



## **HIGHLAND MOUNTAIN BIKE PARK**

### **2025 STAFF GUIDE**

#### **MISSION**

To be the premier company providing the best mountain biking training programs at all levels, as well as to be the premier trail design, construction, and maintenance experts in the mountain bike riding industry.

The Company will be dedicated to its segment of the biking industry by remaining 100% biking-related.

#### **ABOUT THIS STAFF GUIDE**

The information found within this Staff Guide has been prepared to familiarize you with many of our policies and procedures. Its contents, including these policies and procedures, are presented for informational, instructional, and general guidance purposes. However, the contents of this Staff Guide should not be construed as, and do not constitute, the terms, either express or implied, of a contract of employment. Employment with Highland Mountain Bike Park is on an at-will basis. This means that the employment relationship may be terminated at any time by either the employee or us for any reason not expressly prohibited by law. Any oral statement or representation to the contrary that is made by a non-owner is invalid and should not be relied upon by any future or current employee.

Personnel policies, procedures, and benefits are constantly under review. They are affected by changes in applicable laws, regulations, economic conditions, and the manner in which we conduct business. Accordingly, we reserve the right to modify, revoke, suspend, terminate or change any and all policies, procedures, and benefits set forth in this Staff Guide as we see fit, with or without notice, at any time.

The contents of this Staff Guide supersedes any other policies or procedures previously established by Highland Mountain Bike Park.

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# KNOW YOUR MOUNTAIN

## Building Guide



### MAIN OFFICE

*Upper Level (Offices):* - Corporate

- Financial
- Marketing
- Operations
- HR

*Lower Level:*

- Time Clock
- Employee Bulletin Board
- Shipping & Receiving
- Dry Storage
- Bathroom



### MAIN LODGE *Upper Level:*

- Food & Beverage

*Lower Level:*

- Bike Shop (rentals, service, and retail)
- Highland Flagship Store
- Bathrooms



### WELCOME CENTER

- Guest Services
- Passes / Rider Check-in
- Highland Training Center (lessons/programs)



### PATROL / FIRST AID BASE

- Highland Bike Patrol, *Right Side:*
- Summer Camp Nurse, *Left Side*



### TRAIL CREW BUILDING

- Trail Crew
- Facilities Maintenance

## KNOW YOUR MOUNTAIN

### Department Managers

#### CORPORATE

President	Mark Hayes	mark@highlandmountain.com
VP	Dave Smutok	dave@highlandmountain.com
Finance Director	Julie Mazur	julie@highlandmountain.com

#### HIGHLAND CAMPS/TRAINING CENTER

Highland Camps/Training Ctr Director	Dave Smutok	dave@highlandmountain.com
Coach Education & Dev. Manager	Ben Tufford	ben@highlandmountain.com
Training Center Manager	Drew Roy	drew@highlandmountain.com
Highland Camps Coordinator	Kaleigh Baker	camp@highlandmountain.com
Highland Camps Program Manager	Sam Bellemore	<a href="mailto:sam@highlandmountain.com">sam@highlandmountain.com</a>
Asst. Riding Program Manager	Kevin Owens	kevinowens@highlandmountain.com

#### HIGHLAND TRAILS, LLC

Highland Trails Director	Jordan Kemerling	jordan@highlandmountain.com
Highland Trails Manager	Hunter Zeiner	

#### OPERATIONS

Operations Director	Joe Kidder	joek@highlandmountain.com
Lifts Manager	Brett Johnson	brett@highlandmountain.com
Facilities Manager	Patrick Lindley	patricklindley@highlandmountain.com
Grounds Manager	Dan Dacunha	dand@highlandmountain.com

#### PATROL

Patrol Director	Joe Lovell	joe@highlandmountain.com
Patrol Manager	Joey Williams	

#### GUEST SERVICES

Retail Director	Cari Bernash	cari@highlandmountain.com
Welcome Center Manager	Brinly Janelle	brinly@highlandmountain.com

#### BIKE SHOP

Bike Shop Director	Don Dauphinais	don@highlandmountain.com
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#### FOOD & BEVERAGE

Food & Beverage Director	Marie Tupper	marie@highlandmountain.com
Kitchen Manager	Evan Cote	evan@highlandmountain.com

#### MARKETING

Marketing Director	James Willette	jamesw@highlandmountain.com
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# KNOW YOUR MOUNTAIN

## Support Services

**ADMINISTRATIVE OFFICES:** The management team and support staff for all aspects of Highland's operation includes the offices of the General Manager, Operations, Accounting/Finance, Human Resources, Marketing and Business Development. Located in the Main Office building, second floor level.

**HUMAN RESOURCES:** Located in the Main Office building on the second floor level. This department is responsible for supporting employees and ensuring a positive workplace environment. Including recruitment, compensation and benefits, training and development, and employee relations.

