"B"-ing the change we want to see in the world

Certified

Corporation

2019-2020 Employee Self-Reference Guide
Your Employer is Rio Hondo H&R, Inc.

This handbook for Taos Ski Valley, Inc. applies equally to employees of Rio Hondo H&R, Inc.
**Our Purpose at Taos Ski Valley**

Enjoy – Providing exceptional experiences for our guests and each other.
Protect – Preserve and enhance our environment.
Give – Give back to our planet and our community.

**Our Vision of Taos Ski Valley**

To remain an iconic and independent mountain resort.
To foster an environment that is intimate in scale.
To celebrate and honor our confluence of cultures.
To maintain & promote strong B Corp ethos.
We are undergoing a once-in-a-generation $300M revitalization that will allow us to grow Better, not Bigger.

**B Corporation Declaration of Interdependence:**

We envision a global economy that uses business as a force for good.
This economy is comprised of a new type of corporation - the B Corporation - which is purpose-driven and creates benefit for all stakeholders, not just shareholders.
As B Corporations and leaders of this emerging economy, we believe:
That we must be the change we seek in the world.
That all business ought to be conducted as if people and place mattered.
That, through their products, practices, and profits, businesses should aspire to do no harm and benefit all.
To do so requires that we act with the understanding that we are dependent upon another and thus responsible for each other and future generations.

I personally endorse and support our B Corporation Declaration of Interdependence

David Norden, CEO
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OUR INCLUSIVENESS STATEMENT

Here at Taos Ski Valley, Inc. we want you to be yourself! We are proud to be an Equal Opportunity Employer which means your gender, your sex life, your skin color, your age, disability, DNA, military status, who you love or your religious beliefs are all welcomed and appreciated here. We prefer to base our hiring on your values, your experience & qualifications and your passions! So, if you’re stoked about the mountain, want to work for a B Corp, have a positive, can-do attitude and are good at what you do, then we want you!

Taos Ski Valley, Inc. will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship, safety, and/or health risk. Requests for accommodations can be made to the Human Resource department.

I personally endorse and support our Equal Employment Opportunity and Affirmative Action policies.

David Norden, CEO

ABOUT YOUR EMPLOYEE SELF-REFERENCE GUIDE

This Employee Self-Reference Guide has been prepared to give you general information about being an employee of Taos Ski Valley, Inc. and what is expected of you as an employee. This Employee Self-Reference Guide supersedes any previously issued Employee Self-Reference Guide. Not all terms and conditions of your employment can be set forth in this Employee Self-Reference Guide. If you have any questions or need clarification about a particular provision or about Taos Ski Valley, Inc.’s policy on a situation not mentioned in this Employee Self-Reference Guide, please discuss it with your supervisor or someone in the Human Resources Department.

It is the State of New Mexico law that employment in New Mexico is at will. Taos Ski Valley, Inc. is subject to numerous federal and state laws that protect employees from adverse employment actions based solely on age, race, sex, serious medical issue, national origin, ancestry, religion, veteran status, sexual orientation, gender identification, and spousal affiliation. This Employee Self-Reference Guide, along with any other employee policies, manuals, or procedures published by individual departments, does not constitute an express or implied contract or promise that the policies outlined will be applied in all cases. Taos Ski Valley, Inc. may add, revoke or modify policies at any time.

The policies in the Employee Self-Reference Guide are intended for all employees of Taos Ski Valley, Inc., Rio Hondo H&R, Inc., and Twining Development, LLC. The organization reserves the right to revise, change, or terminate policies or procedures at any time with or without notice. Any reference to the employer, Taos Ski Valley, Inc. or Taos Ski Valley herein is intended to designate the particular employee’s employer, as noted on the cover sheet.

SEXUAL HARASSMENT/ HARRASSMENT AND DISCRIMINATION

Taos Ski Valley, Inc. strives to maintain a workplace that fosters mutual employee respect and promotes harmonious, productive working relationships. Our organization believes that discrimination, harassment, and/or retaliation in any form constitute misconduct that undermines the integrity of the employment relationship. Therefore, TAOS SKI VALLEY prohibits discrimination and/or harassment that is sexual, racial, or religious in nature or is related to anyone’s race, religion, color, sex, national origin, ancestry, physical and mental handicap, serious medical condition, spousal affiliation, gender, sexual orientation, gender identity, age, military status, or any other basis protected by federal, state, or local law. This policy applies to all employees throughout the organization and to all individuals who may have contact with any employee of this organization.
Unwelcome sexual advances, requests for sexual favors, or other verbal, visual, or physical conduct of a harassing and/or discriminatory nature will constitute harassment and/or discrimination when the person involved feels compelled to submit to that misconduct in order to keep his/her position, to receive appropriate pay, or to benefit from certain employment decisions. If this type of misconduct interferes with an employee’s work or creates an intimidating, hostile, or offensive work environment, it may be considered harassment and/or discrimination.

The following behaviors are unacceptable and therefore prohibited, even if not unlawful in and of themselves; suggestive or insulting noises, facial expressions, vulgar language, hate words, nicknames, slurs, derogatory comments, cartoons, jokes, written materials, and offensive gestures or touching, sexual objectification-either favorable or negative. Social media, email, Internet and cell phone harassment occurring outside of the work place is also prohibited by this policy.

Taos Ski Valley expects that everyone will act responsibly to establish a pleasant, friendly, and professional work environment. However, if an employee feels he/she has been subjected to any form of harassment and/or discrimination, the employee should report that conduct to his/her supervisor, another member of management, or Human Resources within three (3) calendar days of the offense. Employees are not required to approach the person who is harassing and/or discriminating against them, and they may bypass any offending member of management. The person the harassment or discrimination is reported to will take the necessary steps to initiate an investigation of the claim.

Taos Ski Valley will conduct its investigation in as confidential a manner as possible. Interviews, allegations, statements and identities will be kept confidential to the greatest extent possible and allowed by law. However, Taos Ski Valley will not allow the goal of confidentiality to be a deterrent to an effective investigation. A timely resolution of each complaint will be reached and communicated to the employee. Appropriate corrective action, up to and including termination, will be taken promptly against any employee engaging in discrimination and/or harassment. The corrective action issued will be proportional to the severity of the conduct. The alleged harasser’s employment history and any similar complaints of prior unlawful discrimination and/or harassment will be taken into consideration.

Taos Ski Valley prohibits retaliation of any kind against employees, who in good faith, report harassment and/or discrimination or assist in investigating such complaints. If an employee feels he/she has been subjected to any form of retaliation, the employee should report that conduct to his/her immediate supervisor, another member of management, or Human Resources within (3) three calendar days of the offense. Employees are not required to approach the person who is retaliating against them, and they may bypass any offending member of management.

If you are dissatisfied with the conclusions or results of an investigation you may request a review in writing to the Chief Executive Officer, David Norden, or the Chairman of the Board of Directors. Taos Ski Valley’s mailing address is P.O. Box 90, Taos Ski Valley, NM 87525.

FAMILY AND MEDICAL LEAVE ACT (FMLA)

An employee who has worked here for at least 12 months and who has worked at least 1250 within the last year, is eligible for coverage under the Family and Medical Leave Act of 1993. An eligible employee is entitled to 12 weeks of unpaid leave during a 12-month period to care for:

- a newborn child or child placed with him/her for adoption or foster care, or (please also see Parental Leave policy in this guide)
- his/her spouse, child, or parent with a serious health condition, or
- his/her own serious health condition that makes the employee unable to perform any job,*
- a workers’ comp injury.

* Taos Ski Valley, Inc. employees on medical leave may not work at any other job nor are they eligible for unemployment benefits.

FMLA leave begins on the first date it is used and concludes on the same date twelve months later whether using FMLA as continuous or intermittently.

You should submit your request for a leave of absence under the FMLA guidelines to your supervisor, in writing, thirty days prior to the beginning of your leave period, or as soon as it is practicable. Failure to give proper notice of the need for family or medical leave may result in delay of the commencement of the leave. See the Human Resources Department for the FMLA request form. The final decision concerning your request will be made by David Norden, in concert with your supervisor, and given to you in writing along with some reminders about FMLA.

You need to report any change of status, in your need for a leave or your intention to return to work as scheduled to your supervisor. You may be required to furnish certification from a doctor about your serious health condition or that of a spouse, child or parent.

For scheduled FMLA leave you will be responsible for paying your portion of health insurance premiums prior to your leave. If FMLA leave is unplanned, you will be responsible for paying your portion of insurance premiums by the 10th of each month. If payment is not made timely, your group health insurance may be cancelled, provided we notify you in writing at least 15 days prior to the date that your coverage will lapse. Outstanding balances must be paid within 60 days of your return to work.

Your rights under FMLA are posted on the time clock bulletin boards. Further details about (1) medical certification required, (2) continuation of health benefits, and (3) job reinstatement are available from Human Resources.

February 8, 2020
The FMLA provides that eligible employees of covered employers have a right to take job-protected leave for qualifying events without interference or restraint from their employers and without being retaliated against for exercising or attempting to exercise their FMLA rights. An eligible employee has the right to have group health insurance maintained during a period of FMLA leave under the same terms and conditions as if the employee had not taken leave and has the right to be restored to the same or an equivalent position at the end of the FMLA leave.

SAFETY

Taos Ski Valley, Inc. is dedicated to providing a safe and healthy environment for both our staff and guests. All employees are expected to positively contribute to the safety and wellbeing of Taos Ski Valley, Inc. Your work activities shall always proceed with an attitude of awareness, concern, and cooperation to maintain the highest possible safety standards at all times.

The goal of the safety and wellness program at Taos Ski Valley, Inc. is to maintain safe working environments; provide you with the tools and resources necessary to contribute to a safe working environment; and fully support you in all dimensions of wellness to ensure that when you leave work, you leave in the same condition or better than when you started your shift.

Ways you can positively contribute to the safety and wellbeing of Taos Ski Valley, Inc.:

- Be an advocate
- Speak up – report concerns to a supervisor or Risk Manager
- Model safe work practices
- Participate in the Safety and Wellness Committee
- Know your limitations and ask for help when needed
- Report all accidents, unsafe working conditions/practices and near misses to a supervisor or Risk Manager (Michael Mitchell or Ashley Ryland)
- Follow all policies and procedures
- Ask questions if you don’t know or understand
- Always obtain proper training prior to completing a task.
- Dress for the environment and your job, including footwear

In the event of a fire or emergency call:

- 911 – Be sure to state your location at Taos Ski Valley to ensure the most immediate attention
- Taos Ski Valley Ski Patrol – business hours during the winter season (8-4:30pm)
  - Radio Ski Patrol dispatch on MTN channel on your company radio
  - Call Ski Patrol dispatch at 575-776-2291 Ext. 2211

Central dispatch in Taos – 575-758-2217 for Taos dispatch

Emergency Action Plan

Each department at Taos Ski Valley, Inc. has a specific emergency action plan to facilitate and organize employer and employee actions during emergencies. There are 6 elements included in each emergency action plan:

1) Means of reporting fires and other emergencies such as calling 911 and announcing it over the radio;
2) Evacuation procedures and emergency escape route assignments;
3) Procedures to be followed by employees who remain to operate critical facility operations before they evacuate;
4) Procedures to account for all employees after an emergency evacuation has been completed;
5) Rescue and medical duties for those employees who are to perform them;
6) Names or job titles of persons who can be contacted for further information or explanation of duties under the plan.

Emergency action plans are department specific and will be posted in each department. Employees should review the plans and emergency exit routes. Any questions regarding your department’s emergency action plan, please see your supervisor or a Risk Manager.
First Aid

First Aid is emergency care or treatment given to an ill or injured person before regular medical aid can be obtained. The OSHA Standard for first aid (1910.151(b)) reads:

“In the absence of an infirmary, clinic, or hospital in near proximity to the workplace in which is used for the treatment of all injured employees, a person or persons shall be adequately trained to render first aid. Adequate first aid supplies shall be readily available.” In other words, an employer must ensure prompt first aid treatment for injured employees, either by providing for the availability of a trained first aid provider at the worksite, or by ensuring that emergency treatment services are within reasonable proximity of the worksite.”

At Taos Ski Valley, Inc., we have several departments trained in the delivery of first aid. Most notably, Ski Patrol, but also Snowmaking, Children’s Snowsports, The Blake, Summer Trails, etc. In addition to our trained personnel, members of Taos Ski Valley Fire & EMS are trained first responders.

First Aid supplies and equipment can be found in work centers. Please familiarize yourself with the location of your work center’s first aid supplies and equipment

Automated External Defibrillators (AED)

Automated External Defibrillators provide the critical and necessary treatment for sudden cardiac arrest, caused by ventricular fibration (the uncoordinated beating of the heart leading to collapse and death). Use of an AED within 3-4 minutes of sudden cardiac arrest can lead to a 60% survival rate. CPR remains valuable, as it supports circulation and ventilation until an AED can restore the fibrillating heart to normal. AEDs can be found at the following locations:

- Mogul Medical
- The Phoenix
- The Whistlestop
- Tenderfoot Katie’s
- The Rio Hondo Learning Center
- The Bavarian Restaurant and Lodge
- Patrol Headquarters at the top of Lift 2
- Patrol Shack at the top of 4
- Patrol Shack at the top of Kachina
- The Blake Administrative Office
- The Blake, Plaza level in the hallway between Taos Sports and the south entrance of 192
- The Blake Spa
- The Shuttle Chalet

Fire Prevention

Taos Ski Valley, Inc. has established the following general safety measures for establishing and maintaining fire prevention in the workplace:

- Never pile or lay material in a way that it covers or blocks access to firefighting equipment.
- Never block, pile, lay material or obstruct any entrance or exit.
- Make sure to use only approved containers for the separation & disposal of combustible refuse. Remember to always replace the lid.
- Never store flammable materials within 10 feet of a building or other structure.
- Stack and pile all materials in orderly and stable piles.
- Never let unnecessary combustible materials get accumulated in any part of your work area.
- Make a periodic clean-up of entire work site and keep grass and weeds under control.
- Regularly dispose of combustible debris and scrap from your work area.
- Use only approved containers and tanks for storage, handling, and transport of combustible and flammable liquid.
- Always perform evaluation procedures before performing operations that present fire hazards like welding.

Portable Fire Extinguishers are located near exits throughout the resort. Portable fire extinguisher can save lives and property by putting out a small fire or containing it until the fire department arrives but portable extinguishers have limitations. Because fire grows and spreads so rapidly, the number one priority is for employees and guests is to get out safely.
Use a portable fire extinguisher when the fire is confined to a small area, such as a wastebasket, and is not growing; everyone has exited the building; the fire department has been called or is being called; and the room is not filled with smoke.

To operate a fire extinguisher, remember the word PASS:
- Pull the pin. Hold the extinguisher with the nozzle pointing away from you, and release the locking mechanism.
- Aim low. Point the extinguisher at the base of the fire.
- Squeeze. The lever slowly and evenly.
- Sweep. The nozzle from side-to-side

**Blood Borne Pathogens**

Blood borne pathogens are infections microorganisms in human blood that can cause disease in humans. These pathogens include, but are not limited to, hepatitis B (HBV), hepatitis C (HCV) and human immunodeficiency virus (HIV). Needle sticks and other sharps related injuries, as well as contact with bodily fluids may expose one to blood borne pathogens. PPE such as gloves, eye protection and masks should be used to minimize employee exposure. Appropriate practice for handling and disposing of contaminated sharps, handling laundry and cleaning contaminated surfaces should always be implemented. To reduce the risk Taos Ski Valley, Inc. has implemented an exposure control plan. A copy of the exposure control plan, which details employee protection measures including engineering and work practice controls can be obtained through a Risk Manager (Michael Mitchell or Ashley Ryland) or the Taos Ski Valley, Inc. Administrative Office Front Desk.

**Personal Protective Equipment (PPE)**

Personal protective equipment is designed to protect workers from serious workplace injuries or illnesses. PPE can include eye protection, hearing protection, gloves, helmets, etc. Taos Ski Valley, Inc. provides PPE as needed and required. If you have not been issued the necessary PPE or safety equipment for your job, please talk with your supervisor or a Risk Manager (Michael Mitchell or Ashley Ryland) to obtain proper PPE prior to beginning the job. Proper use of PPE is expected. Failure to use required PPE may be grounds for disciplinary action that 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.

**Job Hazard Assessments (JHA)**

A Job Hazard Assessment is a technique that focuses on job tasks as a way to identify hazards before they occur. It focuses on the relationship between the worker, the task, the tools and the work environment. JHAs for your work are available from your supervisor or a risk manager and should be reviewed at the beginning of employment or the start of a major project. JHAs are reviewed annually or at the beginning of a major project. Please contact a Risk Manager (Michael Mitchell or Ashley Ryland) if you have any questions or concerns regarding Job Hazard Assessments.

**Standard Operating Procedures (SOP)**

Standard Operating Procedures are sets of step-by-step procedures to help workers carry out routine operations that are critical to quality and safe operations. Taos Ski Valley, Inc. encourages SOPs for all procedures that pose a potential risk to health and safety of personnel. SOPs aim to achieve efficiency, quality output and uniformity of performance, while reducing miscommunication and failure to comply with industry standards and regulations. Workers who are following established procedures have more confidence that their actions are supported by management, the underlying statutes or regulations, and that they are following industry best practices. Using standard operating procedures regularly leads to increased productivity and fewer accidents and injuries. Please check with your supervisor regarding SOPs for your work and contact a Risk Manager (Michael Mitchell or Ashley Ryland) with any questions or concerns.

**Fall Prevention and Ladder Safety**

Falls are among the most common causes of serious work-related injuries and deaths. The following measures are taken to prevent falls off of overhead platforms, elevated work stations or into holes:
- Guard holes with railing or toe-board.
- Provide guardrail and toe-board around every open-sided platform, floor or runway that is 4 feet or higher off the ground or next level. Use of fall protection anytime a worker is exposed to a fall into or onto dangerous machines or equipment, or when an employee is working 4 feet or higher from the ground level.
- Other fall protection, such as safety harness and line, safety nets, stair railings and hand rails may be required.
• Fall protection training for anyone exposed to fall risks.

Ladders are provided to departments in which they are needed. Improper use of a ladder, or using a ladder or an object other than a ladder to reach an item can result in injury due to overreaching or falling. The following are key practices of ladder safety:

• Read and follow all labels/markings on the ladder.
• Avoid electrical hazards! – Look for overhead power lines before handling a ladder. Avoid using a metal ladder near power lines or exposed energized electrical equipment.
• Always inspect the ladder prior to using it. If the ladder is damaged, it must be removed from service and tagged until repaired or discarded.
• Always maintain a 3-point (two hands and a foot, or two feet and a hand) contact on the ladder when climbing. Keep your body near the middle of the step and always face the ladder while climbing (see diagram).
• Only use ladders and appropriate accessories (ladder levelers, jacks or hooks) for their designed purposes.
• Ladders must be free of any slippery material on the rungs, steps or feet.
• Do not use a self-supporting ladder (e.g., step ladder) as a single ladder or in a partially closed position.
• Do not use the top step/rung of a ladder as a step/rung unless it was designed for that purpose.
• Use a ladder only on a stable and level surface, unless it has been secured (top or bottom) to prevent displacement.
• Do not place a ladder on boxes, barrels or other unstable bases to obtain additional height.
• Do not move or shift a ladder while a person or equipment is on the ladder.
• An extension or straight ladder used to access an elevated surface must extend at least 3 feet above the point of support.
• Do not stand on the three top rungs of a straight, single or extension ladder.
• The proper angle for setting up a ladder is to place its base a quarter of the working length of the ladder from the wall or other vertical surface.
• A ladder placed in any location where it can be displaced by other work activities must be secured to prevent displacement or a barricade must be erected to keep traffic away from the ladder.
• Be sure that all locks on an extension ladder are properly engaged.
• Do not exceed the maximum load rating of a ladder. Be aware of the ladder’s load rating and of the weight it is supporting, including the weight of any tools or equipment.

