recognizable likeness, name and/or image which may appear in Publicity will be without further compensation to the employee.

LEAVING YOUR EMPLOYMENT

Termination of Employment
Employees who plan to voluntarily resign are requested to provide at least two weeks' advance written notice. All Company assets must be returned during the off-boarding process using proper forms as supplied by a direct Supervisor or Human Resources.

Return of Keys, Uniform & Company Equipment
When terminated, you and any of your family must return property received from the Company as a result of your employment. This includes is not limited to, name tags, uniforms, keys, time recording card, and seasonal lift passes or identification cards. Continued use of such items by you or your aforementioned family members after termination of employment will not be tolerated and could result in the involvement of the authorities.

Not Eligible for Re-Hire / Do Not Re-Hire (DNR)
In some circumstances, job termination may result in a "Do Not Rehire" (DNR) determination for the terminated employee. Examples of violations that would determine such a decision include, but are not limited to theft or destruction of property, ongoing and/or blatant insubordination, rude or discourteous acts or gestures to guests or fellow employees, falsification of documents, workplace harassment or violence.

Employees who are designated as DNR are no longer eligible to work at any Alterra Mountain Company property. A request to reconsider and overturn one's DNR status may be submitted in writing to the Human Resources Vice President. There is no guarantee of a change to an existing DNR status.

SAFETY AND SAFE BUSINESS PRACTICES

GENERAL SAFETY

Safety awareness and playing safely is everyone's responsibility. Blue Mountain expects a commitment from you to know, observe and promote safe practices. It is your responsibility to follow specific resort and departmental safety procedures for the safety of you, your coworkers, and our guests.

Blue Mountain recognizes its health and safety duties under the OHSA and any other applicable legislation. Blue Mountain will always comply with its statutory duties towards its employees and, more particularly, so far as is reasonably practicable, will:

- provide and maintain a safe place of work, safe systems of work, safe appliances for work and a safe and healthy working environment;
- provide such information and instruction as may be necessary to ensure the health and safety at work of its employees and compliance with relevant legislation and to promote awareness and understanding of health and safety throughout the workforce;
- ensure safety and absence of health risks in connection with use, handling, storage and transport of articles and substances;
- make regular risk assessments to employees;
- take appropriate preventive/protective measures;
- provide employees with health surveillance;

You are expected to follow all safety regulations, rules and practices at all times. Observe your workplace and surrounding areas to identify, mitigate, or eliminate hazards, obey proper signage and communicate safety information as appropriate. Know and comply with safety regulations and requirements for your job and encourage others to do so. Do not operate any machinery without having received the proper training and/or authorization. Refer to Alterra Mountain Company Driver's Standards for complete details about equipment operator requirements.

Know the location of emergency phones, first aid kits, public Automatic External Defibrillators (AEDs) and fire extinguishers. Be familiar with your building's emergency action plan and designated meeting location for your workgroup in the event of an emergency.

Certain resort locations, states, or provinces may follow certain laws, safety acts, or codes. Every employee is responsible to be familiar and comply with local safety codes and regulations.

ACCIDENT REPORTING

All accidents or injuries, to employees, guests, visitors, or damage to Company vehicles, equipment or materials must be reported to your direct Supervisor as soon as possible and required paperwork must be completed. Refer to specific communication protocols, policies, phone numbers, or other details as appropriate to your work department and location.

WORKPLACE SAFETY & INSURANCE BOARD (WSIB) COVERAGE

All paid employees are covered under WSIB insurance for any workplace injury or illness requiring medical attention in accordance with the requirements of the *Workplace Safety and Insurance Act*.

What to do if an employee is injured at work:

1. Employees should report all incidents immediately to their Manager/Supervisor and obtain any necessary first aid for the injury or illness. The Manager/Supervisor will complete an electronic Employee Incident Report Form which alerts Blue Mountain's Workplace Safety to the situation prompting appropriate follow up.

2. If medical attention is required, the employee should obtain a WSIB package from his/her Manager/Supervisor and take it to the doctor. The employee's

doctor will complete the required WSIB paperwork and give a completed copy to the employee. The completed paperwork will be used to assist the employee in the return to work process.

