

# Employee Handbook 2011/2012



## TABLE OF CONTENTS

<i>Mt Seymour History</i>	2
<i>Facts &amp; General Information</i>	4
<i>Mt Seymour Map</i>	6
<i>Organizational Chart</i>	7
<i>Mt Seymour's Mandate</i>	8
<i>Expectations</i>	10
<i>Mt Seymour Depts &amp; Services</i>	12
<i>Guest Facilities &amp; Services</i>	19
<i>Guest Service</i>	21
<i>Employee Relations</i>	29
<i>Employee Standards</i>	33
<i>Employee Guidelines</i>	38
<i>Mt Seymour Guidelines</i>	40
<i>Risk Management</i>	44
<i>Winter Road Safety</i>	49
<i>Payroll</i>	52
<i>Employee Benefits</i>	57
<i>Incentive Programs</i>	62
<i>Internet Use Policy</i>	64
<i>Privacy Policy</i>	66

## MT SEYMOUR HISTORY

Mt Seymour has a long tradition of being Vancouver's family mountain. By the turn of the century people were already skiing on Seymour. In the early days, adventurous skiers crossed the Burrard Inlet by ferry, took a trolley to the top of Lynn Valley, crossed the rivers, and then proceeded to hike up the mountain. With no lifts available, these spirited individuals had to repeatedly climb up the mountain for each thrilling run.

By the 1930's over one hundred recreational log cabins had been built in the area. Public concern over the future use of Seymour forced the government to create a 274-hectare (677 acres) Provincial Park in 1936. By 1941 the park had grown to encompass 3,433 hectares (8,480 acres). Today's ski area is still within the boundaries of a BC Provincial Park, although the recreational facilities are now privately owned and operated under an extended leasing agreement.

Mt Seymour's skiing history is full of colourful characters. In the 1940's, Harold Enquist began Mt Seymour's teaching tradition by establishing the first ski camp on the mountain. By 1949 the first permanent rope tow was installed by the government and operated by Earl Pletsch and Rolf Dokka.

## MT SEYMOUR HISTORY

Throughout its long history, Seymour has been identified as the place to learn. Many famous Canadian skiers including Dave Murray, Ken Reid, and Wayne Wong enjoyed the slopes of Seymour. The tradition continued in snowboarding with the success of the Seymour Kids. Mt Seymour will continue to keep history alive as thousands of Lower Mainland children make their first tracks here.

In 1984, all facilities and operations were privatized and operated by Mt Seymour Resorts. In 1987, the Wood family became the sole proprietor and operator of the mountain. Since then, Mt Seymour has experienced many positive changes. To nourish our rich tradition and grow into the future, we need your enthusiasm. It is this enthusiasm, (like that of the early ski pioneers) that is our inspiration and guide for the future.

Located just 30 minutes from Vancouver, Mt Seymour is situated on the east side of the North Shore in British Columbia's Coastal Mountains. As the easternmost mountain on Vancouver's North Shore, Mt Seymour receives a generous quantity of snow throughout the winter followed by warm spring conditions.

*“Owned by one family who ride with pride, Seymour is that rare mountain where locals actually feel like part of the organization and don't see management as the enemy.”*

Colin Wyte, Snowboarder Magazine, March 2004.

## FACTS & GENERAL INFORMATION

Mt Seymour has the highest base elevation and deepest annual snowfall of all the North Shore Mountains. It is located only 22 km from downtown Vancouver.

<b>Longest Run:</b>	1.6 km
<b>Vertical drop:</b>	330 m / 1,085 ft
<b>Base elevation:</b>	920 m / 3,036 ft
<b>Summit:</b>	1,265 m / 4,125 ft
<b>Parking Lot Elevation:</b>	1,020 m / 3,370 ft
<b>Skiable Terrain:</b>	200 acres
<b>Runs:</b>	39
<b>Lit Runs:</b>	12
<b>Run Composition:</b>	35% Beginner 45% Intermediate 20% Advanced
<b>Lift capacity</b>	5,318 per hour
<b>Double Chairlifts:</b>	Lodge Chair Mystery Peak Chair Brockton Chair
<b>Beginner Lifts:</b>	Goldie Magic Carpet Bear Bowl Wonder Carpet
<b>Terrain Parks:</b>	4
<b>Snowplay Area:</b>	Enquist SnowTube Park Toboggan Park
<b>Snowshoe Trails:</b>	10 km
<b>Annual Snowfall:</b>	1,000 cm
<b>Season Dates:</b>	December to mid-April

## FACTS & GENERAL INFORMATION

### Hours of Operation

The basic hours of operation for Mt Seymour are:

9:30 am to 10:00 pm on weekdays

9:00 am to 10:00 pm on weekends and holidays

(Operating times are subject to change throughout the season. Check with your supervisor for details.)

### Contact Information

Main Switchboard

604-986-2261

Fax Number

604-986-2267

Website Address:

[www.mountseymour.com](http://www.mountseymour.com)

Email Address:

[snow@mountseymour.com](mailto:snow@mountseymour.com)

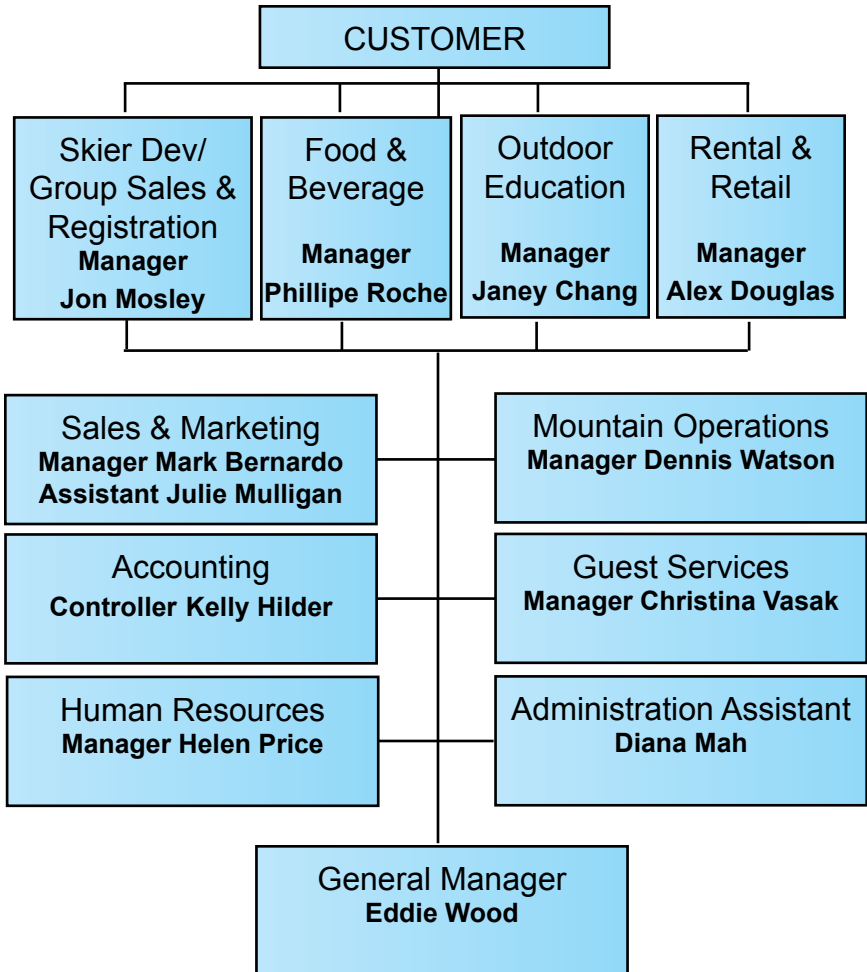
## MT SEYMOUR MAP

### Base Area

- W** Washrooms
- K** Toboggan Park
- M** Alpine Activity Centre
  - Rentals, Retail Store, Lesson Desk
  - Earl Pletsch Meeting Room
- N** Snowshoe Adventure Centre
  - Rentals, Tours & Programs
- O** Three Peaks Lodge
  - Elevation 1020m Restaurant, Grill Works
  - Cafeteria, Whiskey Jack Brown Bag Room
- P** Guest Services
  - Season & Day Passes, General Assistance
- R** Bear's Den & Magic Carpet
- S** BC Parks Trailhead & Kiosk
- +** First Aid / Ski Patrol
- P1 P2 P3 P4** Parking Areas
- J** Enquist Tube Park
- L** Enquist Lodge (New!)