The Globally Harmonized System for Hazard Communication (GHS)

The Globally Harmonized System defines and classifies the hazards of chemical products, and communicates health and safety information on labels and safety data sheets. The benefit of GHS is to increase the quality and consistency of information provided to workers, employers and chemical users by adopting a standardized approach to hazard classification, labels and safety data. The four main components of the Globally Harmonized System are:

• Hazard classification: Chemical manufacturers and importers are required to determine the hazards of the chemicals they produce or import. Hazard classification under the new, updated standard provides specific criteria to address health and physical hazards as well as classification of chemical mixtures.
• Labels: Chemical manufacturers and importers must provide a label that includes a signal word, pictogram, hazard statement, and precautionary statement for each hazard class and category.
• Safety Data Sheets: The new format requires 16 specific sections, ensuring consistency in presentation of important protection information.
• Employee Training: Facilitate understanding of the new system, the new standard requires on the new label elements and safety data sheet format.

Safety Data Sheets are available for every product used. Safety Data Sheets are located where products are stored. If you have any questions regarding a specific product, please contact your supervisor or a Risk Manager (Michael Mitchell or Ashley Ryland).

Electrical Safety (Lockout/Tagout)

Energy sources including electrical, mechanical, hydraulic, pneumatic, chemical, thermal, or other sources in machines and equipment can be hazardous to workers. During the servicing and maintenance of machines and equipment, the unexpected startup or release of stored energy can result in serious injury or death to workers.
Taos Ski Valley, Inc. requires employees working on electrical devices to de-energize the equipment being maintained or serviced and to affix the appropriate lockout or tagout devices to prevent accidental start up and release of energy.

Only certified, qualified, trained Taos Ski Valley, Inc. employees are allowed to use lockout/tagout devices and make repairs to equipment. The Lockout/Tagout Policy can be obtained through a Risk Manager (Michael Mitchell or Ashley Ryland) or through the Taos Ski Valley, Inc. Administrative Office Front Desk.

If equipment or machinery is locked and or tagged out by someone other than yourself, do not attempt remove the lock and/or tag or start the equipment/machine until you have communicated with the individual(s) that locked out the equipment/machinery. The unexpected startup of equipment/machines while being serviced can result in serious injury or death to workers.

A violation of this policy shall be considered unacceptable personal conduct and grounds for disciplinary actions that 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.

**Hand & Power Tool Safety**

Hand and power tools are a common part of our everyday lives and are present in nearly every industry. However, these simple tools can be hazardous and have the potential for causing severe injuries when used or maintained improperly. Please follow the following guidelines when using hand and power tools:

- Use the right tool for the right job in the right way. (more information below)
- Keep all tools in good condition with regular maintenance.
- Examine each tool for damage before use and do not use damaged tools. If tools are damaged, please let your supervisor know so arrangements for repair or replacement can be made.
- Operate tools according to the manufactures’ instructions.
- Use proper personal protective equipment.
- Keep in mind, tools are not indestructible and they don’t take care of themselves. Keep them sharp and in good repair.

Selecting and using the right tool:

- Make and take the time, before you pick up a tool and begin working to think about the requirements of the job. Do you have the right tools for the job? Do you need a specialized tool that we don’t have?
- It’s easier to do a job with the right tool. Not having or using the proper tool can cause injury and reduce productivity. Misuse can also be expensive if a tool is damaged or mars the part being work on.
- Select tools designed for the intended and specific use purpose. It may sound simple, but a wrench is not a hammer; a knife is not a screwdriver; a screwdriver is not a chisel. Take the extra time to get the tool you need, even if that means a trip back to the base area.
- Assess your work space to determine which tool will work efficiently and safely in that space.

**Personal Safety**

Taos Ski Valley, Inc. is located in a high alpine environment, where many jobs require physical work. The following recommendations will help keep you safe while at Taos Ski Valley, Inc.;

- Wear appropriate footwear while working and walking to/from parking lot. Appropriate footwear in a high alpine environment have/are: large treads or raised platforms; rubber soles; waterproof; insulated, well-cushioned heel cup and insole; and ankle support
- Dress in appropriate clothing for the environment you work in. Wear proper base layers, waterproof and insulated outwear, gloves, hats and eye protection (sunglasses or goggles).
- Use of sunscreen while outdoors.
- Practice appropriate lifting techniques, as outlined in department trainings. Always ask for help or carry smaller loads when needed.
- Take pride in your personal health and wellbeing through proper nutrition, hydration, sleep and adequate exercise.

**Skiing and Snowboarding**

As an employee of Taos Ski Valley, Inc. it is essential for you to set a safe example, adhering to mountain regulations, the Skier/Rider Responsibility Code and Staff Pass Agreement.
National Ski Area Association Skier/Rider Responsibility Code

- Always stay in control and be able to stop or avoid other people or objects.
- People ahead of you have the right of way. It is your responsibility to avoid them.
- You must not stop where you obstruct a trail or are not visible from above.
- Whenever starting downhill or merging into a trail, look uphill and yield to others.
- Always use devices to help prevent runaway equipment.
- Observe all posted signs and warnings. Keep off closed trails and out of closed areas.
- Prior to using any lift, you must have the knowledge and ability to load, ride and unload safely.

(Taos has steep terrain! Know how to self-arrest!)

Excerpt of Staff Pass Agreement. The following actions are not tolerated:
- Skiing/snowboarding in a closed area
- Skiing/snowboarding under the influence of alcohol and/or drugs.
- Skiing/snowboarding recklessly, excessively fast, out of control, or in a manner which may frighten, intimidate, or endanger another skier/snowboarder.
- Leaving a hit-and-run accident in which you were the cause.
- Jumping from a lift.

Abuse of ski/snowboard on mountain privileges or violation of mountain regulations, the Skier/Rider Responsibility Code and Staff Pass Agreement may result in the revocation of these privileges and/or may include disciplinary actions that 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.

**Skiing/Snowboarding as Part of Your Job**

It is necessary for employees from many departments to ski/snowboard while on duty to get from point A to point B. Prior to skiing/snowboarding for work you must:
- Receive manager approval
- Complete an on-the-mountain ski/snowboard assessment by a designated Snowsports instructor
- Complete ACL Awareness training
- Have your equipment inspected by Taos Sports. (**Up to two equipment checks will be conducted each season by Taos Sports at no charge for on snow employees.)

<table>
<thead>
<tr>
<th>Skiing/Riding: On Duty vs Off Duty</th>
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<tbody>
<tr>
<td><strong>On Duty</strong></td>
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<tr>
<td>Clocked in</td>
</tr>
<tr>
<td>In uniform</td>
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<tr>
<td>Has supervisor approval to be skiing/riding</td>
</tr>
<tr>
<td>Ski/ride on work routes only, no recreational skiing</td>
</tr>
</tbody>
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**Work Routes:** Work Routes are to be used by on-duty employees to ensure that they arrive to their on-mountain destination promptly and safely. Please refer to the work routes map and communication provided by your supervisor. The following exceptions will allow employees to ski/snowboard off the Work Routes: Ski Patrol, Instructors/Guides that are with guests or are conducting training on appropriate terrain, performing maintenance on lifts, buildings, vehicles, etc. that are located off a Work Route, and any other work-related purpose that is approved by their supervisor.

**Terrain Parks:** Terrain Parks are off limits to all on-duty employees except Terrain Park Staff, Ski Patrol and SnowSports staff that are with clients and have been approved by a designated Snowsports Manager to teach in the Terrain Parks or conducting training as approved by their supervisor.

**Conduct and appearance:** Whether On Duty or Off Duty, employees who are skiing/snowboarding are representatives of Taos Ski Valley, Inc. and must lead by example. Employees must be well behaved and respectful on the mountain. Whenever possible give guests the right-of-way in lift lines and on ski runs. If provided, uniforms and nametags must be worn within department and company guidelines.
**Helmets:** Taos Ski Valley, Inc. has initiated a corporate helmet policy. The policy will become effective November 1, 2019. Any employee who is on duty and required to, or elects to ski/ride (following supervisor approval) in or out of uniform is required to wear an approved snowsports helmet. Please review the complete helmet policy below.

Abuse of ski/snowboard on mountain privileges or violation of mountain regulations, the Skier/Rider Responsibility Code and Staff Pass Agreement may result in the revocation of these privileges and/or may include disciplinary actions that 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.

**Accident Reporting**

Should you come upon an on-the-hill accident, notify the Patrol immediately by:

- Dialing 575.776.2291 x2211,
- Skiing/riding to the base of the nearest lift and asking a lift operator to contact Ski Patrol
- Radioing dispatch on Mountain or Blue channel
- calling 911 and explain you are skiing/riding at Taos Ski Valley and state your location on the hill

Things to keep in mind when reporting an accident:

- Stay calm and speak clearly.
- State where you are to the dispatcher – be as specific as possible.
- State the nature of the emergency.
- Stay online and answer additional questions from the dispatcher.

If the person is unconscious, not breathing or has a neck/spine injury, please notify ski patrol of this immediately. **DO NOT MOVE THE INJURED PERSON YOURSELF**

In addition, if you are a witness to any incident in which Taos Ski Valley, Inc. or one of its employees could possibly be liable, it is essential that you contact your supervisor or a Risk Manager as soon as possible. Under no circumstances render a public opinion as to the liability of Taos Ski Valley, Inc.

**Collisions**

You have duties under New Mexico Law (NM Ski Safety Act § 24-15-10) which are posted at the Ticket Windows.

Duties when involved in a collision:

- Stop at the scene and render reasonable assistance – notify Taos Ski Patrol immediately of any injury that takes place.
- Send another skier/rider to notify a member of Taos Ski Patrol, or contact them by calling 575-776-2291 x2211 on your cell phone.
- Remain at the scene until a member of Taos Ski Patrol arrives.
- Provide a name and current address to Taos Ski Patrol before leaving the scene.

**Note:**

- Reporting a collision or completing a collision report is not an admission of liability.
- Collisions must be reported to Taos Ski Patrol by law before you leave – if they are not reported at the time of collision, it is extremely hard for Taos Ski Patrol to track down the information.
- Taos Ski Patrol can help facilitate the exchange of information following a collision.

**Helmet Policy**

**Purpose**

It is Taos Ski Valley’s goal to develop a culture of safety among its staff that provides a safe and healthy environment for both staff and guests. Helmets, when worn properly, have been shown to offer a degree of protection from head injuries resulting from contact with the snow surface or other natural and man-made objects while skiing or snowboarding. Helmet usage by skiers and snowboarders has significantly increased since NSAA began its helmet usage research in the 2002-03 season, when only 25% of skiers/riders reported wearing a helmet. Now, 84% of skiers/riders are wearing helmets. This growth can be, in part, credited to NSAA’s helmet safety programming and the promotion of these programs and of helmet use by both NSAA and member resorts. It is critical to note that helmets are a second line of defense for preventing injuries. Skiing and snowboarding safely and responsibly is the number one key to overall slope safety.

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February 8, 2020
Taos Ski Valley, Inc. has initiated a corporate helmet policy. The policy will become effective November 1, 2019. Any employee who is on duty and required to, or elects to ski/ride (following supervisor approval) in or out of uniform is required to wear an approved snowsports helmet.

Scope

This policy applies to all employees of Taos Ski Valley, Inc. and Rio Hondo H&R while skiing/riding on duty (in or out of uniform). This policy also applies if the employee is in uniform when off duty (this includes the TAOS logoed Spyder pants). This policy does not address situations that may exist for groups engaged in other operations that may have their own helmet requirements outside of skiing/riding, such as snowmaking, lift maintenance, snowmobile use, tower climbing, etc. Certain tasks may have their own helmet requirements, and in some cases a snowsports helmet may be allowed. Protocols, alternative helmets and training are department specific so ask your supervisor for clarification.

Helmets must be worn anytime one is clicked into his/her skis or strapped into his/her snowboard (one or two feet).

Helmet Requirements

Helmets must be compliant with ATSM F2040-06 Standard Specification for Helmets Used for Recreational Snow Sports or any subsequent substitute or replacement for ATSM F2040-06.

- Full time/Part time – will receive one (1) voucher, valued at $50 every third year
- Peak – will receive a stock helmet to wear the days they work

Helmet Vouchers

All eligible employees will receive a voucher for a free helmet, or a credit towards the purchase of a different helmet, redeemable through the online sales platform (link provided by your manager) or at the Administrative Offices. Vouchers will be issued by department managers. The voucher will allow the employee a choice of free helmets or a credit of $50 towards the purchase of a different helmet, should the employee prefer to purchase a different helmet that is in-stock at the Administrative Offices. All helmets sold out of the Administrative Offices will be sold at wholesale cost, on a first-come, first-served basis. Employees will only receive a $50 reimbursement for helmets obtained without a voucher – i.e. purchased at an unapproved retailer, purchased on-line, purchased via a pro deal, etc. after manager approval.

Eligible employees will receive a helmet voucher for a new helmet every third year.

Helmet Ownership

Any employee that purchases a helmet with a voucher will own the helmet once their commitment has been fulfilled. The employee is responsible for storing the helmet over the summer and for bringing it back the following season if he/she returns. The employee will be obligated to replace a lost helmet at his/her own expense if it is lost or stolen over the summer or is otherwise misplaced.

Helmet Replacement

Employees are expected to keep and use their helmets for 2 seasons. Eligible employees will receive a helmet voucher for a new helmet every third year.

If a company-purchased helmet does not pass the annual inspection, or it is damaged during the season, the employee will be eligible to receive a new helmet provided the helmet is damaged in a work-related incident that has been reported via the incident-reporting process. If the company-purchased helmet is damaged in a non-reported or non-work-related incident, the employee is not eligible for a replacement but can receive a new helmet at a discounted employee cost of 30% off at Taos Sports. Any employee who has not previously received a company-provided helmet and damages their personally-supplied helmet will be eligible to receive a company helmet.

Warnings

- All safety equipment has limitations. Read and follow all the manufacturers’ instructions carefully.
- Helmets are designed to absorb shock by partial destruction of the energy absorbing liner. This damage may not be visible. Therefore, if subjected to a severe blow, the helmet should be destroyed and replaced even if it appears undamaged.
- No helmet can protect a wearer from all foreseeable accidents. Depending on the type of impact, even a low speed accident can result in a serious head injury or fatality.
• A helmet can only provide a level of protection for areas that it covers. It does not protect against all head injuries or prevent injury to the face, neck or spinal cord.

Employee Responsibilities and Other Helmet Guidelines

• Ski/ride in control and follow the skier/rider Responsibility Code.
• Always wear your helmet in the proper position.
• Fasten your buckle and tighten your chin strap.
• Check your adjustments every time you wear your helmet.
• Inspect your helmet regularly for signs of wear or damage.
• Replace a helmet that has been subjected to a severe blow.
• Don’t attach anything to the helmet unless recommended by the manufacturer.
• Don’t wear anything hard or sharp under your helmet.
• Don’t take risks just because you are wearing a helmet.
• While skiing/riding for work, ski/ride cautiously, in control and at an appropriate speed (skiing/riding too fast and/or recklessly will not be tolerated). Unnecessary risk should not be taken.
• Headphones and/or music are not permitted to be used with helmet while working.
• Only non-offensive stickers are to be placed on helmets.

Policy Enforcement and Expectations

Failure to comply with the policy may be grounds for disciplinary action that 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.

If you have any questions, please contact Ashley Ryland – 575.776.2291 x2545; ashley.ryland@skitaos.com

On-The-Job Accidents and Notice of Accident Packet (NOA)

Taos Ski Valley, Inc. requires that you notify your Supervisor of any on-the-job accident or injury within 24 hours (New Mexico State law requires you to notify Taos Ski Valley, Inc. or your supervisor in writing - using the Notice of Accident Packet) - of any accident or injury you have at work, within 15 days of the accident or injury). The injured employee is to notify their Supervisor and complete the Notice of Accident Packet with their Supervisor as soon as possible.

The Notice of Accident Packet (available at all time clocks) includes:

• Page 1 is the “NOTICE OF ACCIDENT OR OCCUPATIONAL DISEASE DISABLEMENT.” This page comes from the New Mexico Workers’ Compensation Administration and should be completed by the employee directly involved in the accident or injury.
• Page 2 is the “EMPLOYEE ON-THE-JOB INJURY/ACCIDENT REPORT” and should also be completed by the employee directly involved in the accident or injury.
• Page 3 is the “SUPERVISOR/MANAGER REPORT OF EMPLOYEE INJURY” and should be completed by a supervisor of the employee that completed the first two pages.
• Page 4 is the “WITNESS INCIDENT REPORT” must be completed by all witness present during accident or injury and submitted with the Notice of Accident Packet.
If you are injured at work, please follow the following steps:

**Not sure how badly I’m hurt, but I don’t need medical attention at this time. Maybe just minor first aid.**

1. Notify your supervisor.
2. Complete a Notice of Accident Packet (NOA) with your supervisor. NOA Packets are located near time clocks.
3. If you decide you need medical attention, notify your supervisor and follow steps 3-5 of "I need medical attention..."

**I need medical attention, but it’s not an emergency.**

1. Notify your supervisor.
2. Complete a Notice of Accident Packet (NOA) with your supervisor. NOA packets are located near time clocks.
3. Visit Ashley Ryland to complete additional needs. Note: if you are visiting Mogul Medical, this can be completed there.
4. Choose the medical professional you’d like to see and notify Ashley Ryland of choice.
5. Follow return to work guidelines prior to returning to work in any capacity.

**I need emergency medical care.**

1. Get the immediate medical attention you need. If you are a witness to someone needing emergency medical care, call patrol (winter only) x2211 or Blue Channel on radio or 911.
2. Notify your supervisor ASAP or instruct someone to notify your supervisor. If you are a witness, notify a supervisor.
3. Your supervisor will schedule a time to complete necessary paperwork.
4. Follow return to work guidelines prior to returning to work in any capacity.

On-The-Job Injury and Workers’ Compensation Insurance

You are covered by the State of New Mexico Workers Compensation Act only when performing authorized or assigned duties pursuant or subject to the specific, particular direction of Taos Ski Valley, Inc. or your supervisor. You are not covered under the State of New Mexico Workers’ Compensation Act for injuries sustained while using your Employee Staff pass for recreation or other personal benefit. For your protection, all on-the-job injuries, even minor ones, must be reported.

Indemnity Payments

According to the State of New Mexico Workers’ Compensation Act, if your doctor determines you are unable to work as a result of your injury, you are entitled to sixty-six and two-thirds percent of your average gross weekly wages not to exceed a maximum legislated by the State of New Mexico. This benefit begins on the 8th calendar day following the day of your injury and continues until your physician determines you are; capable of resuming your regular Taos Ski Valley, Inc. duties, Taos Ski Valley Inc. offers you with work that conforms with any physical restrictions you may have while recovering from your injury, or you reach Maximum Medical Improvement. The benefits can end for other reasons. If you are not able to work for more than 28 days, you will be paid for the first seven days. Before you return to work, even in a modified duty capacity, you will need to give your supervisor a written release from your doctor.

Whenever you miss time from work due to a work-related injury a claims adjuster will be assigned to you until your case is closed. They will talk with you regularly about your progress, keep the Risk Manager advised about your well-being, coordinate care among your various medical providers and work with the Risk Manager (Ashley Ryland) to see if work is available for you when you are released to modified or full duty.

Return to Work/Temporary Alternate Work Program

In cooperation with your health care provider, Taos Ski Valley, Inc. will make a reasonable effort to return you to work as quickly as possible. This work may be full or part time and may or may not be in your regular department or field of expertise. Any wages you earn in this temporary position will be subtracted from the indemnity benefits you receive. Other deductions such as federal, state taxes and any garnishments will also apply. If you reject temporary alternate work, your indemnity payments will be reduced by the amount you would have made had you accepted the job.

Workers’ Compensation Administration Fee

Under the State of New Mexico Workers’ Compensation Law, every employee paid on the last payday of a calendar quarter pays a $2.00 fee to the State of New Mexico Revenue Division. This fee, which is matched by Taos Ski Valley, Inc., helps fund the State of New Mexico State Workers’ Compensation Administration. This is done pursuant to the State of New Mexico Workers’ Compensation Act, Section 52-5-19 of the NMSA 1978, passed by a special legislative session. Should you have further questions about this tax, please call 800-255-7965 and ask for “compliance.” You cannot pay your $2.00 assessments/fees directly to the State. Instead, Taos Ski Valley, Inc. must pay them for you. Your $2.00 portion is deducted from the last paycheck of each
quarter, that is, the last paycheck in March, June, September and December. These deductions are reflected on your check stub under “Deductions.”

