

2017/2018

PURGATORY



**VOLUNTEER
GUIDE**

IMPORTANT NOTICE

THIS VOLUNTEER PROGRAM GUIDE IS DESIGNED TO ACQUAINT YOU WITH THE COMPANY AND PROVIDE YOU WITH INFORMATION ABOUT PURGATORY RESORT'S VOLUNTEER PROGRAM. THIS GUIDE IS NOT ALL INCLUSIVE, BUT IS INTENDED TO PROVIDE YOU WITH A SUMMARY OF SOME OF THE COMPANY'S GUIDELINES FOR VOLUNTEERS. THIS EDITION REPLACES ALL PREVIOUSLY ISSUED EDITIONS.

VOLUNTEERING WITH PURGATORY RESORT IS AN OPPORTUNITY TO PROVIDE SPECIAL SERVICES TO OUR GUESTS AND BE REWARDED WITH CREDITS TOWARD PASS PRIVILEGES AND, MOST IMPORTANTLY, THE SMILES AND APPRECIATION OF OUR GUESTS AND THE THANKS OF OUR EMPLOYEES AND MANAGEMENT FOR HELPING OUR GUESTS HAVE A BETTER EXPERIENCE AT THE RESORT.

IT IS IMPORTANT THAT YOU UNDERSTAND THAT YOU WILL NOT BE AN EMPLOYEE IN ANY WAY AND YOU SHOULD NOT VOLUNTEER IN THE HOPE OF OBTAINING A PAID POSITION – YOU SHOULD ONLY VOLUNTEER IF YOU ARE HAPPY BEING A VOLUNTEER. AS A VOLUNTEER, YOU WILL NOT BE PAID FOR YOUR SERVICES AND WILL NOT BE ENTITLED TO ANY OTHER BENEFITS OF ANY KIND PROVIDED FOR EMPLOYEES, SUCH AS, BUT NOT LIMITED TO, HEALTH INSURANCE OR WORKERS COMPENSATION BENEFITS (IF YOU ARE INJURED WHILE VOLUNTEERING). IT IS STRONGLY RECOMMENDED THAT EACH VOLUNTEER HAVE HIS OR HER OWN HEALTH INSURANCE.

PLEASE BE ADVISED THAT PURGATORY RESORT MAY CONDUCT BACKGROUND CHECKS OF ANY OR ALL VOLUNTEERS.

EITHER YOU OR PURGATORY RESORT MAY END YOUR SERVICE AS A VOLUNTEER AT ANY TIME, FOR ANY REASON OR FOR NO REASON, WITH OR WITHOUT ADVANCE NOTICE, ALTHOUGH NOTICE IS ALWAYS APPRECIATED. ENDING YOUR SERVICE EARLY MAY OF COURSE IMPACT THE CREDITS YOU HAVE ACCRUED TOWARD PASS PRIVILEGES AND THE STATUS OF ANY PASS YOU MAY HAVE BEEN ISSUED. YOUR STATUS AS A VOLUNTEER DOES NOT CREATE ANY TYPE OF CONTRACTUAL RELATIONSHIP BETWEEN YOU AND THE COMPANY.

NO GUIDE CAN ANTICIPATE EVERY CIRCUMSTANCE OR QUESTION. AFTER READING THIS GUIDE, IF YOU HAVE QUESTIONS PLEASE TALK WITH THE VOLUNTEER COORDINATOR. ALSO, THE NEED MAY ARISE TO CHANGE THE GUIDELINES DESCRIBED IN THIS GUIDE AND PURGATORY RESORT RESERVES THE RIGHT TO INTERPRET THEM OR TO CHANGE THEM WITHOUT PRIOR NOTICE.

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Welcome...

We would like to extend a warm, western welcome to each and every volunteer of Purgatory Resort, whether you are a returning volunteer or a first time volunteer.

Purgatory's team has always placed a major emphasis for safety on the slopes and in all other areas. Your help with striving for a safe environment and accident/injury prevention for all is important and appreciated. Any safety concerns should be addressed to your supervisor, our Risk & Safety Team or Human Resources.

You are a very important part of the company because, no matter what your role is, you help make Purgatory a world class resort. The more you know about volunteering at the resort and what makes Purgatory Resort so unique, the more we succeed. That's why this guide has been prepared. Should you have questions or concerns that are not addressed here, please do not hesitate to ask your supervisor, the HR Department, or any member of the management team. If you have questions concerning the applicability of a policy or practice to you as a volunteer, you should address your specific questions to the Human Resources Department.

Again, we want to welcome each of you to the Purgatory Resort Volunteer Program. We sincerely hope you will enjoy your experience here; and most importantly, thank you for being a part of the team.

GENERAL POLICIES AND PROCEDURES

THREATS AND VIOLENCE POLICY

Our Policy is to strive to maintain an environment free from intimidation, threats, or violent acts. This includes, but is not limited to, intimidating, threatening or hostile behaviors, physical abuse, vandalism, arson, sabotage, use of weapons, carrying weapons onto company property, or any other act, which, in management's opinion, is inappropriate at our resort. In addition, bizarre or offensive comments regarding violent events and/or behavior are not tolerated.

Volunteers who feel subjected to or observe any behaviors listed above should immediately report the incident to the Human Resources, any supervisor, or Security. We will investigate these events and look to volunteers for support of this policy. Based on the results of the inquiry, disciplinary action which management feels is appropriate may be taken.

Volunteers should directly contact proper law enforcement authorities if they believe there is a serious threat to the safety and health of others.

We prohibit the use of company property, such as vehicles, telephones, fax machines, or email in threatening or inappropriate ways.

We reserve the right to conduct at any time, without notice, searches and inspections of volunteers, volunteers' personal effects or company-provided material. This may include, but is not limited to: Lunch pails, boxes, thermoses, purses, lockers, desks, personal computer files, cabinets, file drawers, packages, or vehicles. Your supervisor may specify a storage location for personal belongings.

Any illegal and unauthorized articles discovered may be taken into custody and will be turned over to law enforcement representatives. Any volunteer who refuses to submit to a search will be subject to disciplinary action up to and including termination of the volunteer opportunity.

COMMUNICABLE DISEASES

Purgatory's decisions involving persons who have communicable diseases shall be based on current and well-informed medical judgments concerning the disease, the risks of transmitting the illness to others, the symptoms and special circumstances of each individual who has a communicable disease, and a careful weighing of the identified risks and the

available alternatives for responding to a volunteer with a communicable disease.

Communicable diseases include, but are not limited to, measles, influenza, viral hepatitis-A (infectious hepatitis), viral hepatitis-B (serum hepatitis), human immunodeficiency virus (HIV infection), AIDS, AIDS-Related Complex (ARC), leprosy, Severe Acute Respiratory Syndrome (SARS) and tuberculosis. The Company may choose to broaden this definition within its best interest and in accordance with information received through the Centers for Disease Control and Prevention (CDC).

The Company will not discriminate against any volunteer applicant or volunteer based on the individual having a communicable disease. Applicants and volunteers shall not be denied access to the workplace solely on the grounds that they have a communicable disease. Purgatory Resort reserves the right to exclude a person with a communicable disease from the workplace facilities, programs and functions if the organization finds that, based on a medical determination, such restriction is necessary for the welfare of the person who has the communicable disease and/or the welfare of others within the workplace.

Purgatory Resort will comply with all applicable statutes and regulations that protect the privacy of persons who have a communicable disease. Every effort will be made to ensure procedurally sufficient safeguards to maintain the personal confidence about persons who have communicable diseases.