## ORGANIZATIONAL CHART



## MANDATE

### **MT SEYMOUR'S MANDATE**

*“To provide fun, safe and enriching experiences to guests and staff by providing professional and efficient customer service, progressive programs and appropriate facilities that will enhance the authentic Mt Seymour family tradition.”*

## **MANDATE**

This statement is supported by Mt Seymour's five shared core beliefs:

### **RESPECT**

We support and treat one another in a manner that reflects how we ourselves would want to be treated.

### **ENTHUSIASM for FUN and LEARNING**

We strive to provide a comfortable and fun environment for our guests to learn and enjoy outdoor winter activities.

### **TEAM WORK**

We will work together to achieve Mt Seymour's goals and objectives to enhance the recreational experience for both our internal and external guests.

### **SAFETY**

Safety is at the forefront of all activities in which our guests and staff participate.

### **VALUE**

We provide programs and services that are valuable to our guests and staff by being innovative and affordable.

*Please keep Mt Seymour's mandate and core beliefs in mind when you come to work. Your attitude and commitment towards these beliefs will enrich your own experience and that of our guests on Mt Seymour.*

## EXPECTATIONS

### What do we expect from our Team Members?

We expect a lot from our employees, that's why we put so much effort into selecting and training the right people!! We expect every team member to contribute to our organization in a positive way. Each one of you has a role to play in making our business a success.

In order to help you enjoy a successful season at Mt Seymour, we have put together a quick list showing you what we expect from you as an employee. It is important that you clearly understand and are committed to meeting these expectations while working at Mt Seymour.

### What we expect: A Personal Checklist

- Arrive at work on time  
*Am I in the right place at the right time?*
- Be well presented  
*Am I neat and tidy with my uniform and name badge?*
- Be informed  
*Do I know what's going on at work today?*  
*Did I attend all scheduled training?*
- Be friendly and polite to everyone you encounter: guests, staff, supervisors etc  
*Do people like working with me?*

## EXPECTATIONS

- Bring a positive attitude to work  
*Am I pleasant to be around?*
- Be a team player and help your colleagues and managers when possible  
*Am I helpful?*
- Follow company rules, policies and guidelines and ensure others do too, whether it be guests or employees  
*Could my pass be confiscated for this?*
- Look after company property as you would your own property- from vehicles to staplers  
*Am I returning equipment in the same condition as I found it?*
- Be honest: It never goes out of fashion
- Be professional  
*Did I do the best job possible?*
- Be productive  
*Did I complete assigned tasks?*  
*Could I have done them faster or better?*
- Follow all guidelines when using employee discount privileges  
*Please do not give friends free stuff.*
- Be safe  
*Did I follow all safety procedures?*  
*Did I take unnecessary risks?*
- Stay committed to working the full season  
*What are my plans after working for Mt Seymour?*
- Be neat and tidy at work  
*Can I find things? Can others?*
- Last but not least,

**HAVE FUN AND ENJOY THE SEASON!!!**

## MT SEYMOUR DEPARTMENTS & SERVICES

### Food & Beverage Services

#### **Grillworks**

Located at the south end of Three Peaks Lodge, Grillworks is a cafeteria that offers a delicious selection of daily specials and meals including soups, pizzas, burgers, and more!

#### **The Rock Chute Inn**

Located at the north end of Three Peaks Lodge, this is a licensed family restaurant serving both non-alcoholic and alcoholic beverages. It features a variety of appetizers, gourmet burgers, and warm hearty meals.

#### **Whiskey Jack Room**

Located in the basement of Three Peaks Lodge, this room provides a relaxed area with tables for guests to sit and enjoy their food.

#### **Harold's Cafe**

Located in Enquist Lodge, this Cafe offers a variety of simple snacks for guests in the Snow Play Park.

## MT SEYMOUR DEPARTMENTS & SERVICES

### Terrain Parks

#### The Pit

The Pit has evolved as one of the most progressive, creative and fun terrain parks in the region. This skate style jib park has over a dozen constantly rotating features. It is located at the base of Mystery Peak Chairlift and provides beginners and pros a range of features.

#### Northlands Terrain Park

This high-level pro park features a variety of boxes, kinks, picnic tables, down rails, jumps and re-created features that have shaped snow-culture history. The park has become a favorite training ground for competitive riders and is accessible off Mystery Peak Chairlift.

#### Young Guns Terrain Park

A progressive blend of easier to mid-level jumps and jibs designed to introduce and reinforce solid park riding skills in a fun, challenging, and inspiring environment. This park is accessible from Lodge Chairlift.

#### Mushroom Terrain Park

Mushroom Park is our beginner park located off the Goldie Magic Carpet. It is an ideal place for beginners and intermediates to learn basic tricks or master new ones. Filled with mellow jumps and jibs, it allows riders to progress to the next level.

## MT SEYMOUR DEPARTMENTS & SERVICES

### Mountain Services

#### **Guest Services and Ticket Office**

The Guest Services building is located adjacent to the Lodge Chair. Guest Service Representatives are available to provide guests with information about Mt Seymour and special events as well as sell area and season passes. Brochures and trail maps are also available in the Guest Services Building.

#### **Snowplay & Enquist Snow Tube Park**

The Snowplay area consists of the Enquist Snow Tube Park and the Toboggan Area located near P2. The Enquist Snow Tube Park offers guests a thrilling tube ride down the hill followed by an automated tow back to the top. The Toboggan Area offers a gentler slope perfect for smaller children. The Enquist Lodge (housing Harold's Cafe and washroom facilities) is also located here.

## MT SEYMOUR DEPARTMENTS & SERVICES

### Mountain Services

#### Outdoor Education

The Outdoor Education Department provides a variety of guided snowshoe programs through Mt Seymour's natural wonderland. The drop-in snowshoe registration desk, snowshoe group meeting area and snowshoe rentals are all located in the Snowshoe Adventure Centre, which is beside the Alpine Activity Centre. Groups can pre-register for programs through the Group Sales Call Centre. The Outdoor Education administrative office is located on the second floor of the Alpine Activity Centre.

#### Ski & Snowboard School

The Ski & Snowboard School is responsible for providing all of Mt Seymour's ski and snowboard programs. They offer a wide variety of programs, from beginner to lessons to more advanced adult lessons. An extensive program of group lessons (including school programs, snowplay and outdoor education) are also available through Group Sales. The administrative offices for the Ski & Snowboard School are located on the second floor of the Alpine Activity Centre. Visitors can also book lessons at the Lesson Desk, which is located downstairs in Rentals. The Lesson Desk is where all visitors taking a lesson must check in.

