

THE
PLACE
TO BE



Blue Mountain Resort
VOLUNTEER HANDBOOK
Patrol Services
2019-2020

"Coming together is a beginning. Keeping together is progress. Working together is success." Henry Ford



Welcome to Blue! A Message from the President



You are embarking on what could be a transformational journey as a member of the Blue Mountain team. We are so excited to welcome you. As volunteers, we all share the same purpose: to move people physically, emotionally, or spiritually. We create something special here – for fellow volunteers, our guests, and ourselves – by sharing information, working together, and understanding our purpose at Blue.

This handbook is your resource. It explains what we expect from you and has useful information on perks and discounts, policies, and standards that will make your experience more gratifying and help you be successful.

True to our mission, we want every volunteer to be moved by their experience. Whether this is a learning opportunity, a way to support your adrenaline habit, or a fun way to approach your retirement, our commitment to you is the same: to provide you with a fun, fair, and safe environment where we both share and grow our personal stories and learn from each other.

You will find that we have a passion for our purpose that is worthy of your best efforts. Our products, and most importantly, the service that you provide, help to create memories that are personal, meaningful, and enduring. Your volunteer services are woven into the experiences, social bonds, and identities of thousands of families and individuals, including you.

Volunteering at Blue Mountain is a noble endeavor. Be proud of it and have fun.

Dan Skelton,
President and Chief Operating Officer
Blue Mountain Resort

BLUE MOUNTAIN 2019 – 2019/20 PATROL VOLUNTEER HANDBOOK

IMPORTANT

Welcome to the Blue Mountain Resort Patrol Services (Volunteer) Program. Blue Mountain's Patrol Services department functions with three divisions of staff; **Paid Patrol, Volunteer Patrol and Mountain Safety**. This document will outline the descriptions and differences between the positions. This document is not all inclusive of departmental details, and as a Volunteer member of the Patrol Services team it is mandatory that the Patrol Services Manual is also reviewed for detailed department operations and procedures.

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

Volunteering with Blue Mountain Resort offers you an opportunity to provide special services to our guests. You will have the opportunity to be rewarded with credits towards pass privileges and other resort perks. You have a direct impact on the guest experience. Our guests, other volunteers, and Management thank you!

Volunteers are defined as "Individuals with this status work on a seasonal basis and are required to work a determined number of hours per season. These hours vary depending on the specific department the volunteer works within. The volunteer selects their schedule, including days and shifts that they will volunteer that best suits them. Individuals with this status are not compensated however, they do receive a variety of volunteer perks".

It is important that volunteers understand that they will not be an volunteer in any way and should not be volunteering in the hopes of obtaining a paid position. Volunteers will not be paid for their services and will not be entitled to other benefits provided to volunteers (such as, but not limited to, WSIB (if injured while volunteering), health and dental benefits, disability coverage etc.). It is strongly recommended that all volunteers have their own health coverage through other avenues.

Either the volunteer or Blue Mountain may end the services as a volunteer at any time, for any reason, with or without notice. Ending the volunteer relationship may impact the privileges and perks that have been issued. Volunteer status does not create any type of contractual relationship between the volunteer and the company.

This Handbook supersedes and replaces any and all prior handbooks, manuals, policies, procedures, practices, or benefits.

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

ALTERRA MOUNTAIN COMPANY: ABOUT US

Alterra Mountain Company is a family of 14 iconic year-round destinations, including the world's largest heli-ski operation, offering the Ikon Pass, the new standard in season passes. The company owns and operates a range of recreation, hospitality, real estate development, food and beverage and retail businesses. Headquartered in Denver, Colorado, with destinations across the continent, Alterra Mountain Company is rooted in the spirit of the mountains and united by a passion for outdoor adventure. Alterra Mountain Company's family of diverse playgrounds spans six U.S. states and three Canadian provinces: Steamboat and Winter Park Resort in Colorado; Squaw Valley Alpine Meadows, Mammoth Mountain, June Mountain and Big Bear Mountain Resort in California; Stratton in Vermont; Snowshoe in West Virginia; Tremblant in Quebec, Blue Mountain in Ontario; Crystal Mountain in Washington; Deer Valley Resort and Solitude Mountain Resort in Utah; and CMH Heli-Skiing & Summer Adventures in British Columbia. Alterra Mountain Company honours each destination's unique character and authenticity and celebrates the legendary adventures and enduring memories they bring to everyone. For more information, please visit www.alterramtnco.com

BLUE MOUNTAIN: ABOUT US

Blue Mountain, Ontario's largest mountain resort is nestled on the shores of Georgian Bay, located 90 minutes north of Toronto. Blue Mountain has become the four-season destination of the North, visited by more than 1.5 million guests a year. Winter at the resort boasts 43 ski and snowboard trails enhanced by a world-class snowmaking system. Summer months offer the largest downhill mountain biking facility in Ontario, Monterra Golf course, Ridge Runner Mountain Coaster, Cascade Putting Course, Timber Challenge Ropes Course, Wind Rider Triple Zips and a private beach property among other seasonal attractions. Year-round the resort attracts visitors to more than 1,000 luxury accommodation units and 45 unique concept restaurants, bars and retail stores in our pedestrian Village. 53,000 square feet of state-of-the-art conference space caters year-round to corporate meeting groups. Blue Mountain is owned by Alterra Mountain Company and offers the Ikon Pass, the new standard in season's passes. Visit www.bluemountain.ca for more information.