COMMUNICATION

Open and two-way communication is important to the success of the Company. It is our goal to communicate with you about our philosophy, our goals and objectives and what is happening within the Company that may concern you. At the same time, we would like for you to let us know what you think about things that happen around the Company. If you have any suggestions concerning the operations of the resort, general maintenance, caring of our guests or other matters that are important or would be helpful to volunteers and/or guests, please pass these suggestions to your supervisor, the HR Office, or by emailing your suggestions to Human Resources, available through our company email or hr@purgatoryresort.com. Improvement of the operations and environment at Purgatory Resort must be the concern and responsibility of us all. Only through working together will we be able to maintain our reputation of a friendly progressive resort.

If You Have a Problem

The Company cares about the well-being of its volunteers and strives to rectify volunteer-related complaints. We have found that a thorough discussion and mutual understanding between the volunteer and his/her supervisor can satisfactorily resolve many volunteer-related misunderstandings.

As a volunteer, you may feel you are not satisfied with the solution offered. In such instances, we welcome and encourage you to follow the procedure outlined below. If you have a problem you feel you cannot discuss with your supervisor, the HR Manager, and/or department head, we welcome and encourage you to by-pass the first two steps below and contact the General Manager of Purgatory Resort.

1. Talk it over with your supervisor. Usually this will settle most problems. He or she wants to help you and has the authority to settle things promptly.
2. If for any reason you fail to get satisfaction, the Manager of Human Resources may review your problem in an attempt to resolve the situation to the mutual agreement of all concerned parties.
3. If you still do not agree with the proposed resolution of the matter, you may bring your problem to the attention of the General Manager of Purgatory Resort. The General Manager's decision will be final and binding.

NOTE: This problem-solving procedure does not apply to resolution of complaints concerning violation of the Company's equal employment opportunity and harassment policies.

MEDIA RELATIONS

The company values its relationships with those in the media and will endeavor to provide full and prompt disclosure of all material developments or events. Media relations are the responsibility of the MCP's Director of Communications, and all statements to the media or responses to inquiries from the media must be handled through or coordinated with them. All media inquiries, whether verbal or written, are to be directed to the Public Relations Department, located at MCP Head Office at 2615 North Main St, Durango, CO, 81301.

VOLUNTEER APPLICATIONS FOR NEW AND PREVIOUS VOLUNTEERS

All individuals who are interested in volunteering with Purgatory Resort must complete a volunteer application.

ENDING VOLUNTEER SERVICE

If you decide to end your participation in the Volunteer Program, we encourage you to provide your supervisor two weeks' notice in writing, specifying the reason for your decision.

On or before your last day of volunteering, all Company property, such as your volunteer season pass, radios, uniforms, and keys, must be returned to the Volunteer Coordinator.

APPEARANCE POLICY

Purgatory Resort believes a professional appearance and image are important to our guest experience and reflect positively on our organization. While we encourage and support a casual atmosphere, we need for everyone to comply with the guidelines below in order to maintain this very important core value.

Please note: The following are minimum general guidelines and certain departments will have additional requirements, which must be no less restrictive, based on business, health or safety reasons. Please contact your department management for further clarification and details.

GENERAL

The following appearance standards have been established so that each employee represents Purgatory appropriately. If appearance is not maintained to these standards, it may be reflected in performance appraisals and/or may affect continued employment. Each department may establish additional, more conservative appearance standards.

Indoor Uniforms:

Certain positions require a uniform. If your position requires a uniform, it is issued to you by your supervisor. Uniforms must be laundered by the employee and should appear clean, wrinkle free and presentable at all times while at work.

Outdoor Uniforms:

Certain positions require an outdoor uniform. Uniforms shall not be worn when off-duty. You are

responsible for keeping your uniform clean, neat and in good repair during your employment. If your uniform becomes damaged in any way, return it to Human Resources immediately so further damage does not occur. The employee whose name is on the uniform card is solely responsible for the return of the uniform. Employees with less than three years of consecutive service are required to leave a security deposit. If the uniform is not returned, your security deposit check will not be returned and will be cashed.

Nametags:

Nametags are a required uniform component for all employees during regular business hours. While working, employees must wear a current nametag with their given name on it. A nickname is acceptable if approved by your supervisor. If your nametag is damaged or dirty, please come to Human Resources for a replacement immediately.

Headwear/Helmets:

If a headwear item is issued it must be worn in the appropriate manner (bill forward). All volunteers will be issued a winter 'beanie' hat, and guest facing volunteers who work outdoors in the summer will be issued a summer hat. If you are issued headwear, you must wear this headwear. Volunteers who are required or elect to ski, ride or operate a snowmobile while in uniform or in connection with their duties are required to wear a snow sports helmet (snowmobile operators may elect to wear a motor sports helmet). Volunteers who are required or elect to mountain bike in connection with their duties are required to wear an appropriate helmet for the task.

Headphones/Earbuds:

Headphones and/or earbuds are not permitted to be worn by volunteers while working.

Street Clothing:

- All volunteers are expected to be groomed and attired in a neat and clean manner that is appropriate for their job.
- Clothing must be clean, wrinkle-free and in good repair.
- Ornate clothing and/or accessories including, but not limited to, spike belts, spiked bracelets and wallet chains are not permitted.
- Midrifits (belly) should be covered at all times. Pants and snow pants must be worn appropriately around the waist so as not to expose areas below the natural waist.

- Promotional clothing must represent Purgatory Resort or an active sponsor of a Purgatory Resort event (can only be worn in conjunction with a special event). Purgatory Resort may designate certain colors or types of clothing to be worn. This designation may vary from season to season and from year to year.

Jewelry:

- Small, discreet nose studs are allowed as long as the size does not exceed 3mm. No other visible body piercing, other than earrings are allowed.
- Tongue piercing is allowed—not to exceed a 5mm gauge stud. Must be able to communicate clearly and must not “play” with tongue stud as to distract co-workers or guests. Tongue splicing is not permitted.
- Visible dumbbell/bar piercings (e.g. eyebrows, upper ear, lips, etc.) are not permitted and must be removed. No band aids are permitted to cover up piercings.
- Rings, necklaces, bracelets, and earrings are permitted, but must not be worn while performing work where they might present a hazard to the employee.

Body Decoration:

Tattoos must be covered by clothing when possible. If visible, tattoos must not be offensive in nature.

Hair:

- Hair must be neatly cut, clean and well-maintained. Standards of cleanliness and maintenance are left to the discretion of the management team.
- Hair below shoulders might need some restraint to avoid getting in the way while working.

Facial Hair:

- Facial hair must be kept clean and well-maintained.

Personal Hygiene:

Volunteers must maintain appropriate personal hygiene habits to ensure clean and inoffensive hair, hands, face, body odor, breath and teeth.

Chewing Tobacco and Chewing Gum:

Volunteers must not smoke or chew tobacco while on the job or in uniform. Employees may chew gum in a discreet manner when not in contact with guests.

CONDUCT EXPECTATIONS

Good working relationships make demands on everyone.

Volunteers must at all times comply with company expectations for conduct.