## MT SEYMOUR DEPARTMENTS & SERVICES

### Mountain Services

#### Rentals & The Seymour Store

Equipment Rentals and The Seymour Store are located on the bottom floor of the Alpine Activity Centre next to the Three Peaks Lodge. This department organizes the rental and repair of ski, snowboard, and related equipment. Guests may also purchase area passes here. The Seymour Store (Mt Seymour's retail outlet) sells a variety of clothing, snacks, and accessories, such as gloves and goggles. The Tech Shop provides clothing and helmet rentals, snowboard and ski waxing and tuning services, technical services, and locker rentals. The Lesson Desk (part of the Ski & Snowboard School) is also located in this area.

#### Patrol and Risk Management

(Employee Industrial First Aid)

The Patrol department is responsible for maintaining safety on the runs and trails of Mt Seymour. Patrollers are expert skiers or snowboarders and have advanced first aid qualifications. They are responsible for providing first aid to anyone who requires help. The Patrol Hut (First Aid Facility) is located east of Mystery Peak Chair. In the event that you, a co-worker, or a guest requires first aid assistance, please contact Base Radio at extension 228. Pavel Melichar (Patrol Manager) is the person in charge of Risk Management for Mt Seymour.

## MT SEYMOUR DEPARTMENTS & SERVICES

### Operations

#### **Mountain Communications**

Mountain Communications (Base Radio) ensures efficient communications through the monitoring of the VHF radio and telephone system. It is located in the upstairs office of the Three Peaks Lodge and operates from 7:00am –10:30pm seven days a week during the season. **Base radio conducts all emergency 911 calls. To reach Base Radio call extension 228.**

#### **Lift Operations**

This department is responsible for maintaining and operating Mt Seymour Lifts. There are three double chair lifts (Lodge, Mystery Peak, and Brockton) and two beginner lifts (Goldie Magic Carpet and Wonder Carpet). The Lifts administrative office is located upstairs in Three Peaks Lodge.

#### **Lift & Vehicle Maintenance**

These departments maintain all lift equipment and vehicles. They work in the maintenance shop located below P2.

#### **Mountain Facilities**

The Mountain Facilities department is responsible for maintaining buildings, roads, parking lots, and security. Facilities consists of a number of smaller departments including Traffic and Grounds, Building Services, Shuttle Bus Operations, Snow Removal and Gatehouse Security.

## MT SEYMOUR DEPARTMENTS & SERVICES

### Administration

#### Administrative Offices

Mt Seymour's Administrative offices are located upstairs in the Alpine Activity Centre. Offices here include the General Manager and his Administrative Assistant, Accounting and Payroll, Human Resources, Volunteer Coordinator, Sales & Marketing, Group Sales & Registration, Ski & Snowboard School, Outdoor Education and Rentals.

#### Group Sales

The Group Sales and Registration Department administers school, group and corporate programs and takes bookings for ski and snowboard lesson camps and public snowshoe tours. The department works to build relationships with local schools, community organizations and businesses to increase sales.

#### Marketing

Mt Seymour has its own Marketing department which works to promote the resort and all its winter activities throughout the season. This department also organizes all on mountain ski and snowboard events.

#### Human Resources

The Human Resources department is responsible for recruitment, training, and employee relations. The office is open seven days a week during the operating season. Please drop by if you have an enquiry.

## GUEST FACILITIES & SERVICES

In order to provide great customer service to our guests, you should be familiar with the services and locations of facilities on Mt Seymour.

### Lost & Found

- All lost and found items go to the Guest Services building.
- Drop bins are located at Grillworks Cafeteria and the Rentals Department.

### Coin Lockers

- Self-Serve lockers are available for guests to store their personal belongings for the day
- Cost to use these lockers is \$1.00 (only accepts Loonies) and is one time use only.
- Lockers are located in the Whiskey Jack Room and in Rentals in the Alpine Activity Centre.

### The Seymour Store Retail Shop

- The store is located in the Alpine Activity Centre in Rentals and sells a variety of items including T-shirts, gloves, goggles, candy, stickers and more.

### Pay Phones

- There are two pay phone locations: in the main foyer between The Rock Chute Inn and Grillworks, and inside the Alpine Activity Centre.

## GUEST FACILITIES & SERVICES

### Restrooms

- Restrooms are located in the Alpine Activity Centre, Grillworks, The Rock Chute Inn, Enquist Lodge and the public washroom building outside between the First Aid Building and Guest Services.
- Wheelchair accessible restrooms are located in the Alpine Activity Centre as well as Enquist Lodge.

### Shuttle Bus

- The Shuttle Bus operates 7 days a week – (limited schedule during the week).
- The shuttle schedule can be obtained from Guest Services, our website, or by calling the main Mt Seymour switchboard.

### Area Pass Sales

- Area passes can be purchased at the Guest Services ticket office or in the Alpine Activity Centre at the Lesson Desk and the Rentals ticket windows.
- Snowplay passes can also be purchased at Enquist Lodge.
- Showshoe trail passes can be purchased at the Snowshoe Adventure Centre.

### Ski Key Racks (Ski & Snowboard Storage)

- Locked equipment storage is located outside around Three Peaks Lodge and the Alpine Activity Centre.

### Automatic Teller Machine

- An ATM is located in the foyer of the Three Peaks Lodge.

## **GUEST SERVICE**

Mt Seymour strives to provide exceptional service to all customers. We value their business and want to demonstrate our desire to meet and exceed their expectations. It is every employee's responsibility to provide the best possible service to our guests and ensure that everyone enjoys their time at the resort.

We aim to be a friendly place to visit. Please keep this in mind every day you come to work and make sure that every interaction you have with a guest is a positive one.

You have been selected to join the Mt Seymour Team because we believe you have the right skills to do a good job. We expect you to come to work every day prepared to support the success of our resort. Always be a team player, support your co-workers, and treat them the way you would like to be treated.

### **Meeting Spaces**

Named after one of Mt Seymour's founders, The Earl Pletsch Room, located in the Alpine Activity Centre, offers an excellent venue for small to medium sized meetings, corporate retreats and events. In addition the Enquist Lodge features The Loft a picturesque venue for the small to medium size meeting.

**Guest service means providing our guests with consistent, high quality, efficient and friendly service.**

## GUEST SERVICE

In order to achieve and maintain a high level of service, we request that all employees adhere to the following guidelines when interacting with guests:

### 1. Welcome Guests

- Greet guests within and outside one's work area.
- For example, use "The 10ft Rule" while in uniform or on shift. Greet guests within a 10ft range with eye contact and within a 5ft range acknowledge with a smile or a greeting.
- If you see a guest looking frustrated or lost trying to find an activity, you should approach them and offer assistance.

### 2. Provide A Positive & Rewarding Guest Experience

- Provide consistent high-quality service at your workstation.
- Ensure that the guest's experience is the best it can be both at your workstation and throughout the resort.
- Look for opportunities to answer guest's questions, provide solutions to their concerns, and be attentive to their needs. Staff are responsible for ensuring guests are prepared for their activity and for directing them to the appropriate services that will optimize their experience.

### 3. Show Appreciation

- Wish guests a good day while enjoying their activity in the resort and always thank them for visiting.