COMPANY MISSION STATEMENT

There is magic in our mountain. A visit here is transformative. Physically, emotionally or spiritually, Blue Mountain will move you.

COMPANY VALUES

- We appreciate effort, but we value **performance**.
- We build relationships by acting with **integrity**.
- We communicate and make decisions by **collaboration**.
- We protect our **environment** to ensure our future
- We have **fun** doing what we do.

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

CODE OF BUSINESS CONDUCT & ETHICS

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

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

Below you will find a summary of the Code policies. All volunteers are required to acknowledge and adhere to the policies in the Code, and regular reviews and an annual acknowledgement of the Code may also occur throughout your employment.

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

RESPECT AND UNLAWFUL HARASSMENT

Blue Mountain is committed to maintaining a positive environment free of unlawful harassment and which is sensitive to the diversity of its volunteers. In doing so, Blue Mountain prohibits harassment because of age, race, sex, color, religion, national origin, disability, sexual orientation, gender identity, marital status, veteran status, or any other legally protected status. Volunteers are encouraged to refer to the Company's Anti-Harassment Policy on InfoBlue.

Volunteers who believe they have been subjected to any form of discriminatory or harassing behavior by anyone, including supervisors, co-workers, guests, clients, or vendors, are encouraged to let the other party know clearly, calmly, and without any doubt, that they object. Volunteers uncomfortable with this approach, or who find that the behavior continues, are urged to speak with a direct Supervisor or Human Resources representative so that a proper investigation can be conducted. Volunteers may also submit a report of harassment to the Alterra Mountain Company Anonymous Reporting Hotline however, due to the nature of harassment, discrimination, and retaliation reports,

Alterra Mountain Company believes that it cannot effectively investigate these matters without having direct access to the reporter and therefore, for these three (3) Hotline report types, the identity of the reporter is required to be disclosed.

BULLYING & PSYCHOLOGICAL HARASSMENT

Bullying & Psychological Harassment is defined as unwanted conduct, comments, actions, gestures and/or insulting, hurtful, hostile, vindictive, cruel or malicious behaviours that affect an volunteer's dignity, psychological or physical health and well-being and/or undermine, disrupt or negatively impact a person's ability to do his/her job or results in a harmful work environment for the volunteer(s). Bullying and psychological harassment may result from the actions of one individual towards another, from one person toward a group, or from the behaviour of a group.

Bullying and psychological harassment can take many forms and may occur when behaviour or conduct:

- Would reasonably tend to cause offence, discomfort, humiliation, or embarrassment to another individual or group;
- Has the purpose or effect of interfering with an individual's work performance; and/or
- Creates an intimidating, threatening, hostile, or offensive work environment.

SEXUAL HARASSMENT

Sexual Harassment is defined as unwelcome sexual advances, displaying offensive pictures or posters, requests for sexual favours, touching, and other verbal or physical conduct of a sexual nature, when one or more of the following conditions apply:

- A volunteer feels that his/her job is in jeopardy unless he/she agrees to some sort of physical and/or sexual act;
- A volunteer feels that his/her treatment and employment conditions are threatened due to his/her failure to submit to a physical and/or sexual act;
- Such conduct creates an intimidating, hostile, uncomfortable, or offensive work environment, which affects the psychological well being of the volunteer; and/or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's performance.

Blue Mountain may impose discipline, up to and including termination of the volunteer relationship for any person found to be in violation of the Harassment Policy, including any volunteer determined to have knowingly filed a false complaint or allegation, or otherwise conducted themselves in bad faith.

VIOLENCE IN THE WORKPLACE

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

We will not tolerate intimidating, threatening or hostile behaviours, physical abuse, vandalism, arson, sabotage, damage to property, obscene language, gestures or

materials, or any other similar act which, in management's opinion, is inappropriate in the workplace. Bizarre or offensive comments regarding violent events and/or behaviour are also not tolerated. Additionally, the use of company email, computers, phones, fax, or printers to reproduce, send or receive sexual, violent, racist, or other offensive material is forbidden.

As defined by the OSHA, Workplace Violence is:

- The exercise of physical force by a person against a worker or property in a workplace that causes or could cause physical injury to the worker or property; and/or
- An attempt to exercise physical forces against a worker or property in a workplace that could cause physical injury to a worker.

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

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

Upon suspicion of non-compliance to this policy, Blue Mountain will search offices, cubicles, enclosures, and persons entering its property, for the purpose of determining whether there is a violation of this policy. Any volunteer or contractor failing or refusing to promptly permit a search under this policy will be subject to discipline up to and including termination of the volunteer relationship. Law enforcement may be called for any such situation related to a guest, volunteer or contractor, as needed.