**BUILDING SERVICES:** Located at the entrance to Highland's parking lot, this department is responsible for all the buildings' maintenance and repair. Their duties span general repairs to new construction. During the season, members of the building staff are available M-F during operating hours and there is always a Manager available on weekends as well.

**GROUNDS SERVICES/TRAIL CREW:** With headquarters at the entrance to Highland's parking lot, the Grounds Services & Trail Crew departments are responsible for all upkeep of Highland's roads, parking lot, trails and all other outdoor maintenance projects.

**GUEST SERVICES:** The guest services and staff, located in the Welcome Center, are there to enhance the quality of the Highland experience for all guests. They are often the first point of contact for all guests, and their duties cover a wide spectrum: selling passes, processing waivers, answering phone calls, and providing general information for all guests. Guests with questions concerning the mountain, passes, waivers, lodging, restaurants, and services should be referred to Guest Services.

**HIGHLAND TRAINING CENTER:** The Highland Training Center staff, located beside the Welcome Center, provide coaching and lessons for guests of all ages and abilities. Their duties cover a wide spectrum: selling bike camps/lessons, processing reservations, managing the rental gear fleet and numerous other duties. Guests looking for skill enhancement, or who are new to the sport, are encouraged to talk with Highland Training Center staff about the Find Your Ride program or other lesson options.

**LIFT SERVICES:** Highland has one Borvig fixed grip triple chair lift that services our trail system. Highland's Lift department is responsible for safe loading and unloading of 300 riders per hour. Additionally, Highland has recently installed a surface lift to service the Central Park area of the mountain.

**JUMP PARKS, SLOPESTYLE AREA & AYR BAG:** Jump Parks, Slopestyle areas & the Ayr Bag require special knowledge and skill and are strictly off limits to most Highland Mountain staff members during work hours. Any staff member who is not specifically authorized to be in these areas during work hours may be suspended for at least one week for riding as well as working. Any staff member who violates this policy for a second time may be terminated. Staff members who use unauthorized or undesignated terrain features are subject to the same disciplinary action.

**HTC:** The HTC is located on the right side of the parking lot. The HTC is a 9,100 square foot facility. This facility is the training center for Highland Camps and has session passes available to all riders. Please note: NO employee can ride in the HTC during work hours with the exception of Highland Camps coaches who are teaching a camp.

**COMMUNICATION AT HIGHLAND:** As a part of our commitment to safety and efficiency, we encourage staff members to share your ideas, concerns or requests. We feel this is the most effective way to deal with the daily challenges and opportunities of our business. Contact your supervisor or the management with any hazardous situations or equipment as soon as possible.

**EMPLOYEE NEWSLETTER:** A monthly newsletter is distributed to all employees via email. Printed copies of the newsletter are also delivered to each department and posted at the time clock under the main office. Read the newsletter to stay informed about what's going on across the mountain!

**EMPLOYEE BULLETIN BOARD:** Announcements of upcoming events, educational opportunities, Highland employment opportunities, and other information are posted on a bulletin board in the check-in area next to the computer time clock. Be informed. Make it a habit to read the bulletins posted regularly. Seek approval from your supervisor before posting information on the bulletin board.

**SOCIAL MEDIA GUIDELINES:** Social media is an important and key initiative of the Highland Marketing strategy. It connects us directly with our customers on a personal level. We calculate every post and plan out our messaging accordingly. We encourage our staff to support our social media initiative by documenting their time when at Highland through their own social media channels.

We do ask that you respect the brand and only tag and hashtag Highland when it is appropriate. Please do not post photos that we would not want to share publicly with our brand. Also, please DO NOT create accounts that could be interpreted as "Highland" for your departments, such as by using your Highland email address. We want to drive all traffic through the Highland social media to help promote Highland.

Employees should refrain from using personal social media platforms while on work time or on Highland computers, unless it is work-related.

Unless authorized to do so, you should not represent yourself as a spokesperson for Highland businesses on social media. If you do publish a private posting only that is related to the work you do or subjects associated with Highland businesses, make it clear that you are not speaking on behalf of Highland or any of its businesses. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of Highland."

**COMMUNICATION WITH THE MEDIA:** In order to ensure effective and accurate communication with the media; please refer any press contacts that approach you to management. Do not respond to any inquiries. Quotes can be misconstrued no matter how innocent it may seem. Do not post photos or comments on websites, forums, or other video sites of incidents or accidents involving employees or guests of Highland. Everyone's cooperation will ensure accurate and timely information.

**EQUAL OPPORTUNITY EMPLOYMENT:** Highland appreciates the talent and dedication of its employees. It is our daily practice to treat each other with dignity and respect. We strive to provide competitive wages and a safe, pleasant work environment.

