

**Snowbird Mountain Hosts**  
**Handbook Supplement**  
2019-2020



# Snowbird's Mission & Values

## Mission

Making Memories to Match our Mountain.

## Ambition (our long-term vision)

Provide unique big mountain experiences that grow the committed Snowbird family.

## Our Values

**Team Members**—Team members are the lifeblood of Snowbird.

**Guests**—We always make guests our number one priority.

**Environment**—We are proactive stewards of our environment.

## Professional Appearance Standards

Your appearance creates a first impression with each guest that sees or interacts with you. A positive first impression has a significant impact on the success of the company. Team members' dress, personal appearance and personal hygiene should project a professional and welcoming image. Appropriate grooming and job appropriate or professional attire inspire guest confidence and create a comfortable and productive environment for everyone. You should arrive to the resort in a conservative and professional style, well-groomed, and job appropriate in appearance. Remember that you are representing Snowbird at all times.

You are expected to wear your nametag at all times while on duty. Nametags are expected to be worn on your chest and not on lanyards, hats or any other areas of body or clothing. If you lose your nametag, let your manager know and a new one will be ordered.

You are also expected to be well-groomed daily, including personal hygiene, clean and combed or brushed hair, and clean uniform. Hosts should be clean shaven or have well-groomed facial hair.

### **Grooming:**

- a) **Hair:** Hair should be clean, neatly maintained, kept out of the face and eyes and should not be distracting or posing any health or safety issues. Hair styles deemed to be extreme are not permitted. Ethnically and religiously appropriate styles are acceptable, provided they meet the standards of clean, neatly maintained, out of the face and eyes, are not extreme or distracting and do not pose a health or safety concern.
- b) **Fingernails:** Fingernails should be clean, trimmed and well-groomed. Nail polish should be well-maintained and conservative.
- c) **Body Odor / Deodorant:** Please bathe regularly and wear deodorant. Feel free to wear perfume or cologne, but please keep fragrances to a minimum.
- d) **Cosmetics:** Use of cosmetics should appear natural and not at all extreme (i.e. glitter, unnatural colors).
  - **Facial Hair:** All team members should be clean shaven daily, but may have a neatly groomed beard, goatee, or mustache provided whisker growth and distribution are even. **Beards and goatees may not exceed a length of one inch.** The expectation is that the team member's facial hair is fully grown in upon start of service.

- Having stubble or unshaven facial hair (Facial hair that has not been shaven that day) while working is not acceptable.
- Facial hair must be neatly trimmed and may not present an unkempt appearance. No "extreme styles".
- All facial hair (sideburns, beards, goatees and mustaches) must create an overall neat, polished and professional look.
- Sideburns should not extend below the bottom of the ear and should not extend onto the cheek or jaw line unless part of a beard.
- Mustaches should extend below the corners of the mouth to meet with the facial beard or goatee.
- Shaping the mustache or beard to a particular or extreme style is not permitted. Mustaches must be the full, natural width (Mustaches without lower facial hair should not extend onto or over the upper lip and must extend to the corners of the mouth, but not beyond or below the corners of the mouth).
- A goatee should be fully grown in under the bottom lip and symmetrical on both sides, and must connect to an appropriately grown mustache.
- If a beard is grown, it must connect to an appropriately grown mustache. A well-groomed beard must have a defined cheek line and neckline, which is trimmed neatly. The beard should be consistent with the contours of the jawline. The neck must be shaven above the Adam's apple.
- For clarification on whether a mustache, beard, or goatee is acceptable, please consult your manager.

**Tattoos:** Visible tattoos should be covered while in uniform or on duty. Exceptions for small, inoffensive tattoos may be permitted with Management approval. Offensive, distracting or excessive tattoos are prohibited.

## **Team Member Responsibilities**

### **Attendance & Tardiness**

Punctual (on time) and regular attendance (as scheduled or requested by your manager) is a basic responsibility of each team member and an essential function of every position at Snowbird.

