

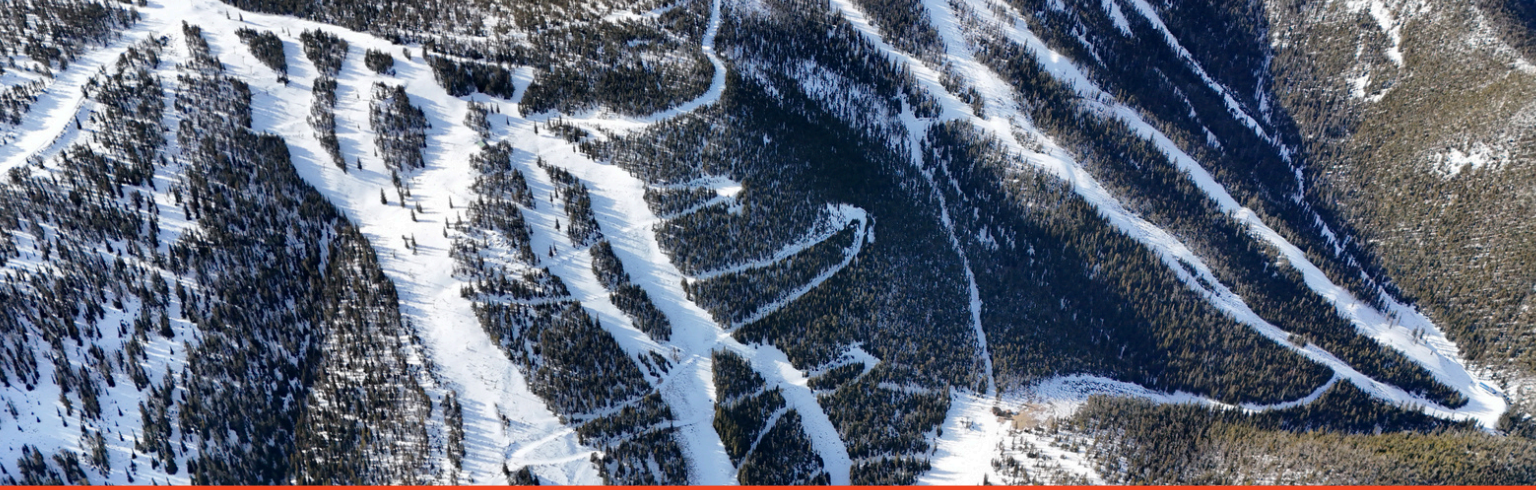


**RED LODGE**  
MOUNTAIN

# EMPLOYEE HANDBOOK 2026/2027







## **Welcome to Red Lodge Mountain!**

This year, we've been recognized nationally as the #1 best value ski resort in the country. That's a big honor, but it's not just about affordability. It's about authenticity. It's about staying true to our roots. And it's about the experience we create together every day.

At Red Lodge Mountain, we live by a simple but powerful idea: Down to Earth Altitude. It's more than a slogan it's a reflection of who we are. We offer big adventure without the big attitude. We welcome everyone with open arms, and we stay grounded in the values that define our mountain and our town.

Our mission is clear: We share our spirit of the outdoors by creating unforgettable experiences and a welcoming community that fosters lifelong learning and a love of nature. Every lift ride, every lesson, every golf round, every smile in the lodge is a chance to live that mission.

We do this through our values, demonstrating our Honesty, Integrity, Adventure, Teamwork, Belonging, and Safety. These aren't just words on a wall. They're the way we treat each other, the way we serve our guests, and the way we show up every day.

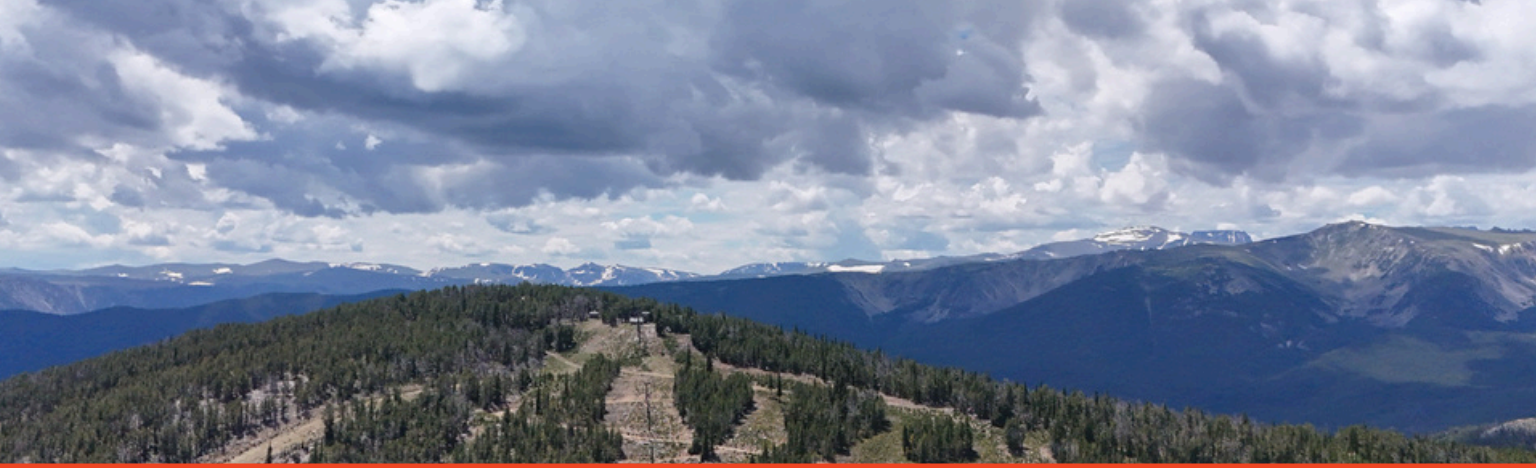
Why does this matter? We are building toward a bold vision: To be a leading destination where nature, adventure, and community come together, ensuring a vibrant and sustainable future for generations to come. That future starts with us, with you, with the work we do, the care we give daily, and the pride we take in this amazing place.

Red Lodge Mountain isn't just a place to ski or golf. It's a place to belong. It's a place where the West is still wild, the community is still close, and the altitude is just right.

Thank you for joining our team! Thank you for bringing your passion, your grit, and your heart to work every day. Let's make each season unforgettable for our guests, for our town, and for each other.

**Jean Mikulas**

President and General Manager  
Red Lodge Mountain



## OUR MISSION

The purpose of Red Lodge Mountain is to share our spirit of the outdoors by creating unforgettable experiences and a welcoming community that fosters lifelong learning and a love of nature.

## OUR VISION

Our goal is to be a leading destination where nature, adventure, and community come together, ensuring a vibrant and sustainable future for generations to come.

## OUR VALUES

### **Honesty**

We Uphold the highest ethical standards in our decision making, communications, and actions, creating an atmosphere of respect and credibility in the community.

### **Adventure**

We Create memorable, joyful experiences by infusing every interaction with enthusiasm and positivity, inspiring others to embrace the joy of the outdoors.

### **Belonging**

We foster a welcoming environment where everyone feels valued, supported, and free to be themselves.

### **Integrity**

We consider fairness, accountability, and respect when making choices, and we will do what's right - even when what is right is not the easiest path.

### **Teamwork**

We lift each other up and share knowledge to create a culture in which collaboration drives success and friendships last a lifetime.

### **Safety**

We maintain a secure and safe environment for everyone, ensuring peace of mind so that all can enjoy their time with us.

**WHAT GUIDES US ON EVERY TRAIL, SLOPE, AND SHARED MOMENT.**





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# SUSTAINABILITY

Sustainability at Red Lodge Mountain is more than recycling bins or carpool signs—it's a coordinated program built into how we operate, make decisions, communicate, and care for our community. To remain a resilient, forward-thinking, and environmentally responsible mountain destination, we focus on three key pillars of sustainability: environmental, social, and economic. Our approach emphasizes efficiency, strong relationships, transparent communication, and long-term stewardship. RLM is proud to have received the Montana EcoStar Award for our efforts to reduce solid and hazardous waste, increase operational efficiency, conserve energy and water, improve air quality, and build a sustainable business model that benefits both guests and employees.

## Environmental Sustainability:

Our environmental initiatives continue to expand and now include:

1. Complimentary year-round bus service provides reliable transportation for employees while reducing single-vehicle travel and lowering carbon emissions.
2. Carpool incentives for employees commuting in personal vehicles.
3. Dedicated weekend carpool parking for guests supporting shared-ride travel.
4. An in-house recycling program covering cardboard, plastic, aluminum, office paper, newspaper, steel, magazines, and cooking oil.
5. Guest-facing recycling stations and signage to encourage proper sorting of cans and plasticware.
6. Employee training on waste reduction, recycling expectations, and sustainable daily practices.

## Social Sustainability:

Social sustainability is central to our mission and reflects how we invest in people and community. We are committed to:

1. Providing fair and competitive wages across all departments.
2. Maintaining clear and effective communication, including updated job descriptions, performance evaluations, and ongoing support.
3. Supporting local nonprofit organizations whose values and work align with RLM's commitment to community and outdoor stewardship.

## Economic Sustainability:

Economic sustainability ensures we remain a strong, stable business able to serve employees, guests, and the community for years to come. We work toward this by:

1. Setting company-wide and departmental goals to guide responsible growth.
2. Using affordable and strategic purchasing practices that reduce waste and maximize value.
3. Investing improvements to our physical space to enhance efficiency and guest experience.
4. Collecting and analyzing operational data to make informed, long-term decisions.





# RESORT HISTORY & MOUNTAIN INFO



In the years leading up to the conception of Red Lodge Mountain, the Silver Run Ski Club operated several ski “areas” around Red Lodge. In 1960, they finally succeeded in opening a permanent area that had sufficient snowfall and terrain for all abilities. The group raised \$250,000 through stock sales to develop a ski resort. Red Lodge Grizzly Peak opened on January 2, 1960, with one double chair, a lodge, and three trails.

Over the next few years, the ski area continued to expand, adding lifts and more trails. The word was spreading throughout the region that Red Lodge Mountain was a fun place to ski and the old mining town of Red Lodge was full of western hospitality and colorful characters.

In the spring of 1994, Red Lodge Mountain purchased the Red Lodge Golf Course in town to complement the winter business. This 18-hole championship golf course and real estate development has offered more and varied work opportunities for seasonal and year-round employees.