Highland is committed to providing equal employment opportunities to all employees and applicants for employment without regard to race, color, age, religion, sex, sexual orientation, pregnancy, gender identity, national origin, marital status, physical or mental disability, or veteran status, in accordance with applicable state and federal laws. This policy applies to all terms and conditions of employment including, but not limited to, hiring, placement, promotion, termination, transfer, leave of absence, compensation, benefits, and training.

**HARASSMENT AND DISCRIMINATION:** In support of our commitment to equal employment opportunities, Highland prohibits harassment on any of the bases discussed above. We require respectful treatment of employees and guests and we will not tolerate any form of illegal discrimination or harassment. While it is not easy to identify precisely what conduct constitutes harassment, prohibited conduct certainly includes slurs, epithets, derogatory comments, unwelcome jokes, teasing, sexual advances, requests for sexual favors, or other similar verbal or physical conduct. Using any electronic means such as emails or voice-mails, texts or other means of social networking to sexually or otherwise harass employees or guests is strictly prohibited and would be grounds for disciplinary action, up to and including termination.

It is essential that all of our employees understand and follow this vitally important policy. Any employee who harasses or discriminates against another employee or a guest on any of the bases discussed above will be subject to disciplinary action, up to and including termination of employment.

Any employee who feels that they have been subjected to conduct which violates this policy must immediately report it to Human Resources. Harassment by vendors, contractors and guests must also be reported. We will not retaliate against individuals who raise issues of harassment or discrimination or who participate in an investigation prompted by a complaint.

**WORKPLACE VIOLENCE:** We are committed to a safe workplace for all employees and our guests. Acts of violence, threats of violence or intimidation will not be condoned at Highland. This includes threatening or hostile behaviors, physical abuse, vandalism, tampering with Highland equipment and use and/or possession of weapons on Highland property. Any employee who feels that they have been subjected to conduct which violates this policy must immediately report it to Human Resources.

**RIGHT TO KNOW:** The New Hampshire “right to know” law (RSA 277-A) guarantees that:

- You will be notified by a posting of the long and short term health hazards of all toxic substances that you may come in contact with.
- You will be trained by your employer in the safe use and handling of these toxic materials.
- You have the right to request complete information, in the form of a Material Safety Data Sheet, from your employer on any toxic substance you may have contact with. Your employer must respond to this request within five working days.
- To learn more about the toxic materials used in this workplace, and to obtain Material Safety Data Sheets, contact your supervisor.

**HOURS OF WORK:** The hours that you work depend on your position and department. It is your responsibility to check your schedule and to ask your manager if you have any questions. All schedule changes must be cleared in advance with your manager.

You should not work any hours that are not authorized. You should not clock in early, finish late or perform any extra work unless you are authorized to do so and record properly the time. “Off the clock” work is work that you may perform but fail to report in the time card system. “Off the clock” work is strictly prohibited.

Excessive absenteeism, tardiness or failure to notify your manager if you are sick will result in disciplinary action, up to and including dismissal. Absences of two consecutive days without proper notification will be considered job abandonment and voluntary resignation.

**TIME CLOCK COMPUTER SOFTWARE:** All employees will clock in and out via the Virtual TimeClock software which is installed on 7 computers in the following departments/areas:

- 1st floor check in area of the Highland Offices
- Welcome Center Ticket Desk
- Bike Shop
- Highland Training Center
- Patrol
- Trail Crew Building
- Cafe

Each employee will be set up with a User Password. The password assigned will consist of the last 5-digit of your social security number. Employees may change their password at any time. No employee shall clock other employees in or out of the timecard system. If you forget to clock in or out of the time clock system, contact your supervisor or send a message to Julie Mazur via the Virtual TimeClock messaging or email. Instructions will be available at all Virtual TimeClock computers or ask a manager.

**EMPLOYEE CLASSIFICATIONS:** Under the New Hampshire Minimum Wage Law (RSA 279:21) and Fair Labor Standards Act (section 13[a][3], Highland is an exempt seasonal and recreational business. Therefore, employees are not entitled to overtime pay.

**MEAL BREAKS:** New Hampshire law requires that you take a ½ hour break for every 5 consecutive hours worked. We will automatically subtract ½ hour from your pay each work shift unless otherwise noted on your time card. Your manager will schedule your breaks and it is important that you return promptly at the end of your break. There may be times when you are allowed to eat during the performance of your work. Voluntary waivers of the 30-minute meal period requirement must be in writing and can be changed or revoked at any time by the employee.

**TWO-HOUR MINIMUM PAY:** There may be occasions when we need to make unexpected scheduling changes. We will try to notify you in advance of these changes to the extent possible. In the event that you report to work for your shift and are subsequently sent home due to scheduling changes, you will be paid a minimum of two hours, unless you have been scheduled for less than two hours for that shift. If you ask to leave early due to a personal emergency or illness or refuse a work assignment, you will be paid only for the hours actually worked.