Any tardiness or absence causes problems for your fellow hosts and manager. When you are absent, others must perform the work, which diminishes the smooth functioning of your department and can have negative consequences to our guests and Snowbird.

You are expected to report for your shift as scheduled, on time and prepared to start. You are also expected to remain at Snowbird for your entire shift. Late arrival, early departure or other absences from scheduled hours are disruptive and must be avoided or communicated and approved in advance.

The purpose of this policy is to promote the efficient operation of the program and minimize unscheduled absences.

### **Absence**

"Absence" is defined as your failure to report for your shift when you are scheduled or leave before the end of your shift or completion of duties.

## **No Call / No Show**

If you fail to report for your shifts without notification to your manager for a period of two days, you will be considered a resignation (voluntarily terminated your relationship) with Snowbird.

You should notify your manager, by whatever methods and means approved or acceptable to them. It is always recommended that you talk to your manager personally. Talking to a colleague or leaving a message may not be acceptable.

## **Tardiness**

You are expected to report to work on time. If you cannot report to work as scheduled, you should make every reasonable effort to notify your manager before the start of your shift, but in all circumstances no later than 30 minutes after your scheduled starting time. This notification does not excuse the tardiness, but simply notifies the manager that a schedule change may be necessary.

Repeated or excessive absences from work, a recognizable or established pattern of absence, excessive tardiness, and/or one or more 'no-call/no-shows', may be subject to corrective action up to and including removal from the Host Program or automatic resignation

## **Team Member Behavior and Conduct**

### **Appropriate Conduct**

**As a team member, you are expected to treat all guests and colleagues with the same courtesy and respect you would personally expect to receive.**

At all times, team members will respect the rights and feelings of others. While on Snowbird property whether on- or off-duty, you should refrain from any behavior, including conversations which may be offensive or harmful to guests, your colleagues, Snowbird and/or yourself. We have chosen you to be an ambassador for Snowbird, so please present yourself positively and refrain from any behavior, attitude or comments that may be viewed unfavorably by current or potential guests or by the public at large. Whether you are on- or off-duty, your conduct reflects on Snowbird. This means that you should take responsibility for acceptable conduct and behavior, observe acceptable business principles and exhibit a high degree of personal integrity at all times.

### **Workplace Civility**

Treat team members the same way you would treat a guest, and as you yourself would want to be treated. All team members are expected to treat each other with respect, consideration and civility. Intimidating, derogatory, demeaning, threatening, vulgar or violent behaviors depart from the standard for civility and respect. Additionally, any form of horse play, practical jokes or pranks will not be tolerated. These behaviors have no place at Snowbird. Hosts who violate this policy are subject to removal from the Host Program.

## **Illegal Workplace Harassment, Hostility and Discrimination**

Snowbird will not tolerate sexual harassment or any type of harassment at the resort by any person, in any form. Such conduct is against the law and company policy. This includes (but is not limited to).

- Sexual advances, flirtations, innuendoes or propositions
- Any physical or verbal abuse of a sexual nature, such as suggestive comments, patting, pinching, or brushing against another body
- Sexually oriented teasing or joking
- Any graphic and/or verbal comments about an individual's body
- Sexually degrading words used to describe an individual
- Foul or obscene language, i.e. profanity
- The display in any work area of sexually suggestive pictures, photographs, jokes, cartoons, calendars, e-mails or objects.

Quid Pro Quo "something for something" sexual harassment is illegal, and as such, you may not threaten or insinuate, either explicitly or implicitly, that a colleague's refusal to submit to any sexual advance will adversely affect the team member's employment, evaluation, advancement, assigned duties, shift assignments or any other condition of employment or opportunities for career advancement.