3. The employee should return the completed WSIB paperwork to his/her Manager/Supervisor and report for the next regularly scheduled shift. If an employee is unable to perform regular duties, modified work will be provided as per his/her doctor's recommendations. The employee's Manager/Supervisor and Workplace Safety department will collaborate to arrange and facilitate a successful return to work.

4. A WSIB claim will be filed on the employee's behalf by Blue Mountain's Workplace Safety for any injury requiring medical attention. To ensure this is done in a timely manner, the employee must immediately notify his/her Manager/Supervisor of the injury and the date of the doctor visit, so the information can be reported to WSIB.

5. Employees are encouraged to cooperate fully in the Early & Safe Return to Work program. They should communicate any change in their condition or status to their Manager/Supervisor or Workplace Safety department during their progress through recovery.

Workers' compensation insurance may provide you with medical care coverage and a portion of lost wages following a work-related injury, illness or disease. Consult your local Risk & Safety Manager or Human Resources department if you need information about workers' compensation policies.

THE OCCUPATIONAL HEALTH AND SAFETY HEALTH ACT (OHSA)

The Company takes reasonable precaution to offer employees a place of employment free from recognized hazards that cause or are likely to cause death or serious physical harm. Safety measures and procedures are in place for the protection of all employees. It is the responsibility of each employee to help prevent work place accidents. You should review and understand all workplace safety rules and policies and use any Company provided safety and protective equipment. Any unsafe workplace or hazardous condition should be reported to a supervisor or the Risk and Safety Manager or Human Resources Leader. Additionally, any questions regarding health & safety practices at Blue Mountain should be directed to your local Risk & Safety Manager or Human Resources Leader.

SAFETY COMMITTEE / SAFETY PROCEDURES

Joint Health and Safety Committee (JHSC)

Blue Mountain's Joint Health and Safety Committee (JHSC) promotes a safe work environment and enhances the health, safety and well-being of all employees. Made up of representatives from each department the JHSC meet regularly; review incidents; conduct inspections; and make recommendations to Management. Though employees' first step when reporting hazards or sharing ideas should be to talk to their immediate Manager/Supervisor, the JHSC members are also available to hear concerns and offer advice. The names of committee members are posted on the

Health and Safety bulletin boards on resort. Employees should get to know the JHSC representative in their department.

Rights and Responsibilities

The OHSA sets out the rights and responsibilities of all parties in the workplace. It establishes procedures for dealing with workplace hazards and provides enforcement of the law where compliance has not been achieved. Employees' legal rights and responsibilities under the Act are as follows:

Employee Rights

- Right to KNOW about all the hazards in your workplace;
- Right to PARTICIPATE in safety-related decisions and to give input to your Manager/Supervisor and the health and safety committee; and
- Right to REFUSE work you believe may be harmful to yourself or others.

Employee Responsibilities

- Perform duties and tasks in a safe and responsible manner in compliance with the Act;
- Properly wear any protective equipment your job requires (safety shoes, gloves, etc.); and
- Report defective equipment and other workplace hazards immediately to your Manager/Supervisor and/or health and safety representative.

Management Commitment

- Ensure all employees are trained in safe work practices and proper use of equipment;
- Ensure compliance with safety standards for every job;
- Ensure Incident Investigation occurs promptly and thoroughly to determine and correct the root cause and establish measures to prevent reoccurrence; and
- Develop and enforce safety rules and ensure that employees follow these rules as a condition of employment.

WORKPLACE HAZARDOUS MATERIALS INFORMATION SYSTEM (WHMIS)

One aspect of Blue Mountain's safety program is WHMIS; a legislated program that provides information on hazardous or controlled products in the workplace. Hazardous materials are identified with labels and accompanied by a Material Safety Data Sheet which contains more detailed information on the product.

Material Safety Data Sheet (MSDS)

MSDSs are full of information on a product's safe handling procedures, physical and toxicology properties, fire and explosion hazards, first aid measures, supplier name and contact information, etc. Each department has a MSDS binder with these sheets. Employees should review the MSDSs for products they work with.

WHMIS Labels

Supplier Labels are located on containers when they are delivered. They are easily recognized by a hatched border. The supplier labels contains information about the product name, the risks the material has to you (i.e. harmful if swallowed), precautions you should take (i.e. wear eye protection), first aid measures and hazard symbols.