**PAYROLL:** Highland pay periods are every two weeks on Fridays. Please see below for a schedule of all the pay dates. You can also refer to the employee bulletin board in the office building for a list of all pay dates. Direct Deposit is available to all employees who fill out the Direct Deposit Authorization Form. (Extra forms are available in the Main Office.)

**HIGHLAND 2025 PAY DATES:** (May - December)

May 2	Jul 25	Oct 17
May 16	Aug 8	OCT 31
May 30	Aug 22	Nov 14
Jun 13	Sep 5	Nov 28
Jun 27	Sep 19	Dec 12
Jul 11	Oct 3	Dec 26



**EMPLOYEE PERSONNEL FILES:** So that our personnel records may be kept current and that we have the correct information for year-end tax documents such as W-2 forms, please notify your department manager of any changes to your name, address, marital or tax status and emergency contacts.

Personnel files are the property of Highland Mountain Bike Park and employees may not remove any material from their files. Any employee may review their personnel file by making an appointment with their manager. All information contained in personnel files is confidential unless we are required to release information by law or you authorize us in writing to do so.

**COMPUTER USAGE:** Highland's computers are the property of Highland Mountain Bike Park, Inc. and are to be used for Highland business only. Highland's employees should not have any expectation of privacy in either computer messages or workstations. Highland has the right, but not the duty, to monitor such usage.

Highland reserves the right at any time to access, change, delete, review, and retrieve any and all information. Misuse of Highland computers will result in disciplinary action up to and including termination.

The following are examples of misuse of Highland's computers:

- Downloading Software, Games, or Files.
- Using the Highland network for commercial purposes or to send unsolicited e-mail (SPAM)
- Personal social media and chat program use
- Pornography on the Internet. All pornography is expressly prohibited and Highland will cooperate fully with any criminal investigation into violation of any law of the United States concerning child pornography.
- Attacking or attempting to gain unauthorized access to servers and services that belong to Highland.
- Using materials which contain any viruses, worms, Trojans or other computer programming routines which may damage, interfere with, intercept or expropriate any system, data or personal information.
- Any illegal activity or content that may be damaging to Highland servers or any other server on the Internet or any other Internet-related infrastructure.
- Using the computer or other electronic devices to transmit inappropriate sexual materials or to communicate such inappropriate material.
- Attaching any home computer or other devices to the Highland network without prior verbal or written permission from the management.
- Using Highland computers in violation of the Harassment and Discrimination Policy referenced above.
- Distributing Highland confidential information and proprietary data unless distribution is expressly authorized by your manager or as part of your job responsibilities.

**HIGHLAND EMPLOYEES AND VEHICLES:** It is the goal of Highland to keep a limited number of employees using Highland vehicles. This keeps Highland and the individual employee less at risk and it is highly recommended by our insurance carrier.

All Highland employees who drive frequently will need to have their names and copies of their driver's licenses sent to our insurance carrier. To be eligible to drive a Highland vehicle, you have to be at least

21 years of age, have an acceptable driving record as defined by the insurance carrier, a valid license, and be familiar with the vehicle to be used. An acceptable driving record means no violations in the last three years and a maximum of two at fault accidents or a maximum of two minor moving violations with no at fault accidents. Only authorized employees are permitted to drive Highland vehicles.

Employees are expected to clean Highland vehicles after each use and to report both any problems with the operation of any Highland vehicle as well any accident of any kind, no matter how minor.

While driving any Highland vehicle on or off Highland property, it is an expectation that the employee will abide by all speed limits and New Hampshire or local motor vehicle laws. Highland vehicles are for company use only and you shall not operate any Highland vehicle if you are impaired in any way. Employees may not use cell phones for either voice calls or texting while operating Highland vehicles.

Highland vehicles are not to be driven by any employee who is off the clock, either during or outside of operational hours. Under no circumstances should an unauthorized employee drive a Highland vehicle or personal vehicle on the mountain.

**WORKPLACE EXPECTATIONS:** It is expected that Highland staff members will use their good judgment at all times and will work in accordance with Highland's Values of Excellence, Fun, Innovation, Respect, Safety, and Teamwork. If you are uncertain about any guidelines or procedures, it is your responsibility to clarify your manager's expectations.

**ATTENDANCE AND PUNCTUALITY:** To maintain a safe and productive work environment, Highland expects employees to be reliable and to be punctual in reporting for scheduled work. Because our guests expect Highland to be open, please make every attempt to get to work, allowing for sufficient time to get to your post and get organized. In the rare event that you cannot avoid being late to work or are unable to work as scheduled, you should notify your supervisor as soon as possible of the anticipated tardiness or absence. Poor attendance and excessive tardiness are disruptive to our guests and either may lead to disciplinary action, up to and including termination.