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

PUBLIC DISCLOSURE and SOCIAL MEDIA

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

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

- (ii) Only the CEO, CFO, COO, and CLO, and other individuals specifically designated by these executive officers have the authority to speak on behalf of the Company.
- (iii) Team members should remember that others may associate them if his/her social media accounts reference that the team member works for the Company. It's recommended that team members curate their social media profiles and related content in a manner that reflects how the team member wishes to present themselves to fellow teammates, clients, and business partners.
- (iv) If a team member is neither (a) an executive officer nor (b) a team member authorized to use social media in his/her professional capacity as part of their job responsibilities, then the team Member must make clear that he/she is speaking for themselves and not for the Company. Team members should not participate in social media discussions or post online content concerning the Company that could be construed by the public as content published by the team member acting as an agent of the Company. Team members should write in the first-person and are prohibited from using their Company email address for private communications.
- (v) Team members shall not discuss or post content on social media regarding any of Company's competitively sensitive information, proprietary, confidential, or trade secret information. This includes revenue, future products (such as pass products), pricing decisions, potential partnerships, financial performance, legal actions involving the Company, or any potential mergers, acquisitions, or dispositions.
- (vi) Team members should not participate in social media discussions related to a crisis event concerning the Company or any other of its resort locations that could be construed by the public as content published by the Company. Only the CEO, CFO, COO, and CLO, and other individuals specifically designated by these executive officers have the authority to speak on behalf of the Company in the event of a crisis impacting resort operations.
- (vii) Team members should not let social media interfere with their responsibilities for the Company. Team members are expected to appropriately manage time spent on social media during volunteer hours (which does not include rest and meal breaks). Excessive time spent on social media resulting in diminished performance, safety, or levels of guest service may result in disciplinary action.

PRIVACY

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

The acceptance of employment and benefits by a team member is viewed as consent for the Company to collect, use, and disclose personal information about team members for purposes that are reasonable and necessary to manage our business effectively, to meet legal and regulatory requirements and as set out in the Team Member Privacy Policy. You may choose to withhold some personal information by not participating in optional programs.

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

CONFLICTS OF INTEREST

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

INFORMATION TECHNOLOGY COMMUNICATION POLICY

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

ANONYMOUS REPORTING HOTLINE

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

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

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

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

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

The Company prohibits any form of retaliation against any team member for making a report or for assisting in a report or investigation. If you perceive retaliation against you

for any kind of report that you may have made or for your participation in an investigation, please contact Human Resources or the Hotline.

EQUAL OPPORTUNITY /DIVERSITY

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

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

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

REASONABLE ACCOMMODATIONS

The Ontario *Human Rights Code* requires all employers to meet the accommodation needs of volunteers with disabilities. Blue Mountain is committed to treating people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity for all. Blue Mountain is committed to working with any volunteer who requires reasonable accommodation in day-to-day work-related activities and emergency situations, if required. Blue Mountain will also consider any reasonable accommodations, and offer accessible formats if required, during a return to work process, performance management, career development and advancement, and redeployment. Blue Mountain expressly intends to uphold any and all accommodation obligations it may have pursuant to the Ontario *Human Rights Code*. Blue Mountain will develop individual accommodation plans for volunteers requiring them and in collaboration with the volunteer (who has a corresponding duty to participate in any such accommodation planning), based on their individual needs, as well as an individual emergency response plan, as required.

For full details, volunteers should reference the Blue Mountain Accommodation Policy located on InfoBlue.

ALCOHOL AND DRUGS

Blue Mountain is committed to a safe, healthy, and productive work environment for all team members and our guests, free from the effects of illegal or other drugs and/or alcohol, any of which may cause impairment and impact the ability of team members

to safely perform their job duties. Use of such drugs and/or alcohol alters team member judgment and may result in increased safety risks, injuries, and faulty decision-making.

Blue Mountain strictly prohibits team members from reporting for work or working while under the influence of alcohol, illegal or other drugs or non-prescribed controlled substances.

DRUGS

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

Prescription Medications

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

Marijuana

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

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

ALCOHOL

Consumption of alcohol at any time during work hours is prohibited unless authorized by a senior leader. All volunteers are expected to arrive at work, fit to work and any

evidence of being impaired while on duty is strictly prohibited. Failure to comply with this expectation could result in termination without cause.

Permitted Use of Alcohol in the Workplace at Company Authorized Events

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

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

Substance Abuse Accommodations

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

DUTY TO NOTIFY EMPLOYER OF CONVICTION

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

VIOLATION OF POLICY

Violation of the Alcohol and Drug Policy will subject a team member to disciplinary action up to and including immediate termination. The determination of what disciplinary action is appropriate for a violation of this policy rests solely with the Company. Discipline may be based not only on a violation of this policy, but also on prior poor performance, workplace misconduct, other rule violations and any other factors which the Company determines to be relevant.

YOUR JOB/YOUR JOB RESPONSIBILITIES

Volunteer Role Breakdown

Paid Patrol vs. Volunteer Patrol

Schedule Requirements

Scheduling requirements for these divisions differ for the minimum shifts required per season. Paid Patrollers must pick a minimum of 3 shifts per week, or every Saturday and Sunday for the duration of the season, weather and conditions permitting. The Volunteer seasonal shift requirement is 16 shifts spanning the length of the ski season, and 1 event shift. Volunteers are asked to submit their schedule prior to the season and the shifts will be added into the WhenToWork (W2W) scheduling app.