Workplace Labels

When Blue Mountain takes a material out of the supplier container it needs to put its own label on it. This label must indicate the product name, safe handling instructions, and make reference that there is a MSDS on file with much more product detail. Never use any material from a container that does not have a label on it. Always read labels - it could prevent serious injury.

FIRE AND EMERGENCY PROCEDURES

Refer to the Blue Mountain fire/emergency procedures located on InfoBlue, click here. For any significant fire or other urgent emergency, call 9-1-1.

BACKGROUND CHECKS

Alterra Mountain Company may require employees to undergo background checks in accordance with applicable law. Background checks may include criminal, credit or driving record checks. Examples of job positions that may require a background check include positions involving childcare, the handling of cash or credit cards, and the operation of motorized vehicles.

Alterra Mountain Company also follows a company-wide background check policy that applies to any employee who may be assigned to work around children under the age of 18. Based on this policy, as a pre-condition of your employment and depending on your job responsibilities, you may be required to authorize Alterra Mountain Company to complete a basic criminal background check using your personal data.

Any negative reports resulting from a required background check will be reviewed and considered on a case-by-case basis, and employment actions may be taken, based on specific job duties.

MOTOR VEHICLE USE

Alterra Mountain Company follows a corporate Driver's Standards program. Prior to commencing employment that may require driving any Company vehicle or motorized equipment, an employee must be able to comply with the Driver's Standards and authorize a driving record check. The determination of whether an employee is required to drive motorized vehicles on the job is made by a direct Supervisor. Until Driver's Standards and licensing requirements are met, and, where required, a driving record check has successfully been completed, an employee may not operate any Company motorized vehicles. When operating motorized vehicles, seatbelts and/or safety straps must be worn at all times, and the use of mobile phones or other handheld electronic devices is prohibited. Failure to follow Company safety practices and local laws may result in disciplinary action, up to and including termination.

Always show courtesy to other drivers and remember you are a representative of our Company.

Some jobs require operation of specialized equipment such as Vans, Busses, ATVs, Snowmobiles, which may require special licensing, training, and/ or certification testing. Failure to obtain or maintain motor vehicle licenses required in connection with an employee's job position, or failure to keep these motor vehicle licenses in good standing, may result in a change of job position or termination of employment for just cause. Blue Mountain is not obligated to accommodate a change of job position for employees who do not maintain their required motor vehicle licenses in good standing. Any changes in employment status arising from an employee's failure to maintain licensing as required will not constitute a wrongful dismissal.

Any employee operating a vehicle for business reasons must be familiar with, and follow all applicable law. If questions arise about operation of specific equipment, consult a direct Supervisor.

EQUIPMENT SAFETY

Any employee using their own sports equipment (ski, snowboard, bike, climbing, water sports) should ensure periodic checks at a certified repair shop as required or recommended by the manufacturer. When skiing or riding, make sure bindings are adjusted by a certified technician to match the appropriate height, weight, and ability type of the user.

SNOWSPORTS HELMETS

Any Alterra Mountain Company employee who is on duty and is required to, or elects to, ski/ride, in or out of uniform is required to wear a snowsports helmet.

Any Alterra Mountain Company employee who is on duty and is required to, or elects to participate in **Downhill Mountain Biking**, in or out of uniform is required to wear a **full-face helmet.** Contact your local Risk & Safety specialist for more information, or request a copy of this new policy from Human Resources.

SNOW SAFETY

SKIING OUT OF BOUNDS POLICY
All treed, ribboned and fenced areas are deemed out of bounds unless otherwise posted. For your safety, and the safety of others, please respect all posted signs and Alpine responsibility Code. Skiers and Snowboarder caught out of bounds may be subject to ticket removal, and / or trespassing charges.