## GUEST SERVICE

### Providing Quality Guest Service

- Go the extra mile when dealing with our guests. Take initiative and anticipate their needs instead of waiting to be asked. Impress them with the service you provide.
- Provide prompt and efficient service and always ensure you provide accurate information. If you are unsure about something, ask somebody who knows.
- When dealing with guest problems or complaints, always ask, “What can I do to help?” Follow through with actions to satisfy the guest, always ensuring that your actions fall within Mt Seymour’s guidelines.
- Check your appearance. Being neat, well groomed, and wearing the appropriate uniform for your department is essential. You are representing Mt Seymour; make sure you make a good impression.
- Always be friendly and approachable.

*Mt Seymour has a range of staff incentive programs which will enable you to be recognized for providing excellent customer service.*

## **GUEST SERVICE**

### **Handling Complaints**

Complaints can occur at any time. It is everyone's responsibility to handle guest complaints that come their way. If a situation is beyond your skill set or experience, ask a supervisor for assistance.

During your season with Mt Seymour, there may be times when you encounter guests that have been faced with a situation that has kept them from enjoying their time with us. When this occurs, be prepared to listen carefully to the complaint. This is an opportunity to show guests that we care about their experience at Mt Seymour and want to make things right.

## **GUEST SERVICE**

### **Handling Complaints**

#### **Follow Through**

Always check to make sure the guest's problem has been resolved. If it isn't something you can resolve on your own, make sure that it has been communicated to the supervisor or manager on duty. If there is no one around to help, make sure you record the guest's information and set a time to follow up.

#### **Document**

Once you have resolved the complaint, take a moment to document what the concern was and how you handled it. This information should then be forwarded to your departmental manager or supervisor for future reference.

#### **Unruly Guests**

Situations may arise on Mt Seymour where guests become difficult. It could occur when a guest has been denied a privilege that they feel entitled to. This situation could also arise when guests do not abide by safety policies or season pass / ticket usage guidelines. The Employee Handbook provides tips on how to deal specifically with unruly guests on page 28.

## GUEST SERVICE

### Tips for Handling Complaints

- Immediately give the complaining guest your full attention. Ignoring someone who has a complaint will just make them more upset.
- Make eye contact with the guest.
- Listen carefully to what the guest is saying – it's polite and will give you the information you need to solve the problem.
- If the guest is angry, show concern but do not become angry or defensive yourself. Do not take complaints personally.
- Ask questions as they relate to the situation to make sure that you clearly understand the problem. This also provides the recognition the guest is seeking by complaining.
- Clarify the problem with the guest, i.e. "My understanding is that your child is late for their ski lesson due to a closure on the road caused by weather conditions."
- If appropriate, take the guest to a quieter area to hear their complaint.
- If the complaint is complicated or serious, take notes. This shows the guest that you are a professional and intend to do something to address their concerns.
- Empathize with the guest using phrases like "I can see why you would be upset about that."
- Apologize and be sincere.

## GUEST SERVICE

### Tips for Handling Complaints

- Try to stick to the facts of the complaint, i.e. the who, what, why and where of the situation.
- Look for information that will help you solve the complaint. Ask the guest “What can we do to help with this situation?”
- Try to maintain a calm, positive and confident demeanor.
- Work with the guest to find solutions to their problem. Offer a solution and provide alternatives if appropriate.
- Make every attempt to solve the complaint to the best of your ability. If the situation is beyond your control, explain this to the guest, i.e. “I’m really sorry about this situation but I’m not able to resolve it. Let me get someone who can be of more assistance.”
- When trying to solve complaints, always stay within Mt Seymour’s policies and procedures and never suggest or promise a solution that you cannot deliver.
- If no one is available to solve the situation, explain to the guest what steps you will take to make sure their complaint is dealt with, i.e. “My manager will be in tomorrow at 9:00am. I will ask him to call you about this then.” Make sure to take down important contact information if follow up is required.
- Thank the guest for bringing the situation to your attention.

## **GUEST SERVICE**

### **Unruly Guests**

Mt Seymour will not tolerate unacceptable behaviour from guests which is directed towards our employees. This applies whether it is physical intimidation or foul language. If you encounter a situation where a guest is becoming unruly, contact your supervisor or manager for assistance. They will evaluate the situation and make a decision on how best to handle it.

If you are not able to contact your supervisor/manager, or if the situation is more serious, contact Base Radio at extension 228 or call on your radio. Indicate your name, department, location and that you are experiencing a Code 10-0 in your area. Base Radio will immediately contact a Senior Manager to come and assist you.

When appropriate, Mt Seymour will evict offenders from the area or contact the police.

## EMPLOYEE RELATIONS

### Guarantee of Fair Treatment

Mt Seymour believes that every employee (regardless of position) should be treated with respect and in a fair and just manner at all times. If you have a problem or complaint, this is what you should do:

- **Step One:** Talk to your immediate supervisor. It is the responsibility of your supervisor to openly listen to your problem and try to help resolve it. Generally you and your supervisor will be able to resolve your concerns.
- **Step Two:** If your problem cannot be resolved through discussion with your supervisor, please contact your manager or department head. He/she will obtain all the facts and work to solve your problem in a fair and efficient manner.
- **Step Three:** If you are still not satisfied, please contact the Human Resources Department. Human Resources will confer with those involved and work towards a solution which will satisfy all parties.

**Note:** If you have a problem which you prefer to discuss with Human Resources privately, contact the office directly:

**Phone:** 604-986-2261 extension 236

**Email:** [hr@MountSeymour.com](mailto:hr@MountSeymour.com)

## EMPLOYEE RELATIONS

### Harassment Policy

Mt Seymour believes that staff should be able to carry out job responsibilities without fear of harassment. Harassment (whether based on sex or some other discriminatory ground) is conduct that is uninvited and poisons the workplace. No manager, supervisor, or employee shall threaten or insinuate (implicit or explicit) that an employee's refusal to submit to improper advances may be cause for termination. The purpose of this policy is to provide a workplace that is free from discrimination and sexual harassment. Harassment in the workplace, whether committed by a supervisor, non-supervisory personnel, or non-employee, is prohibited.

Inappropriate conduct that creates an intimidating, hostile or offensive working environment will be reviewed and disciplinary action will be taken. Such conduct shall include, but is not limited to the following:

- Unwelcome sexual advances.
- Physical or verbal conduct of a sexual nature which results in submission being expressed or implied as a condition of employment, unreasonable interference with work performance, or creation of an intimidating, hostile or offensive working environment.
- Sexist, racial or ethnic comments which attempt to make someone feel less than equal.

## EMPLOYEE RELATIONS

### Procedure to Stop Harassment

If you feel you are being harassed, you should employ the following steps:

- Tell the person that is conducting him or herself inappropriately that the behaviour is unwelcome and ask him or her to stop.
- If the behaviour continues or if you are uncomfortable approaching the person, you should talk to your department manager or supervisor. Keep a detailed record of incidents including dates, times, locations and any witnesses.
- If you are not satisfied with the manner in which your complaint was handled, you should seek further assistance from the Human Resources Department at extension 236.

## **EMPLOYEE RELATIONS**

### **Equal Opportunity Employment**

Mt Seymour is proud to be an equal opportunity employer. Therefore all personnel decisions and practices including hiring, termination, promotion and work assignments shall be based strictly on job-related considerations.

### **Confidentiality**

Company training materials, operating manuals, data processing systems, programs, procedures, databases, sales and marketing information, financial information, personnel information and new innovations and systems put into place while in the employment of Mt Seymour Resorts Ltd. are the property of the company and not the individual employee. In addition, this type of information is considered to be private information and should not be disclosed outside of the organization. Good business ethics are an important aspect of working for Mt Seymour Resorts. Please act in a responsible and professional manner when handling company information.