## MOUNTAIN INFO

- Season Start Date: November 27, 2026
- Hours of Operation:  
Upper Mountain 9 am - 3:30 pm  
Lower Mountain: 9 am - 4 pm
- Vertical Drop: 2400’
- Summit Elevation: 9416’
- Acreage: 2100 permitted acres
- Lifts: 1 High-Speed Detached Lifts: 1 High-Speed Detachable Quad, +1 in Palisades Bonus Area-conditions permitting, 2 Double Chairs, 1 Triple Chair, 1 Magic Carpet Conveyor
- Runs: 65 trails and groomed slopes, 30 acres advanced chute skiing, 100 acres of gladdened tree skiing
- Average Snowfall: 250"
- Trail Difficulty: 17% Beginner | 45% Intermediate | 38% Advanced
- Longest Run: Lazy M, 1.5 miles

## Mountain Facilities:

- Mountain Shop
- PSIA Certified Instructors
- Complete Equipment Rental & Repair
- 1 Full-Service Restaurant
- 2 Bars
- 2 Cafeterias
- 2 Terrain Parks



# PURPOSE OF EMPLOYEE HANDBOOK

Red Lodge Mountain (RLM) is pleased to welcome you to our organization. This handbook has been prepared to help you get acquainted with us. It should answer many of your initial questions. The policies, procedures, and programs outlined in this handbook are designed to serve as guidelines to acquaint employees with information regarding their employment.

This handbook is provided for informational purposes only. Nothing in this handbook should be interpreted as creating an employment agreement or contract—either expressed or implied—between Red Lodge Mountain and its employees. While the handbook outlines the current policies and benefits offered by Red Lodge Mountain, these policies do not constitute conditions of employment and do not create any vested rights for employees of Red Lodge Mountain.

No leader or other representative of RLM, except the General Manager, has the authority to enter into any agreement for employment for any specific period or to make any agreement contrary to the above. Any such agreement with the General Manager must be an individual agreement in writing and signed by you and the General Manager.

Employees are expected to accept responsibility for familiarizing themselves with the information in this handbook and to seek verification or clarification of its terms or guidance when necessary. Employees should consult their supervisor first, and then the Human Resources Department if they have any questions that are not answered in this handbook. Red Lodge Mountain reserves the right at any time to make any changes to the contents of this handbook. You will be kept informed of any changes made to this handbook.

During your probationary period, you may be terminated at any time, with or without good cause and without prior notice by the Company, or you may resign for any reason.

Throughout this document Red Lodge Mountain may be referred to by that name or as RLM.

We are proud of the reputation and success of Red Lodge Mountain. It is our belief that these accomplishments are the result of dedication, hard work, and good communication. We hope that you will find your association with Red Lodge Mountain very rewarding.

**WELCOME TO RED LODGE MOUNTAIN!**



# WINTER TRAIL MAP



Attention - Be advised that marking devices, fencing, padding, and / or equipment covers used to inform you of a potential hazard or obstacle do not guarantee your safety and will not protect you from injury. It is your responsibility to avoid these areas.

Red Lodge Mountain operates under a special use permit with the U.S. Forest Service, Gallatin National Forest.

### MAP KEY

**TRAIL MARKINGS**

- Easiest
- More Difficult
- Most Difficult
- Experts Only
- Easier Way Down
- Terrain Park
- Ski Area Boundary
- Slow Skating
- Out of Boundary Access
- Snowmaking

**LIFTS**

- Detachable Quad Chairlift
- Triple Chairlift
- Double Chairlift
- Surface Lift

**SERVICES**

- Dining
- Restroom
- Parking
- Learning Area
- Patrol / Guest Services
- Tickets
- ATM
- Snowsports Learning Area
- Snowsports Vurt



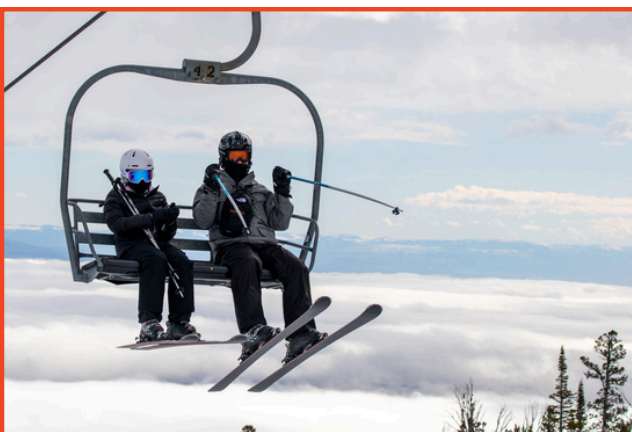
# GENERAL EMPLOYEE INFORMATION

## OPEN COMMUNICATION

RLM strives to create a workplace built on trust, transparency, and open communication. We want every employee to feel empowered to do great work, enjoy their job, contribute to our success, and be recognized for their efforts. Honest, respectful communication helps us understand both employee and guest needs—and allows us to respond quickly and effectively so we can continue to grow and succeed together.

Every employee plays an important role in RLM's success, and we value the ideas and observations you bring to your work. If you have suggestions, concerns, or questions about any aspect of RLM operations, we encourage you to share them. To make sure questions and concerns are addressed at the appropriate level, employees should follow the communication pathway below:

1. Start with your immediate supervisor.
  2. If additional support is needed, reach out to your manager or director.
  3. If the concern is still unresolved, contact the Human Resources Department.
- This process ensures your voice is heard, and that issues are addressed promptly, respectfully, and consistently. Open communication is essential to who we are as a company, and we appreciate your engagement in helping RLM continue to grow, improve, and thrive.



## PROBATIONARY PERIOD

The Probationary Period is designed to allow new and transferred employees to demonstrate their ability to meet performance expectations and to determine whether the position is the right fit for both the employee and the Company. During this time, RLM evaluates work habits, capabilities, safety practices, and overall performance.

### Probationary Periods at RLM:

- **Year-Round Employees: 12-month probationary period**
- **Seasonal Employees: 6-month probationary period**

Either the employee or the Company may end the employment relationship at any time during the probationary period, with or without cause or advance notice. Probationary employees do not have access to the internal grievance process. Seasonal employment does not create a guarantee of continued employment or rehire in any future season. Seasonal rehire is considered new employment, starting a probationary period on the rehire start date. Significant absences will automatically extend the probationary period by the length of the absence. If RLM determines that the initial probationary period does not provide adequate time to thoroughly evaluate performance, it may be extended for a specified period, not to exceed an additional 90 days.

During the probationary period, employees are eligible for benefits required by law, such as workers' compensation insurance and Social Security. Eligibility for other Company-provided benefits is determined by the terms and conditions of each program. Employees will be informed of specific benefit details as they become eligible.

# EMPLOYEE CULTURE & RECOGNITION



At Red Lodge Mountain, we believe people perform their best when they feel seen, valued, and celebrated. Recognition isn't just a program here — it's part of our culture. When you show up with heart, hustle, and team spirit, we notice.

## You've Been Caught (Doing Something Awesome!)

- A fast, fun, on-the-spot shout-out program designed to catch you in the act of being incredible.
- Supervisors can award 5–10 Mountain Bucks for great moments.
  - Nominations are highlighted across departments.
  - Every “Catch” becomes an entry into our End-of-Season Grand Prize Drawing.
  - Departments may use custom forms, tokens, or cards — creativity welcome!



## Employee of the Month

Exceptional teammates deserve exceptional spotlight. Winners receive:

- Reserved upfront parking for the month
- Employee of the Month photo displayed proudly
- 25 Mountain Bucks
- Recognition in the monthly employee newsletter

## Recognition All Year Long

*Great work doesn't stop in winter — and neither does our gratitude.*

- Recognition year round
- Nominations & stories are featured in our Employee Newsletter (we highlight at least 3 every edition!)



## Years of Service

Loyalty matters here. We celebrate major milestones by:

- Special gifts for major anniversaries (5, 10, 15, 20+ years)
- Honoring teammates at the End-of-Season Celebration
- Providing a framed certificate and newsletter feature

*Because when our people rise, the whole mountain rises with them.*





# EMPLOYEE PERKS AND DISCOUNTS

RLM offers a wide slate of perks designed to help you enjoy the resort, connect with your team, and make the most of your season with us. These perks are meant to elevate your experience, fuel your adventures, and keep our community strong.

Please note: Perks are not employee benefits and may be changed, updated, or discontinued based on business needs. Additionally, discounts do not apply to alcohol.

## Food & Beverage

- 50% discount: Midway, Main Lodge, and 28 Peaks
- 10% discount: Bierstube (based on posted time-of-day guidelines)

## Retail

- Employee discounts available at designated retail locations
- Some items (e.g., rafts) may be excluded
- Tune discounts may be available depending on workload and staffing

## Summer Perks

- 50% discount at Bierstube and 28 Peaks
- Free summer lift access
- Partner passes for scenic lift rides (details vary by season)



## Season Passes & Comp Tickets

All complimentary tickets and season passes are linked to your employee profile. Redemption occurs at the ticket office using assigned voucher numbers. Sale or barter of complimentary tickets is strictly prohibited.

### Part-Time Seasonal Employees

- 6 complimentary winter lift tickets
- 1 complimentary season pass
- Spouse pass: \$100
- Dependent children (18 & under): \$50

### Full-Time Seasonal Employees

- 8 complimentary winter lift tickets
- 1 complimentary season pass
- 1 complimentary spouse pass
- Complimentary passes for dependent children (18 & under)

### Full-Time Year-Round Employees

- 10 complimentary winter lift tickets
- 1 complimentary season pass
- 1 complimentary spouse pass
- Complimentary dependent child passes (18 & under)
- Additional perks through our reciprocity program with other Montana Ski Area Association resorts (availability varies)



# PERFORMANCE, GROWTH, AND OPPORTUNITY



At Red Lodge Mountain, we believe growth isn't just possible, it's expected, celebrated, and built into the rhythm of our work. Whether you're stepping into your very first role or leveling up into leadership, RLM is committed to helping you stretch your skills, discover new strengths, and confidently pursue the next step in your journey. From hands-on training and mentorship to cross-department opportunities and real pathways for advancement, we invest in your potential because your success elevates our entire community. Bring your curiosity, your drive, and your passion—we'll meet you with tools, support, and encouragement every step of the way. Here, we don't just develop employees. We grow leaders.



## Performance Appraisals

Leaders may complete in-season check-ins or evaluations to help you:

- Celebrate your accomplishments
- Understand expectations
- Identify growth opportunities
- Build your RLM career path

## Job Posting Program

We believe in promoting from within whenever possible.

- Current job openings are posted at [www.redlodgemountain.com](http://www.redlodgemountain.com)
- All qualified internal applicants receive consideration
- Talk to your supervisor or HR if you're interested in a role

## Transfers & Promotions

Want to try a new role? Chase a leadership path? Explore another department?

- Start by speaking with your leader or HR
- We'll help determine skills, timing, and qualifications
- Many of our strongest leaders started in entry-level roles — we encourage growth!

## Training & Education

Every team member deserves support. Departments provide job-specific training, and additional learning opportunities may be available throughout the year.