**Off-The-Job Injuries While Employed by Taos Ski Valley**

A goal at Taos Ski Valley, Inc. is to keep Taos Ski Valley employees healthy both at work and at home we want to minimize employee accidents, injuries and healing time. Your personal safety and well-being are important to you, your supervisor and co-workers, and Taos Ski Valley, Inc. as a whole. The following policy must be observed for any off the job injuries sustained while you are employed by Taos Ski Valley, Inc.:

- Taos Ski Valley, Inc. is not liable for payment of health care services for off-the-job injuries or return-to-work releases from medical providers.
- Should you experience minor or temporary discomfort resulting from an off the job injury, it is your responsibility to notify your supervisor of said discomfort prior to beginning your next shift. If your condition prevents you from performing any task outlined in your job description, your supervisor may request for you to seek medical treatment prior to beginning your shift.
- If you seek medical care for any off-the-job injury, you must have a Return to Work Evaluation form completed and signed by a licensed Physician. You may not return to work in any capacity without a completed Return to Work Evaluation form.
- If you have partial work restrictions, Taos Ski Valley, Inc. will do our best to find a way to accommodate your work restrictions (this is not possible in every situation). In order to return to your regular job duties, you will need a full release from your doctor and approval from your supervisor.

Please don’t jeopardize your health and well-being by failing to acknowledge these situations.

**Drug and Alcohol Policy**

Under New Mexico State law any employee found to be under the influence of and/or impaired by drugs or alcohol when they are injured may not be eligible for Workers’ Compensation benefits or payment of medical expenses. (State New Mexico Workers’ Compensation Act, Section 52-1-11 and 52-1-12.1, NMSA 1978 as amended.)

**Rules Governing Drug and Alcohol Use**

Taos Ski Valley, Inc. is committed to providing a safe, healthy and efficient working environment for all employees and those who do business with Taos Ski Valley as well as protecting its reputation in the community. To help achieve this goal, the following are prohibited:

- The possession of, use of, consumption of, or being under the influence of or impaired by alcohol or illegal drugs at work, when reporting for work, on the premises of any Taos Ski Valley, Inc. property or facility while on the clock, or in Taos Ski Valley, Inc. vehicles;
- The manufacture, distribution, sale, possession, or use of illegal drugs at any time on or off the job; and
- Consumption of alcohol within 4 hours prior to performing your job or consumption of any alcohol on a lunch or ski/snowboard break;
- Abusing inhalants or prescription drugs or possessing prescription drugs that have not been prescribed for the employee by a physician.

Prescription drugs may be used only by the person to whom they are prescribed and, in the manner, combination, and quantity prescribed. If you must use any over-the-counter or prescription drugs that would impair your physical, mental, emotional or other faculties or which causes adverse side effects or may affect your work performance in any way, you must notify your supervisor and obtain approval before starting work. Your supervisor will gather the necessary information from you and/or Mogul Medical to determine if you can remain at work and what work restrictions, if any, may be necessary.

**Drug and Alcohol Testing Policy**

All information relating to drug and/or alcohol screens are kept secured and separate from employee files. You may be tested in the event of:

- An on-the-job injury
- Being involved in an accident while at work which either (a) injures another person or (b) damages more than $500 of Taos Ski Valley, Inc. property or private property unless it is clear to management that you are not at fault
- A serious near miss situation (no injuries or property damage), as determined by management
- Odor of alcohol or residual odor peculiar to some chemical or controlled substance
- Uncharacteristic behavior, personality changes, or disorientation
- Deterioration of work performance


- Repeated minor injuries or accidents
- A reasonable basis to believe a violation of the Taos Ski Valley, Inc. Drug and Alcohol Policy has occurred
- Cash shortages or inconsistencies
- Drivers of any Taos Ski Valley vehicle may also be tested pre-employment, post-accident, upon reasonable suspension/reasonable cause and at any time randomly throughout the season or year.

If for any reason you do not take a drug or alcohol test within 24 hours of seeking medical attention for an on-the-job injury you may be placed on random and be tested within 30 days of returning to work. Refusal to submit to, or any intentional delay of, post-accident testing may result in a complete denial of benefits pursuant to New Mexico Law Section 52-1-12.1 NMSA 1978. Refusal to be tested, altering, or tampering with your test specimen may result in disciplinary action.

**Drug and Alcohol Testing Policy for Commercial Driver’s License Holders**

Commercial Driver’s License drivers are held to federal regulations through the Department of Transportation and will be tested as follows:

- Pre-employment drug and alcohol test
- Random drug and alcohol tests throughout the season or year
- Post-accident
- Reasonable suspicion/Reasonable cause
- Return to duty
- Follow up

Drivers must report any traffic violations, tickets, warnings, convictions and or accidents immediately to his/her supervisor.

**Consequences of a Positive Drug/Alcohol Test Result**

Failure to pass a drug and/or alcohol test will result in the immediate termination of your employment or a 30-day suspension depending upon management decision and whether you want to return to work. If you fail your drug and alcohol test and want to return to work you must follow these steps within the time periods specified:

1. Within 10 days after the date you are notified of a positive test result, have your situation evaluated by a substance abuse professional or a counselor. One option is to contact the Taos/Colfax Community Services (575.758.5857).
2. If recommended by your counselor, immediately enroll and participate in a rehabilitation program.
3. Your reinstated employment is conditioned upon successfully completing the program within the time frame recommended by your counselor. If you postpone fulfilling this requirement, you jeopardize your eligibility to return to work. If your program lasts longer than 30 days, you will be required to fulfill your 30-day suspension and will only be eligible to return to work if you are in full compliance with the program recommended by your counselor. You must have biweekly progress reports from your counselor sent to the Human Resources department. Missing an appointment with your counselor or an AA/NA meeting will result in your taking a drug test at your own expense. A second missed appointment will result in termination of your employment with Taos Ski Valley, Inc.
4. After your 30-day suspension you must pass a drug and alcohol test before you return to work. All aspects of the testing policy explained above apply. If you fail this test, your employment with Taos Ski Valley, Inc. is terminated and you will be ineligible for rehire.
5. After returning to work you must pass and pay for at least two random tests at $40.00 each. If you return late in the season, one or both of your tests may be administered during a subsequent season. If you test positively on either of these random tests, your employment with Taos Ski Valley, Inc. will be terminated and you will be ineligible for rehire in the future.

**Alcohol Policy**

Alcohol is a legal substance and its use when you are not at work is not prohibited by this policy. However, Taos Ski Valley, Inc. will not tolerate alcohol use under the following circumstances:

1. Reporting to work under the influence of alcohol or so incapacitated by its after-effects that you cannot perform the essential functions of your job;
2. Knowingly giving, serving or allowing a minor to consume alcohol on Taos Ski Valley, Inc. property. Providing or selling alcohol to minor is a 4th degree felony in the State of New Mexico. If you are under 21 years of age you may not consume alcohol on Taos Ski Valley, Inc. property;
3. Failing to accept decisions made by Taos Ski Valley servers or security staff when you are a patron. It is Taos Ski Valley server’s responsibility to adhere to all the State of New Mexico’s liquor laws and regulations. If you are drinking in a Taos Ski Valley establishment and are asked to modify your behavior or you are cut off, you must cooperate;
4. Drinking while remaining punched in, on a lunch or ski/snowboard break, or drinking within 4 hours of reporting to work;
5. The only drinking of alcohol on Taos Ski Valley, Inc. property is to be done in one of our licensed premises, served by a licensed server, during normal business hours, when off the clock and out of uniform.

6. All servers and warehouse staff must possess a valid New Mexico Server Certification to sell or move alcohol products. Upon request, you must be able to show your Server Certification to the Taos Ski Valley, Inc. Resident Agent or the New Mexico Department of Public Safety. Any Taos Ski Valley, Inc. employee who serves alcohol must comply with and enforce the New Mexico Liquor Control Act;

7. Special event staff must be pre-approved by the Resident Agent, Michael Mitchell.

Any employee who violates Taos Ski Valley, Inc.’s Alcohol Policy will, at minimum, be suspended from work for one week and will not be permitted to enter Taos Ski Valley, Inc.’s licensed premises for 6 weeks. Depending on the nature of the violation, 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.

**Workers under the influence WUI Procedures**

If you suspect someone on the staff is under the influence of drugs or alcohol while working, please follow these procedures:

1. Contact your manager/supervisor who will then remove them from their work station. If they are on the mountain do not let them ski/ride down. Call patrol and have them escorted off the mountain.

2. The supervisor will bring them to Human Resources for an alcohol/drug test.

3. Human Resources or the supervisor will arrange for a ride home for them by a sober individual.

**Horseplay**

Do not engage in fighting or horseplay in the workplace. This includes, but is not limited to, throwing snowballs, pushing, shoving, tickling, physical jokes or any other action that may impede another employee in performing their job in a safe manner. If it is determined during an investigation of a workers’ compensation claim that your injury is the result of fighting or horseplay your benefits may be reduced. A violation of this policy shall be considered unacceptable personal conduct and grounds for disciplinary action. 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.

**Workplace Violence Policy**

Taos Ski Valley has ZERO tolerance for workplace violence in any form.

- Immediately report any implied or actual threat or risk of violence, even if the threat is made outside the workplace, to any Supervisor or Risk Manager.
- Violence on or off the clock or on or off Taos Ski Valley, Inc. property may affect your employment.
- Bullying, aggression and intimidation are covered by this policy.
- This includes verbal and nonverbal threats or horseplay, which may escalate into violence.
- No reprisals will be taken against any employee who reports or experiences workplace violence

**Employee Wellness**

Employee wellness events and opportunities are ongoing and evolving. Current events and opportunities are posted near time clocks, in the company calendar and in the Working Great Newsletter which is emailed every other Monday. For more information, contact Ashley Ryland (Ashley.Ryland@skitaos.com; x2545).

**Safety & Wellness Committee**

During the winter season, the Safety & Wellness Committee will meet bi-weekly. The Safety & Wellness Committee will be made up of volunteer members from each department. Members should exhibit a passion for and be dedicated to making a positive impact on employees and guests of Taos Ski Valley, Inc. through the promotion of safety and wellness. It is our goal that by having a core group of individuals dedicated to creating a safer and healthier environment, we will ultimately reduce resort-wide accidents and injuries.

Safety & Wellness Committee meetings will consist of a safety training topic and a wellness training topic. Committee members will be asked to communicate the information from the training topics covered at Safety & Wellness Committee meetings to their fellow employees. Members may assist in accident investigations, trainings and safety/wellness awareness topics and also be involved in the writing and implementation of Standard Operating Procedures (SOP’S) and Job Hazard Analysis (JHA’S). Committee members make recommendations to management, perform safety assignments and workplace inspections, and promote safety and wellness within the workplace.
If you are interested in joining the Safety & Wellness Committee please express interest to your supervisor, Ashley Ryland, or Michael Mitchell.

HR AND PAYROLL

HUMAN RESOURCES

The Human Resources office is open 7 days a week, 8 am to 5 pm, during the winter season. We understand that most questions you may have will be answered by your Supervisor and this Employee Self-Reference Guide, please check these resources first as they are the most readily accessible to you. We are always available to ensure an accurate answer to any question you may have about employment or issues relating to Taos Ski Valley, Inc. We strive to assist you in every way possible and are genuinely concerned about you. Our goal is to treat each employee as an internal guest with professional courtesy and have a work place filled with happy and exceptional employees.

APPLICATION ACCURACY

Taos Ski Valley, Inc. reserves the right to verify all data appearing on your employment application and other hiring forms. This ensures that all employees have given current and truthful information. False or misleading information given on your application or during an interview may result in disciplinary action that 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.

PERSONAL DATA FOR HUMAN RESOURCES

Please report any changes in your address, marital status, number of family dependents, phone number, etc., to Human Resources. Personnel files are the property of the employer in New Mexico. No state law requires access to these files. However, under certain circumstances and with advance arrangements, you may review your file in the HR office with your supervisor.

INTRODUCTORY/TRIAL PERIOD

Taos Ski Valley, Inc. always strives to maintain the highest level of competency in our operation as well as the best possible relationship with our guests and staff. Our success in reaching these goals is the direct result of the quality of the people employed. Taos Ski Valley, Inc. always looks for individuals who not only perform technical tasks well but also maintain a courteous and helpful attitude toward our guests and other staff members. Not everyone has what it takes to be a Taos Ski Valley employee or Taos Ski Valley supervisor. Your first season with Taos Ski Valley, Inc. or in any new position is on a trial basis and any appropriate terminations or demotions will be made at the discretion of Taos Ski Valley, Inc.

REHIRING POLICY

Although we prefer to rehire seasonal employees who have performed satisfactorily during the preceding winter or summer season, there is no guarantee or promise, expressed or implied, of employment during a subsequent summer or winter season.

For example, if you have been a ski season employee and are offered summer employment one year, there is no promise of future employment during subsequent summers.

Supervisors evaluate employees and advise them concerning their eligibility for employment during a subsequent season. Should you receive an unsatisfactory performance evaluation from your supervisor, either during or at the end of a season, future employment is not likely. An “ineligible” status from your supervisor means you are not considered for rehire in any department. An “eligible with reservations” status means you may be considered for rehire (see “Last Chance Status” below).

Should you voluntarily leave the employment of Taos Ski Valley, Inc. or are terminated through no fault of your own, you may be considered for re-employment. However, if you leave your job on short notice before your seasonal commitment date or if you leave without satisfying your indebtedness, you may be classified as ineligible for re-employment.

Taos Ski Valley, Inc. reserves the right to hire the best qualified applicant for any open position or promotion opportunities.

LAST CHANCE STATUS

Supervisors will sometimes agree to give a final chance to an employee who was previously given an eligible for rehire “with reservations” status. An employee falling into this category has the same benefits as a new hire with regard to benefits. Each Last Chance/Conditional letter is specifically tailored to that employee and does not constitute a contract of employment.
EMPLOYEE CLASSIFICATIONS

Taos Ski Valley operates a complex business that requires the talents and support of year-round employees, full and part-time seasonal employees, and peak employees. Each of our benefits has eligibility requirements based upon the group classification of individual employees. This is to ensure consistent benefit awards according to each employee’s contribution to Taos Ski Valley, Inc.

Full Time, Year-Round Employees (FTYR)

FTYR employees are hired for employment throughout the year even though they can expect periods of time off due to weather or lack of work in the off season. To earn and maintain this employee status, you must work at least 30 hours or more per week; these hours must be consecutive with no distinct break in service except as dictated by weather, work projects, management’s needs, or as approved by management AND are not to exceed a 6 week length of unpaid time off; and you must be designated FTYR by your director.

Full Time Seasonal Employees (FTS)

FTS employees are hired for the winter or summer season and are regularly scheduled and available to work 30 or more hours per week or at least four or more full days per week. This includes all first-season employees as well as those rehired for consecutive seasons. Seasonal employment terminates at the end of the winter or summer season. FTS Instructors are scheduled 5 days per week. Adult Instructors on ski weeks are scheduled Sunday through Friday with Saturday and two afternoons off. FTS staff hired or rehired after February 19th, 2019 will not receive benefit and seniority status for this season.

Part Time Seasonal Employees (PTS)

PTS employees are regularly scheduled for two days each week from December 20 through the third Sunday of March or 24 days throughout the peak business times during this period. Training days are not considered working days. PTS staff hired or rehired after February 19th, 2019 will not receive benefit and seniority status for this season.

Peak Employees (PEAK)

Peak employees are scheduled to work for a pre-determined commitment of a minimum of ten working days (department standard for a full day and scheduled according to department needs over prime-time periods. December 20th through the third Sunday of March in the peak business times during this period are considered prime time periods. A working day consists of a 7-hour day for all hourly employees, a 5-hour teaching block for all children’s instructors, or a 4-hour teaching block for all adult instructors. Departments may ask for a larger commitment than 10 days at their discretion. Training days are not considered working days. Peak seasons do not count towards an employee’s seniority status.

WAGE ADMINISTRATION/ PAYING FOR PERFORMANCE

In order to attract and retain the best work force, Taos Ski Valley, Inc. pays its employees on the basis of merit as measured by job performance, ability, attitude, effort, attendance, and other factors, which are reviewed periodically by their supervisors. Our compensation goals are these:

- Internal fairness based on evaluating jobs according to skills, responsibilities, effort required and working conditions: equal pay for equal work;
- Paying competitive rates within Taos County;
- Paying for performance as measured by results;
- Maintaining a motivated, productive work force;
- Providing for the internal promotion of qualified employees as openings occur;
- Competitive within industry standards.

SENIORITY AND DATE OF HIRE

Your date of hire is the first day you began to work for Taos Ski Valley. Your date of hire will be adjusted to reflect any seasons you miss.

If you are terminated for cause, subsequently reapply, and are employed, you will be considered a new hire. None of your previous service is considered in determining your seniority if terminated for cause.

Bridging

If you skip one or more seasons, reapply and get rehired, you will be given credit for how many months you previously worked since you first began working for Taos Ski Valley if (a) you had previously worked to your seasonal commitment date (see below) and (b) you were eligible for rehire without any reservations. PEAK seasons do not count towards an employee’s seniority status.
JOB DESCRIPTIONS AND DUTIES
You have been hired to work in a particular job, the duties of which are outlined in a job description, which will be reviewed with you during your hiring interview and departmental orientation. However, occasionally you will be asked to assist in efforts outside your area of responsibility or perform tasks not specifically mentioned in your job description. The history of ski area operations shows this type of cooperation between departments to be essential because of the many variables that affect the operation (such as weather and volume of business). For example, a member of the ski school may be asked to assist a lift operator, a lift operator may lend a helping hand to the ski patrol on a wreck, or a cat operator may shovel snow. When you have been assigned to an unrelated job, please remember it is necessary and there is a valid reason for such action. Your willing cooperation in this area is both expected and appreciated. Remember that every employee’s main job responsibility is to help our guests and fellow employees have a great experience!

TAOS SKI VALLEY EMPLOYEE TRANSFER POLICY
Taos Ski Valley Inc. considers transfers of eligible employees to be beneficial to its operations. This allows for staff development within the company as well as the opportunity to create relationships and advocates between departments. If you are interested in transferring to another department, applying for another position within the company, or seeking additional hours in another department please follow the procedure outlined below. Please speak to an HR representative for additional guidance.
1. Speak to your home Manager/Supervisor (this is your in-season supervisor) about your desire to transfer departments. Do not contact the department you want to work for before speaking to your current supervisor.
2. In order to transfer:
   A. You must be in good standing with your department;
   B. Have no disciplinary actions against you;
   C. Your transfer must not occur during or immediately prior to a busy holiday time and you must give a 2 week notice to the department;
   D. You must have demonstrated a commitment to Taos Ski Valley’s success in your current position.
3. After your current Manager/Supervisor communicates with the transferring department and Human Resources about the possibility of your transfer, you may apply directly with that department.
4. You may be asked to fill out a new application if the department requires additional information about your experience.
5. You may be required to complete a background check and/or driving record release before a transfer is approved.

Please keep in mind when transferring or working in multiple departments, wages are reflective of that position and do not necessarily transfer to other worked time.

VOLUNTARY TERMINATION
If you leave Taos Ski Valley, Inc. before the end of the ski season, please give your supervisor as much notice as possible. Your consideration will enable your supervisor to arrange for a replacement and for you to maintain favorable rehire status.
If you do not call your supervisor or show up for three (3) consecutive scheduled work days, Taos Ski Valley, Inc. may assume that you voluntary terminated your employment or quit without notice. A write up form will be included in your personnel file.
You are encouraged to stop by Human Resources for an exit interview if you have not had the opportunity to do so with your supervisor.

OTHER EMPLOYMENT
Since employment outside Taos Ski Valley, Inc. may reduce your efficiency and the performance of your duties, conflict with your responsibilities including working overtime, please discuss your other employment with your supervisor. Conflicts in employment responsibilities could affect your continued employment here and/or your skiing privileges.

WORKDAY
The normal workday for most employees lasts 8½ hours with a one-half hour unpaid lunch period during the approximate middle of the workday. Your actual schedule may vary based upon the nature and location of your work as well as the time of the year and weather conditions.
Your work hours and weekly schedules are set by your supervisor for the greatest efficiency for Taos Ski Valley, Inc., your department, and yourself. Working hours coincide not only with our guests’ needs but also with weather conditions. Your supervisor will advise you on your working hours; any changes to a posted schedule are to be made by a supervisor.
Some departments have scripting in the timekeeping system that will automatically adjust a staff member’s punch-in time to the departments regularly scheduled hours. For example, if your shift begins at 7:55AM and you have punched in before 7:55AM, the system will automatically adjust your punch-in time to 7:55AM. Any exceptions, such as coming in early to shovel snow, will be adjusted by your supervisor. When your work is finished, punch out promptly. Unless your supervisor has authorized overtime, you should punch out either before or at the scheduled end of your shift, you can be disciplined for unauthorized overtime. The break policy varies from department to department. Check with your supervisor to be sure you understand what, if any, break policy applies within your department. Labor laws do not mandate breaks. Please see below for our lunch and ski/snowboard break policy.