The shift start and end times are the same in both the Volunteer and Paid divisions. Shift times are as follows:

Day – 7:45am – 4:30pm

Mid – 1:00pm – 9:30pm

Night – 3:45pm – 9:30pm

Mountain Safety

Schedule Requirements

Mountain Safety volunteers are required to complete 16 shifts that span the length of the season. These shifts must be on Friday – Sunday, Christmas Break, March Break, or Family Day weekend. Shift schedules will be submitted to management prior to the start of the season and shifts will be inputted on the W2W scheduling app. If there is a need for a shift trade or drop the Mountain Safety member will inform management and the shift will be moved to another day.

The start and end of shifts for Mountain Safety are as follow:

Day – 11:00am – 4:30pm

Night – 4:00pm – 9:30pm

Bike Patrol

Schedule Requirements

Bike Patrol Volunteers are required to choose 8 shifts and 1 event shift that span the length of the summer season (July – Labor Day). This schedule is to be submitted prior to the start of the season and shifts will be inputted into W2W scheduling app.

The shift start times are as follows:

Day – 10:00am – 6:00pm

Evening – 12:00pm – 8:30pm

If a shift needs to be dropped or traded, Volunteer Patrollers are required to inform management that they are unavailable for their shift and make it up another day. If a Volunteer Patroller is requesting to drop an event shift, they need to give at minimum 7 days' notice as events have a required number of Patrollers and the shift will need to be filled. Paid Patrollers and volunteer Patrollers cannot trade or cover each other's shifts.

On – Hill Location

Volunteer Patrollers

Volunteer Patrollers are assigned a zone, whereas Paid Patrollers will be assigned a pod. These are the designated areas that the assigned patrollers will patrol during their shift. These areas are assigned by the Patrol Supervisor and zone locations can be found on the whiteboard in the patrol room.

Zones

Zone 1- Orchard /South

Zone 2- Village /Century

Zone 3– North

Pods

Orchard

South

Village

Century

North

Mountain Safety

Mountain Safety will be assigned to a zone for the duration of their shift. The zone assignment will be located on the white board in the Patrol room.

Zones

Zone 1- Orchard /South

Zone 2- Village /Century

Zone 3– North

Bike Patrol

During the summer months there are no 'pod' or 'zone' assignments. The mountain operation is one large pod. The area that Bike Patrollers will respond to is all inclusive of the bike trails, hiking trails, attractions, village area should security need assistance, and any other on hill areas that there is a reported incident.

Certification Requirements

Volunteer Patrollers and Volunteer Bike Patrollers are required to hold a Red Cross First Responder certification or equivalent. Some examples of equivalent courses include (but are not limited to) Wilderness First Responder and Canadian Ski Patrol – department Managers will determine if certifications are equal at time of application. The standard used to determine an equivalent course to Red Cross First Responder is content and hours spent – the course must be minimum 40 hours in length for consideration.

Mountain Safety are required to have Standard First Aid certification and CPR – C at minimum.

Documentation Requirements

There are several pieces of documentation that may be used on any given day depending on incidents that are attended during a Patrollers shift. Paid and volunteer Patrollers are required to fill out the appropriate documentation for the needs of the incident – this training is done department wide prior to and throughout the season (more detail can be found regarding when to use documentation pieces in the department manual). Both paid and volunteer Patrollers will use the same documentation with one exception; the exception within the Volunteer scope is photo documentation. Volunteer Patrollers will not complete photo documentation, this piece of documentation is only to be completed by Paid Patrollers.

Mountain Safety team members do not have documentation responsibilities. If there is an incident to which the Patrollers need assistance, Mountain Safety may be asked to help witnesses complete their statements, or occasionally fill out a missing persons report.

Skills Assessments

At the start of each season all members of the Patrol Services team will participate in a skills evaluation. This will determine the skiing, snowboarding, or biking ability of the team member and confirm that they are at the appropriate level to perform the tasks required in the department.

ATTENDANCE / HOURS / DISCIPLINE

Sign In

Upon arrival, all volunteers are asked to sign themselves in on the daily sign in sheet located on our "sign in table" in the Patrol Room (during summer months sign in sheet is

located at the Village First Aid Hut). They will record first name, last name, time of arrival, and the radio number that they are taking with them. At the end of their shift volunteers will sign out on the same sheet with their departure time, return the radio to the charger, and hand in any paperwork that they have filled out throughout the day.

Returning Volunteers

Volunteers that fulfill the shift requirements and complete the season in good standing will receive an invitation to return the following year. Volunteers understand that they are not guaranteed volunteer positions for future dates or seasons, past the original agreement.

Attendance and Punctuality

Punctuality and regular attendance are an essential function of every volunteer's job and promote the efficient operation of Blue Mountain.

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

Hours of Work/Operation

The Blue Mountain work week runs from 12:01 am Sunday through 12:00 am Saturday. Work weeks and daily hours of operation vary by role. Consult your direct Supervisor to fully understand work schedule processes and expectations. As a volunteer, you will be required to work a minimum number of hours or shifts throughout the season. Volunteers will select the times and dates in which they work and will not be assigned a set schedule by the department.