Trainings may include:

- Safety & operations
- Leadership development
- Outdoor industry skills
- Guest service excellence
- Department certifications

We encourage you to learn, ask questions, and take pride in mastering your craft!



# FULL TIME YEAR ROUND

## EMPLOYEE BENEFITS

Full-time year-round employees are the backbone of Red Lodge Mountain, and we're proud to invest in the well-being, stability, and growth of the people who keep this resort thriving all year long. As a full-time year-round team member, you gain access to a comprehensive benefits package designed to support your health, your family, and your future. This includes medical, dental, vision, and life insurance; paid vacation and sick leave; participation in our 401(k) plan once eligibility requirements are met; and complimentary season passes for you, your spouse, and your dependents. We have two open enrollment periods, December and April. These benefits aren't just checkboxes—they're our commitment to helping you build a sustainable, rewarding career with us. When you choose to grow your professional home here, we make sure you're equipped with the support, security, and perks that honor the work you do every single day. Employees scheduled 32+ hours per week year-round are eligible for our full-time benefits package.

### Sick Leave

Sick Leave is intended to provide paid time off for FTYR employees who are ill or who need to take time off for health-related appointments. At the end of each pay period, full-time year-round employees accrue sick leave as follows:

| Years of Service | Hours per Pay Period | Days per Year | Cap      |
|------------------|----------------------|---------------|----------|
| All              | 1.54                 | 5             | 120 hrs. |

Employees may also use sick leave to care for immediate family members who are ill or have health-related appointments. Unused sick leave is not paid upon termination. In special circumstances employees may be able to donate sick leave to another employee; this will be determined by HR on a case-by-case basis.

### VACATION LEAVE

The Company grants annual paid vacation to its FTYR employees based upon length of continuous employment from the FTYR hire date. At the end of each pay period, full-time year-round employees accrue vacation leave as follows:

| Years of Service | Hours per Pay Period | Days per Year | Cap      |
|------------------|----------------------|---------------|----------|
| 0-2 years        | 3.08                 | 10            | 100 hrs. |
| 3-5 years        | 4.62                 | 15            | 170 hrs. |
| 6 + years        | 6.15                 | 20            | 205 hrs. |

Employees may not accumulate above the cap designated for their years of employment. If you reach the cap, hours will stop accruing until they fall below the cap amount. At the time of separation, an employee will be paid for any unused vacation. Vacation hours cannot be used to extend termination date or other benefit end dates (health insurance etc.).

### 401K PLAN

Employees are eligible to join the Company 401k plan provided they are 21 years of age or older, have worked 1000 hours, and completed one year of eligibility service. A summary of plan description of the 401(k) plan and more information is available from the Human Resources Department. All other applicable participation information will be provided to employees once they have become eligible.

# FULL TIME YEAR ROUND EMPLOYEE BENEFITS



## Season Passes & Family Passes

- Complimentary seasons pass for the employee
- Complimentary spouse/partner pass
- Complimentary dependent passes (23 & under)



## Manager & Director Level Perks

In addition to full-time year-round benefits:

- 35% retail discount
- Complimentary significant other pass
- Additional perks may be outlined by department leadership





# EMPLOYEE DRESS AND APPEARANCE

At Red Lodge Mountain, our employees are the face of the resort—often the first smile, the first welcome, and the first impression our guests experience. Our Dress & Appearance Standards are designed to support safety, professionalism, and consistent guest experience while still giving space for personal expression that aligns with our values. When we look our best, we help create the approachable, memorable, high-quality environment our guests return to year after year.

## Uniform Integrity & Use:

To maintain professionalism and uphold Red Lodge Mountain's brand, uniforms must be worn appropriately and only in approved settings.

- RLM jackets, vests, and uniform tops may not be worn in bars, restaurants, or any location where alcohol is served or consumed.
- Ski pants may be worn to and from work; outer uniform tops should not be used for commuting unless specifically approved by your department's leader.
- Uniforms must remain clean, in good repair, and worn only while on duty.
- All uniforms and issued items must be returned upon separation of employment.



## Professional Appearance

We take pride in presenting a welcoming, polished, and professional image to our guests and community.

Employees are expected to report to work:

- Ensure that you are clean, neat, and dressed in a professional manner that is appropriate for your department.
- In clothing free from excessive wear, holes, or offensive, political, or inappropriate graphics.
- In layers suitable for weather and job duties.

# EMPLOYEE DRESS AND APPEARANCE



## Footwear:

Closed-toe shoes are required in any area where hazards exist. Open-toed footwear may be worn only in designated low-risk areas with leader approval.

## Grooming Standards

We value individuality and self-expression while maintaining safety, sanitation, and guest confidence.

## Department-Specific Standards

Certain departments (e.g., Food & Beverage, Patrol, Lift Operations, Retail) may have additional appearance, sanitation, or PPE requirements based on safety or regulatory needs.

Employees must follow departmental guidelines approved by Human Resources.

## Name Tags

- Required in all guest-facing roles.
- Must not be altered.
- Should not be worn off duty or off company property after shift completion

## Clocking In & Out (Uniform-Related Expectations)

- Employees must be fully dressed, equipped, and prepared for duty before clocking in.
- Employees must clock out before removing uniforms or gear.
- Exempt employees follow departmental expectations for availability, professionalism, and coverage.

## Accommodation Requests

RLM provides reasonable accommodation for medical, cultural, religious, and disability-related needs, consistent with safety and operational requirements. Employees seeking accommodation should speak with their leader or Human Resources for assistance.

## Hair

- Must be clean, well-kept, and restrained when required for safety or sanitation.

## Facial Hair

- Permitted if clean, neatly trimmed, and able to accommodate PPE requirements.

## Jewelry & Piercings

- Allowed unless they create a safety hazard.
- Facial piercings must be small, secure, and professional in appearance.

## Tattoos

- Visible tattoos are welcome unless they depict or reference hate speech, discriminatory content, nudity, violence, or otherwise offensive imagery.

## Hygiene

- Daily hygiene is required.
- Strong or overwhelming fragrances, natural or artificial—should be avoided to respect guests and coworkers.





# EQUAL EMPLOYMENT, ANTI-HARASSMENT & ANTI-DISCRIMINATION

#### Equal Employment Opportunity (EEO)

Red Lodge Mountain (RLM) is committed to maintaining a workplace where all individuals are treated with dignity, professionalism, and respect. We expect employees to develop and maintain working relationships free from bias, prejudice, discrimination, and harassment. RLM strictly prohibits unlawful discrimination or harassment by anyone—including supervisors, managers, co-workers, vendors, contractors, customers, and regular visitors.

Employment decisions at RLM are based on job-related qualifications, performance, and business needs. In accordance with federal and Montana state law, RLM does not discriminate on the basis of race, color, national origin, ancestry, creed, religion, age, physical or mental disability, marital status, sex (including pregnancy, childbirth, and related conditions), sexual orientation, gender identity or expression, genetic information, military or veteran status, or any other status protected by applicable law.

This policy applies to all terms and conditions of employment, including recruitment, hiring, training, compensation, promotion, benefits, discipline, and separation. Employees are expected to always treat others with professionalism and respect. Violations of this policy may result in corrective action, up to and including termination.



#### Reasonable Accommodation

RLM complies with the Americans with Disabilities Act (ADA), the ADA Amendments Act (ADAAA), the Pregnancy Discrimination Act, Title VII, and Montana's Human Rights Act regarding accommodations for disabilities and sincerely held religious beliefs or practices.

Employees who require accommodation should notify their immediate supervisor, manager, director, or the Human Resources Department. Once notified, RLM will begin an interactive process to determine what reasonable accommodation may be provided.

Reasonable accommodation will be provided unless doing so would create an undue hardship or require removal of an essential job function. Documentation may be requested when appropriate.

# EQUAL EMPLOYMENT, ANTI-HARASSMENT & ANTI-DISCRIMINATION



## Harassment & Nondiscrimination

Harassment is prohibited at RLM. Harassment includes unwelcome verbal, physical, written, or visual conduct that is based on a protected characteristic or any conduct that unreasonably interferes with work performance or creates an intimidating, hostile, or offensive work environment.

Examples of prohibited conduct include, but are not limited to:

- Epithets, slurs, hate language, or negative stereotyping
- Offensive jokes, teasing, or practical jokes related to a protected characteristic
- Threatening, intimidating, hostile, or humiliating actions
- Written or graphic materials that demean or target a protected group
- Offensive or hostile messages sent through email, texts, social media, or other digital platforms—even on personal accounts if seen by coworkers or impacting the workplace

Harassment occurring off-site or online may still violate Company policy if it affects employees, customers, or the workplace.

## Sexual Harassment

Sexual harassment is a form of unlawful discrimination and is strictly prohibited. It may involve individuals of the same or different gender and can include verbal, visual, or physical behaviors.

Examples include:

- Unwelcome comments about a person’s body, gender, or sexual characteristics
- Sexual propositions, pressure, or requests for sexual activity
- Sexually oriented jokes, “kidding,” or commentary
- Displaying sexually suggestive images, pictures, screensavers, or materials
- Staring, leering, whistling, or other inappropriate gestures
- Unwelcome physical contact, such as touching, patting, or blocking movement
- Any behavior where:
  - Submission is made a condition of employment
  - Submission or rejection influences employment decisions
  - The conduct creates a hostile, intimidating, or offensive environment

Sex-based harassment also includes behavior not overtly sexual in nature, such as belittling, hazing, or stereotyping based on gender.

## Complaint Procedure

All employees share responsibility for ensuring the workplace is free from harassment, discrimination, and retaliation. Whenever possible, employees who experience or witness inappropriate conduct are encouraged—but not required—to inform the person engaging in the conduct that the behavior is unwelcome. Employees who believe they have been subjected to discrimination, harassment, or retaliation, or who witness such conduct, should immediately report it using the steps below:

- Notify your immediate supervisor, manager, or director.
- If additional support is needed, contact the Human Resources Department.

Leaders must report any complaints or concerns to Human Resources.