Snowbird will not tolerate any person being subjected to harassment on the basis of race, color, religion, gender, national origin, age or disability, sexual preference, gender identity, or any other protected class, which may include, but is not limited to the following:

- Slurs, stereotyping, threatening, intimidating or hostile acts that relate to race, color, religion, gender, national origin, age, disability, sexual preference, or gender identity, even if in jest, as a form of teasing or horseplay.
- Written or graphic material displayed in the work environment that denigrates or shows hostility or aversion toward an individual or group because of race, color, religion, gender, national origin, age or disability.

Please be respectful in your communication with others and appreciate that we all come from diverse backgrounds, cultures and belief systems.

If you believe that you have been the subject of harassment or discrimination or if you witness harassment or discrimination, you should report the matter to Employee Services and/or the General Manager. All complaints will be addressed immediately. Complaints and the terms of their resolution will be handled in as confidential a manner as possible. We will take all reasonable steps to ensure that the conduct stops and that your concerns are addressed.

If you are found, after appropriate investigation, to have engaged in harassment or discrimination, you will be subjected to appropriate disciplinary action, up to and including removal from the Host Program. Vendors and guests of the company who harass Snowbird team members will be handled on an individual basis to ensure that the resort and you, as a host, are safe from such conduct. **PLEASE help us ensure that we have a respectful workplace for all and don't let harassment or discrimination occur at Snowbird. Any type of harassment or discrimination is inappropriate and will be investigated.**

## **Retaliation**

As a team member, you will not suffer retaliation or any adverse action for reporting harassment, discrimination or other related concerns. All team members, including management, are subject to this policy. Any team member found retaliating against another team member or guest will be subject to disciplinary action up to and including removal from the Host Program.

## **Violence in the Workplace**

You should immediately report unsafe or threatening workplace conditions to your manager, Employee Services or Public Safety.

If you are the victim of or observe threats or other intimidation, you should promptly notify your manager. If you become aware of any violent or potentially violent situation, you should notify Public Safety or Employee Services **immediately**.

## **Dishonesty**

Snowbird recognizes the importance of credibility, integrity and trustworthiness to our success as a business. Therefore, we are committed to the principles of honesty and truthfulness. Snowbird will not intentionally communicate any information that is false or deliberately misleading; Snowbird expects its team members to be truthful in all of their work-related communications.

Depending on the nature, seriousness and severity of the dishonest act, you may be subject to disciplinary action up to and including immediate removal from the Host Program and may be referred to local law enforcement for criminal prosecution.

## **Tobacco Use in the Workplace**

In compliance with the Utah Indoor Clean Air Act, Snowbird has adopted a tobacco-free workplace. Therefore, smoking and the use of tobacco products—including **chewing tobacco and e-cigarettes/ vapor cigarettes**—are **NOT** allowed inside any building (except in designated smoking areas), work area, or public area or within 25 feet from any building. Additionally, the Snowbird Center Plaza deck is considered smoke-free for both team members and guests. If you have any questions regarding this policy or locating appropriate places to smoke or use chewing tobacco, speak to your manager.

The use of chewing tobacco should be in accordance with the tobacco use policy and only used in appropriate places and not used while interacting with guests.

The only places you are **permitted** to use tobacco products:

1. The Cliff Lodge – East wing, first floor team member break room smoking area enclosure.
2. Snowbird Center – Outside on the west side of the building behind the handicapped access ramp off of the portico/main entry.
3. Lodge at Snowbird – Deck outside of the housekeeping office at the east end of the building on the first floor.
4. The Inn – Outside on the 2nd level at the east end of the building.

5. Iron Blossam – Outside the employee entrance on the west end of the building.
6. Vehicle Maintenance Shops – Outdoors, 25 feet from all fuel pumps, fuel storage, building entrances.
7. Creekside – Outdoors in loading dock area, 25 feet away from the garbage dumpsters.
8. Employee Housing – Outdoors, 25 feet from doors and windows.
9. On-Mountain - Away from any lift structures and out of sight of guests. provided it does not pose a safety risk or fire hazard.