Supervisor Communication

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

Radio Communication

All Paid and Volunteer Patrollers are required to carry a resort radio while in uniform and on shift. Upon arrival for a shift Mountain Safety members will sign out a radio for their shift. The radio is to be used for Patrol business only, such as requesting equipment or reporting an incident etc. Detailed information about radio use can be found in the Patrol Departmental Manual and through training which is done prior to and throughout the season.

Reporting

Leadership

Volunteer Patrollers, Volunteer Bike Patrollers and Mountain Safety will report to the Patrol Supervisor.

Performance Expectations

Discipline

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

CORRECTIVE ACTION PROCEDURE

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

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

VOLUNTEER APPEARANCE STANDARDS

Volunteer Patrollers will wear the BMR uniform. This is the same uniform that Paid Patrollers wear. The uniform pieces include the following:

- Jacket shell, vest and snow pants and name tag. Paid and Volunteer Patrollers are required to provide their own helmet, goggles, gloves/mittens, ski/snowboard and required boots.

Mountain Safety will be provided with the following uniform items:

- snow pants and a jacket with a Mountain Safety logo on it for identification, and name tag. Mountain safety are required to provide their own helmet, goggles, gloves/mittens, skis/snowboards, and boots.

Volunteer Bike Patrollers will be provided with the following uniform items:

- 1 bike jersey, 1 hiking shirt, 1 sweater and a rain jacket and name tag. Bike helmets, shoes, armor, and the appropriate bikes are at the volunteer's expense.

Skis/snowboards and bikes are required to be inspected by a certified mechanic/shop at the start of each season prior to use during a shift. This can be done complimentary at the BMR ski repair shop, or at the cost of the team member at their desired ski shop.

Volunteer Image Waiver

From time to time, a volunteer may be photographed while in the performance of their job duties or while participating in volunteer or other events. By accepting employment at Blue Mountain and signing the acknowledgement at the end of this Handbook, you give your permission and consent to the Company and their licensees to use your image, appearance, photograph and likeness throughout the world in perpetuity in any and all media now known or hereafter devised in connection with the promotion, advertising and publicizing of the Company or any of its constituent entities or any event or activity sponsored by it or any of its constituent entities (collectively "Publicity"). Volunteers must understand and agree that Publicity may be conducted throughout the world in all forms of media including but not limited to all forms of television, cable, videos, newspapers, magazines, billboards and the Internet.

By accepting a volunteer position at Blue Mountain and signing the acknowledgement at the end of this Handbook, volunteers waive any right to inspect or approve any item

that may use your name, voice, likeness or image in connection with the Publicity, including any use of your recognizable likeness, name and/or image on merchandise. Volunteers must acknowledge and agree that any use of their recognizable likeness, name and/or image which may appear in Publicity will be without further compensation to the volunteer.

LEAVING YOUR EMPLOYMENT

Termination of Employment

Volunteers who plan to end their relationship with Blue Mountain are asked to provide as much notice as possible. All Company assets must be returned during the off-boarding process.

Return of Keys, Uniform & Company Equipment

When the volunteer relationship ends, you must return property received from the Company as a result of your volunteer position. This includes is not limited to, name tags, uniforms, keys, and seasonal lift passes or identification cards. Continued use of such items by you after the end of your volunteer relationship will not be tolerated and could result in the involvement of the authorities.

Not Eligible for Re-Hire / Do Not Re-Hire

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

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

Performance Reviews

Included below is a blank template of the Blue Mountain standardized review sheet. Prior to starting your position as a volunteer, please read through and have a thorough understanding of what will be expected from you. A mid-season review will be conducted, along with an end of season, where you will be reviewed by a supervisor based on your time spent in the Patrol department. If there are any significant performance concerns, these will be addressed by a supervisor or manager prior to your performance review.

S - Superior: Performance is substantially beyond job requirements; A combination of quality and quantity, great work relationships, drive for results and passion for improvement.

E - Exceeds: Performance often exceeds job requirements; Very reliable; A good model for other employees; often better than expected results.

G - Good: Performance meets job requirements or normal expectations; making a good contribution; doing the complete job successfully.

D - Development Required: Performance meets most job requirements but not all; development is required in one or more key areas.

U - Unsatisfactory: Performance is unsatisfactory and falls significantly short of positions requirements in one or more important areas. Immediate and or significant action (s) to improve results must be taken or termination may result.