## **EMPLOYEE STANDARDS**

### **Employee Standards**

Employees are the number one asset of this organization because they represent Mt Seymour. Anytime you are in the public's view, your attitude and behavior is a direct reflection on the company.

### **The Right Attitude**

It is important to create an enjoyable experience for our guests and staff by maintaining a friendly, positive and helpful attitude while at work. It is your responsibility to provide great service to our guests. If you have a concern which affects your ability to deal with the demands of your job, discuss it with your supervisor or Human Resources before it affects our quality of service.

### **Appearance**

Your appearance is one of the first and most lasting impressions our guests have of Mt Seymour. Your clean and neat appearance promotes professionalism to our guests. The following page outlines guidelines to appearance guidelines to follow while working at Mt Seymour.

**Understand that YOU are the Mt Seymour image!**

## EMPLOYEE STANDARDS

### Hair

- Must always be neat, tidy and well groomed.
- Facial hair must be neatly trimmed and tidy.

### Jewelry

- Should be kept to a minimum and appropriate.
- Jewelry that presents a work hazard or draws undue attention is not permitted.

### Jeans

- Must be neat and free from holes, rips and tears.
- No very low rise or baggy styles, i.e. fit appropriately.

### Shirts/Tops

- Must be neat in appearance.
- Clothing shouldn't be skimpy or revealing (no midriffs).
- The language/design on the top is not offensive, contrary to our mandate, or from another resort.

### Hats

- Must be neat and not represent another resort.
- No offensive language/design.

### Snowboards & Skis

- Employees must not use equipment for work that displays offensive language or designs.

*It is to your manager/supervisor's discretion to determine if clothing or jewelry is appropriate.*

## EMPLOYEE STANDARDS

### **Staff Uniforms and Name Tags**

- Staff uniforms and name tags identify Mt Seymour employees and assist guests in locating you when they need help. Uniforms and name tags must be worn at all times when on duty and must be visible to guests.
- If you lose/damage your name tag, bring it to the attention of your supervisor. A new one will be ordered for a replacement fee of \$5.
- Please return your name tag at the end of the season for a \$5 refund, as they are reusable.
- Ensure uniform items are clean and well kept. Bring any repairs to the attention of your supervisor. All uniforms should be returned in good condition at the end of your employment. Please review the uniform deposit form as costs associated with lost/damaged uniforms will be billed to the employee.
- Staff not required to wear a specific uniform may wear clean, neat and appropriate street wear. Clothing must follow the guidelines on the opposite page (i.e. not represent another resort or contain language/design that is offensive or contrary to our mandate.)
- Uniforms are provided for work only and must not be worn on non-working days

## EMPLOYEE STANDARDS

### Conduct

- When on Mt Seymour (on or off duty) employees are expected to conduct themselves in a manner which does not reflect negatively on the image of Mt Seymour.
- The use of loud, vulgar or profane language in the presence of guests or co-workers is unacceptable.
- Employees enjoy the privilege of a Seasons Pass and must maintain a positive image while skiing or snowboarding. It is important that all employees ski or snowboard within the boundaries of the Alpine Responsibility Code and respect lift lines at all times.
- Employees must display their Seasons Pass when using lifts.
- Eating, reading and loud music are not permitted at your workstations.

•

## EMPLOYEE STANDARDS

- Due to safety reasons, horseplay including snowball fights are not permitted on Mt Seymour.
- Music that is played at your workstation must be appropriate for guests and must be approved by a supervisor.
- When you are in uniform, our guests consider you a source of information. It is your responsibility to handle all inquiries in a friendly manner when on or off shift. General mountain information can be found on the Daily Information Sheet. Make it a point to read general information each day as our guests are sure to ask you specifics.
- Alcohol must not be consumed while on shift under any circumstances.
- Pets are not permitted at work.

## EMPLOYEE GUIDELINES

### Disciplinary Policy

Mt Seymour expects all employees to conduct themselves in a professional and responsible manner. Employees are required to follow company rules, policies, and guidelines. If a situation occurs where an employee fails to conduct themselves appropriately or fails to follow guidelines, the Progressive Discipline Policy will be utilized. It is in the interest of both Mt Seymour and our staff to deal quickly and positively with any problems that arise.

#### Steps in the Discipline Policy

1. Verbal Warning
2. First Written Warning
3. Final Written Warning
4. Dismissal

Through this procedure a solution to any problem can be achieved and a positive plan for correction implemented.

Minor infractions will require verbal or written warnings. Examples of some of these infractions include:

- Lateness or attendance issues.
- Horseplay, including participating in snowball fights.
- Reporting for your shift without your uniform.
- Taking breaks in excess of the allotted time.

## EMPLOYEE GUIDELINES

### Disciplinary Policy

Be aware that there are certain serious infractions that will be grounds for immediate dismissal. They include (but are not limited to) the following:

- Rude, threatening or discourteous behaviour towards other staff, supervisors or any guests.
- The use, possession, or sale of non-prescription drugs, narcotics or related paraphernalia while on Mt Seymour whether or not you are on shift.
- Reporting to work under the influence of drugs and/or alcohol.
- The consumption of alcoholic beverages while on shift.
- Any minor that is consuming alcoholic beverages while on the mountain, whether or not they are on shift.
- Any work practice deemed unsafe to guests, staff or self.
- Insubordination or failure to obey instructions.
- Using passes, lift tickets or staff I.D. fraudulently.
- Theft of guest, staff or company property.
- Unauthorized use of or damage to company property.
- Skiing/riding out of bounds or any violation of the Alpine Responsibility Code or other safety practices.

## MT SEYMOUR GUIDELINES

### Lost and Found

Employees are obligated to turn in all found items, regardless of value, to the Lost and Found located in the Guest Services Building or the Lost and Found bins located in the Three Peaks Lodge and the Rentals Department. Lost and Found inquiries should be handled in the following manner:

- **By Phone:** Forward the call to extension 203 (Guest Services) and ask the guest to leave a detailed message.
- **In Person:** If the item has been lost that day, or is valuable i.e. a wallet or keys, direct the guest to the Guest Services Building. If Guest Services is not open, ask the guest to call extension 203 the next day.

### Inclement Weather/Mountain Closure

During periods of poor weather or other circumstances, it may be necessary to reduce or shut down operation of the facilities. If you are unsure whether or not to report to work, contact your department supervisor or the Mt Seymour main switchboard prior to leaving your house. **Please refer to your departmental specific policies for detailed information regarding mountain closures.**

### Texting and Cell Phone Use

Mt Seymour Resorts employees shall not text or use a cell phone while at their work station. Any employee found to be in breach of this policy will be subject to disciplinary action under Mt Seymour's discipline policy.

## MT SEYMOUR GUIDELINES

### **Parking**

Early morning staff may park along the east bank from Guest Services to the P4 washrooms. All other staff are to park their vehicles in lower P4 from the light stand towards P3 on the east bank. Staff who begin their shift after 3pm may park anywhere in P4. Staff parking at the shop lot will be at their own risk and any damage will not be covered by Mt Seymour. During high volume periods we may institute a different system to better manage employee parking. Please check with your Department Manager for details.

### **Computer and Internet Use**

Computers are the property of Mt Seymour. **Computers must only be used for company business.** All employees must read and sign our computer and internet use policy before using any computer. Abuse of our policies may result in dismissal. Staff are not to use their own computers at work without obtaining permission from their department manager.

