We are closely monitoring NM Department of Health, Centers for Disease Control (CDC) guidelines, and government mandates. We will continue to make changes as necessary to our protocols and procedures outlined in this document.

Note: there is no amount of policies and procedures that can completely guarantee safety in regards to operations during the COVID-19 pandemic. We understand that achieving a reasonable level of safety is a coordinated effort between Taos Ski Valley, Inc. staff and the community of Taos.
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Now more than ever, the safety and well-being of our staff is top-of-mind in our organization. Ever since the resort was forced to close on March 15th, Taos Ski Valley has done a tremendous job of taking care of its people and as we start to re-open the resort, we want to ensure you that we will continue to do everything possible to provide you with a safe working environment.

Our morning routine will look a little different as we move forward with new policies and increased protocols to ensure a safe and clean work environment. This document is to be used as a reference guide and resource for understanding the new policies and protocols in place and what is needed of you to support our efforts.

RAMP-UP:
We intend to bring teams back to work in a slow and methodical manner. Directors will work with their managers and staff to schedule out their return to work plans in a way that ensures a safe work environment while allowing us the opportunity to assess our processes and adjust as needed.

Work is “opt-in” only. We will not require anyone to return to work who feels uncomfortable or unsafe. Those that do not feel comfortable returning to work are encouraged to have a conversation with their Director and a representative of Human Resources to discuss options.

As for business operations, we are not currently open & receiving guests. We do not have a timeline for opening as we are working through many moving parts to assess what’s right for our staff, guests and business. We will keep you updated on a consistent basis as plans develop.

While there are many ways in which we have committed to communicating, such as with weekly newsletters, open forums and consistent updates to the www.skitaos.com/staff webpage, it is up to each of you to engage, stay informed and ask questions to avoid confusion.

To respond to new public health orders and information our operating procedures may change frequently, with little to no advance notice. We appreciate your flexibility and willingness to adapt.

We will continue to monitor updates from the Governor’s office and update you accordingly. As of May 16th, the following guidelines are required:

- We must wear masks in public spaces
- Non-essential businesses may operate with up to 25% of pre-crisis staffing levels.
- Instructions to stay home remain in place – we will continue to work from home as much as possible
- Congregating in groups over 5 people is prohibited
- We must continue to maintain physical distance of 6-feet or more
CHECK-IN & CLOCK-IN PROCESS:

SCREENING STATION & LOCATION:
- All staff arriving to work must report to the Screening Station
- Located at the entrance to the parking lot (Ocean Blvd. from hwy 150 will be closed off)
- The Screening Station will have a daily roster of all summer/FTYR staff approved to be working on-site per their director
- You will be required to answer a set of health questions, assess the PPE you have for going to work and submit to a temperature check
  - If your temperature is over 100.4 you will be asked to go home. See “Failed Screening Policy” below for guidelines
- Face coverings are required for the duration of the screening

SCREENING STATION HOURS (TENTATIVE, SUBJECT TO CHANGE):
- Staffed from 6:45am – 10:00am - 7 days/week
- Staggered check in times per department:
  - VMF/LMF = 6:45am
  - Trails/Snowmaking = 7:00am
  - Lift Maintenance = 7:15am
  - Bike/Patrol/Via/Lift Ops = 7:30am
  - HR/IT/Accounting = 7:45am
  - F&B = 8:00am
  - Resort Services = 8:15am

CLOCKING IN AND OUT:
- Clocking in and out is all to be done via the mobile punch system unless directed otherwise – clocking in/out using time clocks will need approval from HR.
- Staff should clock in once they have reached the entrance to the Ski Valley parking lot where the screening station is located.
- Staff should clock out when they are done with their shift and leaving their worksite location.
  - The mobile punch system is tracked via GPS and managers are able to audit where staff are punching in and out from. Disciplinary action will result should staff members be found clocking in and out from areas other than their worksites and/or the screening station.
- Staff should email HR@skitaos.com to get set up with the mobile punch app if they haven’t done so already.

