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## WELCOME TO SUNBURST!

**The goal of Sunburst is to provide friendly, wholesome recreation with the best possible conditions to people of all ages.**

We hope this handbook, which has been prepared for you, will serve as a pleasant introduction to your employment at SUNBURST.

We think that Sunburst is one of the best ski areas in Wisconsin. Our desire is to present it as a lively, friendly place to ski. Employees have been a vital part of our reputation. You are our **best** public relations advocate!

Friendly, neat and courteous employees set the tone for all of Sunburst. There is one simple yet vitally important quality, which applies to everyone in public relations...**COURTESY!!!** Always greet a customer with a **PLEASANT SMILE** and use pleasant terms. Ask, "May I help you?" And always use "please" and "thank you" as part of the conversation.

It is very important that you know our website ([www.skisunburst.com](http://www.skisunburst.com)) inside and out. You should be able to answer any question a customer may have. You should also know the location and difficulty of each run. It is important to know "Your Responsibility Code".

Again we would like to welcome you to SUNBURST. Whether this is your first season at SUNBURST or if you have been with us for several seasons, our goal is making people happy. We look forward to working with you.

**(This handbook replaces and supersedes all previous handbooks.)**

## Anti Discrimination & Harassment

### **Equal Employment Opportunity Employer**

All personnel decisions at Sunburst, including hiring, transfers, promotions, pay increases, training, progressive discipline, layoffs, and terminations will be made without regard to race, color, religion, gender, sexual orientation, age (in regards to individuals who are at least 40 but less than 70) or national origin, disability or veteran status.

### **Harassment & Discrimination Policy**

Sunburst Ski Area is committed to providing and maintaining an environment free from harassment in any form and will take all necessary and appropriate steps to eliminate it. This prohibition includes harassment based on color, religion, sex, sexual orientation, national origin, ethnicity, age, disability, marital status, citizenship or any other characteristic prohibited by federal or state law. Sunburst Recreation Area will not tolerate sexual harassment of any kind. All employees and volunteers are expected to be familiar with, and to comply with, the policy regarding sexual harassment.

## Conduct Standards

### **Attendance and Punctuality**

Regular attendance is a basic requirement of your work. Every employee is responsible for knowing when and where they are scheduled to work. Scheduling the appropriate number of staff in each department is difficult. Our team leaders use their years of experience to try to anticipate the staff we need. When you are ill and unable to work you must find a substitute! If you cannot find someone to replace you, you must call the office allowing us enough time to find a replacement. If you are calling on a Friday, Saturday, or Sunday before the area opens please call on **262-626-8404** and enter your team leader's telephone extension which is located on page 8 of the handbook. Repeated tardiness or absenteeism will result in dismissal. Failure to call in when absent may result in dismissal. If there is any doubt to whether the area will be open during inclement weather it is your responsibility to call the office or **check Sunburst's web site** ([www.skisunburst.com](http://www.skisunburst.com)).

## **Job Duties & Flexibility**

All Sunburst employees are hired as 'service specialists'. It is likely that you will be asked to work in departments, undertake details or perform duties outside your normal area of responsibility. Willingness to cooperate and help other employees and other departments when needed is a must.

Saturdays, Sundays, and Holidays are the busiest days and everyone is expected to work on these days when needed. Every employee must understand that many factors will determine working hours, especially weather conditions and the number of pre-sold packages.

Helping our customers have fun takes some serious effort. Our customers expect you to know and perform the duties of your job. Have fun doing your job, but not in a way that distracts from doing your job correctly. **Having fun does not mean goofing around.** While personal visits are not prohibited, their frequency and duration should be limited and should not interfere with on-going work nor distract fellow employees.

## **Dress Policy & Name Tags**

We need to meet the customers' expectations for professionalism. You will be representing yourself and everyone else at Sunburst. You must be groomed and attired in a neat and clean manner appropriate for the responsibilities of your job. All employees must wear the Sunburst staff uniform as their outer layer while working. Soiled, torn or worn clothing is unacceptable. Failure to wear the appropriate uniform may result in being asked to leave. As an employee of Sunburst your actions reflect on everyone involved. Recognize when you are wearing your uniform (working or not) the standard of your behavior and the language you use should reflect positively on yourself and Sunburst.