SKIING OUT OF BOUNDS POLICY: Glade Trails
The resort has several Glade trails on resort. These glade trails are cut through the trees and are suitable for the more advanced skier. These areas could have hidden obstacles, narrow stretches, sudden direction change, blind corners, are ungroomed, and may include exposed rock and bare spots. Glade trails are not monitored by Patrol or lit for night skiing. Glade areas on resort are clearly marked on the trail maps and at the trail heads. All other treed areas, not marked or designated as glade trails, are considered Out of Bounds

Caution – deep snow or tree wells can expose you to the risk of snow immersion injuries or fatalities. Educate yourself on how to reduce the risks and always ski or ride with a partner. If someone becomes immersed, **DO NOT** leave the scene to get help - attempt to either pull or drag the victim out. In all cases, however, ensure that your own personal safety is not placed at serious risk. For further information on appropriate actions in such circumstances, please visit www.treewelldeepsnowsafety.com or speak to a Supervisor.

MEDIA COMMUNICATION

The Media/Public Relations Department bears primary responsibility for responding to the media's request for the Company's official comment or statement. All inquiries from the media, whether in a crisis or everyday situations, must be routed to the

Media/Public Relations Department to ensure that the Company's response is consistent. This includes formal and informal requests for comments, interviews, feature stories and snow conditions. The Media/Public Relations Department is also responsible for assisting and escorting, when necessary, visiting media. Always open to new ideas for news worthy items, the Media/Public Relations Department welcomes suggestions from all employees. The Media/Public Relations Department can be reached by contacting Tara Lovell at tlovell@bluemountain.ca.

OUTSIDE EMPLOYMENT/BUSINESS

Employees may work for more than one employer or operate his/her own business outside of their role at Blue Mountain. If holding another job or operating another business may adversely affect your employment, scheduling, or performance at Blue Mountain, it is the employee's responsibility to inform a direct Supervisor. Activities that divert business from Blue Mountain or that may be perceived as creating a conflict of interest must be avoided. As one example, it is not acceptable for a ski instructor who works for Blue Mountain to also teach and be employed at a competitor resort.

EMPLOYMENT OF RELATIVES/SIGNIFICANT OTHERS

The employment of a spouse, significant other (generally the person with whom an employee is living in a committed relationship), or other relatives or close personal friends in the same department should be given careful consideration and may not be allowed. In certain situations such as when one individual is in a direct supervisory or indirect general management position over the other employment of a spouse, relative, or significant other, the employment of such relatives is strictly prohibited. Any job offer to a relative must be reviewed and approved in advance and in writing by the head of Blue Mountain Human Resources.

Human Resources will evaluate each situation of this nature on a case by case basis and will specifically consider whether an actual or potential conflict of interest exists and whether there is a means by which the conflict can be resolved. If it is not possible to resolve the conflict without causing unnecessary risk or undue hardship to the Company, the Company may not hire, transfer or promote the employee into any position that would create a conflict.

ROMANTIC RELATIONSHIPS

Blue Mountain Resort realizes that while it is not necessarily in the best interests of the Company or the employees involved, romantic relationships may delop between co-workers. Employees must behave in a professional and ethical manner while working at Blue Mountain Resort, while traveling for business reasons, or while at company functions. It is important to keep dating situations, and romantic/physical relationships separate from the work environment and the performance of one's job functions.

As a general rule, Blue Mountain will not allow actual or potential conflicts to arise as a result of romantic relationships between employees. Human Resources must be consulted prior to making a hiring, transfer or promotion decision that would place employees in any of the situations described in points (a) to (d) below as a result of a romantic relationship:

a) One employee would directly or indirectly supervise or be supervised by the other;
b) One employee would be in a position to influence the pay or promotion opportunities of the other;
c) One employee would be in a position that audits, verifies, receives or is entrusted with monies received or handled by the other; or
d) One employee would work in a department that handles confidential matters including payroll and personnel records that relate to the other.

If two employees are married or enter into a romantic relationship while in the Company's employment, that results in the creation of a situation described in any of points (a) to (d) above, they are responsible for advising Human Resources of the relationship. The Company will evaluate each situation on a case by case basis to determine whether an actual or potential conflict of interest exists and if so, how best to resolve the conflict.

Employees should refer to the Anti-Harassment Policy for more information. The Anti-Harassment Policy can be accessed on InfoBlue.

USE OF TELEPHONES, SMARTPHONES

Office phones are generally for business use only. Please speak with your direct supervisor for approval if you have a need to use a company phone for personal reasons.