It is not possible to list every situation that may arise, but the following list is illustrative of the kinds of conduct that should be avoided:

1. Unauthorized use or possession of Company property or the property of others.
2. Falsification of volunteer application, Company records or service time records.
3. Passing on of confidential information to others.
4. Consumption, possession, distribution, solicitation or selling of alcoholic beverages or non-medically prescribed controlled drugs while on Company premises during volunteer time or reporting to volunteer while under the apparent influence of alcohol or illegal drugs.
5. Alcoholic beverages or non-medically prescribed controlled drugs found on any volunteer's person or property.
6. Using profanity or arguing in a loud voice with others or within hearing distance of guests.
7. Insulting and/or disrespectful behavior toward guests, co-volunteers, employees, members of management and company officials.
8. Skiing / snowboarding in avalanche closures or on closed trails.
9. Fast or reckless skiing / snowboarding.
10. Fraudulent, improper use or theft of any product or service.
11. Unloading from a lift at any point other than terminals.
12. Possession of any firearm or unauthorized explosive material on Company property.
13. Improper or unsafe use of Company vehicles or equipment.
14. Unauthorized lift line cutting.
15. Dangerous horseplay.
16. Use of any apparatus, other than conventional ski or snowboard equipment, without prior approval by the Safety Manager, VP of Mountain Ops, or the Ski Patrol Director. This includes, but is not limited to, headphone type radios.
17. Sale, misuse, or bartering of complimentary daily passes.
18. Misuse of company discounts including but not limited to restaurant, retail/rental, lodging or Ski & Snowboard School discounts.
19. Unsafe conduct, including the removal and/or tampering with safety devices.
20. Violation of the Company's equal employment opportunity or harassment policies.
21. Violation of the Company's safety or accident policies and procedures.
22. Damage, disrespect, or defacing company property.
23. Any on or off duty conduct related to alcohol or drug abuse on company premises or business related activities that tend to discredit the Company.
24. Violent, intimidating or threatening behavior towards co-volunteers, employees, guests, members of management, company officials or vendors.
25. Abuse of privileges at Intrawest owned facilities or other privilege extending ski areas/resorts.

In addition, your department may have specific policies that our management will communicate to you.

Attendance

The regular and predictable attendance of each employee is essential to the successful operation of this resort. Employees are required to report promptly

and work the hours normally scheduled for their position. Each employee absence is designated as either “Excused” or “Unexcused” by the employee’s supervisor.

Failure to Report

Volunteers are expected to arrange with their supervisor for time off prior to being absent. If a volunteer must miss a shift for an unexpected reason, he/she is expected to personally notify their supervisor before the shift is scheduled to begin. Any absence in which a volunteer does not notify his supervisor before the shift begins (i.e. no call/no show) is deemed “failure to report”.

Unexcused

“Unexcused” is an absence that was not pre-approved by the Volunteer’s supervisor. A second unexcused absence within a one-year period may result in further disciplinary action up to and including termination of the volunteer service.

Excused

“Excused” absences are pre-approved by the Volunteer’s supervisor. Excessive “excused” absences may result in disciplinary action up to and including termination. What is deemed excessive by management may vary based on the situation, the position, and the work performance of the Volunteer or other relevant circumstances.

A Volunteer missing work due to sickness may be requested to submit a physician’s release before returning to work.

SKIING/SNOWBOARDING PRIVILEGES

Volunteers will be granted a Purgatory Season Pass in exchange for 10 days (80 hours) of service. Days volunteered above this 10 day minimum will be compensated in the form of Buddy Passes at the rate of 1 Buddy Pass per 8 hours of service.

Lost or Stolen Season Passes

Lost or stolen passes must be reported immediately to the Ski Area’s main Ticket Office. Use of a pass reported as lost will be treated as an unauthorized use and penalized accordingly, up to and including prosecution.

Violations That May Revoke Your Pass

Your Volunteer ID entitles you to free lift access while employed by Purgatory. You are required to show your ID to the ticket checker each time you pass through the lift line. Abuse of this policy may

lead to suspension of lift access privileges and/or termination.

Volunteers are eligible for ski pass benefits in accordance with their status. In order to receive these benefits, Volunteers must agree and sign a Release of Liability and Waiver and agree to the Passholder Rules before their pass will be issued. Volunteers also acknowledge and agree that engaging in any Activity at the Resort for personal purposes, including while on a break, even if in uniform, and/or while participating in voluntary employee functions, that Volunteer is engaging in such Activity voluntarily and on Volunteer’s own time and initiative. Volunteer understands and agrees that any injuries resulting from such an Activity will not entitle Volunteer to any benefits under Colorado Workers’ Compensation Law.

The Resort shall have the right to confiscate or revoke the privileges conferred by an employee pass or other ticket or pass where, in the sole judgment of its representative, Volunteer: 1) acts in any manner that endangers or may endanger the safety of themselves or any other person; 2) violates the law; 3) provides ski/ride lessons or similar services for compensation at Resorts without express authorization of Resorts; 4) engages in misconduct or creates a nuisance; 5) violates “The Employee Code”; 6) skis recklessly (high speed, jumping or tucking, out of control or straight down a run (outside of a competition venue) – when skiing Participant must avoid other skiers, trail groomers, maintenance vehicles or objects below them; 7) skiing on closed trails or in closed terrain; 8) is impaired from or uses alcohol or drugs; 9) uses abusive language (including swearing or cursing); or 10) displays poor or unsafe etiquette including skiing at speeds higher than rest of traffic on a run. Such acts may also be prosecuted as a criminal offense.

If Your Volunteer Service Ends

Volunteers will be permitted to retain their season ski / snowboard pass if the volunteer is on authorized medical leave, laid off, or placed on inactive status by the Company due to lack of need for volunteer services.

In the event of termination of the volunteer opportunity for any reason other than fulfillment of volunteer commitment, the volunteer’s pass must be turned in immediately. Passes not turned in will be redlined on the date of termination and the former volunteer may be assessed for the value of days used from the redline date. Further, because season ski / snowboard passes are the property of the Steamboat

Ski & Resort Corporation, if they are not returned to the Company upon termination of the volunteer opportunity, the volunteer will be subject to criminal prosecution to the extent permitted by law.

CONVERSION OF STATUS WITH PURGATORY RESORT

If you commence a season as a Volunteer, but apply and are successful in attaining a paid position at Purgatory Resort, we will provide you with buddy passes equivalent to the number of hours you volunteered for multiplied by minimum wage, minus the rack rate of a day ticket for the number of times you have recreationally accessed the lifts at Purgatory Resort.

If you Volunteer in the summer, and you become a paid employee in the winter, we will provide you with buddy passes equivalent in value to the number of hours you volunteered for multiplied by minimum wage, based on the rack rate for a day ticket.

CSCUSA PROGRAMS

The CSCUSA Discount Program allows volunteers to obtain discount tickets to participating ski areas. In order to receive CSCUSA vouchers, volunteers must obtain a signed approval form from their supervisor or designated department administrator, must have the day off, and must take the form to the Human Resources office with their season pass in order to obtain a voucher. The volunteer may receive a voucher for only one resort per day and may only get up to 3 days at one time. Blackout dates apply to the CSCUSA program.

For CSCUSA programs a separate volunteer voucher will be issued for each day that you wish to ski or snowboard. Vouchers are only redeemable on the day authorized on the voucher. Upon presentation of this voucher at an area, you will be required to show your volunteer pass and photo ID as a means of identification to obtain the daily ticket. Purgatory Resort retains the right to limit the number of vouchers issued to any one volunteer.

You are representatives of Purgatory Resort when you ski / snowboard at other Colorado ski areas. For this reason, improper behavior or misuse of the CSCUSA program is prohibited. This privilege may be revoked at any time due to inappropriate behavior or misuse of the programs. Management reserves the right to implement blackout dates for these programs during busy periods.