GETS IT DONE	U	DR	G	E	S
Know what is required, when it's required and executes accordingly.					
Accuracy under pressure					
Delivery of service to internal and external guests					
Flexibility and willingness to help where needed					
Takes initiative and always looking to improve quality					
Organizational Skills					
DELIVERS GREAT EXPERIENCES	U	DR	G	E	S
Understands and responds to the internal customer and external guests' needs by delivering a quality product, service and/or solution.					
Friendliness and positive image					
Anticipates the Needs of the Guest					
Efficient Problem Solver					
Expression and Enthusiasm					
Effective Communicator					
DEMONSTRATES PERSONAL RESPONSIBILITY	U	DR	G	E	S
Champions Blue Mountain's values (Caring, Trusting & Commitment) in all situations					
Understands and Follows Instruction					
Accountable, Reliable and Trustworthy					
Good Capacity - Policies and Procedures					
Flexibility					
Team Orientation					

GENERAL SAFETY

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

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

- Provide and maintain a safe place of work, safe systems of work, safe appliances for work and a safe and healthy working environment;
- Provide such information and instruction as may be necessary to ensure the health and safety of its volunteers and compliance with relevant legislation and promote awareness and understanding of health and safety throughout the workforce;
- Ensure safety and absence of health risks in connection with use, handling, storage and transport of articles and substances;
- Conduct regular risk assessments to volunteer positions and task;
- Take appropriate preventive/protective measures;
- Provide Volunteers with reasonable accommodation, as applicable, and in relation to, any applicable legislation;

You are expected to follow all safety regulations, rules and practices at all times. Observe your workplace and surrounding areas to identify, mitigate, or eliminate hazards, obey proper signage and communicate safety information as appropriate. Know and comply with safety regulations and requirements for your position and encourage others to do so. Do not operate ANY machinery or equipment without having received the proper training, authorization.

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

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

ACCIDENT REPORTING

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

WORKPLACE SAFETY & INSURANCE BOARD (WSIB) COVERAGE

Volunteers are not covered under WSIB insurance for injury or illness related to a volunteer position requiring medical attention in accordance with the requirements of the *Workplace Safety and Insurance Act*. If a volunteer is injured, they should report the incident immediately to their Manager/Supervisor and obtain any necessary first aid for the injury or illness. The Manager/Supervisor will complete an electronic Volunteer Incident Report Form which alerts Blue Mountain's Workplace Safety to the situation prompting appropriate follow up.

What to do if a volunteer is injured at work:

1. Volunteers should report all incidents immediately to their Manager/Supervisor and obtain any necessary first aid for the injury or illness.

If further medical attention is required, the volunteer should seek attention and follow up at the appropriate clinic or hospital.

2. Volunteers are encouraged to cooperate fully in the Early & Safe Return to Work program. They should communicate any change in their condition or status to their Manager/Supervisor or Workplace Safety department during their progress through recovery should temporary accommodation be required, please speak with you supervisor/ Manager and obtain a Current Capabilities form.

THE OCCUPATIONAL HEALTH AND SAFETY HEALTH ACT (OHSA)

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

SAFETY COMMITTEE / SAFETY PROCEDURES

Joint Health and Safety Committee (JHSC)

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

Rights and Responsibilities

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

Volunteer Rights

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

Volunteer Responsibilities

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

Management Commitment

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

WORKPLACE HAZARDOUS MATERIALS INFORMATION SYSTEM (WHMIS)

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

Safety Data Sheet (SDS)

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

WHMIS Labels

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

Workplace Labels

When Blue Mountain takes a material out of the supplier container it needs to put its own label on it. This label must indicate the product name, safe handling instructions, and make reference that there is a SDS on file with much more product detail. Never

use any material from a container that does not have a label on it. Always read labels
- it could prevent serious injury.

FIRE AND EMERGENCY PROCEDURES

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

COMPANY RULES & REGULATIONS

BACKGROUND CHECKS

Alterra Mountain Company may require volunteers to undergo background checks in accordance with applicable law. Background checks may include criminal, credit or driving record checks.

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

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

MOTOR VEHICLE USE

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

It is the volunteer's responsibility to follow the Highway Traffic Act while operating company vehicles. Always show courtesy to other drivers and remember you are a representative of our Company.

Some jobs require operation of specialized equipment such as Vans, Busses, ATVs, Snowmobiles, which may require special licensing, training, and/ or certification testing. Failure to obtain or maintain motor vehicle licenses required in connection with a volunteer's position, or failure to keep these motor vehicle licenses in good standing, may result in a change of volunteer position or termination of the volunteer relationship. Blue Mountain is not obligated to accommodate a change of job position for volunteers who do not maintain their required motor vehicle licenses in good standing.

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

Volunteer Patrollers, and Volunteer Bike Patrollers are not to drive company vehicles at any time. Paid and Volunteer Patrollers will be trained to the BMR standard for toboggan use. Volunteer Bike Patrollers will be trained in the use of the patient transport equipment that is on the response vehicles.

Mountain Safety volunteers will not be permitted to drive any company vehicles at any time, but will be trained in the use of unloaded toboggans (taking a toboggan from the top to an incident site – but not with a guest in it).

EQUIPMENT SAFETY

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

HELMETS

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

Any Alterra Mountain Company volunteer who is on duty and is required to, or elects to participate in **Downhill Mountain Biking**, in or out of uniform is required to wear a **full-face helmet**. Contact your Supervisor for more information.

BIKE SAFETY

BODY ARMOUR

Any volunteer who is on duty and is required to, or elects to participate in Downhill Mountain Biking is required to wear full face helmets, knee, chest and back protection. Backpacks with integrated back protection are acceptable. These items are to be properly worn at all times while training, instructing or otherwise on schedule in a paid or volunteer capacity on any **downhill trail** on resort. We strongly recommend that shin, elbow and forearm protection are worn. Contact your supervisor or Human Resources for more information.