Use of personal mobile phones (incl. texting, messaging, tweeting, posting, or talking) is prohibited during work time, which does not include breaks or meal periods. Certain roles at the resort may allow use of personal mobile devices to access the Company network, access work e-mail, and more. All employees, whether authorized to use a mobile phone for work purposes or using a mobile phone on a break period, should be mindful of the guests around them, using appropriate language and keeping their volume at a reasonable level.

Non-supervisory employees are not required or expected to send, receive or monitor work email, voicemail or telephone calls during non-working hours, which shall include email, voicemail and telephone calls sent from or received on your personal mobile phone.

For everyone's safety, all employees are prohibited from using a mobile phone or other handheld electronic device while operating a Company vehicle or equipment.

INTELLECTUAL PROPERTY

In the course of employment at Blue Mountain, it is possible that an employee may create a product or process specifically related to their job. In the event this occurs, the resulting product becomes the property of Blue Mountain and the employee assigns and transfers all right, title and interest therein to Blue Mountain.

TOBACCO-FREE WORKZONES

Smoking (including e-cigarettes and personal vaporizers) and the use of tobacco products such as chewing tobacco is not permitted in the view of guests, or on company property, such as inside buildings, vehicles, equipment, restaurants, or while on the mountain, chairlifts, or patios. Designated smoking areas have been provided. If you have questions about designated smoking areas and specific Blue Mountain policies, you should contact your direct Supervisor or your Human Resources office.

PERSONAL MAIL AND PACKAGES

With the exception of employees in Staff Housing, personal mail and packages should not be mailed or shipped to Blue Mountain. Employees are directed to set up a personal, local Post Office box, home mailing address, or otherwise ensure personal items are not delivered to work. All mail received at the Blue Mountain address is subject to be opened and will be forwarded to the appropriate department.

PETS

Employees are generally not allowed to bring pets into the workplace (subject to the Company's accommodation obligations under the *Human Rights Code*), including

leaving pets in vehicles or tied up and left unattended outside while employee is on-shift at Blue Mountain. Employees are also not allowed to have pets in employee housing units. Pets should not be left unattended in vehicles, tied up and left unattended, or brought onto public transportation around Blue Mountain. Other restrictions on-mountain or on public lands may apply to domestic pets. Consult Human Resources for clarification as needed.

EMPLOYEE HOUSING

Blue Mountain does offer limited employee housing units. This is arranged at time of hire.

EMPLOYEE PARKING

Employees will be provided information about arrival/departure from work, including public transportation and parking during the onboarding and orientation process.

Blue Mountain employees are to park in designated staff parking areas on peak days throughout the year. Although the Company recommends that employees use these areas at all times, it is mandatory on peak days.

Peak Days

Peak Days can be defined as time in which our resort is experiencing significantly high volumes of guests visiting our resort at the same time, increasing the demands on our service levels. These days have been identified as:

- Weekends (Saturdays and Sundays)
- Holiday Mondays
- Christmas Break
- March Break
- Good Friday
- Daily (End of School Year in June until Labour Day in September)

Staff Designated Parking

Employees can either walk to their workplace, or take the Resort Shuttle once they have parked in designated areas. Shuttle schedules will be published on a regular basis.
Staff Designated Parking Area: parking spots/areas that are not considered prime parking areas for our guest. They are furthest away from high traffic, heavily utilized public spaces. These lots vary depending on the season, and can be outlined as follows:

Winter Season (Dec 1 – Mar 31)	Spring/Summer/Fall (April 1 – Nov 30)
Orchard Lot 1B (Triangle)	Orchard Lot 1B (Triangle)
Westin Overflow (back section)	South
Village P2A	Blue Mountain Inn (gravel lot, P3)
Inn P3 Parking (North East corner, near lights)	Graduate Parking Lot

Prime Parking Area: desired parking spots and/or areas closest to heavily utilized public spaces; considered parking areas for our guests only. These lots vary depending on the season, and can be outlined as follows:

Winter Season (Dec 1 – Mar 31)	Spring/Summer/Fall (April 1 – Nov 30)
Orchard Lot 1A	Westin Overflow
South	Village Conference Centre/Tennis
South Base Lodge	Village P2
Village Conference Centre/Tennis	Village P2A
Village P2	Blue Mountain Inn (paved lot)
Blue Mountain Inn (paved lot)	
Blue Mountain Inn (gravel lot P3 & Administration Building)	

EMPLOYEE CHILD CARE

Employees who require care for their children have access to Kids at Blue Child Care. Core and Full-Time Flex employees will be given priority on the waitlist. Please see Human Resources (ext. 51420) for further details on the Child Care Guidelines.