Lunch/Ski & Snowboard Breaks Policy

Your supervisor will schedule an unpaid lunch period lasting at least ½ hour whenever you work a shift that lasts longer than 5 ½ hours. If you feel it is impractical for you to take lunch because of exceptional circumstances, you must obtain permission from your supervisor in advance. Otherwise, ½ hour is automatically deducted by the timekeeping system.

Reminder: repeated requests to skip lunch are not acceptable unless your supervisor obtains prior written approval from management.

Ski/Snowboard ski breaks are available with Supervisor approval. Remember to clock out when your ski/snowboard break begins and back in when you resume your duties. Clock out before you change into your gear and clock in after you have finished changing back into your work clothes.

Under no circumstances may you drink any alcoholic beverage during a lunch or ski/snowboard break and return to work. Failure to follow this policy may result in disciplinary action. 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.

Attendance and Punctuality

Being at work on time and maintaining good attendance is a condition of employment and is an essential function of your job. We have told our guests we will be open at a specific time each day. You have a responsibility to Taos Ski Valley, Inc. and to your co-workers to get up and leave for work early enough to arrive at your job on time and ready to perform your duties. Having reliable transportation to and from work is important. If we are experiencing a period of bad weather or if business volume is such that you know the traffic will be heavier than usual, allow yourself more time to travel to work. Continued tardiness and/or absences may result in disciplinary action. 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. We do not close or delay opening on snow days. In fact, your prompt arrival on those days is critical.

It is your responsibility to call your supervisor if you are going to be late or absent from work. Voicemail operates 24 hours a day. You can leave a message in your supervisor’s voice mailbox 24 hours a day. Call 575.776-2291 and then press your supervisor’s extension, remain on the line until the recording asks you to leave a message, and then clearly state your name, phone number, and message.

Absences

Each and every employee is necessary to the function of our entire operation. Since we do not operate with excess employees or excessive overtime, your repeated absence can interrupt the daily work routine and place an undue burden on your fellow employees.

If you are going to miss work, please notify your supervisor as soon as possible. Know your supervisor’s extension and leave him/her a message or call the main switchboard. If you are incapacitated to such an extent that you cannot call, or if you have no telephone, then have someone responsible call for you at the earliest possible opportunity. Even a one-day absence without proper notification is unacceptable and will be considered grounds for disciplinary action. Since we need you to be present on the job, continued tardiness and/or absences, even though the result of a bona fide sickness or other personal problems, may be grounds for disciplinary action. 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. If you are out sick for more than three days Taos Ski Valley, Inc. may require a doctors’ release for you to return to work; you are responsible for this cost.

More specifically, if you are absent for three (3) consecutive scheduled work days without notifying your supervisor or department manager, Taos Ski Valley, Inc. will presume you have left of your own accord, your employment will automatically cease, a notation (abandoned position) will be made in your employment record, and you may not be eligible for unemployment benefits.

If you need to be absent for a period of more than two weeks and do not fall within FMLA guidelines (see pg. 8), submit a written request to your supervisor. Your request should include the exact dates of your leave of absence and the reason for your request. Your supervisor, department manager, and Human Resources will consider your request and make a determination based on the needs of your department, your seniority, and the reason for the absence. Repeated requests for special leaves are generally not granted.

Leaves of more than 30 days may jeopardize the continuation of your health insurance. Be sure you understand your insurability status before you take leave. You may not qualify for unemployment benefits during a leave of absence.

An absence lasting for a full season or more may jeopardize your returning to the same position. You are not guaranteed employment at Taos Ski Valley, Inc. if you are an extended absence of a full season or longer. Be sure you understand your return status before you leave.

February 8, 2020

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YOUR WORK TIME AND HOW WE RECORD IT

The Federal Wage and Hour Laws require Taos Ski Valley, Inc. to maintain accurate work records. Linked computerized timekeeping terminals track your time. You are responsible for clocking in and out as instructed by your supervisor. You are able to look at your time online.

To view your time, go to [http://www.skitaos.com/page/employees](http://www.skitaos.com/page/employees) under employee logins to timekeeper self-service portal.

- You will be asked to input your user id and your temporary password.
- Your user id is your 6-digit employee number.
- Your temporary password is: your last name@your staff id all lowercase, i.e. gamst@150422. If you have any issues logging in, please email hr@skitaos.com.
- After you log in, you will then need to create your own password. Once you create your own password you will be taken to the log in page again. Input your user id (6-digit employee number) and your new password.
- You will then be able to review your time card and schedule and review any changes that were made to it. You are also able to write a note to your supervisor explaining any missed punches, no lunches, ski breaks, etc. Please communicate any issues to your supervisor. Also, look on your home page for any announcements.

Your supervisor will correct any discrepancies such as a missed “punch”. Falsification, deceptions, or tampering with the timekeeping system are grounds for disciplinary actions. At the end of the pay period, your supervisor will review your time before submitting it to Human Resources. When you get paid, if you believe your time was calculated in error, please talk to your supervisor immediately. Your supervisor will work out any problems with Human Resources as quickly as possible in order to minimize any inconvenience to you.

Overtime Policy

Overtime must be approved in advance by your supervisor or the department that will incur the overtime. The Fair Labor Standards Act (FLSA) applies to all non-exempt employees regarding overtime pay. That is, any hours worked over 40 hours in a week must be paid at time and one half of your regular rate of pay at the hourly rate you are working under while incurring the overtime.

Taos Ski Valley, Inc. has many rates of pay for various jobs performed in different departments. Taos Ski Valley pays time and one-half hours of overtime for any hours worked over 40 hours at the regular rate associated with the job that caused the overtime to occur if the following conditions are met:

- the employee’s average hourly earnings for the workweek (not including overtime pay and other earnings excluded from the regular rate) equal or exceed the minimum wage;
- extra overtime pay is paid on other forms of earnings that are included in the regular rate, such as nondiscretionary bonuses;
- the hourly rate used to determine the overtime rate equals or exceeds the minimum wage and is the rate actually paid for such work during non-overtime hours;
- the hours of work for which overtime is paid qualify as overtime hours; and
- the number of overtime hours is at least the number of hours worked in excess of the FLSA maximum (40 in a workweek).

For example, you work 40 hours Monday through Friday at $11.00 per hour performing your regular job duties. You then work for the Tubing department on Saturday resulting in your exceeding 40 hours of work for the week. Your tubing rate is $10.00 per hour, with an overtime rate of $15.00. You would see HR1 @ 40 hours worked at $11.00 and your overtime rate on your paystub as OT 2 @ $15.00 per hour.

Or, you work tubing on Monday, Tuesday and Wednesday at $10.00 per hour totaling 3 hours and you still worked your regular job at $11.00 working 45 hours total during the work week. The overtime rate would be calculated at $16.50 for the 5 hours incurred on Sunday. On your paycheck you would see 3 hours worked at $10.00 for tubing, 37 hours worked at HRLY 1 @ $11.00 and 5 hours worked at OT1 $16.50.

The rates of pay vary by department, job duties and skill levels. The exception to this policy is for tipped employees who receive a $5/hour rate of pay. Overtime at this rate of pay will be based on the minimum wage in New Mexico, currently $7.50 per hour resulting in an overtime rate of $11.25/hour. If you have questions about what your regular rate of pay is for each job you are performing, please see your supervisor or call Human Resources. Holidays and PTO days do not count as time worked for computing overtime.
PAYDAYS
Pay periods end on alternate Sundays at midnight. Your pay is direct deposited either in your account or onto your pay card on alternate Thursday mornings.

Pay Advisements
Your first pay will be prepared and issued only at the end of the pay period in which you have completed all paperwork and provided proper documentation to satisfy I-9 requirements. Direct any questions regarding your pay to your supervisor.

The following codes are common examples of those used to describe the various ways you may be paid, taxes withheld, and any deductions that may apply. Adult and children snow sports instructors: please see your departmental Employee Self-Reference Guide for pay code details.

Earnings Pay Codes

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>HRLY#</td>
<td>your hourly rate for either your home department or any alternate department you may work in</td>
</tr>
<tr>
<td>OT#</td>
<td>the overtime rate (your hourly rate multiplied by 1.5)</td>
</tr>
<tr>
<td>SLRY</td>
<td>your biweekly salary amount</td>
</tr>
<tr>
<td>BOMB</td>
<td>patrol's differential rate for avalanche control work</td>
</tr>
<tr>
<td>CHGTIP</td>
<td>tips placed on a credit card</td>
</tr>
<tr>
<td>HLDY</td>
<td>pay received for Independence Day, Labor Day</td>
</tr>
<tr>
<td>PTO</td>
<td>paid time off; this is accrued at a set rate based upon hours and years worked</td>
</tr>
<tr>
<td>BONUS</td>
<td>any discretionary bonus paid by Taos Ski Valley, Inc.</td>
</tr>
<tr>
<td>PRCOR</td>
<td>payroll error correction</td>
</tr>
<tr>
<td>RTIPS</td>
<td>tips already received</td>
</tr>
<tr>
<td>JURY</td>
<td>the difference between your wage and what the court paid you for the hours you served for jury duty</td>
</tr>
</tbody>
</table>

Mandatory Deduction Codes

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>OASDI</td>
<td>Replaces, FICA Social Security tax and is now Old-Age, Survivors and Disability Insurance. Rate is 6.2 % on all your earnings for employees. Taos Ski Valley pays 6.2% on all your earnings.</td>
</tr>
<tr>
<td>MEDICARE</td>
<td>FICA Medicare tax rate is 1.45 % of all your earnings. Taos Ski Valley pays 1.45%.</td>
</tr>
<tr>
<td>FEDERAL</td>
<td>Federal tax, varies according to your deductions on your W-4 form.</td>
</tr>
<tr>
<td>NM</td>
<td>New Mexico State tax varies according to your deductions on your W-4 form. The State of New Mexico does not allow for more than 3 deductions.</td>
</tr>
<tr>
<td>QW/C</td>
<td>New Mexico Workers’ Compensation Fee ($2/calendar quarter)</td>
</tr>
</tbody>
</table>

Miscellaneous Deduction Codes

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ROTH</td>
<td>your % contribution to your ROTH 401(k) account</td>
</tr>
<tr>
<td>401K</td>
<td>your % contribution to your 401(k) account</td>
</tr>
<tr>
<td>LOAN</td>
<td>401(k) loan payment</td>
</tr>
<tr>
<td>AFLAC</td>
<td>supplemental insurance</td>
</tr>
<tr>
<td>HLTH+</td>
<td>Health insurance</td>
</tr>
<tr>
<td>FSA</td>
<td>Medical Flexible Savings Account</td>
</tr>
<tr>
<td>CHSP</td>
<td>child support garnishment</td>
</tr>
<tr>
<td>GARN</td>
<td>Federal or court ordered garnishments</td>
</tr>
<tr>
<td>LIFE</td>
<td>voluntary life insurance premium</td>
</tr>
<tr>
<td>LTD</td>
<td>long-term disability</td>
</tr>
<tr>
<td>STD</td>
<td>short term disability</td>
</tr>
<tr>
<td>NSF</td>
<td>bounced check fee</td>
</tr>
<tr>
<td>DD2</td>
<td>direct deposit to a secondary account</td>
</tr>
<tr>
<td>DD3</td>
<td>direct deposit to a tertiary account</td>
</tr>
<tr>
<td>DENT+</td>
<td>dental insurance</td>
</tr>
<tr>
<td>VISI+</td>
<td>vision insurance</td>
</tr>
</tbody>
</table>

Your pay stub might look similar to the sample shown below.
Garnishments

If Taos Ski Valley, Inc. is served a Writ of Garnishment or a Child Support Order naming you as Judgment Debtor or the responsible parent, we must honor the garnishment within the limited time allowed. Taos Ski Valley, Inc. is legally required to subtract the money from your paycheck in these instances. Taos Ski Valley, Inc. will not defend you in your answer to the garnishment or to the Order. You should discuss any debt garnishment issues or support orders with your attorney or with your Judgment Creditor, not with Taos Ski Valley staff. We can accept only written, properly executed Releases of Garnishment.

Direct Deposit (Go Green)

Direct Deposit is a program by which Taos Ski Valley, Inc. automatically deposits your pay into your account(s) or onto a pay card. As part of your paperwork packet you may complete an “Authorization Agreement for Direct Deposit” and provide a voided check or a printout with your bank’s routing number and your account number or complete the information to receive a pay card. Your pay may be deposited into a single account or divvied up between two or three accounts. If any of your account information changes, notify Human Resources immediately to ensure that your pay is properly deposited. Unless you are a FTYR employee, you must reactivate your direct deposit program at the beginning of each season by completing a new form. Direct Deposit funds are deposited by 9am on Thursday following the end of the pay period. Human Resources will be happy to turn on your paycheck stub if you need a paper stub. You will be able to access your pay information online (see below).

Paystubs, W-2 Self-Access, and Emailed Paystubs (Go Green)

Payday Inc. offers a service which allows you to answer your own payroll questions via the Internet. Employee Self Service (ESS) gives you web access to all of your important payroll information. You can view and print your pay stubs and W2s. How much PTO time do you have left? Now, you can go online 24/7 and find out. The site is secure and convenient like online banking. A link on the Employee page of the Taos Ski Valley website http://www.skitaos.com/staff is provided with the instructions on how to use this service. You can have Human Resources turn on your printed or emailed pay stub if needed.

As part of our B Corp and Taos Verde initiatives, we default to a feature that automatically sends your paystub in an email. This will allow you to receive your pay information in a more convenient manner as well as help Taos Ski Valley make a positive impact towards our sustainability initiatives. This email is secured by a password (the last 4 digits of your social security number) and is sent out one to several days before the actual deposit date. If you would like to sign up and take advantage of this new component,
please fill out your hiring paperwork with the email you would like it sent to and check the “Email Green” box on the direct deposit authorization form. You will then receive instructions via email about how to open your paystub.

Payroll Requests

Requests for Paid Time Off, Paid Health Days, etc. must be approved by your department head and submitted to Payroll by the end of the pay period in which the request is occurring. Requests turned in or not approved by the end of the pay period may not be honored or may be reflected on the next pay period.

Payroll Errors

You will be issued a check for any payroll error made by Taos Ski Valley, Inc. in a timely fashion. Your supervisor must inform Human Resources as soon as possible. Your check will reflect the gross pay owed you, less the necessary deductions such as taxes, charges, etc. Any payroll errors related to the employee (i.e. neglecting to punch in and out for an entire day or two) will be corrected on the next regular payday.

Jury Duty

You will receive the necessary time off for jury duty in the state of New Mexico. When you are summoned, promptly notify your immediate supervisor, and provide written notification from the court. If you are excused from jury duty during your regular work hours, you are expected to return to work. Hourly staff will receive pay from the court for jury duty. If you present an official statement indicating the amount paid by the court and the hours worked, Taos Ski Valley, Inc. will pay the difference between your current hourly wage, or for ski instructors, your average weekly wage, and what the court paid you for the hours you served. This pay differential is not to exceed 40 hours a week or a maximum of four weeks. You do not receive pay differential for jury duty hours worked on days when you are not scheduled to work at Taos Ski Valley. Salaried employees will be paid their regular salary for a maximum of four weeks if they decline the pay from the courts and bring proof of hours worked and submit to payroll.

Final Paychecks

Employees separated from employment will be paid for time worked (less deductions) according to applicable state and federal laws. All Taos Ski Valley, Inc. property must be returned in acceptable condition at separation from employment.

If you voluntarily terminate (quit) employment with us, we will issue your final paycheck on the next regular payday. If you are terminated, you will be paid within five (5) days of your termination.

You must contact your supervisor for distribution instructions of your last paycheck or Taos Ski Valley will mail your last check to the address provided on your W-4 form.

**BENEFITS**

*Unless otherwise extended by law, all benefit coverage will end upon retirement or separation from employment.

**EMPLOYEE DISCOUNTS**

Taos Ski Valley, Inc. employees with STAFF passes or STAFF ID cards are entitled to discounts on purchases at these Taos Ski Valley, Inc. facilities. To obtain your discount, you must show your STAFF pass or STAFF ID. Your discount is YOUR benefit; please do not use it to purchase merchandise, food, or drinks for friends and/or relatives. Please be respectful of our guests’ experience and refrain from using any Taos Ski Valley services when there is a long line of guests. Because of this Taos Ski Valley, Inc. reserves the right to curtail discounts during peak business periods like during the holidays in TFK’s. You will be given as much advanced notice as possible please look for signs. Some items may be excluded from this discount program – check with your cashier before purchasing.

35% off Phoenix Restaurant, Whistlestop, and Tenderfoot Katie’s

*Please note select menu items will be available at a discounted price daily for employees.

15% off Rhoda’s Restaurant, 192, and Bavarian Restaurant*

50% off Ski Rental and Repair*

30% off Retail* – including, Taos Sports, The Shop at The Blake & retail merchandise and treatments at The Spa

* Please note that your employee discount will not be granted, at any time, when purchasing items that total less than $5 with a credit/debit card. Change is not given when using Taos Card Recognition cards as form of payment.

Snowsports:

The following discounts on Snowsports products are not valid with any other discounts or offers. Additionally, these discounts may not be available or may be limited during the busy days of the Winter Holiday Season, Spring Break in March or dependent on business volume and/or guest needs. Blackout dates will be communicated with due notice. Reservations are required for all Children’s program discounts with a minimum of 7 days advanced notice. The Rio Hondo Learning Center nursery is limited to twice a week for staff within reservation guidelines and with approval from Snowsports Leadership. Ski and snowboard students will

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be placed in a class at the next closest level if one at their level is not available. The Snowsports benefits are for immediate family only. The Snowsports Leadership Team reserves the right to limit availability based on business and staffing volumes. Please contact Snowsports at x2255 with advanced notice to insure availability. See Misuse of Benefits below.

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Free (Directly through Snowsports Sales)</td>
<td>Snowsports Lessons in an existing class (staff only)</td>
</tr>
<tr>
<td>Free (Directly through Snowsports Sales)</td>
<td>First Experience lesson (staff only)</td>
</tr>
<tr>
<td>75% off</td>
<td>Snowsports Weeks and Camps (staff only)</td>
</tr>
<tr>
<td>75% off</td>
<td>Locals- One (6-week session starting in January) (staff only)</td>
</tr>
<tr>
<td>75% off</td>
<td>Children’s Snowsports &amp; Childcare (immediate dependent children only)</td>
</tr>
<tr>
<td>75% off</td>
<td>Shredders- One (5-week session starting in January (immediate dependent children only)</td>
</tr>
<tr>
<td>25% off</td>
<td>Locals School Group Programs (immediate dependent children only)</td>
</tr>
</tbody>
</table>

Any reservations made and not used must be cancelled a week ahead of time or the employee forfeits the right to request a slot again.

Lodging Discount:
A discounted lodging rate is offered at The Blake for all Taos Ski Valley, Inc. staff and their immediate family members. Staff are not to make reservations for anyone other than themselves and/or immediate family members. Lodging discounts are based upon management approval, dates & availability as well as staff being in good standing at the time of visit. There are limited dog friendly units available and an additional pet fee will apply. In addition, reservations must be requested at least 2 weeks prior to Check-In date, during the Winter Ski Season, and 1 Week prior to Check-in date, during the shoulder seasons*.

*Requests made without a 1-week notice will not be granted**

Lodging Request Forms can be found in the HR office and will require approval of your department manager, HR and Hotel Management, so please plan well ahead of your anticipated stay. Once your form has been completed, please submit to the HR office.

Room rates are subject to change. Non-peak rates are as follows:

- Winter: Standard Room - $100; 1-Bedroom Suite - $150; 2-Bedroom Suite - $200
- Summer: Standard Room - $80; 1-Bedroom Suite - $120; 2-Bedroom Suite - $160

**Please allow a minimum of 1 week for your request to be processed. If you need to follow up with your inquiry please submit your inquiry to the admin team who will ensure the appropriate person follows up with you.