DISCOUNTS

FOOD & BEVERAGE DISCOUNTS

The Company provides a discount to volunteers at each of its food & beverage operations, and we look forward to you visiting our operations. You must have your season pass with you in order to receive your discount. Let the cashier or server know you are a volunteer before the transaction begins. Volunteers receive a 30% discount on food and dispenser beverages at resort F&B outlets with the exclusion of Cat Dinners, special events and holiday dinners.

Gratuity Note: Please tip appropriately on the “before discounted” price of the meal.

Please remember, F&B discounts are only available to volunteers. Your friends, guests, etc. are not eligible for this volunteer benefit.

Any misuse of this privilege is prohibited and may result in disciplinary action for the volunteer.

RETAIL DISCOUNTS

The Company provides a discount to all volunteers at the retail shops we own and operate. This discount may be up to ten percent (10%) off the regular price of selected soft goods and regular priced hard goods. To receive this discount, you must show your volunteer season pass.

Any misuse of this privilege is prohibited.

SKI AND SNOWBOARD RENTALS

The Company offers discounts to all volunteers at *Steamboat Ski and Sport rental locations*. See the rental department to learn about current discounts available to volunteers.

Any misuse of this privilege is prohibited.

HELMETS

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. Purgatory is committed to helping its employees find an affordable helmet. Contact Human Resources to learn about your options for both summer and winter if you are volunteering in a position where

skiing/riding or mountain biking is an essential function of your job.

DRUG AND ALCOHOL POLICY

Drugs and Alcohol

Purgatory is committed to providing a safe, healthy, and productive work environment for all employees and volunteers, free from the effects of substance abuse. Abuse of alcohol, drugs and controlled substances may impair employee judgment, resulting in increased safety risk, injuries, and faulty decision making.

To ensure a safe and productive work environment, Purgatory prohibits the unauthorized use, sale, dispensation, manufacture, distribution or possession of alcohol, drugs or controlled substances during working time and/or on any company premises or work sites. This prohibition includes company vehicles, or personal vehicles being used for company business.

Volunteers should consult with their prescribing medical professional to determine whether a prescribed drug has any side effects that might impair job performance. If the answer is yes, then the Volunteer must provide a statement from his or her prescribing medical professional indicating any work restrictions and their duration.

Testing is an important element in Purgatory's efforts to ensure a safe and productive work environment. The resort has separate policies for its testing programs. Please refer to the appropriate Drug & Alcohol Testing Policy, the Human Resource Department, or your supervisor if you have specific questions.

Medical & Recreational Marijuana

Marijuana is currently illegal under federal law, whether obtained through a "registry identification card" under current Colorado law (or a similar law of any other state) for medical purposes or otherwise... This law expressly provides that no employer is required to accommodate the medical use of marijuana in the workplace. Because Purgatory believes that the use of marijuana, whether for medical or other purposes, is inconsistent with Purgatory's goal of a drug free workplace for its employees and guests, Purgatory will not tolerate use in any other setting. A positive test results for marijuana will be considered to be a violation of this Policy, and disciplinary action up to and including termination of volunteer service may result.

DRUG & ALCOHOL TESTING

By accepting or continuing volunteering with Purgatory Resort, each volunteer consents to drug and alcohol testing, including the collection of appropriate body substances and agrees to submit to searching of the volunteer's person, automobile (if on Purgatory Resort premises) and any other place or container, including lockers, where there exists a reasonable suspicion that the volunteer possesses and/or has brought illegal drugs, non-prescription controlled substances or alcohol into the resort. To promote a safe and productive workplace, Purgatory Resort will conduct drug and alcohol testing in the following circumstances:

- Reasonable Suspicion
- Post Injury or Accident

Reasonable Suspicion Testing

A volunteer will be asked to submit to tests for alcohol and/or illegal drugs when the volunteer is reasonably suspected of being impaired in the performance of his or her job.

Reasonable suspicion testing may result from one of the following examples, but is not limited to the following:

- a. Specific, personal and articulable observations concerning the appearance, behavior, speech or performance of the employee; or
- b. Violation of a safety rule, or other unsafe work incident which, after further investigation of the volunteer's behavior, leads the supervisor(s) /manager(s) to believe that the employee's functioning is impaired; or
- c. Other physical, circumstantial, or contemporaneous indicators of impairment.

Post Accident Testing

An volunteer may be asked to submit a drug and/or alcohol test after an on the job accident.

An accident for purposes of this policy is defined an incident or occurrence in which:

- a. a person dies, requires medical treatment, where a first report of injury is filed or
- b. property damage or

- c. it involves use of a Company vehicle or personal vehicle being used for company business.

A volunteer who is involved in an accident must immediately report the accident to his or her supervisor/manger.

Volunteers required to complete a drug screening for any of the above stated reasons must be immediately escorted by their supervisor to the Mercy Clinic. The volunteer may not continue volunteering in any capacity until the specimen is collected.

DRUG AND ALCOHOL SCREENING PROCESS

Purgatory Resort will utilize recognized and widely accepted procedures to endeavor to ensure the accuracy of drug and alcohol test results.

- Testing for illegal drugs or controlled substances will be determined by urinalysis (or, when deemed appropriate by Purgatory Resort, other methods) using an independent certified laboratory that will follow medically acceptable laboratory and chain of custody procedures. Those required to provide a urine sample will be directed to the Mercy medical clinic. Initial test results will be promptly reported to Purgatory Resort, and Purgatory Resort may take temporary disciplinary or other actions based on such results. If the initial test results are inconclusive or positive, the sample will be re-tested by the certified laboratory using an alternate test procedure, which may take several days to completed and be reported to the resort. A second inconclusive or positive result will then be reviewed by a Medical Review Officer to confirm the results, make further findings as appropriate and/or determine if any use of tampering or adulterants has occurred. This process can sometimes take a week or more to complete.
- Initial testing for alcohol will be administered on the basis of reasonable suspicion or post injury or accident through the use of certified Breathalyzer equipment. Additional testing may be conducted using blood, urine, or other medically accepted samples.
- **Any tampering or use of adulterants by a volunteer of a sample will result in immediate termination of volunteer service, and exclusion for reapplying for volunteering or**

employment for a period of at least 12 months. Future volunteer opportunities are not guaranteed.

In each case, the volunteer will have the option to request that an additional test of the sample in question be conducted by a government certified laboratory at their personal expense.

Drugs that will be tested for include, but are not limited to, Marijuana, Opiates, Synthetic Opiates, PCP, Cocaine, Amphetamines and Methamphetamines.

TEST RESULTS AND CONFIDENTIALITY

The results of these tests will be maintained in confidence in Risk Management, subject to any legal requirements that would require them to be disclosed under certain circumstances, and will not be made a part of the volunteer's personnel file; however, actions taken based on positive results, use of adulterants, disciplinary measures or other matters arising from this process affecting the volunteer will generally be reflected in the volunteer's personnel file.

The tests will not be used for the purpose of determining any bodily condition other than the presence of alcohol, illegal drugs or controlled substances.

CONSEQUENCES OF POSITIVE TEST RESULTS

The following will apply in situations in which an initial positive test result is received, whether for illegal drugs, controlled substances or alcohol.

- **Drugs and Controlled Substances.** Upon receipt of an initial positive test the volunteer may be temporarily suspended or restricted to limited duties pending receipt of the second test. Upon receipt of the second test, if it is also positive, additional disciplinary action may be taken, up to and including termination of volunteering. A positive test for controlled substances which the volunteer has disclosed in accordance with the procedures provided under Prescription/OTC Drugs above will not be considered a positive test for disciplinary purposes.
- **Alcohol.** A volunteer whose alcohol test shows a breath alcohol concentration of 0.01 percent or greater as indicated by an alcohol breath test, will be subject to disciplinary action up to and including termination of volunteering.