For your safety, and the safety of others, volunteers must respect all posted signs and obey rules outlined in Mountain Bike Responsibility code: https://www.bluemountain.ca/-/media/blue-mountain/pdf/Mtn_Bike_Responsibility_Code.pdf

SNOW SAFETY

SKIING OUT OF BOUNDS POLICY

All treed, ribboned and fenced areas are deemed out of bounds unless otherwise posted. For your safety, and the safety of others, please respect all posted signs and

Alpine responsibility Code. Skiers and Snowboarder caught out of bounds may be subject to ticket removal, and / or trespassing charges.

SKIING OUT OF BOUNDS POLICY: Glade Trails

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

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

MEDIA COMMUNICATION

The Media/Public Relations Department bears primary responsibility for responding to the media's request for the Company's official comment or statement. All inquiries from the media, whether in a crisis or everyday situations, must be routed to the Media/Public Relations Department to ensure that the Company's response is consistent. This includes formal and informal requests for comments, interviews, feature stories and snow conditions. The Media/Public Relations Department is also responsible for assisting and escorting, when necessary, visiting media. Always open to new ideas for news worthy items, the Media/Public Relations Department welcomes suggestions from all employees. The Media/Public Relations Department can be reached by contacting mail@bluemountain.ca

SOCIAL MEDIA/PUBLIC DISCLOSURE

Volunteers are guided and expected to follow the Public Disclosure Policy.

Alterra Mountain Company continues to expand use of social media tools to strengthen the brand and connect with our guests as well as volunteers. Alterra Mountain Company also appreciates and recognizes that many of their volunteers use social media in their personal lives. Alterra Mountain Company Disclosure Policy is intended to prevent situations in which a volunteer may disclose information that is confidential material non-public information about Alterra Mountain Company's business operations via social media or another public forum, such as industry presentations. The disclosure of material non-public information carries serious consequences for the Company. Volunteers are reminded to be mindful of whether the information they are posting on social media, or otherwise sharing with someone who is not an Alterra Mountain Company team member, is material non-public information. If a volunteer is not sure whether information meets this classification, they should contact a member of the Legal Services Department in the Denver office.

Special guidelines apply to those Alterra Mountain Company team members who are authorized to use social media for work and who are authorized to speak on behalf of the Company. All team members are required to abide by the Disclosure Policy as written.

Social media has become a prevalent method of self-expression and information sharing in our society. Blue Mountain recognizes that volunteers will likely use social media during their personal time and asks that all volunteers therefore refer to Company policy for suggestions on best business practices with regard such use as it relates to any potential impact on Company business.

The full Alterra Mountain Company Disclosure Policy is located on InfoBlue.

USE OF TELEPHONES, SMARTPHONES

All Patrol Services members, paid and volunteer, are expected to use their personal cell phones with discretion. Cell phones are not to be taken out while within the public eye, and it is asked that if there is a need to use a personal phone that it is done out of the eyes of the guest – in a first aid hut that is not in use for first aid treatment, or a staff area.

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

INTELLECTUAL PROPERTY

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

TOBACCO-FREE WORKZONES

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

PERSONAL MAIL AND PACKAGES

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

PETS

Volunteers are generally not allowed to bring pets into the workplace (subject to the Company's accommodation obligations under the *Human Rights Code*), including leaving pets in vehicles or tied up and left unattended outside while employee is on-shift at Blue Mountain. Team members are also not allowed to have pets in employee housing units. Pets should not be brought onto Blue Mountain shuttles. Other resort restrictions or on public lands may apply to domestic pets. Consult Human Resources for clarification as needed.

SOCIALIZING ON THE PREMISES

Volunteers are encouraged to experience all amenities that the resort has to offer but must do so with respect for guests, other team members, and Blue Mountain rules.

- Volunteers are permitted in **Guest Private Areas** when on company business and/or with permission of their leader.
- Volunteers are permitted in **Guest Common Areas** when on company business and/or with permission of their leader.
- Volunteers are not permitted in any Operational Backspaces unless their job requires it or they have the permission of their leader. Volunteers are not permitted to bring any person not employed by Blue Mountain into Operational Backspaces without advance approval of their leader.

Use of **Guest Public Spaces**, Resort Amenities and Recreational Activities: personal use of the restaurants, bars and recreational activities is a great way to offer advice to guests, however conduct and conversation must represent the resort in a positive and professional manner even if the volunteer is not on duty. Resort guests may recognize volunteers out of uniform and therefore still regard them as a representative of Blue Mountain.

TRESPASSING

If a volunteer who is socializing is asked to leave a resort facility and/or recreational activity by a member of Blue Mountain's Security or Leadership team it is the expectation that he/she does so without dispute. Volunteers who do not comply will be issued a Trespassing Notice under the Blue Mountain Resorts Trespass Policy. Volunteers who return to the property after having been issued a Trespass Notice, will be charged with trespassing and they will be issued a Trespass Ticket by the Ontario Provincial Police (OPP) under the Trespass to Property Act and will be escorted off the property. This will mean that the employee is no longer permitted to socialize on the resort.