Facial body piercing jewelry must be removed before your scheduled shift. Wearing your uniform in a way that exposes your midriff is not acceptable. Each department may have additional dress code standards which must be adhered to. Be guided by common sense and good taste. Your supervisor has the final say in what is acceptable

You are expected to comply with department requirements and if you arrive at work without your uniform, you will be sent home without pay to get it

before being allowed to work. Appropriate shoes for your position are also required, i.e., warm winter boots with good traction for all outside positions and tennis shoes or rubber soled shoes for indoor positions, but please keep in mind that if your job is indoors – you are working at a ski area and you may be required to travel by foot in areas where snow cover exists.

Nametags will be issued to each employee and are part of the required uniform. You must wear your nametag when working. Your nametag is also used to get your complimentary lift tickets and discounts in the cafeteria. You will be charged \$5.00 for a second name tag if the first is lost or damaged. You must have your nametag on in order to get discounts on food and beverages.

### **Drug & Alcohol Policy**

All Sunburst Employees are prohibited from using or being under the influence of alcohol or illegal drugs while performing company business for Sunburst, while operating a motor vehicle in the course of business or for any job-related purpose, or while on company premises or a worksite. You may not use, manufacture, distribute, purchase, transfer or possess an illegal drug while in Sunburst facilities, while operating a motor vehicle for any job-related purpose, while on the job, or while performing company business. This is a zero tolerance policy your employment will be terminated.

This policy does not prohibit the proper use of medication under the direction of a physician; however, misuse of such medications is prohibited. Please advise your Department Leader if taking a prescription medication that may impair your reflexes or judgment.

### **Smoking Policy**

Sunburst strives to be smoke free. Smoking is not allowed in any of Sunburst's buildings, on the slopes or on the patio or fire pit area.

### **Social Media Conduct**

#### **GUIDELINES FOR SOCIAL MEDIA PARTICIPATION AT SUNBURST**

These guidelines apply to Sunburst employees or contractors who create or contribute to blogs, wikis, social networks, virtual worlds, or any other kind

of Social Media. Whether you log into Twitter, Yelp, Wikipedia, YouTube or Facebook pages, or comment on online media stories — these guidelines are for you.

While all Sunburst employees are welcome to participate in Social Media, we expect everyone who participates in online commentary to understand and to follow these simple but important guidelines. These rules might sound strict and contain a bit of legal-sounding jargon but please keep in mind that our overall goal is simple: to participate online in a respectful, relevant way that protects our reputation and of course follows the letter and spirit of the law.

1. Be transparent and state that you work at Sunburst. Your honesty will be noted in the Social Media environment. If you are writing about Sunburst or a competitor, use your real name, identify that you work for Sunburst, and be clear about your role. If you have a vested interest in what you are discussing, be the first to say so.
2. Never represent yourself or Sunburst in a false or misleading way. All statements must be true and not misleading; all claims must be substantiated.
3. Post meaningful, respectful comments — in other words, please no spam and no remarks that are off-topic or offensive.
4. Use common sense and common courtesy: for example, it's best to ask permission to publish or report on conversations that are meant to be private or internal to Sunburst. Make sure your efforts to be transparent don't violate Sunburst's privacy, confidentiality, and legal guidelines for external commercial speech.
5. Stick to your area of expertise and do feel free to provide unique, individual perspectives on non-confidential activities at Sunburst.
6. When disagreeing with others' opinions, keep it appropriate and polite. If you find yourself in a situation online that looks as if it's becoming antagonistic, do not get overly defensive and do not disengage from the conversation abruptly: feel free to ask the General Manager for advice and/or to disengage from the dialogue in a polite manner that reflects well on Sunburst.
7. If you want to write about the competition, make sure you behave diplomatically, have the facts straight and that you have the appropriate permissions.
8. Please never comment on anything related to legal matters, litigation, or any parties Sunburst may be in litigation with.
9. Never participate in Social Media when the topic being discussed may be considered a crisis situation. Even anonymous comments may be traced back to you or Sunburst's IP address. Refer all Social Media activity around crisis topics to the General Manager.

10. Be smart about protecting yourself, your privacy, and Sunburst's confidential information. What you publish is widely accessible and will be around for a long time, so consider the content carefully. Google has a long memory.