**THE HIGHLAND APPEARANCE:** Highland is building its reputation as an industry leader based on our high-quality guest service, well-kept facilities, and exceptional staff. To maintain this image, we have adopted a gender-neutral policy that all employees must be neat, clean, and well-groomed at all times. All clothing must be clean, in good repair, and appropriate for the job assignment. While we recognize your right to express your personal preferences in both dress and grooming styles, you are expected to present yourself, during the working hours, in a manner appropriate to your position and the nature of the work you perform. Clothing should be free of sexually related references, foul language, political statements, and not suggest or promote the use of drugs. We encourage all staff to wear Highland branded apparel. Highland Apparel/staff shirts from previous years are acceptable as long as they are in good repair.

**DISCIPLINARY ACTION:** Highland recognizes that the employment relationship with all its employees, whether part-time, seasonal employees or full-time employees is at-will, meaning that either you or Highland may terminate the employment relationship at any time, for any reason, with or without cause or notice.

Matters that may warrant disciplinary action up to and including immediate discharge may include, but are not limited to:

- theft of Highland or Guests' property, fraud and dishonesty;

- defacing Highland equipment and/or property;
- gross neglect of duties;
- inability to perform required duties;
- sleeping while on duty;
- excessive absenteeism and/or tardiness, including walking off the job during an assigned work shift;
- absence from work without satisfactory explanation;
- reporting for work under the influence of alcohol or controlled substances or other violation of our Drug and Alcohol Policy;
- violation of the Highland Harassment, Discrimination, Workplace Violence or Social Media Policies;
- misappropriation of Highland supplies, equipment or funds;
- misuse of employee discount programs;
- unauthorized sale or trade of Highland property;
- disregard for Highland safety rules or The Responsibility Code;
- uncivil or discourteous attitude or behavior; the use of indecent, abusive, lewd, or slanderous language or behavior toward guests or fellow employees;
- falsification of employment records or time records;
- failure to report a work-related injury
- disclosure of confidential information of Highland, its employees or its guests; and
- failure to follow any of the rules and guidelines in this Handbook or other Highland documents or violation or disregard of any other rule, procedure or policy which is made known to the employee through other written or verbal communication.

As noted above, all employees are employed at-will and we reserve the right to impose whatever discipline is appropriate in a particular instance. Nothing in this Handbook should be construed as a promise of specific treatment in a given situation. Employees of Highland are expected to exercise common sense and conduct themselves in a way that will be a credit to themselves and the area. We ask that you use your best judgment and treat others as you would like to be treated. It is our hope that any disciplinary action will aid the employee in correcting the problem and thus avoid any recurrence.

**SMOKING POLICY:** All Highland buildings are non-smoking for employees and the public alike. Smoking while on duty is strictly prohibited. While smoking off-duty, keep out of public sight and please be respectful to Highland property by properly disposing of cigarette butts.

**DRUG AND ALCOHOL POLICY:** Highland believes that all of our employees and guests have the right to a safe environment that is free from the effects of alcohol and drugs. We have adopted this policy because we care about the health and safety of our employees, guests, and the community.

**Prohibited Conduct:** Certain forms of conduct are clearly prohibited, and are listed below as a guide. The following list is not all inclusive, and is intended to be illustrative of the type of conduct that will not be tolerated:

- Use, possession, storage, manufacture, distribution, dispensation, transfer, or sale of an illegal drug, unauthorized prescription drug, or drug paraphernalia at any time while in Highland vehicles, or during work hours.
- Unlawful use, possession, manufacture, distribution, dispensation, or sale of alcohol while on Highland property, in Highland vehicles, or during work hours. (Note: Highland may sponsor an event where beer and wine is served, and employees age 21 and older may drink at our bar or in

permitted areas while off duty. Employees must still adhere to reasonable and acceptable standards of conduct.)

- Reporting to work or otherwise working under the influence of illegal drugs or alcohol, or under the influence of legal drugs that may impair your ability to safely perform your job functions.
- Failing to advise your supervisor of your use of any prescription or other drug that could impair your ability to safely perform your job duties.

Any employee who is charged by a law enforcement agency with illegal drug activity, either on or off the job, may be considered in violation of this policy. In determining whether or not to take disciplinary action as a result of any policy violation, Highland management will take into consideration the nature of the offense charged, the employee's job, disposition of the charge and the potential impact upon Highland and its business operations.