FAILED SCREENING, INDIVIDUAL QUARANTINE AND RETURN TO WORK POLICY:
Confidentiality is of the utmost importance. Individuals will not be identified by name except on a need-to-know basis for administrative purposes or purposes required by law to ensure compliance with privacy laws. Communicating with staff must be done so in a way that does not reveal the identity or personal health-related information of the employee in question. Human Resources will handle communicating with staff members. Management must adhere to confidentiality protocols when speaking about the situation and/or concerns from other staff members.
Should a staff member fail the screening questionnaire/disclose symptoms, the following will take place:

- The staff member will be directed to go home and contact their Director immediately to discuss procedure and return to work protocols.
- The screening station representative will notify Human Resources of the failed screening
  - Human Resources will reach out to the staff member to discuss next steps
- The staff member will be required to seek medical attention, whether that be by appointment with their primary physician or by getting tested for COVID-19. See the Quarantine Guidelines below.
- Payroll guidelines are defined below.

Should a staff member exhibit symptoms of COVID-19 while working, the following must take place:

- The staff member will be directed to their vehicle as an area of isolation. They are not to have further contact with anyone except the TSVI representative assigned.
  - If the staff member doesn’t have a vehicle, they will be directed to a Terry Sports housing unit as an area of isolation.
- The TSVI representative will speak with the staff member via phone, if possible, to obtain the following:
  - A list of individuals that they’ve been in contact with while working on-site
  - A list of locations the staff member has been, while working on-site
  - An emergency contact should the staff member be in need of a ride home
- The staff member will either:
  - Click here to take the NM Department of Health screening questionnaire
  - Or call the following number to discuss symptoms: 1-855-600-3453
- According to the list provided by the staff member, BAMs will be contacted to disinfect all areas the staff member has been, immediately. CDC guidelines for cleaning and disinfecting if someone has been sick can be found halfway down on this webpage.
- As necessary and according to the list provided by the staff member, a representative from Human Resources will contact all individuals to let them know they may have been in contact with someone with symptoms and to call 1-855-600-3453 to discuss any concerns or take the NM Department of Health screening questionnaire
- Once the protocols above have been completed, a manager will instruct the staff member to go home and follow the Quarantine Guidelines, as outlined below.
- Payroll Guidelines are defined below.

Quarantine Guidelines:

- If you are exhibiting symptoms, have been exposed to someone who has tested positive or is exhibiting any symptoms, you need to contact a medical professional to discuss options.
  - Click here to take the NM Department of Health screening questionnaire
  - Or call the following number to discuss symptoms: 1-855-600-3453
  - If suggested:
    - Call to register for a test with Holy Cross Hospital – 575-751-5886 or 575-751-5786
- Refer to the CDC for details on self-monitoring. Coronavirus Disease 2019 (COVID-19)
- At a minimum, you will need to self-quarantine for 14 days.
Returning to Work:

- Directors will schedule a meeting with the affected staff member and a representative of Human Resources to determine when/if the staff member may return to work.
- Directors and HR will utilize the Return to Work Decision Chart to determine if a staff member may begin working again.

Payroll Guidelines:

- The staff member and their Director will work with Human Resources to identify paid leave qualifications and a return to work process.
- Staff members sent home due to exhibiting symptoms, a failed temperature screening or having been exposed to an individual with symptoms will be paid their regular hourly wage, as per the Emergency Paid Sick Leave guidelines under the Families First Act, until medical attention has been sought and/or the staff member has been tested for COVID-19, see below for guidelines.
  - The staff member will be required to seek medical attention and provide documentation in order to be paid.
- Definition of the Families First Act and eligibility requirements:

  - The Families First Coronavirus Response Act (FFCRA or Act) requires certain employers to provide employees with paid sick leave or expanded family and medical leave for specified reasons related to COVID-19. The Department of Labor’s (DOL) Wage and Hour Division (WHD) administers and enforces the new law’s paid leave requirements. These provisions will apply through December 31, 2020.
    - Two weeks (up to 80 hours) of paid sick leave at the employee’s regular rate of pay where the employee is unable to work because the employee is quarantined (pursuant to Federal, State, or local government order or advice of a health care provider), and/or experiencing COVID-19 symptoms and seeking a medical diagnosis; or
    - Two weeks (up to 80 hours) of paid sick leave at two-thirds the employee’s regular rate of pay because the employee is unable to work because of a bona fide need to care for an individual subject to quarantine (pursuant to Federal, State, or local government order or advice of a health care provider), or to care for a child (under 18 years of age) whose school or child care provider is closed or unavailable for reasons related to COVID-19, and/or the employee is experiencing a substantially similar condition as specified by the Secretary of Health and Human Services, in consultation with the Secretaries of the Treasury and Labor; and
    - Up to an additional 10 weeks of paid expanded family and medical leave at two-thirds the employee’s regular rate of pay where an employee, who has been employed for at least 30 calendar days, is unable to work due to a bona fide need for leave to care for a child whose school or child care provider is closed or unavailable for reasons related to COVID-19.
  - Click here for a fact sheet for staff members from the US Department of Labor to see how the new Act may affect you.

- To request Emergency Paid Sick Leave or leave under the Expanded Families Medical Leave Act, please complete the appropriate form and submit to Human Resources for review. (see www.skitaos.com/staff for more details)
  - Request for Expanded FMLA Leave
  - Request for Emergency Paid Sick Leave
PLAN FOR HIGH-RISK STAFF MEMBERS:
Examples: older age; presence of chronic medical conditions, including immunocompromising conditions; pregnancy, etc.

Individuals who express concerns about coming to work due to being a “high-risk” staff member are not required to work. They will be offered the option of unpaid furlough and eligibility to return to work when they feel comfortable doing so. Individuals who would like to return to work but request accommodation should do so by reaching out to their Director and Human Resources. Their Director and a representative of HR will work with the staff member to determine if reasonable accommodation is possible and if so, create a plan for returning to work.

Possible accommodations include:
- Determining isolated work options
- Adjusting schedules and work locations to ensure minimal staff, as necessary
- Providing alternative PPE - N95 mask, goggles instead of safety glasses, etc.
- Open air work as much as possible
- Assigned to one vehicle, no passengers
- Having designated tools
- Ensuring there we’re pairing with one team member, that team remains the same for duration of COVID work period.
- High-risk work hours – ie: 5am to 8am

To request Emergency Paid Sick Leave or leave under the Expanded Families Medical Leave Act, please complete the appropriate form and submit to Human Resources for review. (see www.skitaos.com/staff for more details)
- Request for Expanded FMLA Leave
- Request for Emergency Paid Sick Leave

WORKPLACE SAFETY:
Everyone must read and understand the new COVID-19 JHA that has been created for these protocols

Personal Protective Equipment (PPE):
- Face coverings – reusable, non-medical grade
  - 2 reusable face coverings per person to start - given out by manager
  - Staff can provide their own appropriate face covering if they don’t want to use the ones provided
  - Guidelines for wearing face coverings can be found on the CDC’s website
  - When to wear
    - Whenever within 6ft of another individual
    - Whenever in a vehicle with another individual
    - Whenever inside common areas of buildings
    - If you have concerns or are in need of accommodation please work with your Director and Human Resources to determine appropriate next steps
- Eye protection or face shields are to be worn when needed based on specific departmental requirements.
- Gloves
  - Will be available in work areas as designated by the departmental manager.
  - Should be used as necessary and based on comfort level. Taking off and discarding of gloves can be difficult and if not done properly can actually spread the virus more.
Disposable gloves must be discarded after each use.

Wear gloves when:
- Cleaning
- Handling materials and items that have been or will be handled by others (mail, paperwork, packages, etc.)
- Operating company vehicles
- While sharing tools

Accommodation requests or concerns must be made through your Director and Human Resources.