# EQUAL EMPLOYMENT, ANTI-HARASSMENT & ANTI-DISCRIMINATION

## Retaliation

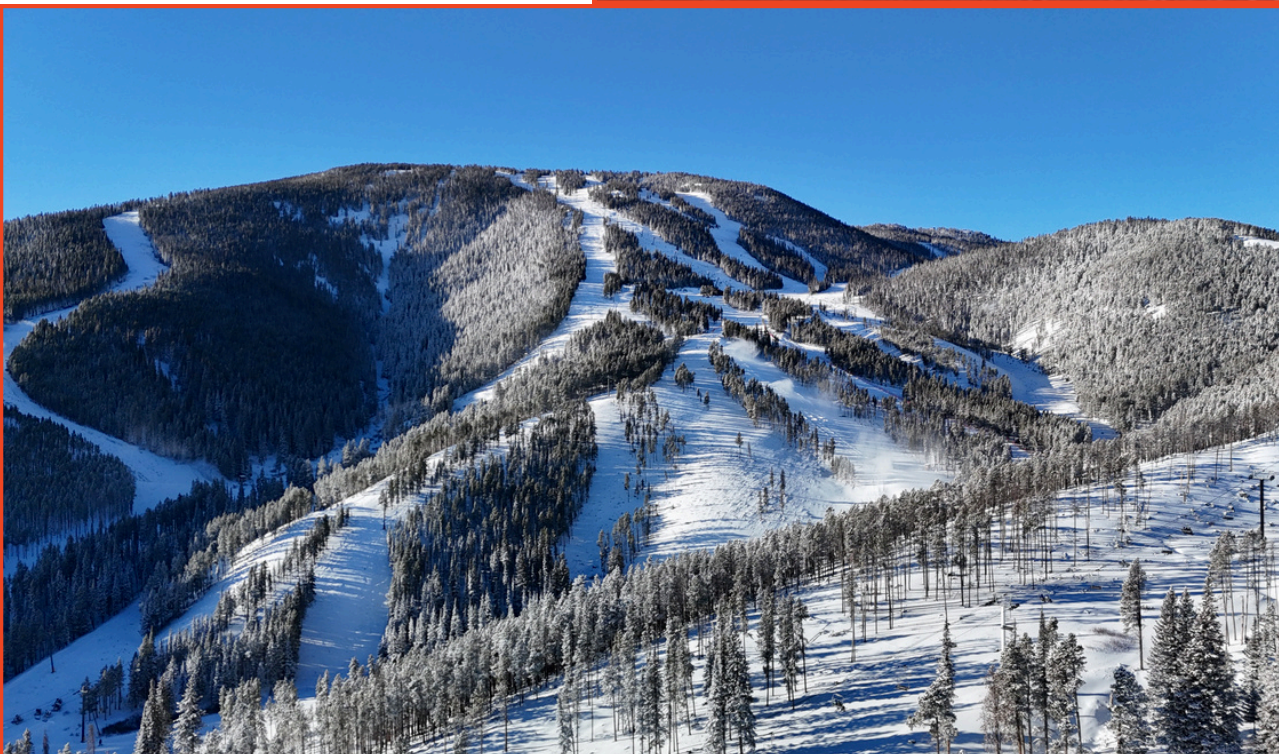
RLM strictly prohibits retaliation against any employee who:

- Reports discrimination, harassment, or retaliation
- Opposes unlawful conduct
- Participates in an investigation
- Requests reasonable accommodation

Retaliation is a serious violation of this policy and may result in disciplinary action up to and including termination.

## Investigation & Corrective Action

RLM will promptly, thoroughly, and impartially investigate all complaints to the extent practicable. While confidentiality will be maintained whenever possible, it cannot be guaranteed if it interferes with a complete and fair investigation. If the investigation confirms a violation of this policy, RLM will take appropriate corrective action, up to and including termination of employment.





# ACCEPTANCE OF ENTERTAINMENT, GIFTS, FAVORS, AND GRATUITIES

Employees must conduct themselves with integrity and avoid situations that could influence—or appear to influence—their judgment. Employees **may not solicit or accept gifts, favors, entertainment, rewards, or anything of monetary value** from any individual or outside organization if it could reasonably be perceived as affecting their decisions or actions on behalf of RLM.

Employees may accept **nominal, non-cash items** (such as promotional items or customary hospitality) only when:

- The item is of low value,
- It is customary for the industry,
- It does not violate any laws or ethical standards, and
- It cannot reasonably be seen as influencing business decisions.

Any questions about whether a gift is acceptable must be directed to **your supervisor, manager, director, or Human Resources** before acceptance.



## Conflict of Interest

Employees are expected to act in the best interests of RLM and avoid any activity or relationship that could create—or appear to create—a conflict of interest. A conflict exists whenever an employee's personal, financial, or familial interests interfere with the employee's ability to make objective decisions on behalf of the Company.

Conflicts may arise when an employee:

- Uses their RLM position for personal gain,
- Makes decisions that benefit themselves or an immediate family member,
- Receives improper personal benefits as a result of their role,
- Engages in outside activities that conflict with job responsibilities or business interests.

RLM respects the right of employees to participate in personal and community activities. However, employees must **disclose any actual or potential conflict of interest** to their immediate supervisor, manager, director, or Human Resources. RLM will review the situation and determine whether the conflict can be managed or must be avoided. Violations of this policy may result in corrective action, up to and including termination.



# ACCEPTANCE OF ENTERTAINMENT, GIFTS, FAVORS, AND GRATUITIES

## Financial Interest in Other Businesses

Employees and their immediate family members may not hold a significant financial interest in any business that supplies goods or services to RLM, competes with RLM, or seeks to do business with RLM.

A “significant interest” generally means:

- A substantial ownership stake,
- A decision-making position, or
- Any interest that could influence business judgment.

Ownership of stock in publicly traded companies is acceptable **only when the holdings are not large enough to influence decisions or create a conflict**. When in doubt, employees must disclose their interest to their supervisor, manager, director, or Human Resources.

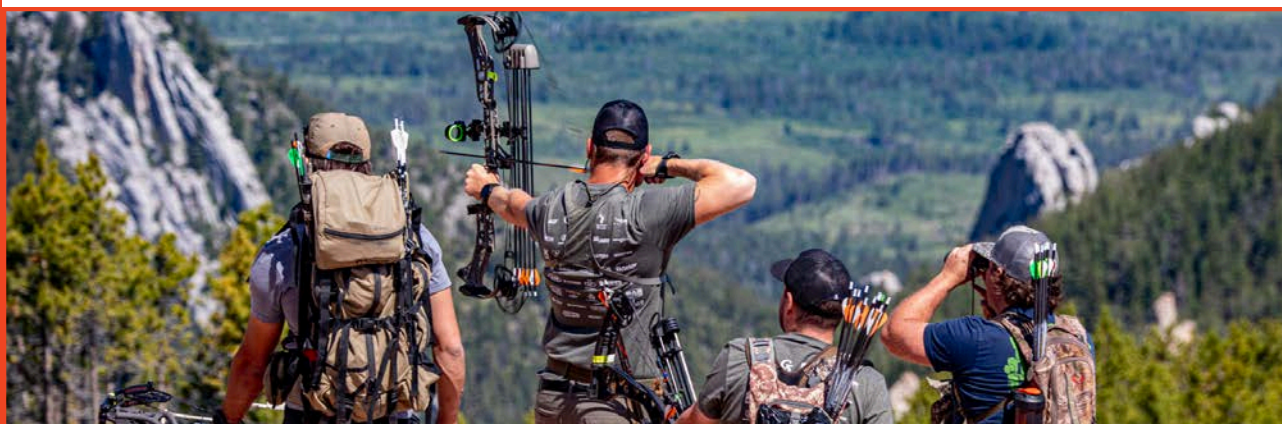
## Giving Entertainment, Gifts, or Favors

Employees must not give gifts, favors, entertainment, or anything of value to customers, vendors, contractors, or business partners if doing so could influence—or appear to influence—their judgment or actions.

Modest, customary business courtesies may be permitted when:

- They are of low value,
- They comply with industry norms,
- They do not violate Company policy or law, and
- They cannot reasonably be viewed as attempting to secure preferential treatment.

Any uncertainty should be directed to **your supervisor or Human Resources**.



## Outside Employment

RLM recognizes that employees may hold outside jobs or operate personal businesses. However, outside employment must not:

- Create a conflict of interest,
- Involve work for a competitor,
- Use RLM equipment, tools, or confidential information,
- Interfere with performance, attendance, or scheduling requirements,
- Prevent the employee from meeting RLM’s safety or operational standards.

Employees must **inform their supervisor, manager, or director** of any outside employment, including the nature of the work and the hours worked. If the outside job creates an actual or apparent conflict of interest—or interferes with performance—RLM may require the employee to end the outside employment to remain employed. Outside employment is **not** an excuse for tardiness, absenteeism, schedule conflicts, or refusal to work overtime. Attendance or performance issues arising from secondary work may result in corrective action.



# ACCEPTANCE OF ENTERTAINMENT, GIFTS, FAVORS, AND GRATUITIES



## Reporting Potential Conflicts

Employees must promptly report actual or potential conflicts of interest in writing to their immediate supervisor, manager, director, or Human Resources. RLM will evaluate the situation, and approval will only be given when the relationship or activity does not interfere with the employee’s responsibilities or the Company’s interests.





# CONFIDENTIALITY AND PROTECTION OF COMPANY INFORMATION

Red Lodge Mountain (RLM) employees may have access to confidential, proprietary, or sensitive information as part of their work. Employees are expected to protect this information and use it only for legitimate business purposes.

Confidential information includes, but is not limited to:

- Guest and employee personal information (including payment information)
- Operational data, financial information, and business plans
- Internal reports, manuals, or procedures
- Computer files, system access credentials, and security information
- Any information not publicly available that is learned through employment with RLM

Employees may not disclose confidential information to anyone inside or outside the Company unless it is required for legitimate business purposes and the individual has proper authorization. Confidential information may not be removed from RLM property or accessed on personal devices unless permitted for business reasons.

Employees unsure about whether information is confidential should ask their supervisor, manager, director, or Human Resources. Unauthorized disclosure of confidential information may result in corrective action, up to and including termination.

## Work Product and Intellectual Property

All work created by employees in the course of their employment belongs exclusively to Red Lodge Mountain. This includes:

- Written or electronic documents
- Training materials, presentations, and manuals
- Audio, video, and digital content
- Software, tools, or system configurations created for business use
- Concepts, ideas, or intellectual property developed for RLM

Employees may reference non-confidential work product in professional portfolios or resumes, provided no confidential, proprietary, or guest/employee information is disclosed, and provided it does not create a conflict of interest.

Temporary employees and contractors must follow the same standards.



# CONFIDENTIALITY AND PROTECTION OF COMPANY INFORMATION



## Employer Information and Property

The protection of RLM property—physical and digital—is essential to the safety and success of the Company. Employees may not remove Company information, equipment, or supplies from the premises except for legitimate business use and with appropriate authorization.

Upon separation from employment, employees must return all RLM property, including:

- Keys, badges, and uniforms
- Equipment, tools, and electronic devices
- Documents, manuals, or digital files
- Company credit cards or access credentials

Failure to return Company property may result in withholding of final wages as permitted under Montana law and/or legal action.



## Inspections and Searches

To maintain a safe and secure workplace, and to protect Company property, RLM may conduct reasonable inspections of Company-owned property or areas where employees do not have a reasonable expectation of privacy.

This may include:

- Desks, file cabinets, lockers, and storage areas provided by RLM
- Company vehicles, radios, electronic devices, and equipment
- Company email, voicemail, phone logs, and computer systems
- Work areas where RLM equipment or information is stored

Employees should not expect privacy when using Company systems or equipment.