Volunteers who are allowed to return to volunteering notwithstanding positive tests may be subject to other conditions and restrictions.

PERMITTED USE OF ALCOHOL WHILE VOLUNTEERING

Purgatory Resort believes that healthy lifestyles contribute to greater personal satisfaction and longevity, happier families and a more productive workplace. We also believe that we have a responsibility to contribute to the creation of a healthy and safe environment for our people. The use of alcohol while at the resort varies between divisions, departments and business units and as such needs to be addressed to foster healthy, safe practices that are in place and consistent throughout MCP. To mitigate risk, all Volunteers are expected to be familiar with the following policies and guidelines.

- Consumption of alcohol while volunteering is prohibited.
- Any alcohol physically in the workplace must be secured and under the direct control of management, i.e. Director, Manager or Supervisor. In Company-owned restaurants/bars, bartenders, etc. may be in control of alcohol, but they must report up to a Manager/Supervisor who ultimately is accountable for the alcohol use; and inventory controls must be in place.
- On special occasions, alcoholic beverages may be served in conjunction with an authorized event on company premises with the express approval of the General Manager. At such functions it remains the volunteer's obligation to drink responsibly and in moderation. Any alcohol consumption at the workplace must be done after volunteer shifts are completed. Consumption should be limited to a recommended 2 drink maximum per volunteer and must be done under management supervision. Alcohol should not be consumed in locker rooms, volunteer areas or offices unless approved by the respective vice president.
- Volunteers under the legal drinking age are prohibited from participating in any alcohol consumption.
- Management has the right to refuse to serve alcohol at any time to any person for any reason in its sole discretion, including, but not limited to, appearance or behavior at the event involved, prior alcohol issues and if volunteers disregard

or have disregarded their obligation to drink responsibly and in accordance with this policy. Volunteers are responsible not to drive if they are impaired in any way and management will assist volunteers in arranging for transportation alternatives (i.e. taxi vouchers, designated drivers, etc.) if the volunteer appears impaired.

- Off-duty volunteers who are guests in company-owned restaurant facilities that serve alcoholic beverages are expected to exercise good judgment.
- It is unlawful (up to \$1,000 fine) for staff, volunteer or guests to ride a lift or use any ski slope or trail when their ability to do so is impaired by the consumption of alcohol or any drug.
- Consuming alcohol on company property, such as parking lots, locker rooms, or the like, while off duty and not at a company sanctioned event or in a company restaurant, bar, cafeteria, etc. is not permitted, except to the extent otherwise authorized under this policy.
- Individual departments may have additional regulations no less restrictive concerning alcoholic use at certain company facilities.

Violation of the above policies, or any on or off duty conduct related to alcohol or drug abuse on company premises or business related activities that tend to discredit Purgatory Resort, its services or its volunteers is prohibited. In such instances, disciplinary action may be immediate and a urinalysis or Breathalyzer will not be required.

SAFETY POLICIES

Safety First

Purgatory is strongly committed to providing a safe environment for our employees and guests. Safety is the responsibility of everyone. Accidents and injuries can be prevented. Our goal is to minimize the number of safety and health-related accidents, injuries and illnesses. When safe practices are used in all work settings, the chances of injuries or causing property damage are greatly reduced.

Helmets

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. Purgatory is committed to helping its employees find an affordable helmet. Contact Human Resources to learn about your options for both summer and winter

if you are employed in a position where skiing/riding or mountain biking is an essential function of your job.

SAFETY SHOULD NEVER BE SACRIFICED TO EXPEDITE A TASK OR TO MAKE AN OPERATION EASIER. The prevention of accidents, injuries and damage to property must always remain uppermost in the mind of every employee.

Purgatory expects all personnel to have an active role in ensuring that every volunteer is both knowledgeable and familiar with the scope, spirit, and intent of our safety rules and procedures. It is the duty and responsibility of all employees to have a thorough knowledge of these safety rules and procedures, to strictly adhere to them, and to have an active part in minimizing the possibility of accidents and incidents.

Purgatory is very much committed to workplace safety. Volunteers with a recent history of reoccurring accidents will be required to undergo a safety counseling session with their supervisor and the Risk Manager. Violations of established safety rules and procedures are grounds for disciplinary action, up to and including termination.

You are responsible for examining your work area at the beginning of each shift for conditions that could adversely affect the safety or health of yourself and/or others around you. Such conditions must be corrected before any work is performed. If you are unable to correct the situation, you should notify your supervisor immediately. The following is a partial list of these safety conditions (other conditions may exist):

- Eyewash and eye protection, where there is a danger of eye contamination or eye injuries
- Slip, trip and fall hazards
- Specialized climbing equipment and procedures, when there is a hazard of falling (over 6 feet)
- Safety Guards on machinery
- Loose clothing, long hair or jewelry around rotating equipment
- Improper lifting and carrying of heavy objects or materials
- Proper use and storage of flammables
- Proper operating condition and storage of tools and equipment
- Storage and transportation of high pressure gas cylinders
- Proper use and condition of hoisting equipment
- Safe usage of compressed air
- Removing or flattening of spikes and nails from scrap lumber
- Proper handling and use of hazardous materials

Personal Safety

Hazardous Materials

OSHA standards require that all products containing hazardous materials and chemicals have a Safety Data Sheet (SDS), and that the SDS information is readily available, as well as communicated to all employees who have the potential of coming into contact with these hazardous materials. Products containing hazardous materials, for example, include cleaning solutions, paints, thinners, petroleum-based products and chemicals.

The SDS includes the following information: product name; chemical name; manufacturer's name, address and emergency phone number; information on ingredients; hazard identification; potential health effects; first-aid measures; fire fighting measures; spill procedures; handling and storage; personal protective equipment required; physical and chemical properties; stability and reactivity information; topological information; and waste disposal methods. It is the company's policy to refuse delivery of any hazardous material without an accompanying SDS.

If required for their position, employees are trained to read and understand a typical SDS. You should read and understand the corresponding SDS before handling any hazardous products. Traditionally, each work area has provided a binder that contains the SDS information that applies to that area. Purgatory has contracted with 3E Company to provide SDS on demand (Spill & Emergency Response, as well as Chemical Exposure & Poison Control hotline services). These hotline services are available 24 hours a day, seven days a week. There is 3E emergency contact information on all employee bulletin boards. The emergency toll-free number for 3E is 1-800-451-8346.

Personal Protective Equipment

Certain tasks require the use of personal protective equipment such as hard hats, hearing protection, respirators, safety boots, safety glasses/goggles, protective gloves, etc. It is imperative that all employees properly use personal protective equipment, as well as safeguards and safety devices required for the job at hand. Many protective items are provided by Purgatory, while others may be your responsibility. Check with your supervisor to determine safety equipment requirements and provisions for your position. Major safety equipment requirements may include the following:

- Approved hard hats must be worn on all construction projects, and whenever there is danger of head injury from impact by flying or falling objects.
- Hearing protection must be worn when working in noisy areas, such as around heavy equipment, power saws and snowmaking systems.
- Respirators must be worn when working in areas where there is particulate matter that can be inhaled, or with products that require their use. Respirators must be appropriate for the type of work being performed. Refer to the SDS for the type of respirator required for the product being used.
- Safety boots must be worn whenever there is a danger of foot injuries from falling objects. Certain jobs require the use of safety boots or appropriate footwear at all times.
- Safety glasses or goggles must be worn when there is danger of eye injury due to flying objects or contact with caustic chemicals. If you require safety glasses with corrective lenses, Purgatory will contribute \$20 towards the cost. Purgatory will replace prescription safety glasses that are broken or damaged during a work-related activity.
- Protective gloves should always be used when hands are susceptible to cuts, punctures and/or abrasions. Latex or rubber gloves should always be used when hands are exposed to health hazards, blood pathogens, harmful chemicals or solvents.

