

# **Ski Ward**

## **Employee Handbook**

### **OUR MISSION**

Our mission is to provide our guests with the highest quality alpine recreational experience each day of operation. We are dedicated to providing increased employment and career opportunities for the residents of Shrewsbury and surrounding communities. We are committed to grow, prosper and fulfill our mission through use of natural resources, the intelligent use of emerging technologies and, most importantly, the optimum use of talent, creativity, and values of the people of the Shrewsbury area.

### **HISTORY OF SKI WARD SKI AREA**

Ski Ward Ski Area, formerly Ward Hill Ski Area, has been in continuous operation since the early '60's as a commercial venture. During the boom years of the ski industry (up to the mid '70's), Ward Hill was known as one of the premier areas to learn to ski in New England. But in 1990, when the area's potential far exceeded its performance, it was sold to John and Evelyn LaCroix, who currently operate the ski area known today as Ski Ward Ski Area.

Utilizing an extensive background in the ski industry, as well as a strong commitment to reinvestment into snowmaking, grooming and overall conditions of the facility, Ski Ward has doubled its skier visits from less than 20,000 in 1990 and is approaching 50,000 today. This is a growth pattern, which rivals even the most successful ski resorts.

## FACTS AND FIGURES

**Location:** Ski Ward Ski Area is located on Main Street in Shrewsbury in the heart of Central Massachusetts.

**Vertical Drop:** 210 feet

**Lifts:** One Triple Chair Lift  
One T-Bar  
Four Handle Tow Lifts

**Trails:** Nine trails on 40 acres

**Tubing:** The first ski area in New England to put in a tubing area, featuring 5 permanent shoots, with room for an additional three.

**Snowmaking:** 90% of the skiing/tubing terrain with top to bottom coverage using air/water system.

**Length of Season:** End November - Middle March

**Average Snowfall:** 50 inches annually

**Hours of Operation:** Weekdays: 11:00 am to 9:00 pm  
Saturday/Holiday/School vacation: 9:00 am to 9:00 pm  
Sunday: 9:00 am to 5:00 pm

**Ski Patrol:** NSP professional volunteer patrol, first aid station located at base lodge.

**Ski Rental Shop:** Latest in ski and snowboard equipment available.

## YOUR RESPONSIBILITY CODE

Skiing can be enjoyed in many ways. At ski areas you may see people using alpine, snowboard, telemark, cross country and other specialized ski equipment, such as that used by disabled or other skiers. Regardless of how you decide to enjoy the slopes, always show courtesy to others and be aware that there are elements of risk in skiing that common sense and personal awareness can help reduce. Observe the code listed below and share with other skiers the responsibility for a great skiing experience.

1. Always stay in control .
2. People ahead of you have the right of way.
3. Stop in a safe place for you and others.
4. Whenever starting downhill or merging, look uphill and yield.
5. Use devices to help prevent runaway equipment.
6. Observe signs and warning, and keep off closed trails.
7. Know how to use the lifts safely.

**KNOW THE CODE. IT'S YOUR RESPONSIBILITY.**

This is a partial list. Be safety conscious.

Officially endorsed by: NATIONAL SKI AREA ASSOCIATION

**LAST, BUT NOT LEAST, HAVE FUN!**

## **KNOW YOUR DEPARTMENTS**

The following are examples of common types of conduct that may constitute sexual harassment:

- a) unwelcome sexual advances
- b) unwelcome hugging, touching or kissing
- c) suggestive or lewd remarks
- d) requests for sexual favors
- e) slurs or degrading comments of a sexual nature

Filing a complaint of sexual harassment in no way will result in retaliation against the complainant from Ski Ward or its management, as this is against the policy of Ski Ward and against the law. The Company will immediately investigate any complaints of sexual harassment and take disciplinary actions against the harasser(s) when warranted. Any employee that feels he/she is a victim of sexual harassment should immediately report this to his/her supervisor.

### **Marketing and Sales**

The Marketing and Sales Department is responsible for creating and delivering a positive image to patrons of Ski Ward Ski Area throughout Central Massachusetts. This is done in a number of ways, including advertising, special events, publicity and public relations. The Marketing and Sales Department is responsible for representation of the ski area at ski shows and selling to interested groups.

### **Area Operations**

The Area Operations Department includes Snowmaking, Trail Maintenance (grooming), Ski Patrol, Lift Operations, Lift Maintenance, Vehicle Maintenance, and Parking. These groups work together very closely to provide the quality snow product and service for which Ski Ward has become so well known.

### **Base Operations**

The Base Operations Department includes the Rental Shop, Ticket Sales, Food & Beverage and Ski School.

### **Business Office/Accounting**

The Business Office attends to controls, records and reports for the financial affairs of the company. This includes all value-handling activities such as cash and tickets, accounts payable/receivable, accounting services, management information and payroll.

## AS AN EMPLOYEE

As an effective employee, you should know and understand the policies, procedures, practices and guidelines, which affect you. The more important ones are outlined in this guide. Please read it carefully. After doing so, you will be asked to sign an acknowledgment stating that you have read, understand and agree to abide by its contents. If you have any questions, you should ask your supervisor to explain areas that are not clear to you.