Personal items (such as backpacks, purses, coats, or lunch bags) may be inspected only when there is a legitimate business reason, such as:

- Safety concerns
- Suspicion of policy violations
- Protection of Company property

Searches are conducted in a respectful and reasonable manner. Employees are encouraged to avoid bringing personal items to work that they prefer to keep private.

Random, blanket searches without business justification have been removed to ensure compliance with privacy expectations.



# CONFIDENTIALITY AND PROTECTION OF COMPANY INFORMATION

## Communicable Diseases

RLM is committed to maintaining a safe workplace while also complying with the Americans with Disabilities Act (ADA), the ADA Amendments Act (ADAAA), the Montana Human Rights Act, and applicable public health guidance.

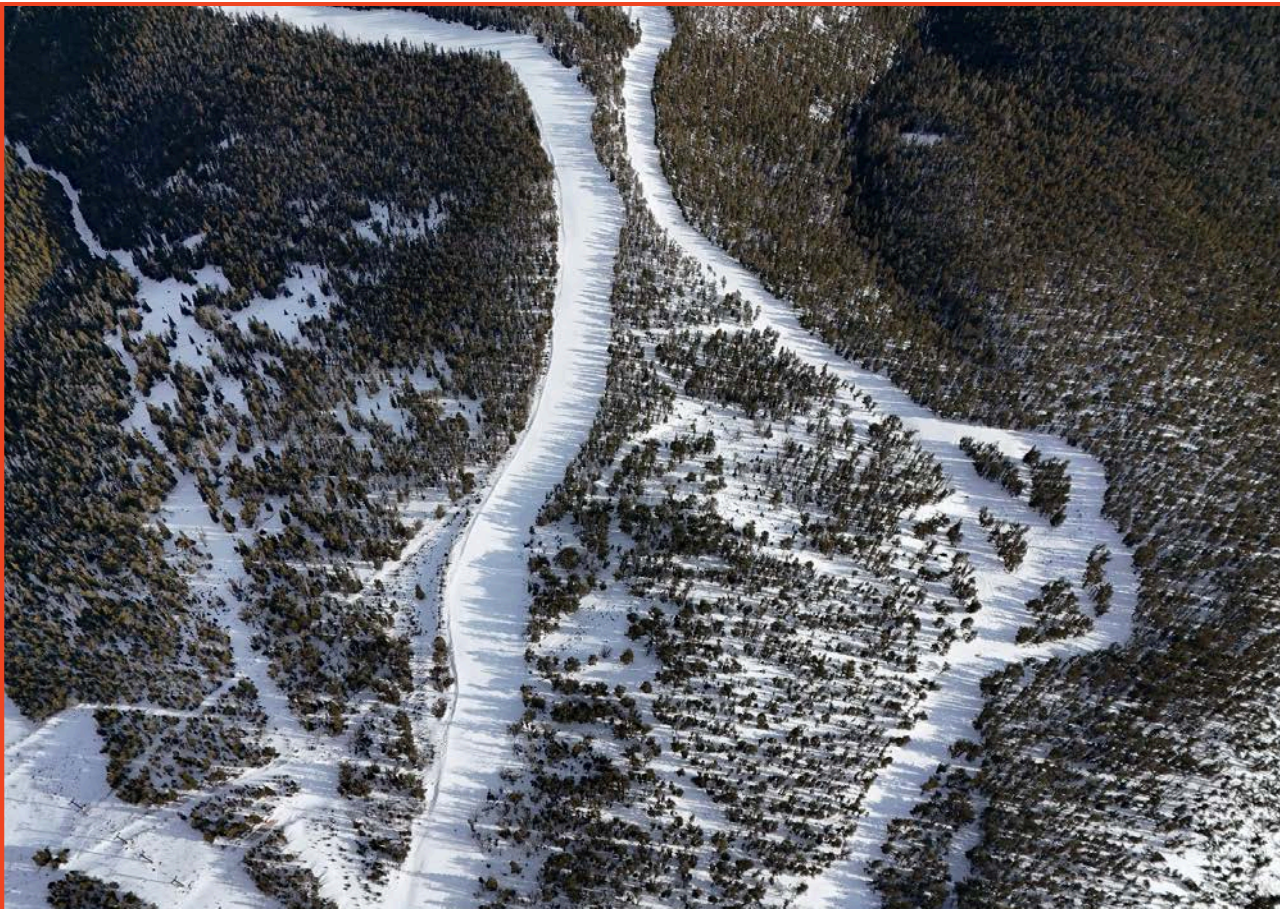
A communicable disease is considered a medical condition and may be classified as a disability under federal or state law. RLM will not discriminate against any employee or applicant based on medical conditions, including a communicable disease.

When evaluating workplace situations involving communicable diseases, RLM will consider:

- The nature of the condition
- The level and type of risk
- How the disease is transmitted
- The likelihood and severity of potential harm
- Current guidance from public health authorities

When appropriate, RLM will engage in an **interactive process** to determine whether reasonable accommodation can be made without creating undue hardship or direct threat. Medical information will be handled confidentially and shared only on a need-to-know basis.

Employees with symptoms of communicable illness may be required to stay home for the safety of guests and staff, in accordance with public health recommendations and Company policy.



# SCHEDULES, PAY PRACTICES, TIMEKEEPING, AND TIPS



## Work Schedules

Department leaders establish work schedules based on operational needs, weather, guest volume, and staffing levels. Schedules may fluctuate throughout the season. Employees are expected to review schedules regularly, arrive dressed and ready to work at the start of their shift, and communicate any potential conflicts or changes with their supervisor as early as possible. While supervisors will make every effort to provide schedules in advance, adjustments may occur to support safe and efficient mountain operations.

## Timekeeping Requirements

Red Lodge Mountain uses ADP as its official timekeeping system. Accurate timekeeping is required under federal and Montana wage and hourly laws. All hourly employees must:

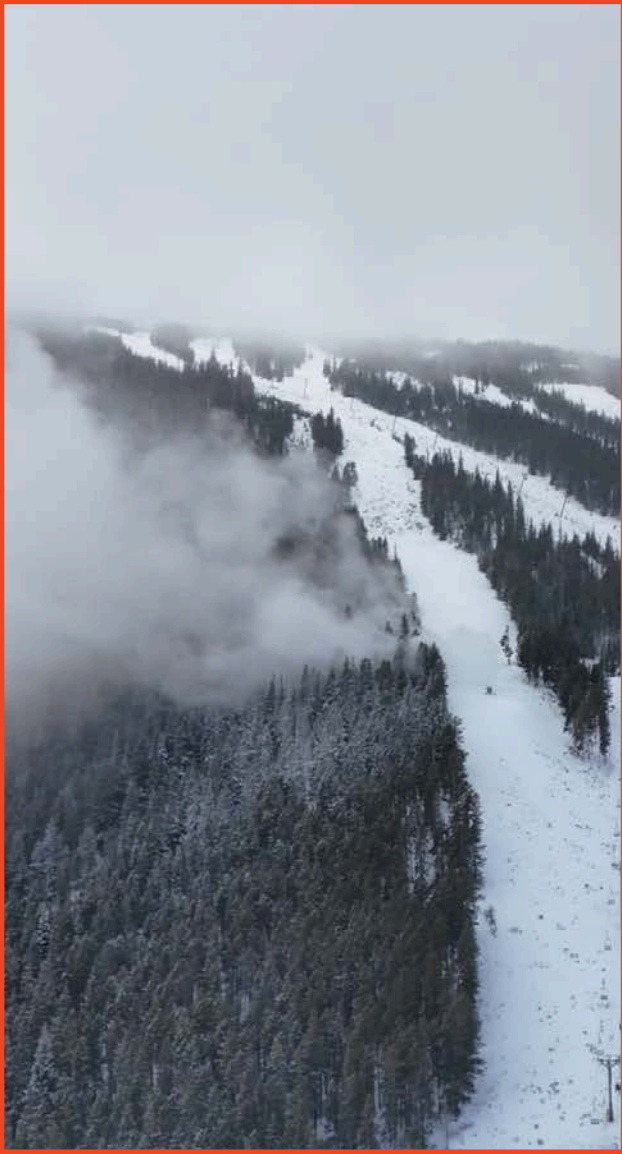
- Clock in and out for every shift, meal break, and any approved time away from the work area.
- Be fully dressed and ready for work before clocking in.
- Clock out before removing any uniforms or work gear.
- Perform no work “off the clock.”
- Avoid clocking in earlier than five (5) minutes before a scheduled shift unless approved.
- Never clock in or out for another employee.

Employees are responsible for reviewing their timecards and promptly reporting errors to their supervisor. Employees must report missed or incorrect punches as soon as possible. Supervisors will submit corrections according to payroll timelines. Employees may not adjust their own hours without supervisor approval.

## Overtime

Red Lodge Mountain follows the Fair Labor Standards Act (FLSA) and Montana wage and hour regulations. Hourly employees earn overtime at one and one-half (1.5) times their regular rate for hours worked over forty (40) hours in a Saturday–Friday workweek.

- All overtime must be approved in advance.
- Paid leave (vacation, sick, holidays) does not count as hours worked for overtime calculations. Unauthorized overtime will be paid as required by law but may result in disciplinary action.



## Payroll Deductions

Red Lodge Mountain makes payroll deductions in accordance with federal and state law.

- Required Deductions
- Federal income tax
  - Montana state income tax
  - Social Security (FICA)
  - Medicare
  - Court-ordered garnishments or support orders



# SCHEDULES, PAY PRACTICES, TIMEKEEPING, AND TIPS

## Employee-Authorized Deductions

With written authorization, deductions may include:

- Health, dental, vision, or supplemental insurance premiums
- Retirement plan contributions
- Housing deductions
- Other voluntary deductions initiated by the employee

## Garnishments and Support Orders

RLM complies with all federal and Montana garnishment laws. When a garnishment or support order is received, the required amount will be withheld as mandated. Employees with questions should contact Human Resources. Garnishments do not impact employment status.

## Exempt and Non-Exempt Status

Red Lodge Mountain (RLM) follows all federal and state wage and hour laws when classifying employees.

Employees are designated as either: Exempt (Salary)

- Exempt employees are paid a salary and are not eligible for overtime under the Fair Labor Standards Act (FLSA) and Montana law.

- Classification is based on job duties and salary thresholds established by federal and state law.

Non-Exempt (Hourly)

- Non-exempt employees are eligible for overtime for all hours worked over 40 hours in a workweek (Saturday–Friday).

- Overtime is paid at 1.5 times the employee's regular rate of pay.

Employee classifications may only be changed by RLM management with written notification.