**HOUSE POLICY MANUAL - NEW HAMPSHIRE LIQUOR COMMISSION:** The House Policy Manual is available to all employees. The Manual's purpose is to provide pertinent information on following:

- Reducing Youth Access to Alcohol
- Drink Service
- Safe Rides
- Staff Training
- Crowd Control and Security
- Drug-Free Workplace
- Designated Areas for Alcohol Consumption

All applicable employees are required to read the House Policy Manual and sign the Acknowledgement Statement. The Manual is available in every department at Highland. Please see a Manager for additional information.

**PERSONAL CELLULAR TELEPHONE OR OTHER ELECTRONIC DEVICE USAGE:** Use of personal cellular telephones in work areas, during work hours, is prohibited. Cellular phone ringers can be disruptive to guests and coworkers. Talking on a cellular phone in front of guests creates the perception of less than exceptional guest service. Therefore, please keep ringers turned off while working and make personal calls during break times, away from your work area. If there are circumstances that warrant an exception, please discuss it with your supervisor. The use of personal MP3/ iPod players or other electronic devices is not permitted in any work area where there is contact with the public or in any area where their use may present a safety hazard. The chair lift is an example of an area where employees need to be focused on the safety of passengers at all times.

**PERSONAL PROPERTY:** Should you decide to bring personal property to work, we cannot assume liability for its safekeeping. Lock all bikes appropriately, use our employee storage lockers, and do not leave your personal property unattended.

**HIKING POLICY:** In order to keep the trails safe for both riders and people on foot, we do not allow hiking on bike trails during normal business hours. On scheduled events, we do allow spectators to access areas to watch competitors by using designated routes and zones. Hiking is permitted in the XC network.

**SAFETY POLICY:** Highland regards its employees as its most valuable asset. It is because of management's total commitment to the health and welfare of the employees, that safety is a condition of employment for each individual of Highland. The means to accomplish this standard is through a well-planned safety program. We have developed such a program to be implemented throughout the company. Under this program, every employee, supervisor and management member is personally responsible for reporting and correcting hazardous conditions and unsafe work procedures that can cause injury to fellow employees and guests or damage to property.

You, as the employee, have the responsibility in this program, and that is to perform your job in a safe manner to protect you, your fellow employees, and guests from painful and expensive injuries. Willful disregard of safety practices, Highland rules, instructions, or the welfare of fellow employees is unacceptable. Disciplinary action, up to and including termination of employment, will be taken in those cases where it is determined that blatant disregard for safety practices has occurred.

**WORKER'S COMPENSATION:** Highland Mountain Worker's Compensation Policy covers all staff members during the course of normal departmental operations. In order to be eligible for worker's compensation benefits, an individual staff member must be following the acceptable standards of the job definition of a particular position, be scheduled for work and be carrying out the normal activities of the position.

**On-Bike Employees:** In order to be eligible for coverage, staff members are required to:

- Ride within the scope of their ability at all times;
- If not involved in assigned terrain-specific duties, ride appropriate terrain only;
- Appropriate terrain normally is Green Circle and Blue Square designated trails that provide the most direct and efficient route to the destination. It does not include Black or Double Black Diamond trails, Jump Parks, Slopestyle, HTC, Ayr Bag, elements or Closed Trails unless specifically directed by supervisor;
- Use good judgment and common sense in all related on-bike activities;
- Ensure that all on-bike activities are within the parameters of the job description.
- Employees must wear recommended safety equipment while riding as part of their job, including a full-face helmet, elbow and knee pads.

**Activities Not Covered:** Workers Compensation is not in effect for staff members under the following circumstances:

- When riding off the clock or riding during gaps of time between shifts, training, or other work assignments during the course of a work day, or during free time either before the start of or at the end of a work day, unless specifically approved by the management;
- When riding off the clock or riding on days off;
- When competing in on-bike or off-bike events whether registered or not;
- When traveling on-bike by way of a non-acceptable route or on unacceptable terrain.

**YOUR RESPONSIBILITY** is to notify your supervisor immediately following the incident and injury and contact Patrol Services for treatment and/or referral. Your supervisor will work with you to complete the First Report of Injury, either before or after receiving medical attention, depending on the urgency. All Worker's Compensation Medical forms must be provided to Julie Mazur in the office as soon as possible so that the injury can be reported to the Workers Compensation Carrier.

A complete incident investigation and follow-up will occur after each reported occurrence of any injury.

As soon as your treating physician has released you to lighter duties than your current position requires, subsequent to said injury or illness, you may be called upon to return to employment in a temporary alternate position. Such reassignment may be to a different division or position with Highland.

**PETS:** In the interest of safety and cleanliness, it is required that you leave your pet at home during operational hours. Pets may not be left in the parking lot.

**RIDING POLICY DURING WORK HOURS:** In order for Highland to grow and become one of the premier riding and training facilities on the East Coast, some guidelines for safe riding during work hours must be established. We must do as much as possible to curtail the rising costs of both workers' compensation and liability insurance. We realize there are inherent risks in the sport of mountain biking, and expect all staff members to proceed with an attitude of concern, awareness, and cooperation for safety.