## MT SEYMOUR GUIDELINES

### **Smoking**

Smoking is restricted to designated areas only. The smoking area on Mt Seymour is located at the North End of the Three Peaks Lodge. Smoking is prohibited in all other outdoor areas including lift lines, chair lifts and ski runs.

### **Ski Area Boundary**

Patrol staff will erect and maintain signage and markers to designate the boundary between Mt Seymour's recreation area and the uncontrolled backcountry. No guests, unauthorized staff, or others are permitted to access the backcountry by ducking a rope. Backcountry access is via the two designated gates only.

## **MT SEYMOUR GUIDELINES**

### **Electronic Media**

Electronic Media includes Facebook, YouTube, Twitter etc. As employees of Mt Seymour we expect all staff to be professional regarding their place of employment. Any unprofessional, offensive, or otherwise unacceptable information relating to Mt Seymour and/or its employees posted on these sites could result in disciplinary action, up to and including termination of employment.

### **Employee Photographs**

Employees of Mt Seymour Resorts who are photographed during the course of their employment for the purposes of promoting or advertising the resort, or for other media, training or safety reasons, shall not expect to be compensated by Mt Seymour Resorts or other parties involved.

## **RISK MANAGEMENT**

All areas of employee and guest safety are part of risk management. It is important that employees are aware of the following principles. If you have any questions please talk to your supervisor or the Risk Management Director Pavel Melichar.

### **Bindings**

Do not adjust a guest's ski or snowboard bindings. Refer all guests requiring equipment repairs and adjustments to the technicians in the Rental Department.

### **Alpine Responsibility Code**

It is your responsibility to ski and snowboard within boundaries and enforce this code. Notify Patrol or a Lift Operator of infractions that could put anyone at risk.

### **Missing Person**

All missing person reports must be taken seriously. Refer all reports of a missing person to Base Radio (Extension 228) who will dispatch Patrol to the proper location. If the reporting person leaves your area before completing a Missing Person Report, take down their name and contact information to provide to Patrol upon their arrival.

### **Overnight Parking**

All vehicles left overnight should be left in lot P2. If your vehicle breaks down or has to be left anywhere else, please provide your licence plate number and details to Base Radio to avoid initiating a search for a missing skier.

## **RISK MANAGEMENT**

### **Accidents**

If you witness or are party to an accident, you must immediately contact Base Radio (Extension 228) who will contact Patrol. If the accident involves company equipment and/or personnel, you must complete a written report immediately and submit it to your supervisor. It is your responsibility to obtain a statement and the names and contact information of any witness(es) and involved parties if they are leaving.

### **Lift Evacuation**

During a lift evacuation all employees have a role to play. Even if you are not directly involved in the evacuation you are likely to be affected. Your role during a lift evacuation will be explained to you during your training.

### **Statements to Press, Guests, and via other Electronic Media (Facebook etc)**

Statements to the press, news media, or any guest are only handled by Eddie Wood (General Manager) or a person he delegates. It is neither your right nor responsibility to speak or provide information on behalf of the company. Refer inquiries to the General Manager or Assistant Diana Mah.

### **Mountain Hazards**

If you feel there may be a hazard on any area of the mountain, please bring your concerns to the Safety Committee, your supervisor, Patrol, Risk Manager or Base Radio (Extension 228), depending on the situation and urgency.

## RISK MANAGEMENT

### General Safety Rules

Contact Patrol via Base Radio (Extension 228) for all first aid assistance, safety concerns or risk management issues. Learn and understand the general safety procedures of your work area including the location of safety equipment. Do not undertake a task for which you have not received proper training.

### WCB

As an employee, you are covered under the Worker's Compensation Act of BC. W.C.B. Regulations require that any workplace accident or incident be reported immediately to Mt Seymour. This means you must report any injury, even if it is minor, to Patrol.

The Worker's Compensation Act through the Occupational Health & Safety Regulations bestows a number of rights to employees. The three most important rights are:

#### 1. **The right to know:**

Your supervisor will identify any hazards and explain work safety. If you are unsure what hazards you face, ask your supervisor.

#### 2. **The right to participate:**

You have the right to participate in Safety Committee meetings. You are encouraged to report any safety concerns.

#### 3. **The right to refuse unsafe work:**

You are permitted to refuse work you feel is unsafe.

## **RISK MANAGEMENT**

### **Safety Plan**

The management at Mt Seymour will provide a safe and healthy workplace for all employees and others that may visit or enter our facilities. All workers are required to work safely and to know and follow our company rules for safe work.

### **Storage of personal items and equipment**

The storage of personal items or equipment at work is at the owner's risk. Mt Seymour is not responsible for loss or damage to personal equipment that is stored around the resort, i.e. damaged or missing snowboard or ski equipment.

### **Drivers Abstracts**

Anyone who will be driving a company vehicle or operating any Mt Seymour equipment will be required to provide a copy of their drivers license and abstract. This information will be reviewed by the Operations Administrator and copies will be retained in the Operations Office.

### **Occupational Health and Safety Committee**

The Occupational Health and Safety Committee is coordinated by Human Resources, Patrol and the Risk Manager. This committee will consist of representatives from all departments and will meet once a month to discuss safety issues. Please forward any safety issues you would like raised to the committee.

## RISK MANAGEMENT

### **Telephone Usage Policy**

The term “telephone” applies to land lines, pagers and cellular phones that are the property of Mt Seymour Resorts Ltd. (MSRL). The telephone system is only for conducting Mt Seymour business. Each user is responsible to conduct themselves over the phone in a professional, courteous manner with staff and guests. A department supervisor must approve long distance business calls. Any abuse of the telephone system will result in disciplinary action, up to and including termination of employment.

## WINTER ROAD SAFETY

### Winter Road Safety

Driving conditions on the 12 km access road to the top of Mt Seymour can change dramatically from hour-to-hour and from the bottom of the road to the top. Rain, snow and everything in between can be expected as you travel along the road. Expecting the unexpected and being prepared are your two best defenses against mishap. Below are some general guidelines to assist you while traveling the road.

### Wet Roads

The two biggest concerns here are traction and visibility. Traction can be greatly reduced when roads are greasy, especially during the first hour of a rainy period. Water on the road -puddles or running water- is the most common hazard. The following tips will help you prevent loss of traction.

- Ensure your tires are in good condition.
- Ensure tires are properly inflated.
- Slow down when rainfall is heavy or storm water is standing on the road.
- If your brakes get wet, test them on a clear patch of road at low speed. If they are not stopping the vehicle as they should, dry them by pressing gently on the brake pedal with your left foot while maintaining speed with your right foot.

## WINTER ROAD SAFETY

Visibility can be significantly reduced during heavy rainstorms. This hazard is multiplied when you add additional traffic and road grime. Follow these tips to increase your ability to see more clearly.

- Replace worn wiper blades.
- Ensure windshield washer fluid is always topped up.
- Operate windshield wipers at a speed consistent with your traveling speed and the amount of rain or road spray encountered.

### **Icy or Snowy Roads**

Loss of traction -either for starting, stopping or steering- is the number one cause of incidents. The following tips should help you deal effectively with winter driving.

- Slow down.
- Ensure your vehicle is fitted with appropriate winter or snow tires.
- Accelerate gently and steer smoothly.
- Carefully test your braking and steering at a very slow speed.
- Allow extra space margins.
- Allow extra travel time.
- Slow down before curves or corners.
- Go down icy hills in a low gear (automatic transmissions can be put into second gear).