## Final Pay Deductions

As allowed under Montana law (MCA 39-3-204) and with advance written authorization, RLM may deduct the reasonable value of unreturned company property from an employee's final paycheck. Examples include:

- Uniforms and badges
- Keys and tools
- Company-issued gear
- Housing charges or deposits
- Season passes
- Technology or equipment

Documentation will be provided upon request.

## Lost Paychecks

Employees are strongly encouraged to enroll in direct deposit to avoid delays caused by weather or mail service.

If a paper paycheck is lost:

- Notify your supervisor and HR/timekeeper immediately.
- The original check will be voided and reissued.
- A processing fee may apply, if outlined elsewhere in policy.
- Replacement timing depends on payroll processing schedules.

## Employee Responsibility

Employees are responsible for reviewing each pay statement for accuracy and reporting any discrepancies promptly. RLM complies fully with federal and Montana wage laws regarding recordkeeping, meal/rest periods (when applicable), final pay, and payment timelines.

## Compensation and Pay Periods

RLM operates on a biweekly pay cycle.

- The workweek runs Saturday 12:00 AM through Friday 11:59 PM.
- Paydays occur every other Friday by 5:00 PM.
- Paychecks must be cashed within 180 days; unclaimed wages will be submitted to the State of Montana as required by law.

# SCHEDULES, PAY PRACTICES, TIMEKEEPING, AND TIPS

## Direct Deposit

RLM strongly encourages employees to enroll in direct deposit for secure and timely payment, especially during winter months when weather may delay mailed checks. Employees receiving paper checks are responsible for tracking, safeguarding, and depositing their checks.

## Recording Time Worked

All non-exempt employees must accurately record all hours worked using ADP (app, web, or timeclock).

Supervisors will provide department-specific instructions.

The following rules apply:

- ✓ Record your own time only – no “buddy punching.”
  - ✓ Report missed punches immediately to your supervisor.
  - ✓ Falsifying time records may result in termination.
  - ✓ Employees must be clocked in before performing any work.
  - ✓ Off-the-clock work is prohibited.
- Employees may not begin working more than five minutes before or after their scheduled shift unless authorized by a supervisor or manager.

## Breaks, Free Time & Uniform Requirements

When leaving the work area for personal reasons (breaks, meals, phone calls, appointments), employees must:

- Clock out,
- Have supervisor approval, and
- Remove outer uniform layers (jackets, vests).

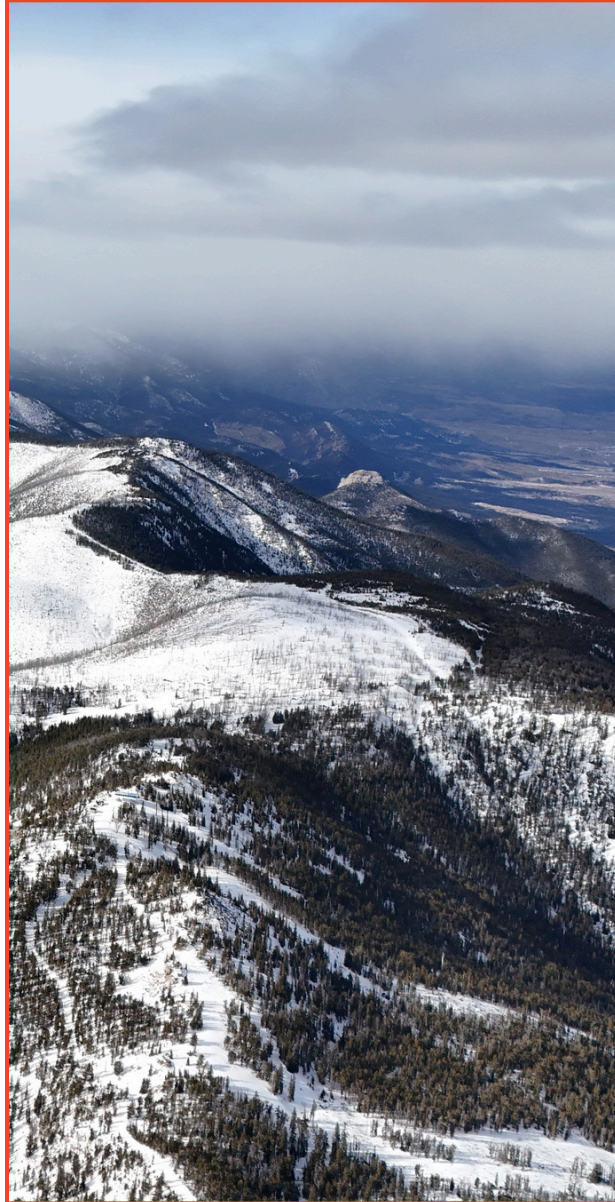
Employees must clock out before changing into street attire at the end of their shift.

## Payroll Deductions

Required deductions include:

- Federal income tax
- State income tax
- Social Security (FICA)
- Medicare
- Court-ordered garnishments

**Voluntary deductions (e.g., insurance premiums) may only be made with written authorization.**



## Extra Work in Other Departments

Employees may work in another department only when:

- Their primary manager approves,
- The receiving manager approves, and
- The combined hours do not exceed 40 in a workweek unless overtime is specifically authorized.

When working in multiple departments:

- The employee’s primary job remains their main responsibility.
- All overtime is paid based on the weighted average of all rates worked during the week.



# SCHEDULES, PAY PRACTICES, TIMEKEEPING, AND TIPS

## Holiday Pay

Red Lodge Mountain observes the following designated holidays:

- New Year's Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Christmas Day

## Seasonal Hourly (Non-Exempt) Employees

- Paid 1.5× their regular rate for all hours worked on a designated holiday.

## Full-Time Year-Round (Non-Exempt) Employees

- Receive 8 hours of holiday pay, or
- If required to work on the holiday, you may receive 1.5× pay or a paid day off later, based on supervisor approval.

## Salaried (Exempt) Employees

- If scheduled to work on the holiday or if the holiday falls on a regular day off, exempt employees may take an alternate day off, with supervisor approval.

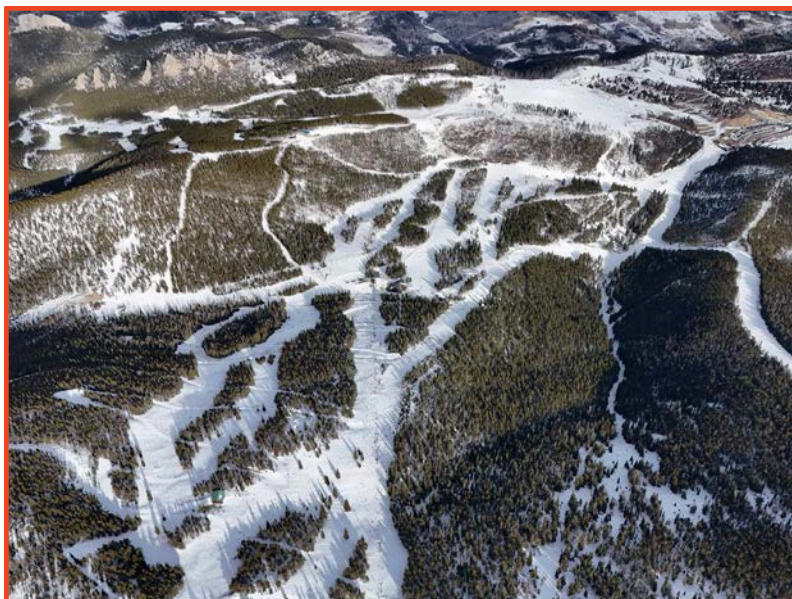
## Tips

In compliance with federal law: Employees who receive \$20 or more in tips per month must report their tips.

Tips must be recorded daily using:

- ADP timeclock
- ADP app
- ADP web portal
- Or submitted directly to a supervisor

Tip reporting must comply with IRS and Department of Labor requirements.



## Final Pay Upon Termination

(Mont. Code Ann. §39-3-205)

Separated employees (voluntary or involuntary) will receive all wages earned:

- ✓ On the next scheduled payday, OR

- ✓ Within 15 days of separation, whichever comes first.

Final payment may be directly deposited or mailed upon request.

All Company property (keys, ID, passes, uniforms, equipment) must be returned.

## Paycheck Corrections

Employees must promptly report suspected errors, improper deductions, or concerns to their supervisor or Human Resources. RLM will investigate and correct valid payroll errors in a timely manner.

## Advances

RLM does not provide payroll advances under any circumstances.

## Charging Privileges

Charging purchases to the Company is not permitted.



# ACCURATE EMPLOYEE INFORMATION

For accurate administration of your wages and benefits, and for compliance with Federal and State Regulations, it is necessary that current and accurate personnel records be maintained for each employee. This information is also necessary in the event you must be reached for emergency and work availability. If there are changes or if you observe or are aware of any errors in your personnel records, please notify Human Resources immediately. Falsification of any personal information is cause for termination.





# CODE OF CONDUCT AND PROFESSIONAL STANDARDS

RLM is a service organization. The way we treat our guests and each other directly impacts our safety, reputation, and success. We expect all employees to act in a professional, respectful, and safety-conscious manner, whether on or off duty.

## Guest Service

- Treat guests and teammates with courtesy, respect, and professionalism at all times.
- Remember that guests may recognize you as an RLM employee even when you are off duty in town.

## Professional Communication

- Avoid profanity, offensive language, or inappropriate jokes, especially around guests and in guest-facing areas.
- Resolve conflicts respectfully and through appropriate channels.
- Follow reasonable directions from supervisors, managers, and directors.

## Drug & Alcohol Expectations

**RLM maintains a separate, stand-alone Drug and Alcohol Policy. Key expectations include:**

- No use, possession, sale, or distribution of illegal drugs or alcohol on Company property, in Company vehicles, or while on duty. This will result in immediate termination.
  - Reporting to work under the influence of alcohol, illegal drugs, or misused prescription drugs is prohibited.
  - If you appear impaired or under the influence at work, you may be subject to reasonable suspicion testing consistent with applicable law and Company policy.
  - Employees suspected of working while impaired may be removed from duty, sent home safely, and may be required to complete reasonable suspicion/awareness training and meet with HR and their supervisor before returning to work.
- Violations of the Drug and Alcohol Policy or this section may result in corrective action, up to and including termination.

## Social & Off-Duty Conduct

- Employees are part of a small mountain community and represent RLM on and off duty.
- Use good judgment in public and online, consistent with Company values and policies.
- Off duty conduct that seriously impacts safety, guest trust, or RLM operations may result in appropriate corrective action up to and including termination if necessary.



## Attendance & Job Abandonment

- Regular and prompt attendance is essential for safety and operations at RLM.
- “On time” means properly dressed, in assigned area, and ready to work at the start of your scheduled shift.
  - If you will be late or absent, you must notify your supervisor as soon as possible using the method your department has established (call, text, or another approved channel).