**Cleaning, sanitation, hygiene, etc.:**
- At least once every two hours, clean and disinfect all high-touch surfaces (this is taken from the state’s CSPs for retailers). Examples of high-touch surfaces include:
  - Tables, doorknobs, light switches, counter tops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.
- A cleaning schedule is to be created and maintained in each office area/facility/department.
- In addition, all surfaces, tools, equipment, coffee pot, microwave, etc. must be cleaned and disinfected before and after use.
- Wash hands often - at least every 1-2 hours and before or after doing any task/activity such as arriving to work, using the restroom, operating vehicles, eating, taking on/off your face covering, etc.
  - A hand washing video can be found here
- Cover coughs and sneezes with bent elbow or disposable towel/tissue
- Resources provided to staff
  - Plastic bags – for disposal
  - Hand sanitizer
  - Cleaning wipes available upon request
  - Hand washing stations for field workers and those without water
  - Assigned rags and cleaner
    - Everyone gets their own rag at the start of each day.
    - Rags are turned in and laundered at the end of each day.
    - Spray bottle with CDC approved cleaner issued to each office (a couple in shared office spaces) and company vehicles.

**Building Flow:**
- Prop main exterior and entrance/exit doors open as appropriate to reduce touch-points.
- Designated entrances/exits and directional as able and per building.
- Administrative Office
  - Entrance – main entrance, at the Front Desk
  - Travel – counter clockwise from the front desk, meaning when you enter at the front desk, continue straight.

**Arrival/Departure Protocols:**
- Go through temperature/symptom check upon arrival to Taos Ski Valley.
- Don’t use time clocks. Instead, clock in/out via mobile punch or as directed by manager
Considerations for guest facing staff:

- Plexiglas guards
  - Admin Office front desk
  - Taos Sports
  - The Blake front desk

Administrative Controls:

- Adjusting schedules
  - Schedules have been adjusted over the course of 7 days to limit the number of staff on-site any given day.
  - Arrival times are staggered to limit the wait at the check in station.
- Working in groups
  - Adhere to occupancy/capacity levels of spaces. Designated occupancy/capacity levels can be found here.
  - Group work should take place with 6ft of distance between individuals as much as possible.
  - If 6ft of distance is not possible and the work is necessary, staff must wear a face covering and any other appropriate PPE as designated by the departmental manager.
  - Groups of close proximity work should remain the same as much as possible – ie: lift mechanic pairs working on the work chair should remain the same.
- Meetings and Gatherings
  - No gathering/meeting of more than 5 people
  - Meetings should take place remotely as much as possible, in open air where 6ft of distance can be established, and where absolutely necessary in large rooms with 6ft of distance between people.
- Morning Meetings for Operations and Maintenance will consist of the following:
  - We will not hold all staff Monday morning meetings at the VMF.
  - John Kelly will provide notes to managers every Friday to read to staff on Monday mornings.
  - Departments will have morning meetings in separate locations, coordinated with the staggered health check in times. Personal and company vehicles will be parked at the separate morning meeting locations.
  - VMF = outside at the east side of the VMF building
  - Lift Maintenance = outside at the west side of the VMF building
  - LMF = outside at LMF building
  - Trails = outside on the south side (deck) of pit house
  - Snowmaking = outside on the east side of pit house
  - Bike = outside on the west side of the pit house
  - Patrol/Via/Bike Patrol = outside of patrol office in resort center
- Shared office space
  - Schedules will be staggered to reduce the number of people in an office on any given day.
  - Utilize unused (typical winter only) spaces as offices to spread out staff
    - RHLC
    - Snakedance
    - TFK
    - Martini Tree
    - Looking Glass
  - Barriers and office space modification requests are to be made through your Director and Human Resources
**COMPANY VEHICLES:**
- Vehicles should be limited to one person as much as possible. If needed, two people can travel in a vehicle together following director approval.
- Face covering and safety glasses must be used when in a vehicle with another person.
- If possible, back windows should be open to pull air back and out of the vehicle.
- Keep vehicles and vehicle partners the same as much as possible.
- Wipe down steering wheels, door handles, seat belts, and other touch points before and after use.