Transportation Discount:
Transportation Request Forms can be found in the HR office and will require approval of your department manager, HR and Transportation Management, so please plan well ahead of your anticipated travel date. Once your form has been completed please submit to the HR office.

30% discounted rate offered for staff members for the Taos Ski Valley, Inc. Airport Shuttle operating to and from Albuquerque and Santa Fe Airports. Requests must be submitted at least 2 weeks prior to the travel date, during the Winter Ski Season, and 1 Week prior to the travel date, during the shoulder seasons*. To request a shuttle discount form, please email HR@skitaos.com.

**Please allow a minimum of 1 week for your request to be processed. If you need to follow up with your inquiry please submit your inquiry to the admin team who will ensure the appropriate person follows up with you.

**STAFF COMPLIMENTARY AND DISCOUNT LIFT TICKETS FOR SUMMER AND WINTER USE:**

Staff complimentary and discount lift ticket program

- Complimentary lift ticket vouchers will be given to employees based on the chart below (based on class and years of service – listed in chart below)
- 50% Off lift ticket vouchers will be given per years of service
This is the second season of our Dependent Benefit Ticket Program:

- Offering a Dependent Benefit Ticket Program allows Taos Ski Valley to provide a more equitable benefit option for individuals who do not have dependents to extend current benefits to.
- Our Dependent Ticket Benefit allows individuals, who forego their family pass benefits, to receive 6 additional complimentary tickets.
- Employees who qualify will have the opportunity to elect the Dependent Benefit Ticket Program at the time of their hire.
- This program will be reevaluated in the spring to determine its continuance. All questions on this program can be referred to the Human Resources Department.

All Complimentary and 50% off Lift Ticket Vouchers will be loaded onto your Employee Staff Pass. To redeem 100% Off and 50% Off Lift Ticket Vouchers follow these steps:

Kindly and respectfully present your Staff Pass to the Administrative Reception staff and request a 100% or 50% off lift ticket voucher (either complimentary or discounted). No vouchers will be issued without a valid staff pass and will only be issued to the staff member. Once the voucher is issued the discount is deducted from the total you receive. The staff member will scan your pass, deduct one of your tickets, and present you with a voucher (this is not a ticket). Your Friends and Family can redeem the voucher for a day ticket with the Administrative Reception team or can redeem at any ticket window. A guest must be assigned at the time the ticket is redeemed. Tickets must be redeemed on the day of skiing (tickets are date specific). Payment is due at the time of ticket redemption. For consequences regarding misuse, please see misuse of benefits on the following page.

STAFF PASSES

FTYR, FTS, and PTS employees are eligible for a Complimentary Season Pass/ID Card. The Peak classification receives 5 days of skiing on their pass that is valid from December 20 through the end of the winter season. All staff will pick up their pass from the Administrative Reception staff.

Your season pass serves as an identification card that you need to present to obtain certain benefits such as employee discounts and riding lifts for free. To obtain your season pass you must first complete the Staff Pass Agreement that outlines certain policies and conditions with regard to its use.

By accepting a pass or complimentary lift ticket you acknowledge the controlling provisions of the New Mexico Ski Safety Act, The Skier Responsibility Ordinances of Taos County and the Village of Taos Ski Valley, and "Your Responsibility Code” published in this Employee Self-Reference Guide and on the Taos Ski Valley Trail Map, and agree to comply with Taos Ski Valley, Inc.’s lift privilege restrictions, and recognize and accept that skiing/snowboarding are inherently hazardous sports, that hazards exist in any ski area, and that there is danger of injury, including injury due to the negligence and carelessness of fellow skiers/riders. When an employee or a qualified family member accepts a pass or a complimentary lift ticket, (s)he assumes all risks of injury, damage, or loss.

Be prepared to show your pass (voluntarily and cheerfully) for scanning each time you load a chairlift and each time requested by a Taos Ski Valley, Inc. cashier. Failure to show your pass may mean forfeiting your discount and/or skiing & riding privileges.

Employees with active staff passes for the current season are eligible to participate in the exchange program with other resorts (details below under Other Resort/Mountain Collective Category).
If you are suspended or terminate your employment, or if your employment is terminated prior to the end of the ski season, you must turn in your staff pass or any staff-family passes to your supervisor or the Human Resources department immediately. You will be charged ($30) for each pass not returned, including staff-family passes. You may be charged for the single day ticket rate for any use of a staff or staff family pass after the termination of your employment. You are responsible to Taos Ski Valley, Inc. for that amount.

Snowmakers who complete the snowmaking season in good standing and transfer to another department after the snowmaking season may keep their staff passes through the end of the ski season. Snowmakers who only marginally complete the snowmaking season may keep their staff passes for the period of time they worked before the season opening date.

**Staff Pass Refund Policy**

Employees who hold a Season Pass Product will be issued a Staff ID card only. Season Pass holders may turn in their passes for a complimentary Staff Pass for a refund on their Season Pass they purchased less the number of days they have used their Season Pass in the current season prior to the deadline dates below.

We have updated our policy to refund in three tiers minus any days used on a purchased pass. Staff requesting a refund will have to be hired and actively working on or before the date in each tier to qualify for the percentage of refund. Managers must email HR to request a refund for their staff.

- **Hired and actively working on or before 12/21/2019**, minus any prior days used - 100% refund
- **Hired and actively working prior to Martin Luther King Day, on or before 1/20/2020**, minus any prior days used - 75% refund
- **Hired and actively working prior to President’s Day on or before 2/17/2020**, minus any prior days used - 25% refund

**Staff Family Passes (Dependent Passes)**

FTYR and FTS employees may be eligible for a complimentary staff family pass (Dependent Pass) for legal spouses upon presentation of an original marriage certificate (common law marriages are not recognized for purposes of obtaining lift privileges; spouses of employees currently separated or obtaining divorces are ineligible). Domestic partners are required to complete an Affidavit of Domestic Partnership and show proof and verification of the partnership with the Human Resources office before obtaining a complimentary staff family pass (Complimentary Dependent Pass). Dependent children under the age of 18, including legally adopted children and children who are full-time students ages 21 or younger with proof of current school schedule are eligible for a complimentary Staff Family Pass (Complimentary Dependent Pass). **Active PTS employees who have completed 5 consecutive seasons (as FTYR, FTS and/or PTS) or more of work with Taos Ski Valley, Inc. may also be eligible.** All Staff Family Passes will be picked up from the Administrative Reception Staff.

If you have a child who does not meet the age requirements, you may still be able to purchase a Dependent Paid pass for that child for $200 plus tax. You may pay the $200 plus tax by using traditional means, or made up in part by Taos Card Recognition Cards. *Dependent Pass privileges may be revoked during the season at Taos Ski Valley, Inc.’s discretion.

**Forgetting / Losing Your Pass**

If you or your family members forget your pass, the Administrative Office will issue a complimentary daily lift ticket replacement twice (2) during the season. On days you or family members get replacement lift tickets, the passes being replaced will scan invalid at the lifts (see Pass Misuse Policy below). If staff or family passes are lost during the season, the replacement cost is $30 per pass.

**Season Pass and Staff Complimentary/Discount Ticket Misuse**

Securing a replacement ticket under false pretenses or allowing it/or a season pass to be used by anyone else will result in disciplinary action. You are responsible for your pass along with your dependent’s passes, including if they are lost or stolen. Please keep your passes in a secure location at all times. Staff members are also responsible for the actions of family members & friends receiving Family Pass and/or Staff Ticket benefits.

**Season Pass Misuse:**

Employment will be suspended for 2-weeks along with suspension of all pass privileges, including dependent passes and complimentary/discounted tickets for any season pass misuse by staff members. The cost of a full-price day ticket will be deducted from the staff member’s paycheck. A second infraction by a staff member will result in termination & loss of future pass benefits. The cost of a full-price day ticket will be deducted from the staff member’s paycheck. Any season pass misuse by dependents will result in pass suspension for 2-weeks and the cost of a full-price day ticket will be deducted from the staff member’s paycheck. A second infraction by a dependent will result in loss of pass privilege & loss of future pass benefits.

**Staff Complimentary/Discount Ticket Misuse:**

Staff Complimentary and Discount ticket programs are not transferable or for resale. Staff members are not permitted to sell or trade these privileges under any circumstances. Such misuse may subject the staff member to immediate termination and legal prosecution under Theft of Services Laws.

February 8, 2020
Pass Restrictions

Traditionally, large crowds and snow conditions have caused problems, especially during Thanksgiving, Winter Holidays, Martin Luther King, Jr., Presidents’ Weekend as well as the Spring Break holidays in March. In response to this, the U.S. Forest Service and Taos Ski Valley, Inc. have established the need for a ticket limitation system. If crowds and/or conditions warrant, it may be necessary to restrict Staff and Family skiing at these times during the season until crowds lessen or until conditions improve.

Failure to abide by these rules and those set forth in the Staff Ticket Agreement may result in disciplinary action including the suspension or even loss of your pass and all benefits associated with it.

Line Courtesy

There is no line cutting by any Taos Ski Valley, Inc. employee at any lift or at any Taos Ski Valley, Inc. service counter, unless it is a critical part of the duties of the job.

Domestic Partner Benefit Guideline

Definition

Taos Ski Valley, Inc. defines domestic partners as two individuals who live together in a long-term relationship of indefinite duration. There must be an exclusive mutual commitment, more significant than mere roommates, similar to that of marriage, in which the partners agree to be financially responsible for each other’s welfare and share financial obligations.

Qualifying Criteria

To be recognized as domestic partners by TSV, Inc. both individuals must meet all of the following criteria, sign an Affidavit of Domestic Partnership form, and submit any necessary documentation to Human Resources.

Domestic partners are persons who:

- Have been in a mutually exclusive, committed relationship, and have shared a primary residence for the last twelve (12) months, intending to do so indefinitely
- Are at least 18 years of age and meet the age requirements in the State of New Mexico
- Are competent to contract at the time the domestic partnership statement is completed.
- Are not legally married to any person and not related in any way that would prohibit marriage.
- Are each other’s sole domestic partner.

Domestic partners must have three of the supporting documentation as proof:

1. Mortgage, Deed, or Joint lease (No current lease)
2. Joint ownership of vehicle (Title of Vehicle)
3. Joint ownership of a checking account or credit account
4. Employee’s life insurance or retirement benefits showing designation of the domestic partner as beneficiary
5. Employee’s will be showing domestic partner named as primary beneficiary.
6. Domestic partner assigned durable property or health care power of attorney.

Qualifying as a Dependent of Domestic Partners

The child of a domestic partnership qualifies as an eligible dependent:

1. If one or both of the domestic partners are biological parents of the child.
2. If either or both partners are adoptive parents of the child, or,
3. If the child has been placed in the domestic partner’s household as part of an adoptive placement.

Guideline Procedure

Registration of a domestic partnership will be required for coverage under the group health, dental and dependent life/ADD benefits. An employee who wishes to register a domestic partnership needs to contact the Human Resources Department for information and complete an Affidavit of Domestic Partnership form. Upon receipt, HR will consider the Partnership registered as of the date on the signature on the form.

Enrollment of domestic partners and eligible dependent children are subject to the same rules as enrollment of other dependents. Domestic partners and their enrolled dependents receive the same or equivalent benefits as spouses and their enrolled dependents receive for group continuation health coverage through COBRA and/or individual conversion.

Termination of Domestic Partnership

An employee may terminate a domestic partnership by notifying Human Resources in writing of the termination of the domestic partnership within thirty days of its termination. (The same guideline exists for married couples that divorce.)
employee must then wait twelve months from the date of the notice before registering another domestic partnership, except in either of the following cases:
The employee is registering the same domestic partnership within thirty days notification of the termination of that domestic partnership, or the employee’s former domestic partnership was dissolved through the death of the employee’s domestic partner.

The tax consequences of a domestic partnership are the responsibility of the employee, not the company. Under the Internal Revenue Code, an employee is not taxed on the value of benefits provided by an employer to an employee’s spouse or dependent. However, the IRS has ruled that a domestic partner does not qualify as a spouse.

The value of benefits provided to an employee’s domestic partner (and the domestic partner’s eligible children, if any) is considered part of the employee’s taxable income, unless the employee’s domestic partner qualifies as a dependent under Section 152 of the Internal Revenue Code. Taos Ski Valley will treat the value of the benefits provided to the employee’s domestic partner (and the domestic partner’s eligible children, if any) as part of the employee’s income and will withhold the taxes on the value of those benefits from the employee’s paychecks. If the employee’s domestic partner qualifies as a dependent under Section 125 of the Internal Revenue Code, the employee may file the proper documentation with the IRS and seek a refund for taxes withheld.

Some courts have recognized non-marriage relationships as the equivalent of marriage for the purpose of establishing and dividing community property. A declaration of common welfare, such as the registration of a domestic partnership, may therefore have legal implications.

Questions regarding this policy should be directed to the Human Resources Department.

Abuse of this policy is considered theft, and will be handled according to the established Theft and Fraud Policy

**OTHER RESORTS/MOUNTAIN COLLECTIVE/IKON**

Current employees who qualify for a season pass also receive 50% discount on lift tickets at participating Mountain Collective resorts & Ikon resorts with a valid Taos Ski Valley staff pass.

- To obtain the discount for Mountain Collective and Ikon resorts, you must get a form from Human Resources verifying your employment before visiting the resort. You will need to take the verification form, your staff pass, and a photo id to the resort to obtain the discount.

Copper Mountain, Winter Park, Steamboat, Wachusett and Arapahoe Basin are part of our exchange program and Taos Ski Valley employees that are holders of a valid staff pass qualify for 3 free lift tickets.

- In order to take advantage of this benefit you must see HR to request a voucher at least 5 days in advance of your travel date. This ensures that the HR team has enough time to process your request. Day of requests will not be honored. You will be required to present your voucher and 19/20 winter season pass at the ticket window of the participating resort.

As an employee of Taos Ski Valley, you are expected to conduct yourself to the highest standard when taking advantage of discounts offered by Taos Ski Valley at other resorts. Disruptive or rude behavior, line cutting, rope cutting or poaching (skiing in a closed area) is not tolerated. Any Taos Ski Valley employee found to be engaged in these behaviors or in misuse of this benefit will result in disciplinary actions that 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.

**TAOS RECOGNITION CARDS**

Taos Ski Valley’s staff recognition program is called The Taos (Totally Awesome Outstanding Staff) Card. You will receive a Taos Card from a member of the management team or co-worker for recognizing your exceptional efforts of going above and beyond in your work performance. Taos Cards are distributed in $10 increments and can be redeemed at any Taos Ski Valley, Inc. outlet as well as the Human Resources “Wellness Store” located within the administrative offices of the resort center. You may also donate your Taos Card to the Taos Community Foundation (TCF) and Taos Ski Valley, Inc. will match your donation. Human Resources can assist you in making the donation to TCF.

**EXPERT VOICE**

Taos Ski Valley Staff get access to www.Experticity.com which is an online marketplace for Pros who have significant industry influence within their personal and professional communities. To join, go online to www.experticity.com and register with Taos Ski Resort.
VERIZON DISCOUNT

All Taos Ski Valley Employees are eligible for a discount on their Verizon Cell Service. A valid work email or current paystub (within 60 days) is required to receive the discount. Go to www.verizonwireless.com/b2b/employee/eleuLandmg.jsp to register.

EMPLOYEE SHUTTLE

Taos Ski Valley, Inc. offers a free employee shuttle to its employees during the winter season. Please keep in mind this is on a first come first served basis and the shuttles may fill to capacity during certain times of day or periods of the season, please plan accordingly. For a full schedule, including pick up and drop off times and locations please go to the employee website at www.skitaos.com/staff/.

Like all Taos Ski Valley staff and guests, shuttle drivers, are to be treated kindly and with respect. Any employee engaged in rude, inappropriate, or disruptive behavior on the shuttle may result in disciplinary actions that 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.

EMPLOYEE REFERRAL BONUS

The Taos Ski Valley referral bonus program rewards current team members for referring applicants to Taos Ski Valley for employment. Team members will receive $100.00 if their referral is hired into a full-time, year-round position and completes an initial employment period of 60 days. Team members will receive $50.00 if their referral is hired into a full-time seasonal position and completes an initial employment period of 30 days. Team members will receive $25.00 if their referral is hired into a part-time seasonal position and completes an initial employment period of 45 days. Employees referred into holiday seasonal positions are not eligible. Referrals need to come from active team members and must be applicants that have not worked for Taos Ski Valley in the past. Both the referring employee and referred employee must be active members and in good standing at the time of the deposit dates below for the referring employee to be eligible for the referral bonus. The name of the employee making the referral must be listed in the ‘referral details’ section of the new hire’s application to qualify. All referrals will be subject to the normal hiring process and procedures. This will be paid out on a monthly basis via direct deposit. For further details, please contact Human Resources.

PAID HEALTH DAYS

Paid health days for Full-Time Seasonal (FTS) and Full-Time Year-Round (FTYR) staff are available to use beginning with the first pay period of Taos Ski Valley’s fiscal year, October 1st. Unused health days do not carry over to the following year and are not paid out at the end of the year. An employee with disciplinary actions during the current season may not qualify for this benefit.

To receive the paid health day(s) benefit, qualifying employees need to make a formal request by completing the Paid Health Day form and have it approved by their department supervisor. When department supervisors receive a Health Day request, they check to make sure that the staff member was scheduled to work the day they request to be paid. They attest to the fact that the employee called in appropriately and they reasonably believe the employee is dealing with a physical or mental health issue, attending a doctor’s appointment, or attending to a sick family member. Health Days are not to be used as Personal Time Off. The department supervisor is responsible for submitting it to Payroll in a timely manner to be processed with the corresponding pay period in which the health day was taken. Health days are paid at a normal rate of 8-hours/day or 5 teaching hours for instructors and hours paid do not affect overtime. If a health day is taken to attend a doctor’s appointment, it may be taken in 4-hour block. If this is not requested, then a full health day of 8 hours will be deducted.

It is important that you use health days only for those times you are actually physically or mentally ill, attending doctor’s appointments, or attending to a sick loved one. Health days are not to be used as Personal Time Off. Your use of abuse of this benefit directly reflects on you as an employee and your integrity. Abuse of this benefit may result in disciplinary action.

Qualifiers:
Seasonal Employees (full-time):
• Season 1  1 paid health day (eligible after 60 days of employment from start date.)
• Season 2  2 paid health days
• Season 3+  3 paid health days

FTS:
New hires get 1 paid health day their first season and that increases 1 day per consecutive year of employment until the maximum of 3 health days is obtained. Employees need to provide a doctor’s note anytime they take 3 consecutive health days, or if the health day is during the Prime-Time Holiday periods, i.e. Christmas/New Year’s Holiday; MLK Weekend; President’s Weekend; Spring Break; etc.

Year-Round Employees (full-time):
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All employees in this category receive 5 paid health days per fiscal year starting with their first year of employment.

FTYR Employees need to provide a doctor’s note anytime they take 3 or more consecutive health days, or if the health day is during the Prime-Time Holiday periods, i.e. Christmas/New Year’s Holiday; MLK Weekend; President’s Weekend; Spring Break; etc.

TAOS SKI VALLEY, INC. & BLANCA FORESTRY 401(K) PLAN

BIG NEWS!
The 401(k) Plan has moved from Wells Fargo to Fidelity on August 1, 2019

- Fidelity is the largest recordkeeper in the country
- Industry leader in technology and financial wellness tools
- Investor Centers in Albuquerque, NM

Eligibility:
- Age 18
- Complete 1 month of service
- Immediate entry following eligibility
- Newly eligible employees must enroll in the plan via the Fidelity website
- Participants must ELECT TO ENROLL in the plan at www.401k.com

Employee Contributions:
- Deferrals cannot exceed the maximum allowable dollar amount per year ($19,000 for 2019)
- Employee catch-up contributions are allowed for participants over age 50 ($6,000 for 2019)
- Roth contributions are eligible

If you were previously in the Plan at Wells Fargo:
- Your balance will map to Fidelity automatically
- Some participants are currently coded as “Automatically enrolled” at Wells Fargo. These employees will need to make an active election at Wells Fargo or re-enroll at Fidelity.
- Please check with your Human Resources Benefits Administrator to determine if this change applies to you.