SOLICITATION/DISTRIBUTION

Solicitation or the distribution of literature of any kind is prohibited on Company property during work time, which does not include break or meal periods. Posting of notices and flyers on bulletin boards of any non-business related materials is prohibited unless pre-approved by the Human Resources Office. Any items posted without the approval of Human Resources will be removed.

SECURITY

Security is everyone's concern. Blue Mountain depends on alert employees to be aware of potential security threats on-property Report any suspicious activity to the Blue Mountain Security Office at extension 8911.

COMPANY INVOLVEMENT

ENVIRONMENTAL STEWARDSHIP

Alterra Mountain Company and Blue Mountain are leaders in providing year-round outdoor recreation. We are committed to operating in a manner which continually strives to improve environmental performance, stewardship and sustainability while meeting the expectations of our guests. A strong environmental ethic underlies our business and is the basis for a commitment to work towards sustainable practices.

For more information about our environmental policy, go to www.bluemountain.ca

EMPLOYEE LEAVE OF ABSENCE

COMPLAINTS AND RESOLUTIONS

INTERNAL EMPLOYEE PROBLEM OR COMPLAINT RESOLUTION PROCEDURE

In any business, work-related problems and complaints may arise. To assure consideration is given to your individual concern, follow these steps:

1. Discuss the situation with your direct Supervisor in a timely manner.
2. Include facts and details about the situation as best you can.
3. If a resolution is not reached with your direct Supervisor, or, if it is inappropriate to go to your Supervisor, discuss the situation with your department manager.
4. If the situation is not resolved, communicate the problem, in writing, to your division Vice President and Human Resources representative.
5. Should further resolution be required, the President/COO or CEO will make a final determination.

GUEST PROBLEM OR COMPLAINT RESOLUTION PROCEDURE

How an employee handles a guest complaint can leave a lasting impression on a guest. If you are presented with a guest complaint, there are a few simple guidelines to follow:

1. Listen to the guest. Do not cut-off the guest when they are explaining their complaint;
2. Assess the level of the complaint. More serious complaints should be referred to a manager or supervisor. Provide a summary of the complaint to the supervisor or manager. If you feel comfortable handling the complaint directly, then depending on the nature of the complaint, follow the appropriate company procedure.
3. Offer assistance to the guest, but be careful not to make statements that may be construed as admitting fault or liability, or promises that the Company will not be able to uphold.

ACKNOWLEDGEMENT

I acknowledge that information regarding the electronic location of the 2018-2018 Blue Mountain Employee Handbook has been communicated to me and that I can access the electronic handbook via **My Blue Mountain Online** (www.bluemountain.ca/myblue). I also understand that I may be provided a hard copy of the Employee Handbook or Company Policies on request.

I ALSO UNDERSTAND THAT THE GUIDELINES IN THIS HANDBOOK AND ANY VERBAL STATEMENTS BY MANAGEMENT DO NOT CONSTITUTE AN EXPRESS OR IMPLIED CONTRACT, GUARANTEE, PROMISE, OR COVENANT OF EMPLOYMENT FOR ANY SET TERM OR SPECIFIC DURATION OR FOR TERMINATION ONLY WITH CAUSE.

Furthermore, by confirming acknowledgement below, I acknowledge and certify that **I have read, understand, and agree** to comply with the requirements of the Employee Handbook during the course of my employment with the Company. I also understand that it is my responsibility to access the Employee Handbook and the policies referenced in the Employee Handbook regularly and make myself aware of the Company's current policies and the impact that they may have on my position.

I understand that non-compliance with the Employee Handbook or any of the policies referenced in the Employee Handbook may result in disciplinary action up to and including termination of my employment for just cause.

Signature **Name** **Date**

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