**STAFF COMMUNICATION PLAN:**
Providing transparent and timely information is our top priority. We are committed to providing the following as part of our “Staff Communication Plan”:
- Conduct Open Forums on a weekly basis – every Wednesday via Zoom at 4:30 pm, through June 8th.
- HR Newsletters will continue to be sent out by Thursday afternoons, weekly.
- Managers will maintain open lines of communication with all staff working.
- Posters and signage will be placed throughout work spaces.
- Radio check-ins with on-mountain staff will be conducted multiple times a day.
- **Morning meetings:**
  - We will continue to offer morning meetings through Zoom, Monday through Friday at 8:30 am, through June 8th. All active staff are welcome to attend.
  - On-mountain staff will conduct individual department meetings per guidelines set by John Kelly and Mike Bower.
- The Senior Leadership Team will continue to meet twice weekly.
- Human Resources is available by email at hr@skitaos.com should any staff member be in need of scheduling a meeting.

**VENDOR/SUPPLIER/CONTRACTOR PROTOCOLS:**
In order to provide work or a service for Taos Ski Valley, Inc., vendors, suppliers and contractors must acknowledge a guideline document, sent out by departmental managers, prior to the third party arriving on property at Taos Ski Valley. The following summarizes the guidelines within this acknowledgment (the full acknowledgment form can be found here):
- Stay home if you or another member of your household is sick or if you have recently been in contact with someone who has tested positive for COVID-19.
- Check temperatures prior to performing work at Taos Ski Valley to ensure you do not have a temperature. Do not perform work at Taos Ski Valley if you have a temperature of 100.4 degrees or higher.
- Guidelines for utilizing PPE
- Practice good hygiene
- Don’t shake hands. Use non-contact greeting methods and always maintain 6 feet of distance.
- Disinfect surfaces, tools, equipment before and after use.
- Meetings with TSVI staff will follow the staff meetings protocols. Meetings via phone or video conference are encouraged, when possible.
- Obey designated entrances, exits and traffic flow. Please check in with your TSVI contact prior to arrival for more information on specific building traffic flow.
COVID-19 NON-COMPLIANCE DISCIPLINARY POLICY:
As we navigate through these difficult and complicated times, stringent measures are required to ensure the safety and wellbeing of our staff and our community. It is imperative that we come together as a team to ensure we get through this pandemic successfully with the utmost integrity and respect for one another as well as our community.

Taos Ski Valley, Inc. has adopted a new disciplinary action policy regarding COVID-19 guideline compliance for any staff member that chooses to not adhere to the COVID-19 on-site workplace guidelines.

- Immediately report any violation of the COVID-19 on-site workplace guidelines to any Supervisor, Manager, Director or HR Representative.
- No reprisals will be taken against any staff member who reports non-compliance.
- Staff members found to be out of compliance will receive a written warning and be required to complete the COVID-19 on-site workplace training, again.
- A second infraction will result in staff members being sent home, without pay, and required to meet with their Director and a representative of Human Resources to discuss return to work options. The staff member will be required to complete the COVID-19 on-site workplace training, again.
- A third infraction will result in a one-week suspension, without pay. The staff member will be required to meet with their Director and a representative of Human Resources to discuss return to work options. The staff member will be required to complete the COVID-19 on-site workplace training, again.
- A fourth infraction will result in termination.

ADDITIONAL RESOURCES:
- Centers for Disease Control
- World Health Organization
- New Mexico Department of Health COVID-19
- Coronavirus Hotline – 1.855.600.3453
- For non-health related COVID-19 questions - 1.833.551.0518
- New Mexico COVID-19 Self Screening
- Click here for a fact sheet detailing the new Families First Coronavirus Response Act (FFCRA) for staff members from the US Department of Labor
- TSVI Human Resources: hr@skitaos.com; 575.776.2291
- Employee Assistance Program, The Solutions Group – 505.245.3555
- COVID-19 Testing
  - Holy Cross Hospital
    - Tent triage outside of emergency department. Offers on-site screening to determine whether you are eligible for testing. Call 800-755-6236
  - Taos Public Health Office
    - Drive through testing open to all who meet screening criteria. Call for appointment - (575) 758-0493
LINKS TO TRAININGS AND ACKNOWLEDGMENTS:
Acknowledgment of Training and Protocols – Electronic
Acknowledgment of Training and Protocols – PDF (printable)

WORKPLACE POSTINGS:
How to Handwash
How to Hand rub
Coughing and Sneezing
Face Coverings
Keep our Workplace Safe!
Time clocks
Shared spaces