Volunteers who wish to challenge the request to leave the property and/or the Trespass Notice may do so with Human Resources. This will be reviewed by the Trespass Committee and a written reply will be given to the volunteer. Trespass Tickets issued by the OPP will have to be challenged with the OPP.

VOLUNTEER PARKING

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

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

Peak Days

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

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

Staff/Volunteer Designated Parking

Volunteers can either walk to their workplace, or take the Resort Shuttle once they have parked in designated areas. Shuttle schedules will be published on a regular basis.

Staff/Volunteer Designated Parking Area: parking spots/areas that are not considered prime parking areas for our guest. They are furthest away from high traffic, heavily utilized public spaces. These lots vary depending on the season, and can be outlined as follows:

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

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

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

SOLICITATION/DISTRIBUTION

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

SECURITY

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

COMPANY INVOLVEMENT

ENVIRONMENTAL STEWARDSHIP

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

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

COMPLAINTS AND RESOLUTIONS

INTERNAL PROBLEM OR COMPLAINT RESOLUTION PROCEDURE

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

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

PERKS AND BENEFITS

As a thank you to our volunteers, they will be provided with a variety of Blue Mountain Resort LP specific perks and privileges. Volunteers will not be paid for their services and will not be entitled to other benefits provided to volunteers (such as, but not limited to, WSIB (if injured while volunteering), health and dental benefits, disability coverage etc.). Volunteers acknowledge that they are not eligible to all perks including but not limited to spouse passes or passes and discounts at other Alterra Resorts. For a full overview of Perks and Privileges please visit infoBlue.

ACKNOWLEDGEMENT

Handbook:

I acknowledge that information regarding the electronic location of the 2019-2020 Blue Mountain Volunteer Handbook has been communicated to me and that I can access the electronic handbook via **My Blue Mountain Online** (www.bluemountain.ca/myblue). I also understand that I may be provided a hard copy of the Volunteer Handbook or Company Policies on request.

I also understand that the guidelines in this handbook and any verbal statements by management do not constitute an express or implied contract, guarantee, promise, or covenant of volunteer work for any set term or specific duration or termination. Furthermore, by confirming acknowledgement below, I acknowledge and certify that **I have read, understand, and agree** to comply with the requirements of the Volunteer Handbook during the course of my relationship with the Company. I also understand that it is my responsibility to access the Volunteer Handbook and the policies referenced in the Volunteer Handbook regularly and make myself aware of the Company's current policies and the impact that they may have on my position.

I understand that non-compliance with the Volunteer Handbook or any of the policies referenced in the Volunteer Handbook may result in disciplinary action up to and including termination of the volunteer relationship.

Compensation/Benefits Acknowledgement:

I understand that the guidelines in this handbook and any verbal statements by management do not constitute an express or implied contract, guarantee, promise, or covenant of volunteer work for any set term or specific duration or termination. I understand and agree that I will not be a volunteer of Blue Mountain Resort LP 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 Blue Mountain Resort LP volunteers, 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 understand that either I or Blue Mountain Resort LP 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 the Volunteer Handbook 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. The provision of free or discounted skiing privileges or other non-cash benefits to a volunteer shall not change a person's status as a volunteer and no contract for hire, express or implied, is created between any volunteer and a ski area operator. I acknowledge that I may receive confidential information about guests, volunteers or volunteers 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 my volunteer service is ended prior to the end of the season, any seasons pass, and any Company issued keys, uniforms and other property must be returned to the volunteer department leader.

Workplace Safety

I understand and agree that Blue Mountain Resort LP is not responsible for any injury or accident that may occur during or as a result of my participation as a volunteer in any activity or event. I further understand that the Ontario Workplace Safety and Insurance Act excludes from coverage any person who volunteers time or services and therefore I understand that I am not entitled to make any claims for compensation pursuant to the Ontario Workplaces Safety and Insurance Act. By signing this Agreement, I acknowledge the risks and dangers associated with volunteer service at Blue Mountain Resort LP and the activities in which I may be involved and the use of the facilities of the resort generally and, as a condition of participating in the Volunteer Program, agree to: (1) ASSUME ANY AND ALL RISKS OF INJURY OR DEATH while or as a result of participating in the program and any activities at the resort; (2) WAIVE, RELEASE, and NOT SUE, MAKE ANY CLAIMS OR FILE ANY ACTIONS against Blue Mountain Resort LP, Alterra Mountain Company, and each of their insurance carriers, subsidiaries, affiliates, officers, directors, shareholders, members, representatives, assignees, volunteers, volunteers and agents, as well as any program sponsors

and equipment manufacturers and distributors (hereinafter the "Indemnified Parties" collectively, the "Indemnified Party" individually) that are based on, arise or result from, in whole or in part, participation in the program and any activities; (3) INDEMNIFY, DEFEND AND HOLD THE INDEMNIFIED PARTIES HARMLESS, from any and all claims, demands, actions, causes of action, losses or liabilities whatsoever arising from or related to participation in the program and any activities and any loss, damage or injury, including death, that may be sustained by me or caused to others or their property by me.

Signature

Name

Date

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