# CODE OF CONDUCT AND PROFESSIONAL STANDARDS



## Unreported Absence (No-Call/No-Show)

- A no-call/no-show occurs when an employee fails to report to work and doesn't notify the Company on that day.
- Three (3) consecutive scheduled workdays of no-call/no-show will be treated as job abandonment and will be considered a voluntary resignation.
- Irregular attendance, unexcused absences, excessive tardiness, and unreported absences are disruptive to the business and may lead to corrective action, up to and including termination.

## Transition & Responsibilities During Notice Period

Employees who provide notice are expected to:

- Continue performing their duties professionally
- Complete assigned tasks or assist in transitioning work
- Return all company property (uniforms, keys, passes, equipment, tools, housing items, etc.)
- Follow all attendance, safety, and conduct policies through their final shift

**RLM reserves the right to end employment earlier than the stated resignation date if business needs to require it. If this occurs, the employee will be paid through the effective date of separation.**

## Resignation & Voluntary Separation

Red Lodge Mountain understands that employees may occasionally choose to move on to new opportunities or personal commitments. When this happens, we aim to support a smooth, professional transition for both the employees and the organization.

### Notice of Resignation

Employees are asked to provide at least two weeks' notice—in writing or via email—to their immediate supervisor. More notice is appreciated, when possible, especially during peak operational periods.

A proper resignation notice should include:

- Final intended workday
- Whether the employee is available to work the full notice period
- A forwarding address for final pay and future correspondence

### Final Pay

Final wages will be issued in accordance with Montana law:

- If the employee provides more than four days' notice, all wages owed will be paid on the next regular payday.
  - If notice is less than four days, final wages will be issued within 15 days of separation or the next payday—whichever comes first.
- Deductions for unreturned property, if authorized in writing, may be applied to the final paycheck.

### Exit Process

Before separation is complete, employees may be asked to:

- Participate in an exit interview
- Confirm forwarding information for tax documents
- Review benefit continuation options (where applicable)

Exit interviews, while optional, help RLM improve the employee experience and are welcomed.



# IT ACCEPTABLE USE AND ELECTRONIC SYSTEMS

This section applies to the use of RLM's computers, networks, email, internet access, mobile devices, radios, and other electronic systems.

## General Standards

- RLM's IT systems and data are provided for business use. Limited personal use is permitted if it does not interfere with job performance, violate policy, or create security or legal risks.
- Employees must protect RLM information and systems from unauthorized access, loss, or misuse.

## Access & Passwords

- User IDs and passwords are assigned to individuals and must not be shared.
- Do not use another person's credentials or allow others to use yours.
- Log off or lock your screen when leaving a workstation unattended.
- Report any suspected unauthorized access to your manager or IT immediately.

## Clear Desk & Clear Screen

- Log off or lock computers when unattended.
- Do not leave confidential documents on printers, copiers, or in public areas.
- Dispose of sensitive printed material using designated secure disposal (e.g., shredding or secure bins).

## Prohibited IT Behaviors

Unless specifically authorized, employees must not:

- Access or attempt to access data beyond what is needed for their job.
- Install unapproved software or connect unauthorized devices to RLM networks.
- Store RLM data on personal or unapproved devices.
- Download, view, or distribute material that is offensive, discriminatory, sexually explicit, harassing, or illegal.
- Use RLM systems to run a personal business, gamble, or conduct other high-risk non-business activities.
- Use email or internet to harass, intimidate, or threaten others.
- Publicly speak on behalf of RLM online or alter Company information without authorization.
- Send confidential or sensitive information externally without appropriate safeguards.



# IT ACCEPTABLE USE AND ELECTRONIC SYSTEMS



## Working Off-Site & Mobile Devices

- Protect laptops and mobile devices from theft, loss, or unauthorized viewing.
- Avoid working with sensitive information on unsecured or public networks unless proper security is in place.
- Only use RLM-approved mobile storage devices for confidential data when necessary.

## Company & Logo Use

- Company property (equipment, tools, uniforms, radios, passes, vehicles, devices, etc.) must be used for legitimate business purposes and cared for appropriately.
- Employees may be held responsible for willful or reckless damage to Company property.
- The Red Lodge Mountain name and logo may only be used with approval from the Marketing Department. All signs, promotional materials, and branded items must follow current brand standards.

## Press & Media Inquiries

**To ensure accurate and consistent information:**

- Direct all media or press inquiries to the Marketing Department
  - Do not provide statements to the media about Company operations, guests, incidents, or accidents without authorization.
- Employees must NOT post or share confidential or sensitive incident information on social media or with outside parties.

## Smoking, Tobacco & Vaping

- Smoking, vaping, and smokeless tobacco use are prohibited in Company buildings, vehicles, and while on duty in uniform.
- Use tobacco products only in designated areas and only during approved breaks.
- Dispose of all tobacco-related waste properly.

## Software & Antivirus

- Only IT-approved software may be installed on RLM equipment.
- Do not disable or bypass antivirus or security tools.
- Report suspected malware or security incidents to IT immediately.

## Telephones & Radios

- Company telephones and radios are primarily for business use.
- Personal calls should be limited and made on personal devices during approved breaks, except in emergencies.
- Radio communication should be brief, professional, and used for operational needs only.

## Monitoring

- RLM reserves the right, consistent with applicable law, to monitor use of its systems (including email, internet, and network activity) to ensure security, performance, and policy compliance.
- Employees should not expect privacy in information created, stored, or transmitted on Company systems.

**Policy violations may result in corrective action, up to and including termination.**

## Vehicle Use

Employees who drive as part of their job must:

- Maintain a valid driver's license and required insurance (if using a personal vehicle for Company business).
  - Obey all traffic laws and Company safety procedures.
  - Refrain from using cell phones or texting while driving Company vehicles (hands-free use only when allowed by law and Company policy).
  - Report any accidents or traffic violations while on Company business to their supervisor or management immediately.
- Personal use of Company vehicles is not permitted unless specifically authorized.



# IT ACCEPTABLE USE AND ELECTRONIC SYSTEMS

## Personal Cell Phones & Headphones

- While on duty, employees are expected to give guests and safety their full attention.
- Personal cell phone use (calling, texting, browsing, or social media) is not allowed during work time, except in emergencies or with supervisor approval.
- Headphones, earbuds, and personal music devices may not be worn while on duty or in uniform, due to safety and guest service expectations.

## Conduct & Unacceptable Behavior

Examples of conduct inconsistent with RLM standards include, but are not limited to:

- Use of profanity or offensive language around guests.
- Insubordination or refusal to follow reasonable instructions from leadership.
- Careless handling or disclosure of confidential information.
- Working in an unsafe or negligent manner.
- Theft, fraud, vandalism, or misuse of Company property.
- Possession of unauthorized weapons on Company property.
- Harassment or discrimination of any kind.
- Unsafe skiing or riding that endangers guests or employees.

**Violations may result in corrective action, up to and including termination.**

## Discipline & Internal Grievance Procedure

RLM uses a coaching-forward, progressive approach to discipline when appropriate. However, some situations may warrant immediate action, up to and including termination.

If you disagree with disciplinary action:

- You may use the Internal Grievance Procedure, except that the grievance process is not available to employees who are still within their probationary period to challenge their termination.
  - Probationary employees may still raise concerns related to discrimination, harassment, retaliation, or safety.
- Internal Grievance Procedure (Non-Probationary Employees):
- If an issue cannot be resolved with your supervisor, you may submit a written complaint to Human Resources within the timeline communicated in the policy.
  - HR will review the grievance and respond or escalate as appropriate under Company procedures.



# WORKPLACE SAFETY, CONDUCT, AND OPERATIONAL POLICIES

## Parking Policy

Red Lodge Mountain provides designated employee parking to ensure safe and efficient traffic flow for both staff and guests. All employee vehicles must be parked east of the Employee Parking signage or in areas clearly marked by cones or paint.

Employees may park in the main lot only with an approved parking permit and only for the following reason:

- A documented medical need that prevents the employee from safely walking from the employee lot. To request a permit, employees must contact Human Resources and provide appropriate documentation.

## Special Event & Holiday Parking:

On peak days—including Winter Holiday periods, President's Day Weekend, and Winter Carnival—all employees must use the Employee Lot, regardless of permit status. Shuttle options may be available for staff on these dates.

Failure to comply with parking requirements may result in disciplinary action, up to and including termination.

## Safety Policies & Guidelines

RLM is committed to maintaining a safe, accident-free, and healthy environment for employees and guests. Safety is central to every operation, and all employees are expected to:

- Follow all federal, state, and local safety regulations.
- Use proper operational practices designed to prevent injury, illness, or property damage.
- Complete required safety training, including equipment and task-specific instruction.
- Wear employer-provided personal protective equipment (PPE).
- Report any unsafe condition, damaged equipment, or potential hazard immediately to a supervisor.

**Safety is everyone's responsibility.** Employees who fail to follow safety procedures may be subject to disciplinary action.

## Food & Beverage Policy

Employee dining access is designed to prioritize guest service and maintain fair, efficient operations during high-traffic times.

- Due to limited space in lodges, employees are encouraged to bring meals whenever possible.
- F&B staff and management may pause employee purchases during exceptionally busy periods to ensure guest service needs are met.
- Phone orders from employees will not be accepted.
- Employees may purchase items from the Main Lodge Grab-and-Go Window at any time.

**Failure to comply with these guidelines may result in disciplinary action.**

## Solicitation, Distribution & Posting of Information

To maintain a professional work environment and avoid disruptions:

- Non-RLM individuals may not solicit or distribute materials on RLM property without written authorization.
- Employees may not solicit or distribute non-RLM materials during work time or in work areas, unless approved by management.
- All posted materials (flyers, notices, posters) must receive prior approval from the Marketing Director.
- All signage and logo use must follow RLM brand standards; departments must route sign requests through the Marketing Department.



# WORKPLACE SAFETY, CONDUCT, AND OPERATIONAL POLICIES

## Lost & Found

Employees must turn in all guest-found items immediately.

- All lost items belong to the guest who lost them—not the employee who finds them.
- Items must be delivered to Guest Services or designated department collection points.
- Failure to turn in found items is considered theft and may result in termination.

## Workers' Compensation

All employees are covered by Workers' Compensation Insurance as required by Montana law. Injuries or illnesses arising out of employment must be reported immediately. Employees must provide a physician release before returning to work. Workers' Compensation does not cover injuries sustained during off-duty recreational activities, including skiing or snowboarding.

## Off-Duty Activities

RLM and its insurance carrier do not provide Workers' Compensation coverage for injuries occurring during voluntary, off-duty recreational, athletic, or social activities—even if they occur on RLM property.

## Post-Accident Testing

Drug or alcohol testing will be conducted after a workplace accident only when reasonable suspicion of impairment exists. Tampering with, altering, or interfering with a test sample is strictly prohibited and may result in termination.