The following examples are for employees who ride to and from their work stations and Bike Patrol:

- Use designated trails for traveling between workstations
- Keep your wheels on the ground. Jumping, drops, and features are for when you are off the clock.
- Maintain a speed that is reasonable and within your ability level.
- Wear a full-face helmet and armor including gloves, knee/shin guards, and elbow pads. - Ride the appropriate bike for this type of terrain.

**RIDING PROFICIENCY:** A riding proficiency test may be required for certain staff members who ride to and from their work stations. Your supervisor will determine if you need to take this test and when it will be held.

**PATROL SERVICES:** During the bike season, employees on the Patrol Staff are trained to ensure proper emergency treatment, disaster planning and first aid needs. Patrol Services is responsible for lift evacuation, search and rescue, and mass casualty response. Patrol Service is located on the right side of the parking lot in front of the Highland offices.

**MASS CASUALTY PLAN:** In the event of a catastrophe involving multiple injuries, Patrol Services will implement a Mass Casualty Plan, which involves emergency personnel throughout the Lakes Region. In the event of a major emergency, all employees not specifically involved in this plan should remain at their workstation until instructed otherwise. Again, please do not make ANY statement regarding an incident to ANYONE except Highland incident investigation personnel unless specifically directed by the management.

**AMBULANCE & HELICOPTER PAD AREA:** Highland has a designated Ambulance entrance located on the left side of the parking lot and is marked with 3 wood posts. No cars should be parked in front of this entrance.

If a situation warrants, a Helicopter will be brought in to assist Patrol. There is a designated Helicopter Pad located just beyond the Ambulance entrance. All employees and riders should stay clear of this area at all times. Only Patrol and Management staff are allowed in the Ambulance and Helicopter Pad area.

**LIFT EVACUATION:** The need to evacuate a chair lift requires more organized and trained personnel than most any other combined effort from the Highland staff. Patrol Services has a comprehensive plan for this procedure. All appropriate employees will be required to have training and instruction to some

degree to assist with this procedure. In all cases employees should remember the following:

1. The word to “evacuate” a chair lift comes from management after careful consideration and communication with the Patrol Services and Lift Maintenance Departments.
2. Employees should remain at their job sites or away from the evacuation scene unless their supervisor specifically tells them otherwise. Other Highland operations may continue as usual.
3. Under no circumstances should any employee make any statements regarding an evacuation to anyone. Information to the public or the media should come only from the Administrative Office and any inquiries should be referred to the management.

## **HIGHLAND GENERAL SAFETY GUIDELINES**

- Work-related accidents, injuries, or illnesses, no matter how minor, must be immediately reported to your supervisor. Horseplay, pranks, and fooling around, including reckless driving of vehicles, will not be tolerated and will be grounds for termination of employment.
- Only authorized persons shall operate any company vehicle.
- Keep work areas clean and orderly. Keep all aisles and walkways clear of loose materials, stored materials, tools, cords, etc.
- Do not operate machinery without proper training, guards, and safety devices. Report faulty tools and equipment immediately.
- Use the correct tool for the job.
- Wear adequate clothing to protect against the weather and other job conditions, such as heat, sunburn, and abrasions.
- Personal protective equipment (PPE) may be required for your job. If your supervisor provides you with PPE, you are required to use it.
- Clean up spills immediately using the appropriate skin protection.
- Observe proper procedures for handling, storage, and use of flammable liquids.
- Learn the location of all fire exits, alarm boxes and fire extinguishers in your area.
- Never tamper with electrical circuits or switches.
- Always obey warning signs.
- Maintain a safety conscious attitude at all times. Use COMMON SENSE. If a work practice seems unsafe to you, DON'T DO IT! Discuss it with your supervisor before proceeding. With a little thought, a safer way of completing your job can usually be found.

**EMPLOYEE SEASON PASS BENEFITS:** All Highland employees receive a 2025 Season Pass as a benefit of their employment. Your Employee Season Pass has no cash value and cannot be transferred to another rider. Employee Season Passes are valid for the duration of your employment.

**Reimbursement of Previously Purchased Season Passes:** Employees who purchased a 2025 Season Pass prior to being hired for the season may be eligible to have their 2025 Season Pass reimbursed. Reimbursements are issued at the end of the season (mid-November) at the discretion of your department head. In order to be eligible for a reimbursement, employees must have fulfilled all terms of their employment and be in continued good standing. Employees must notify their manager of their desire for reimbursement. It will not be reimbursed automatically.