Employer Contributions:
- Taos Ski Valley will contribute a Safe Harbor company match
  - Must complete 1,000 hours of service during your first year as an employee or 1,000 in the plan year (August to July) thereafter to be eligible for the company match
  - 100% of the first 3% of eligible compensation contributed and 50% on the next 2% of eligible compensation
  - Safe Harbor Match is 100% vested
  - If you received the previous company match at Wells Fargo, those dollars are now 100% vested

Summary Plan Descriptions (SPD’S)
Summary Plan Descriptions describe our group health and 401(k) programs. If there is any contradiction between the information appearing in this Employee Self-Reference Guide, the SPD, and the master plan documents the master contract documents always govern. Taos Ski Valley, Inc. has the sole discretion to modify, end, or supplement any of these benefits at any time. Please see the HR department to obtain copies of these documents.

EMPLOYEE ASSISTANCE PROGRAM (EAP)
This program, paid by Taos Ski Valley, Inc., offers support to you and your family by offering free, confidential counseling services. The Solutions Group’s licensed, professional counselors are available to help you address personal problems that might adversely affect your health, well-being and job performance. The EAP program offers you the following support:
- **Confidential Counseling** – This no-cost counseling service helps you or your family members address stress, relationship and other personal issues such as job pressures, substance abuse, or depression. Six (6) free counseling sessions per issue are provided at no cost to you and/or your family members. The EAP counselors are licensed, certified behavioral health professionals with master’s level education and training.
- **Financial Assistance** – Receive free telephonic consultation with a financial professional on common topics such as: identity theft; budgeting; purchasing a home; credit management; and saving for special purchases or life events.
- **Legal Support and Resources** – You can receive a free half-hour consultation with an attorney on most legal issues. In most cases, discounted rates are available if further representation is required.
- **Work-Life Services** – The work-life specialists will do the research for you and provide qualified referrals and customized resources for child/elder care, family support, work and career growth, making major purchases, home repair, pet care, and more.
Online Resources – Check the online resources (webinars, articles, audio resources, eLearning, videos, etc.) for expert information on issues that matter most to you...relationships, work, school, children, wellness, legal, financial, work life balance and more.

To access all of this support visit www.solutionsbiz.com or call 866.254.3555 anytime, 24-hours/day.

Workplace Login Password: tsv

MISUSE OF BENEFITS

Any misuse of these benefits will be grounds for disciplinary actions that 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. Example of misuse include, but are not limited to: selling your complimentary or discounted tickets for monetary gain; being argumentative, yelling, or cursing when not getting a discount; being argumentative with a cashier about a discount if you did not present your staff pass. Securing a replacement ticket under false pretenses or allowing a replacement ticket or season pass to be used by anyone else will result in disciplinary actions. Employees are also responsible for the actions of family members & friends receiving Family Pass and/or Staff Ticket benefits.

FULL-TIME YEAR-ROUND BENEFITS

Personal Time Off Policy

Paid Personal Time Off (PTO) is a benefit extended to all Full-Time Year-Round (FTYR) employees. Taos Ski Valley believes that employees who are committed to Taos Ski Valley on a year-round basis are happier and more productive when they are able to take time off to tend to their personal needs, take a vacation, spend time with family and friends, or just get away.

- New FTYR employees may begin taking PTO after four-months of service as a FTYR employee.
- All PTO leave must have the advance approval of your supervisor. Check with your supervisor before making plans. The essential considerations on all PTO are coordination, approval, and compatibility with departmental work schedules.
- You must fill out a PTO request form, have it signed by your supervisor, and submit your request to Human Resources. Your PTO request will be paid with the regularly scheduled payroll in which you take time off. Requests need to be submitted by you in a timely manner in order to be processed. No more than 80 total hours (combined worked and PTO hours) will be paid out during a pay period.
- If you do not use all of your PTO by the end of the end of the fiscal year (September 30th), you may rollover up to 80 hours of remaining PTO time for use in the subsequent fiscal year. Any additional remaining unused PTO at the end of the fiscal year will be forfeited.
- There is no pay out of unused PTO at the end of the fiscal year nor upon termination of employment. There is no payout of unused PTO upon changes in status (i.e. from FTYR to Seasonal classification).
- You will not be eligible to use PTO upon resignation.
- Hours earned do not count toward hours worked and do not affect overtime or other benefits. You will not be paid for more hours than you have in your PTO bank.

Hourly FTYR

You accrue PTO time at the beginning of each fiscal year (October 1) based on the number of FTYR years you have worked and how many hours (regular and overtime) in a pay period you work. Please see table below:

<table>
<thead>
<tr>
<th>FTYR Completed Years of Service</th>
<th>Rate of PTO Accrual</th>
<th>Maximum Annual</th>
</tr>
</thead>
<tbody>
<tr>
<td>PTO 0-2</td>
<td>.05 hours per hour worked (avg. of 2 hour per 40 hours work week)</td>
<td>80</td>
</tr>
<tr>
<td>3-5</td>
<td>.075 hours per hour worked (avg. of 3 hours per 40 hours work week)</td>
<td>120</td>
</tr>
<tr>
<td>6+</td>
<td>.1 hours per hour worked (avg. of 4 hours per 40 hours work week)</td>
<td>160</td>
</tr>
</tbody>
</table>

Salary FTYR

Salaried employees are not paid on an hourly basis and therefore are not able to accrue PTO based on hours worked. Salaried employees will receive a credit of PTO at the beginning of each fiscal year (October 1) based on the number of FTYR years worked according to the schedule below. Salaried employees who begin employment after the beginning of the fiscal year will receive a prorated PTO amount based on the remaining number of pay periods in the fiscal year. Employees going from salaried to hourly that still qualify for PTO will retain a prorated PTO bank based on number of pay periods already worked in the fiscal year.
### Summer Holiday Pay

July 4th and Labor Day are paid holidays for FTYR employees. Staff who qualify for this status will receive 8 hours of paid holiday time. The eight (8) hours paid for these holidays are regular hours and do not count as hours worked for overtime calculations. You must have worked during the pay period to be eligible. If you terminate employment within the pay period during which the holiday falls, Taos Ski Valley, Inc. reserves the right to withhold holiday pay.

### Medical, Life, & Disability Insurance

Taos Ski Valley, Inc. offers group life and health insurance coverage to FTYR employees (see “Employee Classification” section of this Employee Self-Reference Guide) who:

- work more than 120 days during the calendar year; and
- is still employed at the beginning of the coverage year (January 1); and
- work on average 130 hours per month

Your coverage will begin the first of the month following your FTYR employment date meeting the above qualifications. You must enroll within 30 days from your eligibility date. If you do not enroll when you first become eligible, you may enroll during the next open-enrollment period or within 31 days of a qualifying event (i.e. birth/adoptions of a child, getting married, loss of coverage under another insurance carrier). You will be notified by Human Resources Benefits Administrator when to enroll or waive insurance benefits.

Taos Ski Valley, Inc. pays 100% of the cost of your group life insurance. The life benefit is $10,000 plus $10,000 for accidental death and dismemberment. You may purchase additional amounts on a voluntary basis. Taos Ski Valley, Inc. pays a portion of the cost of your and your dependents’ health insurance premium. The remaining percentages are deducted from your paycheck. You may elect to have the amount of your deduction subtracted from your taxable income. Taos Ski Valley, Inc. pays 100% of a long-term disability policy for you. You may elect a short-term disability policy on a voluntary basis.

If you will not be receiving a paycheck for any reason, including a workers’ comp injury, your deductions for insurance coverage will be adjusted as soon as it is administratively feasible.

Under a Federal law known as COBRA, if you lose your group health coverage because of a reduction in your hours of employment or the termination of your employment (for reasons other than misconduct on your part), you have the opportunity to continue your health coverage for up to 18 months. Continuation coverage also applies to your spouse or your children who lose their dependent status due to divorce, age, or marriage. Details about this “continuation coverage” as well as your rights under the Health Insurance Portability & Accountability Act of 1996 (HIPAA) are available from Human Resources.

### Parental Leave Policy

This policy, which includes maternity and paternity leave, is designed to facilitate reasonably flexible arrangements at the time of birth or adoption of a child and is in compliance with current applicable state and federal legislation. The policy is intended to assist both parents successfully combine a career and family responsibilities without significant financial and/or career loss.

Taos Ski Valley fully recognizes eligible employees’ rights and responsibilities under the Family and Medical Leave Act. Pursuant to this policy, paid leave may be substituted for part or all of the 12 weeks of unpaid maternity and paternity leave to which eligible employees are entitled under the Family and Medical Leave Act. To qualify for Parental Leave, an employee must have worked for Taos Ski Valley Inc. for at least 12 months and worked at least 1,250 hours during the 12 months leading up to Parental Leave. All paid Parental Leave must be used within 12 months from the first day it is taken. Any outstanding paid leave will be forfeited after 12 months. The employee must also be designated as a full-time, year-round employee in accordance with Taos Ski Valley’s Employee Self-Reference Guide.

The amount of paid parental leave to which eligible Taos Ski Valley employees are permitted is based on each employee’s years of service as a FTYR employee. The period of FTYR service does not have to be consecutive but must be at least a full year of service.

- Employees with 1 to 2 years of FTYR service will, after using 40 hours of PTO, receive 50% of their salary for the 11 remaining weeks.
- Employees with 3 to 5 years of FTYR service will, after using 80 hours of PTO, receive 100% of their salary for up to 4 weeks then 50% of salary for the remaining 6 weeks.
- Employees with 6 years or more of FTYR service will, after using 120 hours of PTO, receive 100% of their salary for the remaining 9 weeks.
The following provisions apply to all eligible employees who take paid Parental Leave pursuant to this policy:

- Employees are eligible for Parental Leave benefits once every 3 years of service.
- Employees must use all of their vacation time before parental leave benefits will be paid.
- Vacation accruals will be suspended during parental leave.
- Total hours paid (whether regular hours, PTO, or parental leave) will not exceed 40 hours per week.
- Parental leave is paid on a per day basis (8 hours).
- Parental leave benefits will be paid on Taos Ski Valley’s bi-weekly payroll schedule. Insurance, FSA, 401k and voluntary insurance premiums, garnishments, state, federal, OASDI, Medicare and workers’ comp fees will be deducted.
- Taos Ski Valley Inc. will continue to pay health insurance premiums while an employee is on leave, up to 12 weeks.
- Employees remain responsible for their portion of their premiums.
- Employees choosing not to return to work after the 12 weeks will be required to repay the health insurance premiums to Taos Ski Valley Inc. within a reasonable amount of time.
- Employees will be responsible for all voluntary insurance premiums.

The following provisions apply to all employees who take parental leave, whether paid pursuant to this policy or unpaid pursuant to the Family Medical Leave Act (“FMLA”):

- In the event that both parents are employed by Taos Ski Valley, Inc. and eligible for Taos Ski Valley’s paid paternal leave or FMLA leave, leave may be taken concurrently or consecutively.
- Employees may choose to use parental leave intermittently.
- Days used will count toward the 12 weeks allowed by FMLA.
- The employee must inform their supervisor and Human Resources prior to taking days of leave.
- All paid Parental Leave must be used within 12 months from the first day it is taken.
- This policy is not intended to be used in conjunction with any other type of leave request and FMLA rules will apply.
- Amount of leave is up to 12 weeks and will be based upon the first day of FMLA used, as either unpaid or vacation. For example, if an employee uses 2 days for doctor visits prior to the birth or adoption those days would count in the total of 11 weeks 5 days.

Notification - All employees requesting paid parental leave or unpaid FMLA leave must provide verbal or written notice of the need for the leave to the Human Resources Department.

This policy does not modify our “at-will” employment doctrine nor does it constitute an express or implied contract or promise of employment. Taos Ski Valley Inc. reserves the right to change, modify or revoke any policy at any time with or without notice.

**Paid Volunteer Hours**

Full-Time Year Round (FTYR) staff have 24-hours of Paid Volunteer Time to volunteer in the community. This time is available to use beginning with the first pay period of Taos Ski Valley’s fiscal year, October 1st. Unused time does not carry over to the following year and is not paid out at the end of the year. An employee with disciplinary actions during the current season may not qualify for this benefit.

In order to be paid for your volunteer time, **qualifying employees need to make a formal request by completing the Paid Volunteer Time Request form and have it pre-approved by the HR Volunteer Coordinator-Dawn Boulware, and your direct supervisor.** Please be respectful to your supervisor/manager regarding using regularly scheduled work time as volunteer time. Employee must provide proof of hours of volunteer attendance from the qualified organization. Time is paid at employee’s regular hourly rate in the next regularly scheduled payroll run and does not affect overtime.

**Misuse Of Benefits**

Any misuse of these benefits will be grounds for disciplinary actions that 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. Example of misuse include, but are not limited to: selling your Staff complimentary or discounted tickets for monetary gain; being argumentative, yelling, or cursing when not getting a discount in the Rio Hondo Learning Center for non-dependent children; being argumentative with a cashier about a discount if you did not present your staff pass.

**OTHER POLICIES**

**APPEARANCE STANDARDS**

Taos is known for its free spiritedness and respects your personal expression through your appearance. Balancing your personal expression with the need to provide you and our guests with a professional, safe, healthy, and clean environment defines
our appearance standards. You are responsible for maintaining the basic appearance requirements set forth below. Your department may have additional standards that you must meet. You will need to meet these standards at the time you are hired. Overall, keep in mind the following:

- Look, smell, and be clean and professional; always keep in mind the health and safety of yourself, co-workers, and guests;
- Dress appropriately and professionally for your job and our mountain environment.

**Check Yourself!** You are expected to maintain a high level of personal hygiene and look, smell, and be neat, clean, and professional each time you report to work. This is all in order to convey a positive image to our guests, make your co-workers’ work environment more enjoyable, and meet basic hygiene and state health standards. While you are working, long hair must be confined, especially if it impairs your vision or violates safety regulations. Hair may be in any color (including unnatural colors like purple and pink), as long as it is permanent or semi-permanent, tidy and clean & kept away from the face. Sprays, glitters, chalks or temporary products are not permitted as this may compromise food safety. Dreadlocks are allowed as long as they are clean and neat in appearance and confined again for safety and health reasons. Check yourself so someone else doesn’t have to, it avoids an embarrassing situation altogether.

**Dress appropriately and professionally for your job and work environment.**

- You are not permitted to wear ripped, torn, soiled, or extremely oversized or undersized clothing. Pants must be worn at waist level. Visible clothing, hats, tattoos, jewelry, buttons or pins that may be offensive, promote illegalities and/or are controversial in nature are not permitted.
- The following list are examples of non-permitted tattoos - this list is not intended to be all-inclusive: death, sex, drugs, alcohol, witchcraft/voodoo, pain/suffering, violence, nudity or adult language. Tattoos such as this must be completely covered by clothing.
- Jewelry should not be worn when it might present a hazard to you. Allowable facial piercings while at work are limited to one conservative nose ring and a single conservative eyebrow piercing. No lip, chin, or tongue piercing is allowed. Ear piercing that is subtle and appropriate is allowed. Earplugs are allowed so long as they are less than an inch in diameter and do not pose a safety issue.
- For your comfort and safety, wear footwear that is appropriate to our mountain terrain, the weather conditions, and your work environment.
- Wear your nametag on your outermost garment while you are working. Keep track of your nametag! If you lose your nametag, promptly ask your supervisor to obtain a new one for you. There is a $5.00 charge for obtaining a new nametag.
- You may be required to wear a uniform or staff jacket in your department. Keep your uniform clean and in good repair throughout the season. Wear your uniform only while you are at work. Turn in your clean uniform or staff jacket to your supervisor at the end of the season or upon leaving Taos Ski Valley, Inc. You are responsible for your uniform or staff jacket and will be charged accordingly if you fail to return it.

Communications protected by Section 7 of the National Labor Relations Act are permissible under this policy.

**CONDUCT**

**Code of Conduct**

Taos Ski Valley’s international reputation for excellence is based largely on the expertise of our employees, our reputation for doing the best possible job of treating our guests with sincere care, courtesy and respect, and for conducting our business with integrity. We intend to maintain these high ethical standards. To do so requires continuous examination of complex ethical questions, including defining and monitoring conflicts of interest. It is impossible to review all conduct required to maintain the high ethical standards we expect from our employees or to set forth rules to cover all conceivable situations in which conflicts might arise. However, we ask your full compliance with the spirit of this policy statement:

*Every board member, officer, director, manager, supervisor, and employee of Taos Ski Valley, Inc. shall conduct himself or herself on the basis of the highest standards of business ethics, observing in every action involving Taos Ski Valley, Inc. both to the letter and intent of the law.*

It is essential for you to be conscious of your personal actions and how they reflect upon or impact Taos Ski Valley, Inc. It is your responsibility to inform a member of management if you see others engaging in behavior in violation of our code of conduct. Failure to comply with the Code of Conduct may result in disciplinary actions that 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. Our Code of Conduct includes, but is not limited to, the following policies:

Confidential Information

In the course of your work, you may have access to confidential information regarding Taos Ski Valley, Inc., our suppliers, our guests or perhaps even other staff members. One of your most serious responsibilities is to keep this information confidential.

Professional Impropriety

Avoid even the appearance of professional impropriety, which includes, but is not limited to, using your position with Taos Ski Valley, Inc., or any of its guests, for private gain, to advance personal interests or to obtain favors or benefits for yourself, members of your family or any other individuals or other business entities.

Conflict of Interest

A conflict of interest arises when one is involved in activity for personal gain, which for any reason is in conflict with Taos Ski Valley, Inc.’s (the Company) business interests. Staff, managers, supervisors, directors and board members should be aware that conflicts of interest can arise through various relationships including, but not limited to, family relationships, economic relationships, and personal or intimate relationships. One cannot solicit or compete with the Company’s product or service offerings. Outside work cannot be performed on the Company’s time. No one can use the Company’s equipment, materials, resources, or “inside” information for outside work. One should not solicit business or clients or perform outside work while working for the Company. Staff and their immediate family must be free of any significant investment or associate with competitors or suppliers that might interfere or appear to interfere with Taos Ski Valley’s interests. If a staff member has any situation, which may be an actual or potential conflict of interest, you must complete a Conflict of Interest Disclosure form with Human Resources for review by management. Board members, officers, directors, and employees with significant purchasing responsibilities of the Company must complete a disclosure form annually and provide updates accordingly. Each of us is required by the circumstances in which we work to manage our personal and business affairs to avoid situations that might lead to conflict — or even a suspicion or illusion of conflict — between our self-interest and the objective performance of our daily responsibilities for Taos Ski Valley, Inc.

Solicitation or Acceptance of Compensation or Anything of Monetary Value

It is unethical for any employee to use his position or seniority with Taos Ski Valley, Inc. to obtain favors, services, or goods from any guest or vendor. The following guidelines are intended to assist you in determining your conduct when a guest or vendor gives you a gift. “Gifts” include any manufactured goods or services. It is unacceptable to solicit any gift. If you are in doubt about any situation related to this policy, discuss your situation with your supervisor or a manager.

Vendor Relationships

If your position with Taos Ski Valley, Inc. in anyway can influence, directly or indirectly, the purchase position or status of a vendor, and a representative of that vendor gives you a gift valued over $50, you need to report that you have accepted that gift. Check with your supervisor or manager for the form you need to complete.

Guest/Co-worker Relationships

As a Taos Ski Valley, Inc. employee, you may not trade any service, discount a product, and provide additional services or a product upgrade for anything of monetary value beyond your regular employee compensation. To ensure that we treat our guests fairly, you need to let your supervisor or manager know if a guest or co-worker offers you anything that may be considered a “kickback” for favorable treatment.

Personal Conduct

Taos is a small community. Because of this, your behavior off the job frequently reflects on Taos Ski Valley. Thus, while free skiing, socializing in the bars, using the parking lot or other Taos Ski Valley, Inc. facilities, you continue to be responsible for maintaining the highest quality of personal standards. Furthermore, we believe it does not make good business sense for us to employ or to continue to employ you if you elect to involve yourself in litigation against TSV, Inc.

Employees have a general obligation to obey the law. We do not tolerate things like repeated violations of traffic laws, conduct that endangers staff or others, or misrepresentation of age to purchase alcoholic beverages for yourself or for anyone who you know is underage. Or to employ a person convicted of a serious crime in the last 12 months.