Ski Ward Ski Area has earned and maintained a reputation of having a friendly and courteous staff with the ability to provide a **QUALITY** experience for our guests. We are proud of this reputation, and hope that our employees reflect that same pride in helping us realize the ultimate success of the area. With your help, we will have continued success.

## BENEFITS

Ski Ward employees will receive an identification badge which is to be worn at all times while working. The identification badge is also recognized as a season pass for skiing privileges and is non-transferable. It also entitles employees to a discount in the snack bar. **This discount is for employees only, it is not to be used for purchasing for your friends and family members.** Any employee abusing these benefits will lose them and could be terminated as an employee. All employees are expected to pick up after themselves by throwing any garbage in the garbage receptacle. Proper attire is required in the lodge.

10. When lifting is necessary, use proper lifting techniques. Bend your knees, keep your back nearly straight, keep the load close to your body and lift your leg muscles. Check the load and get help if necessary.
11. Report any unsafe acts or unsafe work practices to your supervisor immediately.
12. Maintain a safety conscious attitude at all times. **USE COMMON SENSE!!** If a work practice seems unsafe to you, **DON'T DO IT!** Discuss it with your supervisor before proceeding. With a little forethought, a safer way of completing the job can usually be found.

## SEXUAL HARASSMENT POLICY

It is the policy of Ski Ward, Inc. that all employees have the right to work in an environment free of discrimination, which includes freedom from sexual harassment. The Company will in no way tolerate any type of sexual harassment by its managers, employees or its guests. We will strive to maintain a healthy atmosphere that allows employees to perform their job free from sexually offensive conduct, either physical or verbal.

Sexual harassment is illegal and is defined in the regulations of the Equal Employment Opportunity Commission as: Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment.
- b) submission to or rejections of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
- c) such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

## GENERAL SAFETY GUIDELINES

Listed below are the general safety guidelines of Ski Ward, Inc. Violation of any Ski Ward safety guidelines may result in disciplinary action or dismissal. If you have any questions about any of the general safety guidelines listed, please speak with your supervisor.

1. SAFETY IS THE RESPONSIBILITY OF EVERY EMPLOYEE!
2. Work related accidents, injuries or illnesses, no matter how minor, must be immediately reported to the supervisor.
3. Horseplay or pranks, including reckless driving of vehicles or equipment, will not be tolerated and may be grounds for immediate termination of employment.
4. Any employee found to be drinking or under the influence of any illegal drug or substance while on the job, shall be ordered from the job site, and may be subject to dismissal. Possession of firearms on Ski Ward property is strictly forbidden.
5. Keep work areas clean and orderly. Each worker is responsible for housekeeping in his/her area.
6. At the end of the workday, all tools and equipment shall be secured.
7. Wear adequate clothing to protect against the weather and other job conditions. Loose clothing and jewelry may be a hazard.
8. Smoking is not permitted anywhere in the building.
9. Do not operate any equipment until you have been properly trained.

## DAILY WORK GUIDELINES

### Job Flexibility

All employees are hired as general ski area employees, even though you may be starting a job in a specific department. On any given day, an employee may be asked to perform a different job than they originally started out in. It is expected that all personnel will willingly help their fellow employees. Occasionally, you may be asked to perform a job that you are physically or medically unable to do. Should this happen, please advise your supervisor of your limitations, as you will not be expected to do any job that may endanger your health.

### Appearance of Employees

Employees are expected to be well groomed, neat and clean when reporting for work. Employees may wear ski-oriented clothing. Clothing with profanity or lewd content is prohibited. Clothing which exposes your midriff and or your undergarments is strictly prohibited. Neatness and cleanliness are of the utmost importance. Employees may wear beards and mustaches, but they must be neatly trimmed. Otherwise, employees should be clean shaven. Excessive facial piercing is prohibited. Please do not wear clothing or hats, which advertise other ski areas names or logos. In the workplace, we are all part of the marketing effort to promote Ski Ward Ski Area.

Many departments require uniforms. Your immediate supervisor will give you complete details and prices of your department's clothing/uniform requirement. (Uniforms provided by the company must be returned upon termination of employment, unless purchased.) It is the employee's responsibility to keep uniforms clean.

Each employee is given an Employee I.D., which is to be worn during work hours. An I.D. identifies you as an employee for our guests.

It is expected that employees will dress appropriately for the nature of their job. Employees working in construction will be ready to work either inside or outside each day that they report to work. Safe footwear is required.

Employees who are trained in lift evacuation procedures should keep warm outdoor clothing, including hat, gloves and boots at their workstation.

### **Conduct**

Please be friendly and courteous to guests at all times (while working or while skiing) in an effort to make their visit here pleasant and enjoyable. Treat our guests, as you would like to be treated. Be attentive and friendly. Try to keep a sense of humor, and most importantly, **SMILE!** All guests' problems should be resolved on the spot, when possible. Should a problem arise that you are unable to handle, notify the supervisor in charge nearest your workstation.