First Aid

First-aid kits are available either in your work area, your vehicle, or in the base area clinic/patrol room. Contact the Risk Manager for more information.

Safe Skiing/Snowboarding

Purgatory is committed to promoting safe skiing/snowboarding. Skiing/snowboarding carries inherent risks; therefore, it is your responsibility to ski/snowboard safely and to maintain control at all times. Reckless skiing/snowboarding, jumping a blind area, jumping from a lift or skiing/snowboarding too fast may likely cause injury to you and/or others. Purgatory reserves its authority to revoke lift access privileges of any reckless skiers/snowboarders.

Colorado Ski Safety Act

The Colorado Ski Safety Act outlines the safety responsibilities of ski areas, skiers and tramway passengers. (For the purpose of this Act, the term “skier” is used to represent both skiers and snowboarders.) Article 44 of this Senate Bill is known as the “Ski Safety Act of 1979.” All employees are required to be familiar with and perform within the guidelines of the “Duties of Passengers” and “Duties of Skiers” of Article 44.

Under Colorado law, a skier assumes the risk of any injury to person or property resulting from any of the inherent dangers and risks of skiing, and may not recover from any ski area operator for any injury resulting from any of the inherent dangers and risks of skiing, including but not limited to: changing weather conditions; bare spots; rocks; stumps; trees; collision with natural objects, man-made objects, or other skiers; variations in terrain; and the failure of skiers to ski within their own abilities.

Some important points to consider are:

- No skier shall ski on a ski slope or trail that has been posted as “closed.”
- No person shall move uphill on any passenger tramway, or use any ski slope or trail while such person’s ability to do so is impaired by the consumption of alcohol, or by the use of any narcotic or other drug.
- No skier involved in a collision with another skier or person, in which any injury results, shall leave the vicinity of the collision before giving his/her name and current address to an employee of the ski area.
- Each skier has the duty to maintain control of his speed and course, at all times when skiing, and to maintain proper lookout so as to be able to avoid other skiers and objects.
- No person will knowingly enter upon public or private lands from an adjoining ski area when such land has been closed by its owner, and so posted.

Any person who violates any of the provisions above is guilty of a class II petty offense, and upon conviction thereof, shall be punished by a fine not to exceed \$1,000.

A copy of the Revised Ski Safety Act Effective July 2006 can be obtained by visiting <http://coloradoski.com/uploads/Colorado-Ski-Safety-Act.pdf>

Your 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.

Slow Zones

Banners mark slow zones which are shaded on the trail map. These areas are patrolled, and slow skiing/snowboarding is strictly enforced. Always use caution, and maintain slow speeds in these high traffic areas.

Ten Foot Rule

No matter where you are skiing or riding, always allow at least ten feet of space between yourself and the others around you. Passing too close to other skiers and riders will be considered as “reckless skiing” and could jeopardize your lift privileges.

Trail Ratings

Mountain users should be advised that a green circle, blue square, black diamond, or orange oval trail at Purgatory is not necessarily the same as similarly rated trails at other ski areas. The system is a relative system; therefore, the symbols on Purgatory’s trail map are valid only at our resort. Mountain users should work their way up, beginning with the easiest trails until they are familiar with the trails at area given resort.

Tree Well Immersion

CAUTION – Deep snow or tree wells can expose you to the risk of snow immersion injuries or fatalities. Educate yourself on how to reduce the risks and ALWAYS SKI OR RIDE WITH A PARTNER. For further information, visit www.treewelldeepsnowsafety.com.

Equipment Checks

Purgatory requires all skis/snowboards/snowbikes used for work or for travel to and from work sites, to be checked by the company’s repair shop before use. This mandatory check is intended to ensure that your equipment complies with industry safety standards; is adjusted to your size, boot length, and ability; and that the equipment functions properly. For all positions requiring skiing/snowboarding on designated routes, a mandatory binding check will be required before you can receive your pass.

Before any of your equipment is approved for work use, it must meet standards for the following criteria:

- DIN adjustment scales
- Anti-friction devices
- Ski brakes, snowboard leash
- Elastic re-centering
- Proper functioning
- Boot-to-binding compatibility

Each volunteer may have two sets of equipment checked at no cost; there is a \$5 charge for subsequent checks.

Designated Routes for On-Mountain Employees

Designated routes are established to and from on-mountain work locations. If you ski/snowboard to and from your mountain work area, you need to check with your supervisor for the designated route that you are required to follow. These routes may change daily, and usually follow the safest runs available for the current conditions.

If you deviate from these designated routes, you may be subject to disciplinary action including suspension or termination.

If you are required to ski/snowboard down after Mountain Patrol’s regularly scheduled “sweep,” it is your responsibility to have your supervisor notify the Mountain Patrol dispatcher before 3:15 p.m. that day. You will be either instructed to ski/snowboard down in a group, or with a prearranged “super sweep” escort. If you miss the “super sweep,” you are required to contact Mountain Patrol, who will arrange transportation. No one will be allowed to ski down after “super sweep.” Skiing/snowboarding down after “super sweep” is a violation of the Colorado Ski Safety Act, and you may be charged with an offense. In addition, you may lose lift access privileges, and further disciplinary action including, suspension or termination, may result.

Avoiding On-Mountain Vehicles and Equipment

Snowcats, snowmobiles, and snowmaking equipment may be encountered at any time. It is your responsibility to avoid them.

Tips from the Ski and Ride School

- Dress in layers in order to be able to adjust to changing weather conditions.
- Always start your skiing on a gentle slope to warm up your muscles.
- Always ski in control and be able to turn or stop at any moment.
- If you do not know how to ski in control, it is recommended that you take a lesson.

- Leave plenty of space between you and other skiers.
- Be aware that a beginner run turns to an intermediate run, and an intermediate run turns to an expert run when a groomed slope turns to powder, bumps, crud or ice.
- Never ski powder alone.
- Most injuries occur on the last run of the day. Listen to your body, and quit skiing before you become too tired.

Avoiding Slips and Falls

Please do not wear ski boots to and from your personal vehicle. The use of anti-slip footwear is required for some specific positions but recommended for all volunteers. Several styles are available at cost to our employees in the Company Store.

Operating Company Vehicles

At this time, volunteers at Purgatory Resort are not routinely permitted to operate company vehicles. Exceptions can be sought by senior management, in which case the volunteer would be subject to the driving criteria of all paid employees, including providing proof of a valid driver's license, and be at least 21 years of age with an acceptable driving record per our insurance guidelines.