Off-duty/Personal Conduct

While Taos Ski Valley, Inc. does not seek to interfere with the off-duty and personal conduct of its employees, certain types of off-duty conduct may interfere with Taos Ski Valley’s legitimate business interests. For this reason, you are expected to conduct your personal affairs in a manner that does not adversely affect Taos Ski Valley’s or your own integrity, reputation or credibility. Illegal off-duty conduct by an employee that places Taos Ski Valley in an unfavorable light with the public, harms our

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reputation, adversely affects our guests, your co-workers, Taos Ski Valley's legitimate business interests or your ability to perform your job will not be tolerated. In these instances, you will be subject to disciplinary actions that 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. To enable Taos Ski Valley to determine whether your off-duty/personal conduct may affect your ability to perform your job or adversely impact Taos Ski Valley's reputation, guests, employees or business interests, you must promptly report any arrest, indictment or criminal charge:

- For a crime involving dishonesty (such as identity theft, stealing, fraud) or any violence (such as assault or battery) or improper sexual conduct to children, family members or others.
- For any felony (whether under state or federal law).
- Which may affect your ability to perform your job, jeopardize workplace safety or security, or otherwise adversely affect Taos Ski Valley's business interests or reputation.

If you are required to operate a motorized vehicle (personal or Company) as part of your job duties, you must immediately report to your supervisor any off-the-job:

- Charges or convictions regarding driving while impaired or under the influence of alcohol or drugs.
- Misdemeanor charges or convictions related to or arising from operation of a motorized vehicle.
- Revocation or suspension of your driver’s license.

All **on-duty** traffic tickets or formal charges related to the operation of a motor vehicle must immediately be reported to your supervisor. On-duty motor vehicle accidents must immediately be reported to your supervisor.

On a case-by-case basis and as permitted by applicable law, Taos Ski Valley will assess the impact that off-duty misconduct may have on Taos Ski Valley’s interests and may take appropriate action up to and including termination of your employment.

**THEFT AND FRAUD PREVENTION POLICY**

This policy applies equally to all employees of Taos Ski Valley, Inc.

Taos Ski Valley, Inc. staff members are expected to conduct themselves with integrity and respect. Theft of Taos Ski Valley, Inc. or employee property is a possibility that none of us even wants to consider. We believe the probability of anyone stealing money or Taos Ski Valley, Inc. property is slight. However, since the resulting demoralization to the affected department and the trauma to the other employees involved is indeed significant, we need to be prepared in the event a theft does occur. This policy is put in place to protect both Taos Ski Valley, Inc. and its staff members. Taos Ski Valley is committed to investigating all reported or suspected violations of theft or fraud. Dishonest acts come with serious consequences.

Taos Ski Valley, Inc. will conduct a timely and thorough investigation to determine if a theft has occurred and take appropriate action. Taos Ski Valley, Inc. will take care to ensure the investigation remains as confidential as possible and only people with a 'need to know' be provided information about the proceeding.

Any employee who suspects theft or fraud can report these claims without fear of exposure or repercussion. Failure to report known violations is a violation in and of itself, and subject to similar consequences.

Management staff has a responsibility to maintain effective safeguards and control systems to prevent violations;

- Properly train staff members on specific risks of policy violations and theft awareness.
- Maintain procedures that safeguard and protect staff members from theft.
- Make sure any changes in procedures do not leave opportunities for policy violations.
- Report any suspicions of theft or other fraudulent acts.

Disciplinary actions will depend on the severity of the issue. 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. Possible litigation may also be filed against the individual. Restitution of funds or assets will be sought by Taos Ski Valley, Inc. if applicable.

Any employee who intentionally reports false accusations against an individual will be disciplined accordingly.

This policy covers data theft (proprietary data, sensitive personal data, etc.), theft of physical property, violations of company policy that result in loss, theft or inappropriate use of company assets or fraud (wrongful or criminal deception intended to result in financial or personal gain).

Examples of theft or fraud include but are not limited to:

- Misuse of Taos Ski Valley, Inc. owned housing, vehicles, or credit cards
- Pass Misuse and replacement ticket fraud
- Theft of company time
- Theft or damage of company property
Accepting perks, gifts, or bribes from vendors in a promise gain any commercial, contractual, regulatory or personal advantage.

• Misuse of expense reimbursements or purchase orders
• Cash and credit card handling violations including failure to follow company policies when operating a cash drawer.

DISCIPLINARY ACTIONS

During your employment with Taos Ski Valley, Inc. it may be necessary to ask you to improve or modify your work performance or conduct. Occasionally performance or other behavior falls short of our 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.

Throughout this Employee Self-Reference Guide, examples of performance and behavior leading to your continued employment or termination are noted. These examples are by no means complete nor are they intended to be all-inclusive. The following list, again while not complete, includes some examples of actions that may result in an employee being subject to disciplinary action. If any of these rules of conduct which govern all Taos Ski Valley employees are unclear to you, please discuss them with your supervisor or with someone in Human Resources.

• Failure to comply with policies and procedures outlined in this Employee Self-Reference Guide
• Conviction of any law violation, excluding minor traffic violations
• Violation of or disregard for Taos Ski Valley, Inc. policies regarding lift and mountain safety including, but not limited to; skiing/snowboarding recklessly, performing unauthorized aerial maneuvers, skiing/riding past any trail, area boundary, or avalanche closure signs
• Violation of any term of a “Last Chance” letter
• Failure to comply with standards set forth in Taos Ski Valley, Inc.’s Code of Conduct
• Failure to perform work as required
• Breaches of security
• Theft of company or personal property
• Misuse of company benefits
• Failure to comply with Taos Ski Valley Inc.’s Drug and Alcohol Policy

Always make sure you understand why you are being disciplined and the consequences of a further violation. Ignorance of Taos Ski Valley, Inc.’s policy is no defense against disciplinary action. Any action taken by management in an individual case shall not be assumed to establish a precedent in other circumstances.

Taos Ski Valley, Inc. is subject to numerous federal and state laws that protect employees from adverse employment actions based solely on age, race, sex, serious medical issue, national origin, ancestry, religion, veteran status, sexual orientation, gender identification, and spousal affiliation.

COMMUNICATIONS

You are the eyes and ears of Taos Ski Valley, Inc.! We want to know what you see, hear, and think. We not only welcome, but also are anxious to hear your suggestions for improvement. If you have an idea, complaint, concern, or question you believe will improve our operation or resolve a problem, talk to your supervisor, write it down, send it to the appropriate department manager, go to Human Resources, or see David Norden.

Communicating with Your Supervisor

“See your supervisor” is a bit of advice you will hear frequently. If you have questions about jobs, duties, and responsibilities direct them to your supervisor. If you have complaints concerning your work, a procedure, policy, or condition related to your position or if you have personal problems affecting your work, talk to your supervisor.

If your complaint involves your supervisor, discuss the situation with his/her boss or the Human Resources Department. We want to ensure that you are free to voice any issue without intimidation and that those issues are fairly and impartially resolved.
**Communicating with David Norden**

David Norden is really interested in knowing your thoughts and ideas. If you want to say hello, stop by the office. However, if you want to discuss something, give a call first so you can receive the time needed for your conversation. David is available for almost any conversation; however, this is not a replacement for the relationship you have with your supervisor and/or manager. Following the chain of command is the best route to resolve your concerns and present your ideas. David’s door is truly open, but it is important that your supervisor and the department manager have the first opportunity to act on your problem or idea.

Generally, the more you follow the chain of command, the faster you may see a response.

**Communicating with Other Staff Members**

Part of what we love about our community is it’s the friendliest place we know, but problems arise when being friendly interferes with getting our job done. Even when you are on break, you should not interrupt someone who is on the job by dropping by for a chat. Remember, for example, when you are on your ski break, the lift operators are not; they are attending to serious business.

Both space and leisure time in all Taos Ski Valley offices is very limited. Please limit your visits in these areas to company business. In the main Administrative Office, check in with the front desk before proceeding to any of the individual offices.

If you have a disagreement with another employee, discuss the problem with your supervisor who may, if necessary, discuss the problem with the appropriate supervisor or manager. Under no circumstances argue with or disregard the instructions of your fellow employees. Such behavior will result in disciplinary actions that 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.

**Communicating with The Media**

We have set in place a Media Protocol in order to protect Taos Ski Valley, Inc., its staff and other constituents from the risk of providing misleading or inaccurate information to media. Because media work on a deadline and our goal is to provide them with prompt and accurate information, if the media contacts you, please take the following simple steps:

- **Tell them** “I am not an authorized spokesperson for Taos Ski Valley, Inc. but I can put you in touch with someone who can help you.”
- **Ask “**Can you please tell me your name, contact number, who you work for, and your deadline?”

Our Media Protocol will also allow media the right to appropriate access to information about Taos Ski Valley, Inc. from a consistent group of contacts. The **authorized Primary spokesperson(s)** to speak to media on behalf of Taos Ski Valley, Inc. are **David Norden, CEO, and Dash Hegeman, Marketing Manager**.

Any authorized Secondary spokespersons will be at the direction of David Norden.

**Social Media Guidelines**

Social networking sites have become an integral part of everyday life both personally and professionally. The line between private and public activity has been blurred by these tools. These guidelines are intended to help you represent Taos Ski Valley, Inc. professionally when using these sites either personally or professionally. These guidelines apply to any employee who posts content about Taos Ski Valley, Inc. on social platforms including, but not limited to: Twitter, YouTube, Facebook, LinkedIn, Instagram, Snapchat or any public blog. The dos and don’ts

- **You represent Taos Ski Valley, Inc. at all times.** The rules for employee conduct contained in this Employee Self-Reference Guide apply to you in the social media world, too.
- **Exercise full disclosure.** When you mention Taos Ski Valley, Inc., identify TSV, Inc. as your employer. You need to include a disclaimer that your views are your views and are not the views of Taos Ski Valley, Inc.
- **You may not claim or imply** that you are speaking on Taos Ski Valley, Inc.’s behalf.
- **You are not permitted** to post photos of our guests (adults or children) or fellow staff members unless you have expressed written permission to do so by the adult or parent or guardian of a child.
- **You are not permitted** to disclose or post proprietary or confidential company information on your personal social media account. Do not publish, post, or release information that is considered confidential or not public.
- **Please respect** the copyright, privacy, fair use, financial disclosure, and other applicable laws regarding TSV, Inc. logos or photos.
- **Update/check** your social channels on your lunch break or off the clock unless it is specifically a part of your job duties. It is unacceptable to do so during your scheduled work time.
- **Never comment** on anything related to legal matters or litigation.
- **Employees** are prohibited from sending harassing messages to coworkers or management.
- **Employees must report any** cyber harassment (see sexual harassment/harassment policy).

Failure to follow these guidelines may result in disciplinary action up to and including termination of your employment. This policy may need to be revised as laws and usage change, new platforms are introduced, and existing platforms expand.

*Nothing in this policy is intended to infringe upon Section 7 rights of the National Labor Relations Act.*
Bulletin Boards
You need to keep abreast of daily area operations and activities. Throughout the season we issue news releases, schedules, and memos on various subjects. Find out where this information is posted and check it regularly to see what is new. Also, check your departmental bulletin board daily for special bulletins specific to your schedule or your department. Unauthorized posting of notices, photographs, or other printed or written materials on Taos Ski Valley, Inc. bulletin boards or any other Taos Ski Valley, Inc. property is prohibited.

Post No Bills
Because our guests might reasonably confuse an untidy base area with a lack of concern for important issues such as safety, we all pitch in to keep our base area clean and neat. All notices, advertisements, announcements, menus, or flyers of any description need to be approved before they are posted. See someone at Lost, Found & Information for approval.

Newsletters
“HR Working Great and Wellness Updates” are newsletters designed to keep you informed about Taos Ski Valley happenings. These are YOUR newsletters. Your contributions are invited and encouraged; however, we reserve the right to select and edit material to be published. Give your ideas to HR or Ashley Ryland before Thursday. The newsletters are distributed by email. If you are not receiving newsletters please write down your email and turn it in to the Administrative Reception staff.

Organization of Taos Ski Valley, Inc.
The organization of Taos Ski Valley, Inc. emphasizes working together as a team while stressing functional relationships more than strict “reporting” relationships. Fortunately, at Taos Ski Valley people do a number of jobs and willingly help one another as the need arises.

We will continue to stress the importance of working together...of viewing ourselves as members of a team whose game plan is directed by our guests. Our goal is to compete successfully with other ski areas and not to yield to competition between our own departments.

THE TAOS CARD - OUR GUEST SERVICE PHILOSOPHY
We provide an experience where one feels comfortable, welcomed, and valued. We look for opportunities to positively affect someone else’s day.

We show we value each other in a variety of ways. Some are small, like taking the time to say hello with a smile or answer a question. Others require more time and investment, like recognizing when there is a problem and doing what we can to make it better. Like other skills, the more we practice the better we are able to be of service to others!

We share our Passions through The Taos CARD
Celebrate Our Culture and History – We celebrate the rich, living cultures that are woven together in our region that create a tapestry that binds Taos’ spirituality to fill our souls

Positively Engage in Every Moment – We demonstrate a yearning to really listen, contribute, consciously engage and share why we are stoked to be here. We strive to make each moment a positive one.

Be Yourself – Through our genuine love of hospitality we welcome, make people feel comfortable, and show our gratitude for the opportunity to help someone out.

Be Kind – We’re open hearted, sincere and generous in our interactions

Create Lasting Relationships – We share experience through simple gestures and stories that inspire lasting relationships

Be Conscious – We’re conscious that we communicate in more ways than the words we speak. Our body language and tone speak volumes.
Resolving Guest Problems

At some point, you will most likely encounter guests who have questions, needs, or complaints they want answered or resolved right away. Treat guests as you would like to be treated if you were in their boots. Often you will know how to do it. If not, try to find the answer from a supervisor or a more experienced employee. If that fails, then refer the guest to someone else.

Here are some hints for handling a guest problem or complaint:
LISTEN carefully, hear them out
REPEAT the complaint or problem, clarify
APOLOGIZE for any inconvenience this has caused them
ACKNOWLEDGE the customer’s feelings of frustration
EXPLAIN the ACTION you will take
THANK them for bringing the problem to your attention and giving us an opportunity to make it right

MAIL, UPS, PERSONAL FAXES, AND COPYING

A U.S. Post Office is located in Box Canyon on the Thunderbird Rd. Promenade leading to the Thunderbird footbridge. You should have your personal mail and packages sent to General Delivery, Taos Ski Valley, New Mexico, 87525, or to your personal Post Office box number, not to Taos Ski Valley, Inc.’s Post Office box. The company cannot be responsible for the delivery of your personal mail. The Post Office also takes care of your personal UPS shipping and receiving, faxing, and copying needs. These services are not available for personal purposes at the Administrative Offices or other Taos Ski Valley offices.

SOLICITATION

Taos Ski Valley, Inc. prohibits solicitation and distribution on its premises by non-employees and permits solicitation and distribution by employees only as outlined here. We limit solicitation and distribution on our property because such activities can interfere with our normal operations, be detrimental to employee efficiency, annoy guests, and pose a security threat. You will be subject to disciplinary action for violating this policy.

• Non-employees are prohibited from soliciting funds or signatures, conducting membership drives, distributing literature or gifts, offering to sell merchandise or services without the express approval of Management, or engaging in any other solicitation, distribution, or similar activity on Taos Ski Valley, Inc. property.
• Management may authorize a limited number of fund drives by employees on behalf of charitable organizations or for employee gifts. However, you will not be discriminated against on the basis of either willingness or unwillingness to participate.
• Employees are not permitted to solicit or distribute literature for any group or organization to our guests for any purpose at any time. You may not solicit or distribute literature to other employees without explicit approval from the head of the appropriate department. Even with permission, if you are on break you may not solicit or distribute literature to employees who are on the clock. If you are not on break, you may not solicit other employees. Please solicit or distribute literature on your own time.

TELEPHONES, CELL PHONES AND OTHER ELECTRONIC DEVICES

Taos Ski Valley understands that most employees carry cell phones and other electronic devices, such as iPods, while at work. We are committed to providing the best service to both our fellow employees and guests. In this effort, the following policy outlines allowable and prohibited use of cell phones and other electronic devices while at work. While Smartphones may have changed the way many people communicate; technology is no excuse for abandoning old-fashioned good manners. Set a positive example by doing the following:

Give your undivided attention

People you are with should never wonder whether they are playing second fiddle to a smartphone. Sending or checking messages around others gives the impression that you’re physically present but mentally divided. Put your phone away while working. On the rare occasion that you can’t because of a critical matter, apologize and explain the situation in advance. Similarly, the person receiving your text or instant message deserves your full attention. If you’re not in a position to give it at that particular moment, set up an alternative time rather than make the person wait.
If you are an employee who is not issued a company cell phone, you may use your phone or electronic device only while on break, i.e. lunch or other times you are not expected to perform your job duties. This policy does not prohibit use of your personal cell phone to conduct company-related business.

Taos Ski Valley issues cell phones to those employees who need to be in constant contact with staff, guests, vendors, and for other company-related business. These employees may use their company-issued cell phone to conduct company business while working except when driving or operating any vehicle or other piece of machinery; this includes receiving or placing calls, text messaging, receiving or sending email, checking messages, internet searches or anything else that may distract you from operating a motor vehicle or other machinery.

Please only use the company telephones for company-related business or with expressed permission from your supervisor. Unauthorized long-distance calls are not allowed. In cases of emergency or other urgent matters, the front desk can take a message for you and relay it to your location if need be.

**USING COMPUTERS AND NETWORKS**

The TSV, Inc. Information Technology (IT) department supports an extensive computing network, providing the applications we rely on to run our business. This is the PRIMARY reason computers are available throughout the resort, and available for your business use. We also provide extensive wireless networks available to guests, and staff, for personal use. The health and security of our computing network – including network devices, PCs, servers, and applications – is essential to our business operations. Downtime can directly impact our ability to serve guests, so please:

- use company computer systems as provided and according to your training
- invest in learning to use systems better, and helping others learn
- let your supervisor know if you have problems or suggestions
- work with your supervisor and the IT group before making any changes to our systems

If you are required to use a computer at work, you may have a Windows login account, or you may use a shared login, and you may have logins to other business applications. You are responsible for any unauthorized computer use that may occur while you are logged in. Keep your business passwords secure, and don’t share them with others. Whenever you will be away from your computer for any length of time, **lock your computer** by pressing CTL-ALT-DEL and selecting “Lock” to prevent others from using your account.

When you are working, you may use a company computer for personal reasons only when you and your supervisor agree you have completed all your tasks, and when it does not interfere with serving guests or an opportunity to assist a guest. When you are off-duty, use of a company computer is at the discretion of your supervisor. TSV, Inc. business needs ALWAYS take priority over any personal use of company computers.

Please **DO NOT** attempt to add any device to the TSV, Inc. computing environment without coordinating with the IT group in advance. This includes any personal devices – laptops, tablets, phones, USB sticks, chargers – for any reason (like charging your phone via USB on a company PC). You may use personal devices on our wireless networks (wifi), but be aware that our Internet access and bandwidth is limited, and our priority is serving guests. Checking email and websites generally does not require a lot of bandwidth, but streaming audio/video, video chat, and wifi calling does. When we are busy, wifi needs to be available primarily for our guests, so you should limit your personal use.

Other things you should know:

- All TSV, Inc. computing equipment is the property of TSV, Inc. and is purchased for the purpose of conducting TSV, Inc. business.
- There is no assurance of privacy of any file stored on TSV, Inc. computers; all computer use may be monitored and all files may be backed up, compressed, or deleted at the discretion of TSV, Inc.
- Inappropriate use of the TSV, Inc. computing environment, including modification of or addition to computer hardware or software, may result in disciplinary action, ranging 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.
- TSV, Inc. uses a service to filter content on the internet. Content filtering may change without notice. Inform your supervisor if you require access to filtered content as part of your job duties.
- Most Peer-to-Peer (P2P) software has file-sharing features that are turned on by default making any song or movie files on your computer available to others for download. In effect, you are distributing copyright materials without even knowing it. Know what software you have on your computer and how it works. Turn off any file-sharing options.

TSV IT is here to provide a productive, secure computing environment for everyone. If you have questions or suggestions, please share them with your supervisor and IT.
BUSINESS-RELATED ELECTRONIC INFORMATION POLICY

The intent of this policy is to ensure that all TSV, Inc. business-related electronic communication and electronic work product are secure and accessible to the company. The company’s expectation is that any TSV, Inc. business-related electronic correspondence is performed using the company’s email system and using a company assigned email address (i.e., John.Doe@skitaos.com). Additionally, any TSV, Inc. business-related electronic work product must be conducted on or saved to approved company network shares and available to TSV, Inc at all times. Any violation of this policy, whether intentional or not, may be grounds for disciplinary actions ranging from an informal discussion with the employee about the matter, to immediate discharge. Any action taken by TSV, Inc. in an individual case does not establish a precedent in other circumstances.