### **Attendance**

If you are unable to arrive at work within 15 minutes of your scheduled arrival time, or if you are unable to come to work for any reason, you must call your supervisor at home or at the ski area. If not an emergency situation, it is the employee's responsibility to find a replacement for their shift. Please notify your supervisor as early as possible with the employee's name that will be working your shift. If he/she is unavailable, ask to leave a message with the person answering the phone, leave a number where you can be reached or call the supervisor back at a time he/she will be available. In all instances, you should personally speak with your supervisor.

Ski Patrol as to the roll which you will play. Remember to always remain calm. You may assure guests that the situation is being attended to and for them to remain calm and await direction. Please do not speculate on what happened or offer any opinions or explanations.

### **Lost and Found**

During the winter, all properties should be brought to the nearest department head/supervisor. Remember, “Lost and Found” items still belong to their owners, no matter how long they have been stored.

### **EMPLOYEE SAFETY**

We are concerned with the safety of all employees, and accordingly, have made provisions throughout the company to protect every worker. Many regulations are both state and federally enforced, and there can be no exceptions to our safety policies and procedures. Good safety habits should be practiced in all facets of our work, and is only in our best interest and our families’ best interest that we continue to “THINK SAFETY” in all tasks we perform.

### **Employee Accident Reporting**

The supervisor in charge and Ski Patrol are to be notified IMMEDIATELY of any on-the-job injury. Ski Patrol will evaluate the injury and with the employee, discuss if further treatment is recommended. Required paperwork will be completed as soon as possible.

NOTE: Tramway regulations require that the safety bar be used at ALL times while riding the chair lift. Any employee who does not use the safety bar will forfeit his/her pass privileges for the remainder of the season. Employees disregarding the skier responsibility code will likewise forfeit his/her privileges.

### **Equal Employment Opportunities**

It is the policy of Ski Ward Inc. to comply with applicable Federal and State laws and regulations, which pertain to equal employment practices.

### **Storm Days**

It is expected that all employees will report to work on all scheduled days, regardless of weather. Please be aware of weather forecasts so you can plan to leave for work early, if necessary. Many of our guests live in the immediate area and ski regardless of the weather.

### **Parking**

Employees are expected to park in the back lot. The parking closest to the lodge is for our guests. They are carrying ski equipment and we want them to have the shortest walk to the lodge.

### **Personal Phone Calls**

Personal phone calls will only be forwarded in the case of an emergency. Cell phones are to be used only during break periods. Misuse of telephones/cellphones is cause for immediate dismissal.

### **Alcohol and Drugs**

The possession, use, or being under the influence of alcohol or illegal narcotics or medicines, during work hours, or reporting for work while under the influence of above, is grounds for immediate dismissal. Consumption of alcoholic beverages is not permissible during working hours and is cause for immediate dismissal. All employees who are on the premises, whether working or not, are expected to be able to respond in case of an emergency. Cigarette smoking is allowed ONLY during a break period outside. Absolutely no smoking is allowed in the building.

## **Firearms**

No authorized firearms are allowed at the work site or on any employees' person.

## **Department Transfer**

If you are interested in a job in another department, please speak with your supervisor. You must have your supervisor's permission to transfer to another department.

## **Confidential Information**

In the course of your work, you may have access to confidential information regarding the company, its suppliers, its guests or perhaps even fellow employees. It is one of the most serious responsibilities that you in no way reveal or disclose any such information and that you use it only in the performance of your duties. You may not give out company or customer information to outsiders, including the media, without approval from management.

## **PAYROLL PROCEDURES**

Payroll runs every two weeks and paychecks are available on Thursday following the pay period end date. It is the responsibility of your immediate supervisor to distribute them. Any questions pertaining to payroll should be brought to your supervisor's attention.

## **Time Sheets**

Payroll is figured on the basis of an employee's time sheets. It is therefore, of the utmost importance that you sign in and out accurately on your time sheets. It is your responsibility to be sure your time is recorded accurately each day and that on the last day of the pay period you sign the time sheet. Your signature will act

as verification to the payroll department that you have completed your time sheet and agree with the hours recorded on it. The intentional misrepresentation of hours worked, resulting in overpayment of wages, is cause for immediate dismissal, and may result in prosecution.

Some departments use an alternate system other than time sheets, your supervisor will provide you with details on this procedure should it apply to you.

## **GENERAL INFORMATION**

### **Awareness**

During the winter, all employees should keep abreast of daily snow and trail conditions, lifts and area operations. Ski reports will be posted in the lodge, read them at the start of your shift.

If you don't know the answer to a guests' particular question, refer him/her to the nearest department head or supervisor.

### **Guest Conduct**

Many different people visit Ski Ward, some of whom do not always act in good taste. Therefore, should any employee witness a customer abusing privileges, breaking rules, or annoying others, the employee is obligated to notify his/her supervisor or the nearest supervisor.

### **Emergencies**

In the case of any medical emergency, notify Ski Patrol immediately. Give clear, specific information as to the nature of the emergency. In case of an accident, after assistance has arrived, speak directly to your supervisor because there may be some forms for you to fill out.

In the event of an incident which creates an emergency situation effecting more than one person, be ready to receive direction from