**NOTE:** Mainstream media inquiries must be referred to the General Manager

### **Open Door Policy**

Communication is a two-way street. Sunburst has an open-door policy whereby any employee can speak to any executive, manager, or department leader on any matter. Our leaders are dedicated to being available and attentive when listening to employees.

We consider the ideas and suggestions of our employees to be one of our best sources for making Sunburst the best winter snow sports area possible. It is the desire of management to encourage ongoing efforts in creative thinking and originality so that we can maximize our potential. The bottom line is, we can't implement change(s) if we are unaware of the need for change(s).

### **General Employment**

#### **Employment Records**

All employment records must be in the office before you can begin to work. It is mandatory that each employee turn in an application, an employment eligibility form, a W-4 form, and if under 18 a work permit. **If you are under age 18 and are required to have a work permit, you may not begin working without it turned in and on file in the business office.** Refunds for work permits will be given out February 1<sup>st</sup>. **Your first paycheck cannot be issued until all information is on file.**

It is the employee's responsibility to make sure their social security number, name, and address is correct on their payroll check and to notify the payroll department if it is not. **The following fees will be required: \$10.00 for a reprinted payroll check (it will be printed with the following payroll), \$35.00 to stop payment on a payroll check, \$5.00 to have a W-2 reprinted, and \$50.00 to have a C-W-2 filed.** (This is if your social security number is wrong and additional papers have to be filed with the government.)

A liability release waiver must be signed by employee or employee's parent/guardian (if under 18) before being allowed to ski/board/tube. We cannot issue your name tag until this form is turned in.

### **At-Will Employment**

Your employment with Sunburst is on an at-will basis and is not for a fixed term or definite period. This means that regardless of any provision in this manual, either you or Sunburst may terminate the employment relationship at any time, for any reason, with or without cause or notice. Nothing in this employee manual or in any document or statement, written or oral, shall limit the right to terminate employment-at-will. Only the president of Summit Ski Corporation has the authority to enter into a signed written agreement guaranteeing employment for a specific term.

### **Orientation and Training**

Employees are required to sign that they have read and understand the Employee Handbook before they can begin working.

Knowledge of your work area will promote safety and professionalism and allow you to provide the best customer service possible. Therefore, Sunburst is committed to providing orientation and training sessions to its staff.

All newly hired staff members must attend a 'new hire orientation' within a reasonable time after hire. All returning seasonal staff must attend one rehire orientation each year. Year round staff must attend one rehire orientation per year. No skiing or privileges will be granted until the orientation requirement is satisfied.

Be sure to ask your team leader to clarify your responsibilities and job duties if you have any questions. Email is an excellent way to communicate with your team leader.

## Pay Schedule

Pay Dates for 2011-2012 Season

End of Pay Period	Pay Day
November 12	November 17
November 26	December 1
December 10	December 15
December 24	December 29
January 7	January 12
January 21	January 26
February 4	February 9
February 18	February 23
March 3	March 8
March 17	March 22

### Timekeeping Rules/Electronic Finger Scan Time Clocks

Time clocks are the only record we have for paying wages to you. Therefore it is imperative that you correctly scan in and out. We also ask that you sign in and out on the department sheets provided at the time clock. This is precautionary in case of a power outage. Failure to punch in or out with your employee number and finger imprint for any shift may result in partial or total loss of pay for that day. You will be allowed one error per pay period. Edit slips are available in the office and must be signed by your supervisor.

Once you have punched in, you are to go directly to your work assignment. You may not punch in more than 5 minutes early unless your supervisor has approved it.

Paychecks will be issued on Thursdays **after 12:00 PM** through the office. Joyce Weber can answer any questions that you might have on payroll, in the office, Monday through Friday from 10-4 PM.

## Telephone Extensions

Steve Voss, General Manager	222
Meg Sedgwick, Asst. Gen Manager	221
Jan Newell, Food Services Leader	224
Jon Finck, Mountain Operations Manager	226
Jon Sison, Lift Team Leader	236
Joyce Weber, Controller	223
Mary Boegel, Mogul Programs Coordinator	231
Mary Jo Sison, Groups Team Leader	233
Roberto Guercini, Marketing/Tubing/Café	239
Sharyl Zillmer, Rentals Team Leader	232

### Parking

All employees except for lift operators and snowmakers are to park on the gravel portion of the south parking lot. Lift operators and snowmakers are to park on the gravel portion of the lot north of the mountain operations facility.