## WINTER ROAD SAFETY

### General Safe Driving Tips

- Do not pass a plow truck while it is plowing the road. Stay back 50 meters and follow behind in single file.
- If you are traveling at a slow speed relevant to other traffic, use the right hand lane. It is generally better to drive in the right hand lane unless passing other traffic.
- If you are unsure where you are (i.e. you have lost your bearings in the fog) try to keep moving forward, drive in the right hand lane, and use the snowcat or painted lines for guidance. Put your four way hazard lights on.
- Follow vehicles ahead from a safe distance.
- Turn your hi-beams down at the first sight of another vehicle approaching or traveling in the same direction.
- Watch for cyclists or hikers on the road. It is not unusual to encounter cyclists or hikers on Mt Seymour.
- Be aware of wildlife. Deer and bears are common around the road at all times of the year.
- Try to avoid stopping on the roadway.

**Please report road hazards to Base Radio at extension 228 i.e. fallen trees, vehicle accidents, etc.**

## PAYROLL

### **Hand Stamp Time Management System**

Mt Seymour has a hand stamp system in order to track the hours worked by each employee. All employees are required to place their hand onto an electronic pad (as identification) and clock in at the start of their shift. At the end of their shift, employees clock out using the same process. Shift times will be downloaded directly to the payroll computer for processing.

The accuracy of each pay cheque is dependent upon when you have punched in and out during your shift. Everyone must utilize this system effectively in order to ensure that they are paid correctly. If you forget to punch in/out, it is your responsibility to notify your supervisor immediately so that your hours can be adjusted accordingly.

Managers will review employee time records and make adjustments as required. This will ensure that the time being logged accurately reflects an employee's schedule. If your shift commences at 8:00am and you punch in at 7:40am, your manager can adjust the time record to reflect the actual start time of your shift at 8:00am, unless you have been requested to start work early.

*Note: The Payroll Manager or your Department Manager must assign you an employee number and initiate you into the hand stamp system before you can use it to sign in and out during your shift.*

## PAYROLL

### **Location of Hand Stamp Units**

Hand stamp units to start and end your shift will be located in the following areas:

- 1) Rentals Office
- 2) Guest Services
- 3) Operations Offices (at the top of the stairs)
- 4) Enquist Lodge

### **Breaks**

All breaks are unpaid – you do not need to hand stamp in and out for breaks or lunches. These will automatically be deducted from the hours you have worked. Check with your supervisor if you are unable to take a break to ensure that you receive payment for working during that time.

### **Pay Periods**

Pay periods are bi-weekly, ending every second Saturday. Deposits are made via direct deposit the following Friday.

### **Vacation Pay**

4% vacation pay is added on to each pay cheque. You will not receive a separate vacation cheque at the end of your employment, as you already received it on every cheque.

### **Payroll Concerns**

Any problems concerning payroll should be submitted to your supervisor, who will inform the Payroll department. Please do not contact the Payroll department directly.

## PAYROLL

### Overtime

Overtime is paid according to the regulations set out by the B.C. Employment Standards Act. Please ensure that you have used the hand stamp system correctly to log the hours that you have worked. The system will automatically calculate the amount of overtime payable.

### Statutory Holidays

Statutory holidays are paid according to the regulations set out by the B.C. Employment Standards Act. During your employment with Mt Seymour you may be eligible for Statutory Holiday pay for the following days:

Remembrance Day  
New Years Day

Christmas Day  
Good Friday

To be eligible for statutory holiday pay, you must have been employed for at least 30 days prior to the stat day AND have worked at least 15 days during that period.

*Be aware that Boxing Day, Easter Sunday, and Easter Monday are not statutory holidays*

### Record of Employment

A ROE will be issued upon termination of employment. A forwarding address must be given to the Payroll Department to ensure you receive all remaining correspondence including T4s.

## PAYROLL

### **Moving**

Please submit your new contact information to the Payroll department at [hr@mountseymour.com](mailto:hr@mountseymour.com) or send it in writing to your department manager. If you move frequently it is recommended that you leave a permanent address (i.e. parents, grandparents) in order to avoid important documents (such as T4s) being lost in the mail.

### **Probationary Period**

When employees begin working at Mt Seymour, they begin on a 90 calendar day/ 3 month probationary period. This gives employees a chance to determine whether they like their job and allows Mt Seymour to assess whether their work, attitude and attendance meet our standards for a good employee. In some cases, if the employee is failing to meet our performance standards, they may be terminated prior to the conclusion of this probationary period.

### **Direct Deposit**

All staff are paid via direct deposit and will receive a pay stub detailing their hours and deductions. It is your responsibility to provide banking information at the start of your employment and inform your supervisor/payroll of any bank account changes.

## PAYROLL

### **Uniform Deposit**

Departments who provide a staff uniform will require employees to complete a uniform deposit form. This form details the uniform items provided and asks for a deposit which can be in the form of a cheque or credit card. When you terminate your employment and return your uniform in good order, your deposit form will be shredded. If you require your form to be returned, please specify this to your supervisor.

## EMPLOYEE BENEFITS

Mt Seymour is pleased to offer employees a number of benefits. In order to access the range of perks, all Mt Seymour Employees will be issued a Staff Season Pass. This pass will normally be issued at the start of employment. Please respect our benefit program and use it appropriately.

- **Complimentary access to the Snowplay Area**
  - the Enquist Tube Park and Toboggan Area
- **50% off the cost of all rental equipment (snowboards and skis) or a Rental Seasons's Pass for \$100.**
  - during regular hours when equipment is not in demand
  - employees must follow standard rental procedures. Equipment must be returned daily (no overnight or off mountain rentals)
  - rental equipment is meant for employees who don't own equipment
- **50% off multi-day Ski/Snowboard camp programs and Discover Lessons and 25% off lessons for immediate family members**
  - group lessons only
  - 1 package per employee/family member
- **50% off a private lesson**
  - 1 package per employee, midweek only

## EMPLOYEE BENEFITS

- **Free snowshoe rentals and 25% off snowshoe rentals for family members and friends**
  - when equipment is not in demand.
  - Guests must be accompanied by employee
- **50% off public snowshoe tours and 25% off public snowshoe tours for family and friends**
  - must book tours in advance through Group Sales
- **20% off items from The Seymour Store & Tech Shop**
  - located in Rentals (Alpine Activity Centre)
  - excluding food
- **30% off food and beverage items in Grillworks and The Rock Chute Inn (excluding alcohol)**
  - during peak times regular paying guests will receive priority at The Rock Chute Inn
  - staff discounts are not available between 11:30am - 2:00pm during the 14 day Christmas break and during weekends in January and February
- **4 day passes at 50% off for family and friends**
  - show your staff pass at Guest Services only, and get up to 4 day passes at 50% off for family and friends
- **Staff purchase prices for selected gear**
  - includes snowboard/ski pants and hoodies
  - check with supervisor/newsletter for details

## EMPLOYEE BENEFITS

### **Staff Seasons Pass**

All full time and part time Mt Seymour Employees will receive a Staff Season Pass. Employees must complete a staff pass application form and waiver and have it signed by their supervisor. Employees under 19 years old will need to have their parents or guardian sign these forms. Employees must display their staff pass in order to ski or ride at the resort. If an employee loses their pass, a duplicate pass can be printed for \$50.

### **Shuttle Bus**

Mt Seymour's shuttle bus will be running throughout the season. Staff enjoy free use of the shuttle bus. Please show your Staff Season Pass to the driver; otherwise, regular rates will apply. Please check the website or Guest Services for schedule details and be aware that the schedule is subject to change throughout the season.