ILLEGAL DOWNLOADING AND FILE SHARING

When a movie or song is produced and marketed, everyone involved in the process has monetary gains from the sale of that product. Therefore, that product is protected by copyright law so that it cannot be copied, reproduced or resold without their permission. If you did not pay for a song, movie or other media file that has a copyright, then downloading that file is a crime. Likewise, distributing a copyrighted media file, whether via electronic or non-electronic methods, without the express permission of the copyright holder is also illegal.

The two primary groups that oversee the downloading of music and movies are the Recording Industry Association of America (RIAA) and the Motion Picture Association of America (MPAA). These two groups constantly monitor downloads and websites for copyright violation. When they see that a song or movie has been downloaded illegally over our network, they notify one of our Internet Service Providers (ISPs), who in turn notify TSV. We then take steps to internally identify the employee who downloaded the file. There can be serious legal and financial ramifications to illegal downloading.

At TSV, once IT receives infringement notifications from the RIAA or MPAA, it immediately makes a copy of the logs that enable activity to be traced back to a specific location and user login. This information is shared with the relevant department supervisor for possible disciplinary action. In general, unless it is part of your work, don’t download copyright material on a company computer.

CONSEQUENCES OF ILLEGAL DOWNLOADING

Legal & Monetary

Most of us do not have half a million dollars lying around the house. But, if you download files you haven’t paid for, or share files without permission from the copyright holder, you may have to pay that much. Under the Digital Millennium Copyright Act, distribution of copyright materials is punishable by law. Those found guilty of copyright infringement may face up to five years in jail, fines and charges of up to $150,000 PER FILE. In addition to any other charges that could be brought against you, the copyright holder can file suit, resulting in additional legal fees and damages that must be paid. Recent cases have resulted in judgments against the person distributing the files of up to $80,000 per file, for example:

- A federal jury concluded that a 25-year-old college student must pay $675,000 — or $22,500 for each of the 30 songs he was found liable of infringing. (wired.com)
- In Minnesota, Jammie Thomas-Rasset, a single mother, was fined $80,000 for each of 24 songs, resulting in a total of $1,920,000, almost 2 million dollars.

Viruses, Spyware, Ransomware

Downloading software, visiting unsafe websites, and opening email attachments can expose your computer and our company network to infections. Since you have no idea files may be coming from, you have no way of knowing if they may be infected. Downloading infected files to your computer could result in loss of data, excessive pop ups, slow Internet connection, extortion, and possible identity theft. An active anti-virus software will not always protect you from malicious software risk.

If you need to add an application to a company computer for business use, please work with your supervisor and IT. In general, use what is installed, and coordinate with IT before downloading new content or software.

Illegal Downloading: Fiction vs. Fact
PROPERTY

Security Policy

Taos Ski Valley, Inc. has a variety of workplaces, offices, storage facilities and other areas in which employees work. There are public and non-public areas that can be affected by security breaches. Every employee is responsible for the security of Taos Ski Valley’s property and information.

Employees have access to all public areas as well as to their own departments’ private areas and locker rooms only. If you are unsure about what areas are accessible to you, ask your supervisor. Employees should receive authorization from a supervisor before entering another department’s work areas. Please be aware that all offices and other office work spaces are private.

The following areas are off limits to most employees, these include but are not limited to: the bat cave (receiving area at the resort center), liquor storage rooms, in any restaurant kitchens, behind any bar area, explosive storage area, lift buildings, cash receiving/holding areas, childcare, behind the cage at lost and found, server room, Rio Hondo Learning Center storage or any other area secured or unsecured for special events.

Any person suspecting a security violation should notify a supervisor or a member of management immediately.

Employees who violate the security of Taos Ski Valley, Inc.’s property, facilities, and/or information may be subject to disciplinary actions that 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.

Locker Policy

This policy provides for the protection of your property and personal safety and for the security of Taos Ski Valley, Inc. facilities. Lockers are available to particular groups of employees and are assigned to those employees for their convenience. No Taos Ski Valley, Inc. property (except for uniforms) and no personal property of more than nominal value should be stored in your locker. Valuables and large amounts of money should not be brought to work since Taos Ski Valley, Inc. cannot be held responsible if losses occur. Because you assume responsibility for securing personal property stored in any Taos Ski Valley, Inc. locker room, please note that your personal belongings – skis, cameras, iPods, cell phones, boots, equipment, tools, etc. – stored on Taos Ski Valley, Inc. premises are not covered by any of Taos Ski Valley, Inc.’s insurance policies. Losses due to theft may be covered under your homeowner’s or renter’s insurance policy. Taos Ski Valley, Inc. is not responsible in any event for theft, loss or damage to your personal property stored or left in your locker or elsewhere.

Locker and dressing areas have limited space. Because of that limitation and to protect your property, only Taos Ski Valley, Inc. staff may use staff lockers and locker rooms. Please help by keeping your family, friends, and guests out of these areas.

After April 15, all lockers will be emptied and their contents discarded. Please make sure you empty your locker by this date to avoid loss of personal property.
**Personal Property Inspection**

Taos Ski Valley, Inc. reserves the right to inspect personal containers such as desks, lockers, lunch boxes, thermoses, purses, packages, backpacks, or any other items carried or used by employees. By accepting a company locker, an employee consents to the opening and search of that locker by any representative of Taos Ski Valley Inc. In accepting a staff locker, you agree to abide by this policy.

**Taos Ski Valley Property**

**Taos Ski Valley, Inc. Offices:** All offices and work stations at Taos Ski Valley are varied throughout the resort. Please respect these spaces as they may be private and confidential information contained therein. Offices are typically shared and small, please remember that these areas are for the day-to-day operations of Taos Ski Valley and not for ‘hanging out’. Do not attempt to find an item on someone’s desk or office without permission. Taos Ski Valley is not responsible for stolen items from personal work stations.

**Taos Ski Valley, Inc. Tools:** In the course of your duties at Taos Ski Valley, you may need hand tools supplied by the Warehouse department located at the Vehicle Maintenance Facility. When you sign out one of these tools, it becomes your responsibility. No tool lasts forever. If breakage occurs, return the item. Only throw it away with permission from the Warehouse department. Return all items you have used for the season. Taos Ski Valley, Inc. materials, equipment and finished products are not to leave the premises without proper authorization. You may be liable for the replacement cost of tools issued to you and this cost may be withheld from your final paycheck.

**Taos Ski Valley, Inc. Keys:** Depending upon your job, one or more keys may be issued to you for use in your assignments. Unauthorized duplication of a Taos Ski Valley, Inc. key is prohibited. These keys are your responsibility. If, during the course of your employment, you no longer have use for a key, please return it to the Administrative Office or to your supervisor. Should you leave Taos Ski Valley, Inc., all keys that have been issued to you must be returned before your final paycheck will be issued. Lost keys must be reported immediately! Key control is maintained by the Administrative Office staff who will explain to you the procedure for signing keys in and out. You may be liable for the replacement cost of keys issued to you and this cost may be withheld from your final paycheck.

**Taos Ski Valley, Inc. Vehicles:** Taos Ski Valley, Inc. maintains a large fleet of vehicles, ranging from snowmobiles to bulldozers, each of which is unique in its own way. To operate any one of these vehicles, an employee must have a current, valid operator’s license, a satisfactory motor vehicle record, and appear on our list of qualified operators for insurance purposes. If you are not sure whether you are on the insured driver list, call Human Resources or ask your supervisor before operating a Taos Ski Valley, Inc. vehicle. If you are on the insured driver list, you need to report any violation on your driving record to Taos Ski Valley, Inc.

All company travel should be done with a Taos Ski Valley company vehicle. Any exception to this must be pre-approved. When Taos Ski Valley, Inc. agrees to reimburse you for some of your expenses in such instances, you accept sole responsibility for the auto and/or liability insurance covering any claims and losses that may occur while operating your own vehicle.

Defensive driving is the key to accident prevention. Should an accident occur, report the accident to your manager as soon as possible. Report any near-hits, crashes and scrapes, including those that do not result in injury, to your manager in a timely manner. It is mandatory that you wear a seatbelt when operating a vehicle on any public road in New Mexico, and Taos Ski Valley requires you to wear a seatbelt at all times.

You should never operate a piece of Taos Ski Valley, Inc. equipment in violation of applicable laws and regulations, in an unsafe or abusive manner, while using or being under the influence of alcohol and/or drugs, without authorization, proper training, a proper driver’s license, or while taking medication which may reduce your alertness. To do so may be cause for disciplinary actions that 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. You are responsible for any violations, e.g., speeding/parking tickets, you incur while operating a Taos Ski Valley, Inc. vehicle.

Because of tax legislation and its implications, use of any Taos Ski Valley, Inc. vehicle for personal business other than de minimum use (such as stopping for lunch) is not permitted. If you are driving a Taos Ski Valley, Inc. vehicle, do not pick up any hitchhiker unless he is currently employed by Taos Ski Valley, Inc., in which case you are urged to offer him/her a ride.

**Dogs**

In the interests of safety, cleanliness, and white snow, your pets other than avalanche dogs are not permitted on Taos Ski Valley, Inc. property at any time during the ski season or during high business levels. Dogs are never permitted to ride in Taos Ski Valley, Inc. leased vehicles. During our summer season, pets may be permitted only after Director approval. Pets are not to be left unattended or tied up in public areas and are not permitted in food or construction areas. Failure to control your pet could result in disciplinary actions that can range from an informal discussion with the employee about the matter to immediate discharge, a citation by the Village Police, and/or a fine. Action taken by management in an individual case does not establish a precedent in other circumstances.

**Lost & Found**

“Lost & Found” for the Ski Valley is centralized at the Lost, Found & Information Desk outside the Staff Locker Room in the Resort Center. Anyone, staff or guests, should check there for any lost article. This is also where the forms are completed and filed to report all lost or stolen items.
If you find an article, call Lost & Found (ext. 2411) to let them know what you found, where you found it, where it is being held, and how soon it will be delivered to the Lost, Found, & Information Desk. Most found items will be held at that location for thirty (30) days. After thirty days, if a found article is not claimed, it may be given to the person who turned it in provided he/she requests it at the time the item is turned in and claims it at the end of the 30-day holding period.

PARKING, PASSING, AND CARPOOLSING
You are encouraged to carpool whenever possible. Please obey all instructions from the parking lot staff and follow the correct direction of traffic flow as indicated by the posted signs. Never argue with the parking lot staff. Address any problems with your supervisor or the parking lot supervisor during non-busy hours. Do allow extra time to get to work on the known busy days. Taos Ski Valley, Inc. is not responsible for and will not pay for repairs due to any damage to or theft from personal vehicles. When you are driving up the canyon and notice more than 5 vehicles piled up behind you, please pull off the road and allow them to pass if safe to do so. This spares the nerves of the drivers behind you and reduces the illegal passing on the curves.

GUN CONTROL
You are prohibited from bringing any firearm onto Taos Ski Valley, Inc. property without the written permission of management. Immediately report any suspicion or knowledge of an employee or guest bringing a firearm onto Taos Ski Valley, Inc. property to any supervisor, the Safety Coordinator at ext. 2385, or a member of management.

RADIOS, MUSIC PLAYERS, TELEVISIONS, AND HEADSETS
Use of these items is not permitted in any department during business hours without written permission from David Norden.

READING
Your first priority is to provide our guests with an exceptional level of customer service and personal attention. While you are working, recreational reading should be done only when you and your supervisor agree you have completed all your tasks and when it does not even remotely interfere with serving our guests or with being on the lookout for an opportunity to assist a guest.

SMOKING
Taos Ski Valley, Inc. wishes to provide a work environment that promotes productivity and the well-being of its employees. In support of our core value to promote a healthy environment and to remain in compliance with state and local laws, smoking is not allowed in any of our facilities, including our hotel, restaurants and the restaurant decks. For the convenience of our associates and guests who do smoke, we have established specific smoking areas for them. For staff in the base area, smoking is permitted in the area directly to the east of the resort center, refrain from smoking in uniform.

Pursuant to the Dee Johnson Clean Indoor Air Act and consistent with our sustainability and wellness initiatives, it is unlawful to smoke in any indoor workplace or indoor public place. Smoking is also prohibited near entrances, windows, and ventilation systems of all workplaces and public places. Taos Ski Valley, Inc. further prohibits smoking within 25 feet of entrances, windows, and ventilation systems of all buildings. This ensures that tobacco smoke does not enter the building or facility through entrances, windows, ventilation systems or any other means.

The same restrictions apply to the use of electronic cigarettes and all electronic nicotine delivery systems.

TRASH
It takes far less work for 700 people to pick up one piece of trash each than for one person to pick up 700 pieces of trash. Please use the proper recycling receptacles where appropriate.

TRAVELING AS A REPRESENTATIVE OF TAOS SKI VALLEY
This section’s intent is to provide you with guidance on how to conduct yourself while travelling as a representative of Taos Ski Valley. This includes, but is not limited to the following examples:
• As a marketing representative at industry trade shows;
• For training or educational purposes;
• Going on exchange to another resort;
• Attending industry-specific meetings;
• When using pass exchange days at other resorts.

At all times while you are travelling you are representing Taos Ski Valley. Before travelling on business purposes, you must obtain permission from your manager regarding your spending, hours you will be paid, etc.
Purpose

This document defines the specific policy to be followed when traveling on Company business, as well as employee accountability for Company funds.

Accounting Travel Policy

Either the Manager or above, of the department to which the expenses are being charged must authorize each domestic business trip in advance. Employees are expected to use their own means (credit cards) to travel, if this is not possible use of a company credit card must be approved by Management well in advance of travel and is subject to availability of cards.

EXPENSE REIMBURSEMENT

Expense Reports

To request reimbursement, all authorized travel must be itemized on the expense report. Expense reports must be approved by your department manager, and CEO, and submitted either weekly or immediately upon trip completion. Expenses submitted beyond 45-days of expenditure, will not be reimbursed.

Employees are responsible for any delinquent charges incurred due to lateness of submitting an expense report. In addition, employees should always make and retain copies of submitted expense reports.

All receipts are required for reimbursable items. Items lacking a receipt will not be paid. A receipt must be the original and must include sufficient information to establish the amount, date, place, payment method, and the essential character of the expenditure. Credit card receipts are not considered adequate support, except for restaurant expenses, if they do not detail the nature of the expenditure.

Reimbursements will be made by completing a Travel Reimbursement form obtained from Accounting and approved by your supervisor. The Travel Reimbursement needs to be submitted to Accounting with supporting documentation. It will be added to the next check run by Accounting.

Reimbursable Expenses

The following types of expenses, if incurred in compliance with this Company policy and while on Taos Ski Valley, Inc. business, may be submitted for reimbursement:

Taos Ski Valley Employee expenses ONLY:

- Airline Tickets
- Luggage Fees
- Mileage on Personal Vehicle
- Public Transportation Fees
- Rental Vehicles
- Tolls & Parking Fees
- Gas in Company Vehicles
- Meals will be reimbursed on an actual basis, up to following amounts (including tax and gratuity):
  - Breakfast: $15.00
  - Lunch: $20.00
  - Dinner: $30.00

Any Expense over the above rates will not be reimbursed.

Repairs on Company Vehicles needs to be approved before service is started.

Non-Reimbursable Expenses

Purely personal expenses while traveling are not reimbursable by the company. The following is a partial listing of items that are considered non-reimbursable:

- Damages to an employee’s vehicle while on Company business
- Purchase of clothing and other personal items such as haircuts, shoe shines, newspapers, magazines, tobacco, alcohol, etc.
- Purchase of in-room movies and entertainment
See following for an in-depth explanation of reimbursable expenses:

**Airline travel**

It is the policy of the Company to use the lowest fare wherever possible. We require that upfront supervisory approval be obtained on all air travel that is booked with less than 7 days advance notice. All exceptions must receive prior approval. Coach or economy class will be used on all flights.

The Company encourages all employees to purchase their tickets in advance whenever possible. We understand that there are times when this is not possible but, in those times, when a meeting, conference or trade show is scheduled in the future, we require that you purchase airline tickets for those events early.

Unused or partially used airline tickets must be returned to for refund/credit within one week of trip cancellation or trip completion.

**Transportation to/from Airport**

Parking fees and personal automobile mileage are a reimbursable expense when the total cost is less than taking a limousine, shuttle service, or taxi round-trip.

**Rental Vehicle**

The method of transportation (rental car, airport limousine, taxi and other ground transportation) is dependent upon the location, duration and nature of the business trip. The traveler is expected to use their best judgment as to the method chosen based on business needs.

When renting a car for business purposes, the traveler in the United States should decline any insurance coverage (Collision Damage Waiver [CWD] and Personal Accident Insurance [PAI]). Employees who need to rent cars outside of the United States should always accept additional coverage. In the event of an accident the employee must notify their Director immediately. Follow the accident instructions listed in the rental car company’s rental agreement. Time permitting; refuel the rental car before returning it to the rental company. Gasoline purchased for a rental car used on Company business is a reimbursable expense.

**Lodging**

The Company encourages all employees to make their reservations and payment in advance whenever possible. We understand that there are times when this is not possible but, in those times, when a meeting, conference or trade show is scheduled in the future, we require that you purchase hotel stays for those events early.

**Personal Meals**

Reimbursement will be allowed for meals actual basis (including tax and gratuity). Breakfast: $15.00, Lunch: $20.00, Dinner: $30.00. The maximum allowable reimbursement is $65 per day.

Meals on one-day trips will normally be allowed when the trip starts before the normal breakfast hour or when the employee is unable to return until after the normal dinner hour and such meals are not available on commercial airline flights, trains, etc. Meals also will be allowable during business trips away from the home office less than one day but which extend over the normal mealtime.

**Travel Hours**

Your travel hours are paid as time worked. Please take this into consideration when you are planning your work week to avoid overtime.

**VOTING**

We encourage you to exercise your voting privilege. Polls are open from 7:00AM to 7:00PM. If your normal work schedule does not permit you to cast your vote during those times, please talk to your supervisor at least three days in advance of an Election Day about rearranging your schedule.
USING BUSINESS AS A FORCE FOR GOOD

Here at Taos Ski Valley we strive to be the best version of ourselves that we possibly can. With that as a goal, we are constantly looking inward to evaluate what our guests, the local Northern New Mexico community, and our dedicated employees are saying about us.

Taos Ski Valley became the first ski resort in the world to become a Certified B Corp in February 2017. Becoming a certified B Corporation means that Taos Ski Valley’s long-held values of inclusion, sustainability and respect for all are validated. This is highlighted by the following quote from a staff member responding to a recent employee survey, "I've been in other workplaces where I didn't feel I had the freedom to be who I am. But I feel very happy to be at [Taos Ski Valley] where individualism is both celebrated and respected, and it is something that brings people in our workplace together."

As a company that depends on environmental sustainability and reverence for its local communities, B Corp status is a natural fit. Visitors that choose Taos Ski Valley for their next vacation will be doing so with the knowledge that they’re supporting our sound ethics.

We pursue business practices that are not only environmentally friendly, but which promote a more resilient and robust community that celebrates the rich, living cultures that are woven together in the region. The cornerstone of this mission is the Taos Verde initiative, which includes five core areas of focus: energy efficiency, land stewardship, efficient water use, responsible waste management and community engagement.

Taos Ski Valley is the first major ski resort to undertake becoming a certified B Corp, and, as a trailblazer, we hope many other mountain communities will follow. By protecting our natural environment and promoting positive connections with local communities, Taos believes the entire outdoor industry will continue to thrive while being stewards of the planet for future generations.

"B"ING THE CHANGE WE WANT TO SEE IN THE WORLD

CONCLUSION

We live in a changing world. Taos Ski Valley, Inc. fully expects to continue these and other employee benefits and policies indefinitely, but due to ever-changing conditions, it must reserve the right to terminate or to modify, at any time, the benefits and policies contained herein.

Again, welcome to the 2019/20 season. We hope you will find this Employee Self-Reference Guide instructive and informative. If you have suggestions on how to make this Employee Self-Reference Guide more understandable or helpful, let Human Resources know. We're glad you're here!
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