### Employee Benefits

#### Privileges & Special Discounts

**Any Employee that works less than three shifts per week qualifies for the following benefits:**

##### Food & Lift Tickets

Food and beverage discount in the cafeteria, only while on duty. You must present your name tag to the cashier prior to the purchase being rung into the register in order to get your discount. You also qualify for six free lift tickets for yourself only. These can be renewed with approval of your department leader.

**Any employee that works three or more shifts per week (one shift must include a weekend unless approved by their department leader) will qualify for the following benefits:**

##### Food & Lift Tickets

Food and Beverage discount in the cafeteria at any time. You must present your name tag to the cashier prior to the purchase being rung into the register in order to get your discount.

All Employees will receive a nametag that must be presented at the ticket window in exchange for the lift ticket of the day. You must have your nametag with you – NO EXCEPTIONS! Adult employees with families please see management. Nametags will be issued on or about your first day of work. There will be a \$5.00 fee to replace lost nametags. NO daily passes will be issued until you have worked at least one shift and no guest passes until you receive your nametag. Returning employee benefits will be reinstated per department leader's approval.

### **Guest Privileges**

Employees who receive family privileges do not get guest passes. Single employees can bring a guest for \$10. These \$10 guest passes will be loaded weekly on your nametag according to the number of hours worked and your work record. These may be used any time during the current season. You are allowed one guest per day and you must ski/board with your guest. Sunburst reserves the right to restrict privileges on extremely busy days.

### **Rentals**

Employees receive free ski & snowboard rentals and their guest receive \$10.00 rentals. These will be given out on a first come, first serve basis according to your work record. Please do not ask for rentals on a day that we are running low.

### **Season Pass Refunds**

Employees who have purchased a season pass and then became an employee will receive a refund on their season pass. Refunds are paid out February 15th as per refund policy sheet. Refunds are prorated based on hiring date. **Your season pass must be turned in at the time you receive your name tag accompanied with your signed refund policy sheet.**

### **Mogul Bees, Mites, Mashers & Shredders**

Employees get a significant discount on these Sunburst programs. Please see Mary, the Mogul Program Coordinator. Her desk is located in the Group Office in the Rental Building.

## **Safety**

### **Workman's Comp/Work Related Accidents**

Sunburst is committed to maintaining a safe and healthy environment for all employees. Report all accidents, injuries, potential safety hazards, safety suggestions and health and safety related issues immediately to your manager.

If you or another employee is injured, contact your supervisor or manager immediately. Seek help from Ski Patrol, if needed.

You must complete an Employee's Claim for Worker's Compensation Benefits Form if you have an injury that requires medical attention. If your injury does not require medical attention, you must still complete an Incident Form in case medical treatment is later needed and to ensure that any existing safety hazards are corrected. You can obtain the required form from Joyce Weber in the ticket office.

## **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.

- Always stay in control, and be able to stop or avoid other people or objects.
- People ahead of you have the right of way. It is your responsibility to avoid them.
- You must not stop where you obstruct a trail, or are not visible from above.
- Whenever starting downhill or merging into a trail, look uphill and yield to others.
- Always use devices to help prevent runaway equipment.
- Observe all posted signs and warnings. Keep off closed trails and out of closed areas.
- Prior to using any lift, you must have the knowledge and ability to load, ride and unload safely.

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

This is a partial list. Be safety conscious.

## **A Quick Review**

### **Conclusion**

To assure a friendly and healthy working atmosphere, we must insist on the following:

1. Honesty is required in all job related activities
2. No skiing or boarding while punched in unless required by your position
3. Consumption of alcoholic beverages or illegal drugs is prohibited
4. Report to work on time and properly dressed
5. Respect your Team Leader's authority
6. Sleeping or reading on duty is not allowed
7. Use of profane language is unacceptable
8. Attentiveness in your work is required. Please do not allow friends or family to visit your work area
9. Cooperation within your department and other departments is a must
10. Sunburst strives to be smoke free- No tobacco use while working
11. No cell phone use while on duty
12. Removal of facial piercing jewelry while working is required
13. PLEASE NO PETS! We love your pets, but our insurance company doesn't

Remember our goal is to make people happy. We are here to serve the customer. Please take pride in what you do and make it a point to smile, be helpful and make the customer's experience an excellent one. Again, we are glad you are here and welcome to Sunburst!