Fire Safety

Fire safety is important for everyone. Be familiar with the location and proper use of all firefighting equipment in your assigned area. The following points should be observed:

- Keep access to all fire extinguishers and building exits clear.
- In the event of a fire, keep all emergency doors closed.
- Exit lights must be functional at all times (report any malfunctions to maintenance).
- Access to all electrical circuit breaker boxes must be unobstructed.
- Report any expired or expended fire extinguisher to your supervisor.
- Do not overload electrical plugs.
- Report any worn or damaged electrical cords or cables.
- Observe all "No Smoking" signs (smoking is not allowed in resort buildings or vehicles).
- Never smoke in dry timbered areas, while riding any lift in the summer, or while working around wet-cell batteries or flammable liquids.
- Do not store flammable liquids indoors, unless they are in fireproof cabinets.
- Only transport flammable liquids in approved containers.
- Keep all work areas around buildings as clear of combustible materials as possible.

- Dispose of all oily waste and rags in appropriate metal containers.
- Conduct welding and cutting operations away from fire risks, and always store and secure bottles properly.
- Chain saws used on the mountain in summer must be accompanied by a fire extinguisher and shovel.
- Always discard of fireplace ashes in a safe manner.

Accident Reporting

Guest Accidents

All accidents should be phoned in to the Mountain Patrol dispatcher at ext. 13733 (winter), radio Channel 4 (winter), or Channel 1 (summer). The dispatcher will need a location (as specific as possible), a description of the injured person, type and color of clothing and a brief description of the injury.

During the winter, all mountain emergency phones are set up to automatically call the Dispatcher, and phones at the bottom of each lift are marked with ext. 13733 as a reminder.

If you observe an accident, see if you can help. If you come across an injured skier, cross a pair of skis on the uphill- side of the accident. Do not move the injured person. Have someone notify Mountain Patrol or a lift attendant of the exact location and the nature of the injury.

If any person declines assistance or leaves the scene before help arrives, write a brief description of the accident including: location, gender, height, weight, age, clothing, time of incident, alleged injury and any other pertinent information. Provide this information to Mountain Patrol as soon as possible.

If the accident is a collision between two or more skiers, names and contact information from all parties involved should be obtained. Call Mountain Patrol Dispatch at 970-385-2178 for assistance.

Volunteer Accidents

Volunteers must immediately report any accident involving personal injury or property damage to their supervisor. All volunteers (on or off the clock) involved in skier collisions must remain at the scene of the collision until Mountain Patrol has obtained both parties' information. **Failure to do so is a violation of safety policy and could result in disciplinary action up to and including termination of volunteer relationship.** It is the supervisor's responsibility to insure that the incident is reported to the Risk Manager as soon as possible,

and all appropriate forms and reports are filled out and submitted to Risk Management immediately.

SOLICITATION

You may not solicit for any purpose or engage in distribution of literature of any kind on Purgatory premises without authorization. Department supervisors approve placement of items on department bulletin boards. The General Manager approves items for posting throughout the resort. Guest Services is responsible for any collateral placed in brochure racks.

LIFT LINE PRIVILEGES

"Lift line privileges" are described by management as permission for certain individuals to go to the front of the lift line. These privileges are extended to the following:

- Blind persons with an aide; leg amputees, or other disabled individuals at the discretion of management.
- On duty ski area personnel and volunteers when necessary to perform their job duties.

Volunteers are not allowed lift line privileges when off duty.

LOCKERS/DESKS

Volunteers may be assigned a locker. These lockers are for use by Company volunteers only. Guests and other non-volunteers, including family and friends, are not permitted in the locker areas.

The Company reserves the right to inspect the contents of any locker at any time. The assignment of a locker to a volunteer does not create an expectation of privacy in the use of such locker. The Company is not liable for loss or thefts from lockers or other areas. For this reason, we ask that you not bring valuables to the workplace.

Certain volunteers may be assigned a desk, which shall be for the use of Company volunteers only. The Company reserves the right to inspect the contents of any desk at any time. The assignment of a desk to a volunteer does not create an expectation of privacy in the use of such desk. The Company is not liable for loss or thefts from desks or other areas. For this reason, we ask that you not bring valuables to work.

LOST AND FOUND

You are required to immediately deliver all items found on property to Lost and Found, which is located in Guest Services. During the summer season, Lost and Found is located in the Ticket Office. If the item turned in is not claimed by the owner within 30 days, you may claim it.

PARKING

Winter: Volunteers are required to park in designated parking areas. Employees are responsible for knowing the location of their designated parking areas. There is absolutely NO VOLUNTEER PARKING in the Ramp 1 parking lot, in the Purgatory Lodge garage/drop-off area, private condominium garages/parking lots, resort access roads or the Arrival Court itself. A map of designated parking may be obtained in the Human Resources department.

Parking permits are required for parking in areas other than those designated for employee parking. Parking in inappropriate locations will result in disciplinary action.

Summer: Volunteers are required to park at the end of the top parking ramp.

Private condominium Homeowner's Associations will boot your vehicle and fine employees for illegal parking in their facility. Purgatory will boot and tow volunteer vehicles that are parked in non-designated areas at the employee's expense.

PETS ON COMPANY PROPERTY

Volunteers are not permitted to bring dogs, cats or other animals on Company property during their work shifts. Dogs are allowed brief visits to our facilities; however, they must be leashed and under control of their owner at all times.

The Company strongly discourages volunteers from leaving pets inside of or tied up to parked vehicles during their shift.

When you are enjoying personal time on the mountain, please make sure your pet is on a leash and appropriately supervised while in the base area.

TELEPHONE AND COMPUTER SYSTEM POLICIES

Purgatory reserves the right to access all information on company systems including e-mail and telephones; and conduct audits on computers and other systems, even where personal passwords have been assigned. Because of this fact, volunteers

should not assume any expectation of privacy or that such information is confidential or that access by Purgatory or its designated representative will not occur.

Telephones, Voice Mail, and Fax Machines

Because there are a limited number of telephone lines available for use, you are expected to limit personal calls. Personal long distance calls should only be made on your personal phone. We ask that all telephones be properly used and answered in a friendly manner. The telephone greeting should consist of Purgatory, your department, and name for an outside call; and, your department and name for an inside call. This is the accepted corporate greeting.

Cellular Phones

Personal cell/smart phones should not be used in front of guests in front line positions.

Computer Systems

Purgatory computer systems and company smart phones should be used for business purposes only. It is inappropriate for volunteers to utilize company computers for anything other than work related to your job. Software other than that provided by Purgatory is prohibited and will be deleted if found on a company computer. Computer passwords are confidential and should not be shared with other employees. Volunteers may not attempt to gain access to another volunteer or employee's computer without permission of the person, the supervisor or senior management. Absent extraordinary circumstances, users are responsible for all activity performed with their personal user ID.

Electronic Mail

The electronic mail system has been installed by Purgatory to facilitate business communications. The contents of any email, properly obtained for legitimate business purposes, may be disclosed within Purgatory without your permission. Therefore, you should not assume that messages are confidential.

Although each volunteer may have an assigned password to access this system, the password belongs to Purgatory and the contents of email communications may be accessed at any time by Purgatory management for any business purpose. These systems may be subject to periodic unannounced inspections, and should be treated like any other shared filing systems. All email messages are the property of, and considered part of Purgatory's company records.

Backup copies of e-mails are generally maintained by Purgatory and may be referenced for business and legal reasons. Messages (and any attachments) that need to be retained should be downloaded to a printer or to a data file. They then should be managed according to the requirements of your department.

Personal Use of Company E-Mail

Volunteers may only use email for protected, concerted activities during non-working time and Purgatory discourages personal use of email. Email should not be used to receive or transmit any messages you would not want read by a third party. For example, the company e-mail should not be used for gossip, including personal information about yourself or others, for forwarding messages under circumstances likely to embarrass the sender or anyone else, or for creating emotional responses to business correspondence or work situations. These systems should not be used for non-work related solicitation of any kind.