**Youth Employment Program:** Individuals employed by Highland's six-week Youth Employment Program may have their previously purchased 2025 Season Pass partially reimbursed, with that partial reimbursement equivalent to the amount of pay you earn during the program. Your previously purchased 2025 Season Pass may be fully reimbursed if/when you complete 56 hours of work (at \$8/hr) during the six-week program.

**Loss of Employee Season Pass Privileges:** Access to your Employee Season Pass benefits are contingent upon you working your agreed-upon schedule and otherwise fulfilling the terms of your employment. Pass benefits may be suspended or terminated at the discretion of the department head if the employee is not meeting those standards. If your employment is terminated, you will lose access to your Employee Season Pass.

**OTHER EMPLOYEE DISCOUNTS & BENEFITS:** Employees must be in active status to receive discounts. These discounts are for the sole use of employees. Any abuse of this privilege will not be tolerated and could result in a removal of your employee discount.

**After-Hours Riding:** Highland employees have permission to ride and enjoy the facility after hours. However the following rules and requirements must be met in order to retain this benefit. Any employee found to be in violation of the following are subject to losing the privilege to ride the park at all.

- Never ride alone
  - You must ride with another employee
- No alcohol.
  - Nothing other than what has been purchased and consumed at the bar and backyard of the lodge during hours of operation.
- You must enforce the hours of operation
  - If you encounter guests on the trails after hours it is your responsibility to inform them that they are trespassing and ask them to leave. Any suspicious persons should be immediately reported to your supervisor or Northfield PD.

**After-Hours Riding in the HTC:** You must get permission and current door code from your supervisor. Door code will be changed frequently.

- Always ensure that the lights are off and door is locked when you exit
- Employees are responsible for keeping this area clean
- Put all bikes away in the cage after use
- Do not leave clothing and pads out in the common areas.
- Sweep the entrance way and ramps frequently



- All trash must be placed in a receptacle
- Put all adjustable features back at the end of your session–If you take it out, you put it away!

**Events & Camps:** If you would like to participate in an event you will be required to pay the season pass holder entrance fee for the event. To participate in a Highland Camp, the specific camp fee applies, less the lift pass price. Please see a manager for purchase.

**Employee Pass Benefits:** Pass Benefits are based on years of service and part time or full time status. Please see your manager for a list of Pass Benefits and instructions on redemption.

**Bike Shop, Highland Store & Bike Services\*\*:** All employees will receive a 15% discount in the Bike Shop, and 30% off Highland branded apparel.\* No discounts are available on bike services. There will be no “tabs” allowed. All merchandise MUST be paid at time of purchase. \*Discount amount does not apply to sale items. Employee discounts on all other retail items in the Bike Shop and Highland Store will vary depending on the item. Subject to change; some items restricted.

**Food & Beverage\*\*:** All employees will receive a 30% discount on most food and beverages.\* There will be no “tabs” allowed. Employees must pay for their food & beverage at the time of purchase. There is no discount for beer and wine at the bar or in the backyard during events. Employees MUST be 21 years of age to consume alcoholic beverages. Drink in designated areas only.

*\*Discount amount subject to change on certain items.*

*\*\*Employees may not purchase any items in the Bike Shop, Highland Store or Café at a discount for friends or family.*

**EMPLOYEE USE OF BIKE SHOP TOOLS:** The use of tools before, during, and after work hours is at the sole discretion of the Bike Shop Manager.

**LIFT LINE PRIVILEGES:** Some individuals are authorized to use the short gate in specific situations. Highland Training programs with students may load on every other chair, dependent on the length of the line. Patrol Services in an emergency situation get top priority.

**LEAVING HIGHLAND:** If you voluntarily decide to leave Highland, please provide written notice of your expected end date of employment and at least two weeks’ notice when possible. This will help us manage staffing requirements.

Depending on the position and circumstances, we reserve the right to excuse the employee from further work duties immediately. Employees who abandon their jobs will not be eligible for rehire. Upon leaving Highland for any reason, you must return all equipment, keys, uniforms, passes, ID cards and other Highland property.

## **STATEMENT OF RECEIPT AND ACKNOWLEDGEMENT**

This will acknowledge that I have received a copy of the Highland Mountain Bike Park Staff Guide. I understand that I am responsible for reading this Guide in its entirety within five (5) days from the date received. I understand and recognize that the policies, procedures, and rules contained in the Guide may be modified, changed or amended at any time by Highland Mountain Bike Park and that neither the Guide nor my acknowledgment of receipt of the Guide constitutes a contract of employment or promise of continued employment between Highland Mountain Bike Park and me. Highland Mountain Bike Park is an employment-at-will employer and reserves the right, at any time and for any reason not in violation of state or federal law, to terminate an individual's employment.

**Employee's Name (printed)**

**Employee's Signature**

**Date**

This "STATEMENT OF RECEIPT AND ACKNOWLEDGEMENT" will be kept in the employee's personnel file.