No team member is permitted to smoke, vape, or chew tobacco in any public area, including footpaths, loading/unloading zones, parking lots, UTA/shuttle stops, the Plaza Deck, in the Tram line or at lifts, Tram cars, lawns or other open area, while in uniform or on-duty. In addition, team members are prohibited from smoking in any company vehicle. Off-duty team members are permitted to smoke in any publicly designated smoking area provided they are not in Snowbird uniform.

## **Safety**

### **Safety Commitment**

There is no higher priority at Snowbird than the safety of our team members and guests. Safety is a never-ending process requiring full engagement at every level of the company. Team members will be held accountable for their actions.

It is your responsibility to ensure that you, your fellow team members and our guests are as safe as possible while at the resort, on the mountain, in the hotels, restaurants, general areas or team member areas. In an outdoor environment, weather conditions can change in a matter of a few moments, making safety a continuous effort.

Snowbird encourages open communication to promote input and support in achieving an injury-free workplace. You may report any damage or safety hazards to the Village Operations Department by calling the FIXX line at extension 3299/FIXX.

### **Avalanche Safety**

Avalanches can affect most portions of the Alta and Snowbird ski resorts, as well as the Little Cottonwood Canyon road connecting us with the Salt Lake Valley. For this reason, the two resorts and the Utah Department of Transportation regularly use explosives early in the morning before opening and during the day when heavy snowfall has occurred. This is to test snow pack stability on slopes above the road, the lodges and the ski runs. At times, we impose travel restrictions when carrying out control work or during periods of high avalanche danger. It is important that all resort guests and team members adhere to these restrictions for their own benefit, as well as to expedite the avalanche control work in progress.

During periods of avalanche risk, you may be required to remain indoors. In order to ensure the safety of team members and guests, a system has been developed to protect each of us when



avalanche danger is high. Defined below are the restrictions you are to adhere to in the event of avalanche risk, etc.:

**INTERLODGE RESTRICTION:** No one is permitted to exit the building they are in without direct authorization from Snow Safety, Public Safety or the Sheriff's department. If you are caught leaving a building without permission from the proper authorities while "interlodge" restrictions are in effect, you are subject to arrest under Utah State law. This designation is reserved for severe avalanche conditions and when explosives are being used near the buildings.

**STRAIGHT LINE TRAVEL:** You may only travel by foot directly from building to building. During periods of "straight line travel," no one is allowed on the road, in parking areas of the resort, or on the mountain. This restriction is reserved for when the Snowbird Village has been secured but there are still avalanche hazards existing.

**It is important that you are familiar with and follow all "straight line travel" and "interlodge" restrictions. Please assist Public Safety and the resort management in enforcing these rules with co-workers and guests. Any violation of this policy will be subject to disciplinary action up to and including suspension pending termination.**



## Snowbird and Concession Employee Parking Areas

Parking restrictions are in effect December through April and on all summer event weekends. Please refer to Public Safety's communications throughout the year regarding what parking restrictions are in place during the various seasons. Your department should keep you aware of any restrictions that are in place. Any questions about parking restrictions, should be directed to Public Safety.

Please use UTA, Vanpools, Canyon Transportation Shuttles or carpool whenever possible.

All Employees of Snowbird and its concessions are required to obtain a numbered sticker for their car(s) from Public Safety. These stickers help with owner identification in the event of an accident and help owners avoid towing fees should towing be necessary.



### Designated Employee Parking Areas:

- Level 3 of the Parking Structure
- Batch Plant Lot
- Superior Lot (back half only)
- Upper Gad Valley Lot (along the north bank only)

### From 2 pm to 1 am, Employees May Park In These Areas:

- Pond Lot (when available)
- Main Lot
- Top of Chickadee
- Superior Lot

### Employee Carpool Parking (3 or more people):

- Wilbere Hill (north side, after 6 am)
- Cliff Lodge Exit Ramp (after 6 am)