The Purgatory email system may not be used in any way that may be seen as insulting, disruptive, or offensive by other persons, or harmful to employee morale. Nothing in this policy is intended to restrict employees' rights to engage in protected concerted activity under the National Labor Relations Act. Examples of forbidden transmissions include, but are not limited to: chain e-mails, anything of a sexual nature, including messages, cartoons, jokes, propositions, love letters; ethnic or racial slurs; or any other message that can be construed to be harassment or disparagement of others based on their sex, race, sexual orientation, age, national origin, disability or religious or political beliefs.

If you have any questions about the appropriateness of a particular email, consult with the Human Resources office for guidance. If you receive an inappropriate e-mail, you should notify the sender that you do not wish to receive such e-mails and, when appropriate, notify the Human Resources office.

Internet Access

Internet access is currently provided to volunteers on an as-needed basis through Purgatory's Information Systems department. Specific restrictions on the use of the Internet and guidelines for its use will be provided to individuals who obtain such access. Misuse of the Internet, including inappropriate sending, receiving, printing or otherwise disseminating of information such as proprietary data, trade secrets, and copyrighted materials, as well as offensive or harassing statements, images, or material is subject to disciplinary action.

Owner / Guest Business Centers

Business Centers located throughout the resort's various lodging properties are not to be used by employees unless they are staying overnight in a lodging unit, and then may be used during non-working hours for personal use only. Business Center computers, printers and fax machines are considered company/association property and all policies related to company computer systems and business equipment shall therefore apply.

Under no circumstances is a volunteer authorized to engage in any activity that is illegal under state, federal or international law while using Business Center equipment.

Business Center equipment may not be used for the dissemination, storage or voluntary receipt of any material that is fraudulent, harassing, embarrassing, sexually explicit, profane, obscene, intimidating, divisive, defamatory, or otherwise offensive. Users may not perform acts that waste computer resources or unfairly monopolize resources to the exclusion of others. Non-Purgatory Resort computing devices should not be connected to the Purgatory Resort network without proper approvals from the IT Department.

PHOTOGRAPHS

The Company reserves the right to photograph, film or video tape its volunteers during the course of their volunteering and to use that material in its promotional programs without additional compensation to the volunteer.

SOCIAL MEDIA

Purgatory Resort has been growing its participation in social media to strengthen the brand and connect with our customers. This policy has been designed to protect and enhance the reputation and credibility of you and Purgatory Resort and its parent company Mountain Capital Partners.

Personal use of social media is never permitted on working time by means of the Company's computers, company-issued mobile devices, networks, and other IT resources and communications systems unless this is a primary function of your job.

Use of personal mobile devices during work time should be kept to a minimum.

Postings by an employee on a blog, wiki, or social networking site are considered personal communications and are not Company communications. All social media postings on behalf of the Company must be preapproved by the Sales and Marketing team and posted only by authorized employees.

Personal postings by a volunteer concerning the Company are not prohibited provided they comply with guidelines set forth below or in this handbook.

- In your personal capacity, if your social media site lists a connection with Purgatory Resort or MCP, and you comment about Purgatory Resort or MCP, remember to use the disclaimer that you are speaking personally and that the opinions expressed are your own and not those of the Company.
- You must comply with all applicable laws including copyright and fair use laws. You may not disclose any sensitive, proprietary, confidential, or financial information about the Company. You may not post anything related to company inventions, strategy, financials, or products that has not been made public.
- A blog, wiki, or social networking site is not the ideal place to make a complaint regarding alleged discrimination, unlawful harassment, or safety issues. Complaints to the Company must be made consistent with the complaint process in the Employee Handbook so that the Company can address them.
- When you use social media, use good judgment. We request that you be respectful of the Company, our employees, our customers, our partners and affiliates, and others. When in doubt, do not post it.
- Postings are not private and so avoid discussing colleagues, customers, or vendors unless you have their express permission. If there is permission, always give credit where credit is due and do not mischaracterize the information that you have permission to use.
- Respect others, even if there is a disagreement over a statement. Try to express yourself in a clear logical way rather than being defensive or attacking. If there is a situation that is becoming antagonistic, politely disengage from the conversation. Do not make any disparaging, defamatory, obscene, libelous, threatening or harassing posts or comments. Purgatory Resort and MCP respects its employees' rights to free speech, but anything you say could

impact the Purgatory or MCP business and reputation, and could result in disciplinary action. Further, you could be held personally liable for your statements.

- Harassment, bullying, discrimination or retaliation that is not permitted while at work is not permissible between colleagues online, even if it is done after hours, from your home, or from your own device.

- Nothing in this guideline is meant to interfere with employees' right under federal law to engage in Section 7 Activities under the National Labor Relations Act, protected and concerted activity, including employees' ability to discuss terms and conditions of their employment.

If you violate this policy, the Company may require you to edit or remove content. Also, violations of this policy can result in disciplinary action up to and including termination.

Purgatory Resort and MCP will not allow any form of retaliation against individuals who report alleged violations of this policy or who cooperate in the Company's investigation of such reports. Retaliation is unacceptable. Any form of retaliation in violation of this policy will result in disciplinary action, up to and including termination of the volunteer opportunity.

Purgatory Resort
VOLUNTEER GUIDE ACKNOWLEDGMENT OF RECEIPT
Volunteer Guide Issued as of November 1, 2017

I understand that I can find a copy of the Volunteer Guide on ePurg and I understand and agree that it is my responsibility to review and understand the contents of the Purgatory Volunteer Guide and abide by the stated policies, procedures, and guidelines. If I have any questions regarding the information in this Guide, I will ask the Human Resources Department for an explanation. I understand that Purgatory Resort retains the sole right to interpret, suspend, terminate or change any or all policies, procedures, or guidelines, in whole or in part, at any time with or without notice and that it is my duty to keep up to date on the current policies, procedures and guidelines.

I understand and agree that I will not be an employee of Purgatory Resort in any way and am not volunteering in the hope of obtaining a paid position. As a volunteer, I acknowledge that I will not be paid for my services and will not be entitled to any other benefits of any kind provided for Purgatory employees, such as, but not limited to, health insurance or workers compensation benefits (if I am injured while volunteering), and that I have been strongly advised to carry adequate health insurance. I agree that Purgatory Resort may conduct a background check on me at any time. I understand that I will receive a season pass for the 2017/18 winter season. Both Purgatory Resort and the Volunteer agree that any and all claims or disputes arising from or related to this Agreement shall be settled by a neutral third party arbitrator selected by both Parties. The Party that prevails in arbitration will not be responsible for payment to the arbitrator for any and all costs related to the arbitration.

I understand that either I or Purgatory Resort may end my service as a volunteer at any time, for any reason or for no reason, with or without advance notice, although I will endeavor to provide reasonable notice. I also understand that nothing in this Guide in any way creates or is intended to create an express or implied contract or promise of volunteering for any specific period of time between the Company and me.

I acknowledge that I may receive confidential information about guests, volunteers or employees and I agree not to reveal any confidential information to anyone unless I am specifically authorized to do so.

In certain situations, I understand that if I end my volunteer service prior to the end of the ski season, any season ski pass and any Company issued keys, uniforms and other property must be returned to Human Resources. I further understand that if I terminate volunteering at the end of the season, all items previously mentioned, except season ski passes, must be returned.

VOLUNTEER NAME (Please print)

Signature of Volunteer

Date