## EMPLOYEE BENEFITS

Mt Seymour's benefit program is a privilege for all employees to enjoy. We expect our employees to value the program and treat it with respect. Have fun out there but make sure you follow our guidelines!!

### Staff Benefit Guidelines

The following are important guidelines that must be adhered to:

1. All benefits are for employees only. You should not be using your Staff Season Pass to obtain benefits for friends and family, i.e. food and beverage discounts etc.
2. Staff benefits are only available to employees who present a valid Staff Season Pass. If an employee does not provide a valid pass, they are not entitled to the benefit.
3. Staff Season Passes are not transferable. They are for use by the employee only and should not be lent or sold to other people. Anyone caught violating this policy will be subject to immediate termination and depending on the level of violation possible prosecution or permanent ban from the resort.

## EMPLOYEE BENEFITS

4. Staff who forget their Season Pass will not be able to use the resort facilities. Guest Services will no longer be issuing day passes for people who forget their pass.
5. All staff members are required to present a valid Staff Season Pass or area pass to a lift operator before riding the lift. Any staff member caught on hill or trying to access a lift without a valid pass or ticket will be subject to disciplinary action.
6. All employees must understand the importance of maintaining the integrity of our ticketing and pass system. Any staff member caught trying to undermine or circumvent this system will be subject to our discipline policy up to and including termination of employment, future bans from the resort, or prosecution.
7. Employees must obey all lift line rules. This means no cutting in line and no inappropriate use of the Ski and Snowboard School Lift Entrance. Being in possession of a Staff Season Pass does not provide employees with any automatic lift line privileges.

## INCENTIVE PROGRAMS

### Employee Involvement

As a Mt Seymour employee, you are one of our most valuable assets. Mt Seymour encourages you to get involved in the various programs and committees on the mountain.

#### **The Lift – Mt Seymour’s Employee Newsletter**

One way to keep in the loop of what is going on at Mt Seymour is to check out the bi-weekly staff newsletter, The Lift. The Lift contains information on staff activities, great deals at local businesses, upcoming mountain events, and ways to get involved both on and off Mt Seymour. Employees receive this newsletter via their email address on a biweekly basis for the duration of the ski season. Contributions are welcome and encouraged from all employees. To get involved, please contact John Gow in Human Resources (extension 276).

#### **Social Functions**

Employees of Mt Seymour need little reason to have a party. Social functions are an important element of being part of the Mt Seymour team. If you want to coordinate a function or have an idea for an exciting event that all Mt Seymour staff members can enjoy, please contact your department supervisor or Human Resources at Extension 236.

## INCENTIVE PROGRAMS

### **Reciprocal Pass Program**

Mt Seymour employees are able to enjoy complimentary or discounted lift tickets at many other winter recreation areas when they present their valid Staff Season Pass and a letter of authorization from their department manager. All staff benefits and privileges are subject to a departmental probationary period and will be administered and approved by your manager/supervisor. A comprehensive list of resorts participating in this program is available at Guest Services. Discounts are subject to availability and date. **Submit your request in writing to your manager for authorization one week prior to your departure date.**

### **Seymour Stars**

Mt Seymour wants to recognize employees for their extra efforts in providing excellent service to our guests and contributing to our strong team spirit. The Seymour Star Program is an opportunity for you to recognize a co-worker for doing a great job and demonstrating a commitment to the Mt Seymour mandate and core beliefs. If you see someone doing a great job, please take a moment to complete a Seymour Star Card. Star Cards and drop boxes are located in each department.

Cards will be collected on a biweekly basis and reviewed by a team of supervisors from each department. This will determine which nominations are forwarded to Human Resources for a prize package.

## INTERNET USE POLICY

### Internet Use Policy

All Company communications systems and the communications made using these systems (internet access and e-mail) are the property of Mt Seymour Resorts Ltd (MSR). MSR has the legal right to monitor any communications, including communications of a business, personal and social nature. Misuse of communications may be grounds for disciplinary action, including termination. Each user is responsible for the contents of their e-mail and the usage of their computer.

**The following are examples of “misuse of communication” and will not be tolerated:**

- Accessing, downloading, or sending any inappropriate material. Inappropriate material includes any non-business related information such as, pornographic materials, using the internet for political purposes, to issue threats, make slanderous comments, sexually harass any individual or group, make copyright infringements, using profane language, racist or abusive remarks, sending chain letters etc.
- Using the internet in a manner not authorized by Mt Seymour Resorts Ltd to gain commercial or personal profit or advantage.
- Employees may not publicly disclose confidential information regarding Mt Seymour Resorts Ltd.

## INTERNET USE POLICY

- Use of the internet must not interfere with an employee's productivity.
- Internet relay chat may not be used.
- Employees must not attempt to circumvent or subvert system security measures.
- Do not decode passwords or access control information.
- Do not knowingly engage in any activity that causes harm to systems or any information stored thereon.
- Do not make or use illegal copies of copyrighted software.
- Do not make or use illegal copies of any copyrighted materials, such as music CD's or DVD movies.

All employees must follow Mt Seymour Resort's Internet Use Policy. Failure to follow these standards may result in severe disciplinary action, up to and including termination of employment.

Please speak with your supervisor if you have any questions relating to computer or internet use.

## PRIVACY POLICY

### Privacy Policy

Mt Seymour is committed to principles of integrity and trust with respect to the protection of personal information. As part of our commitment, we will protect the personal information of our guests, employees and other individuals whose personal information is in our possession or control in accordance with British Columbia's Personal Information Protection Act and all other applicable privacy laws.

Mt Seymour Resorts Ltd has developed a privacy policy. In your department you will have specific codes of conduct relating to the handling of customer and employee information. Please ensure these form part of your continuing code of conduct when serving our guests and fellow employees.

Mt Seymour has a robust *Privacy Policy* designed to protect the personal information of both staff and guests. It is the responsibility of each and every employee of Mt Seymour to adhere to the privacy policy and, as such, safeguard the personal information of our staff and guests. Unauthorized dissemination of personal information in the possession of Mt Seymour Resorts Ltd. with any third part is a breach of the *Privacy Policy* and will result in disciplinary action.

## PRIVACY POLICY

### Employee Personal Information

Another aspect of our privacy policy is the collection, use and disclosure of personal information about our own staff. We will continue to collect, use and disclose that information for purposes reasonably related to the establishment, administration, management and termination of employment relationships. This will include information about dependents and beneficiaries in connection with employment benefits and plans offered by us. Your information will not be used for any additional non-employment related purposes without your consent.

We trust that all Mt Seymour employees will assist us in implementing proper information handling practices to comply with the act.

Helen Price will be acting as Mt Seymour's Privacy Officer. Any questions or comments should be directed to:

**[hr@mountseymour.com](mailto:hr@mountseymour.com)**.

## PRIVACY POLICY

### **Mt Seymour Employee Reference Procedure**

In light of the new Personal Information Protection Act, when Mt Seymour is contacted for a reference on one of our employees (either an existing employee or a previous employee) we will simply provide the following information: dates of employment, position or positions held and rehire status. No other information will be disclosed without prior consent of the employee.

If you require a detailed reference for a prospective employer or other organization, contact us and provide authorization:

**hr@MountSeymour.com or 604-986-2261 ext 236**



**Vancouver's Starting Gate  
to Winter Recreation**

Web: [www.mountseymour.com](http://www.mountseymour.com)

Phone: 604 986 2261

Email: [hr@mountseymour.com](mailto:hr@mountseymour.com)