## Reporting Accidents or Injuries

Any work-related injury—**no matter how small**—must be reported immediately to your supervisor.

The supervisor and employee must complete a First Report of Injury within 24 hours. Forms are available through HR, the front desk, or Base Patrol.

- Employees may be required to obtain medical clearance before returning to work.
- RLM may offer temporary light-duty assignments when appropriate.
- Time away for work-related injuries may qualify for FMLA; see the Leave section for details.
- Failure to report injuries promptly may affect eligibility for Workers' Compensation benefits.



# TESTING PROCEDURES

Employees directed to complete a drug/alcohol test must:

- Report immediately to the designated testing facility.
- Provide valid photo identification.
- Sign required consent forms.

Failure to comply with, refusal to test, or evidence of sample tampering may result in termination.



## Disciplinary Action

Any violation of safety rules, accident reporting requirements, or testing procedures—including refusal or tampering—may result in disciplinary action up to and including termination. When appropriate, cases may be referred to law enforcement under state or federal regulations.

## Firearms & Weapons

Firearms, weapons, or dangerous materials are not permitted on Company property, in Company vehicles, or while conducting Company business, except as expressly authorized by management and applicable law (for example, certain law enforcement activities).

## Skiing/Snowboarding Expectations

- On-duty skiing or riding is only permitted when required by your job and authorized by your leader.
- When off duty, employees must not wear their RLM uniform while skiing/riding.
- Follow the NSAA “Your Responsibility Code” and all posted signs.
- Unsafe behavior on the mountain that endangers others may result in loss of pass privileges and/or corrective action.

## Threats & Violence

- Threats, intimidation, and acts of violence are strictly prohibited.
- Report any threatening behavior immediately to a supervisor, HR, or other designated leader.
- Individuals engaging in such behavior may be removed from the premises and subject to discipline, up to and including termination, and possible law enforcement referrals.

## Meetings

On occasion RLM may request that you attend a Company-sponsored meeting. If this is scheduled during your regular working hours, your attendance is required, and you shall receive your regular pay while you are in the meeting. If the meeting is held during your non-working hours and you are required to attend, you shall be paid for the time you spend at the meeting.

## Viewing Personnel Files

Personnel files are maintained for each employee. Personnel files are the property of the Company and may not leave the Company premises. Please make an appointment with the Human Resources Department in advance if you wish to view your personnel file.



# WORKING WITH CHILDREN AND MINORS

Red Lodge Mountain (RLM) welcomes many families and youth programs each season. We take seriously our responsibility to provide a safe, positive experience for our youngest guests. When working with children and minors, employees are expected to follow RLM protocols, maintain clear professional boundaries, and use sound judgment at all times.

## Professional Boundaries with Minors

- Employees should not be alone with a minor in non-public or isolated locations. Whenever possible, interactions with minors should occur in plain view of others or in designated program spaces.
- Fraternization with minors and young adults under age 21 outside of work is not allowed. This includes socializing, dating, meeting up off-site, or communicating through personal social media or personal messaging apps for non-business reasons.
- Employees may not transport minors in personal vehicles unless specifically authorized by RLM and in accordance with Company procedures.

## Photos, Video, and Social Media

- Photographing or recording minors, or posting images or video of minors on social media, is not permitted unless:
  - It is part of an RLM-approved program or marketing activity, and
  - Express permission has been obtained from the minor's parent/guardian through RLM's established consent process, and
  - Any images are used only as authorized by RLM (e.g., through Marketing).
- Employees may not post photos, videos, or identify information of minor guests on their personal social media accounts.

## Reporting Concerns About Child Safety

Some departments may work directly with children or youth. Regardless of role, **all employees are expected to promptly report any concerns about possible abuse, neglect, or inappropriate behavior involving a minor.**

Examples include, but are not limited to:

- Observed serious physical injuries or unexplained bruising
- Allegations or signs of sexual abuse or exploitation
- Apparent severe neglect or life-threatening conditions
- Any behavior by an employee, contractor, or guest that seems grooming, exploitative, or unsafe

## If you see or suspect something:

- Ensure immediate safety first** (contact Ski Patrol or 911 for emergencies).
- Report the concern right away** to your leader and human resources.
- RLM will follow applicable procedures and, when appropriate, will make a report to the **Montana Child & Family Services Division 24-hour hotline: 1-866-820-5437.**

Some employees (for example, licensed health care providers, teachers, or certain professionals) may also be **individual mandatory reporters** under Montana law and are responsible for meeting their own legal obligations in addition to following RLM policy.

If you make or become aware of a formal report to state authorities, notify your leader and/or Human Resources so RLM can support any necessary safety, documentation, and follow-up.

# LEAVE OF ABSENCE & FAMILY/MEDICAL LEAVE



Red Lodge Mountain supports employees during life events that require time away from work. We follow all applicable federal and Montana state laws, and we strive to provide clear, supportive processes for requesting leave.

Below is a summary of the types of leave available, eligibility requirements, and employee responsibilities.

## General Leave of Absence (Non-FMLA)

Unpaid leave may be approved based on business needs and job responsibilities.

Employees should:

- Submit requests in writing to their supervisor and HR
- Provide as much advance notice as possible
- Provide documentation if requested (e.g., medical, court, or military orders)

Unpaid leave does **not** guarantee job protection unless covered under federal or state law (e.g., FMLA, military leave, pregnancy disability).

## Paternity & Maternity Leave

Bonding leave for new parents—regardless of gender—is covered under FMLA when eligible.

This includes:

- Birth
- Adoption
- Foster placement
- In loco parentis

relationships

Bonding leave must typically be taken as a continuous block unless both employee and RLM agree otherwise.

## Family and Medical Leave Act (FMLA)

Red Lodge Mountain is a covered employer under the federal FMLA.

### Eligibility

Employees qualify for FMLA if they:

- Have worked for RLM for at least **12 months**, and
- Have worked **1,250** hours in the 12 months prior to leave, and
- Work at a site with **50+ employees within a 75-mile radius**.

### Length of Leave

Eligible employees may take:

- **Up to 12 weeks of unpaid, job-protected leave** in a rolling 12-month period
- **Up to 26 weeks** to care for a covered service member with a serious injury or illness

### Qualifying Reason`s

- Basic FMLA (up to 12 weeks):`
- Birth of a child and bonding within 12 months
- Placement of a child for adoption or foster care
- Care for a spouse, child, or parent with a serious health condition
- Employee’s own serious health condition
- Qualifying military exigencies
- Pregnancy, prenatal care, or incapacity due to pregnancy

Military Caregiver Leave (up to 26 weeks): Care for a covered service member or veteran with a serious injury or illness



# LEAVE OF ABSENCE & FAMILY/MEDICALLEAVE

## Notice Requirements

Employees must:

- Give 30 days' notice when foreseeable
- Give notice "as soon as practicable" for emergencies
- Provide enough information for RLM to determine if the leave may be FMLA-qualifying
- Comply with certification requirements

## Intermittent or Reduced-Schedule Leave

Permitted when medically necessary.

For bonding leave (new child), intermittent use requires employer approval.

RLM may temporarily transfer the employee to an available position that better accommodates intermittent absences.

## Pregnancy-Related Leave (Montana Compliant)

Montana law prohibits discrimination based on pregnancy.

RLM will:

- Grant a reasonable pregnancy-related leave of absence
- Require medical certification if the employee cannot perform essential duties
- Reinstatement the employee to the same or equivalent position (unless circumstances make this impossible or unreasonable). Employees on pregnancy-related disability leave continue to:
  - Accrue vacation/sick leave
  - Receive holiday pay
  - Maintain benefits under the same terms as active employees

## Medical Certification

For leaves involving serious health conditions, employees must provide:

- Certification from a health care provider
- Updated recertification if requested
- A **Fitness-for-Duty** note when returning from leave for their own condition. Failure to provide certification may delay or deny leave.

## Benefits During FMLA

- RLM will maintain group health insurance coverage as if the employee were working
- Employees must continue paying their share of premiums
- Employees who do not return after FMLA leave may be required to reimburse employer-paid premiums, unless non-return is due to a qualifying reason

## Job Restoration

Upon return, employees will be restored to:

- Their original job, or
- An equivalent job with equivalent pay, benefits, and terms.

Employees who fail to return at the end of leave are considered to have voluntarily resigned.



# LEAVE OF ABSENCE & FAMILY/MEDICAL LEAVE



## Military Leave (USERRA)

RLM complies with the Uniformed Services Employment and Reemployment Rights Act (USERRA).

Employees must:

- Provide advance notice whenever possible
- Present military orders upon request

USERRA guarantees:

- Job-protected leave
- Reinstatement to the same or comparable position
- Maintenance of seniority and benefits as required by law

## Workers' Compensation Leave

Employees injured on the job:

- Must report the injury immediately
- Must complete a First Report of Injury within 24 hours
- May be eligible for modified/light duty
- Must submit a medical release before returning

Workers' compensation runs

**concurrently** with FMLA when applicable.

## Unpaid Leave for Other Reason

Employees may request unpaid leave for:

- Personal matters
- Education
- Travel
- non-FMLA medical situations

Approval depends on:

- Departmental staffing
- Business needs
- Employee performance and job duties

Unpaid personal leave does **not** guarantee job protection.

## Return-to-Work Requirements

Before returning from any medically related leave, RLM may require:

- A Fitness-for-Duty release
- Verification of ability to perform essential job functions
- Accommodation discussions (where applicable)

**Employees returning from approved protected leave will be reinstated according to the law.**

## Jury Duty Leave

Employees must provide summons to their supervisor and HR within one day of receipt

- RLM may request postponement during critical business periods
- Jury duty leave is unpaid, but employees may use accrued vacation if they wish
- Employees released from jury duty must return to work for the remainder of their scheduled shift

Benefits continue under normal rules during jury duty.

## Bereavement Leave

When a death occurs in an employee's immediate family, all FTYR employees may take up to three (3) days off with pay to attend the funeral or make funeral arrangements. Immediate family members are defined as an employee's spouse, parents, stepparents, sisters, brothers, children, stepchildren, grandparents, father-in-law, mother-in-law, brother-in-law, sister-in-law, son-in-law, daughter-in-law, or grandchild.

RLM understands the deep impact that death can have on an individual or a family, therefore additional non-paid time off may be granted. Sick and/or vacation leave can also be used for this time. Individual employee circumstances may be discussed with the employee's manager and Human Resources to determine whether additional considerations are needed. It is the company's intention to support employees during their times of grief and bereavement.



# FINAL NOTES AND EMPLOYEE ACKNOWLEDGEMENT

Red Lodge Mountain is more than a place to work—it’s a community you’re now a part of. Every shift, every guest interaction, every behind-the-scenes task contributes to the experience we create together on this mountain and in this town. We appreciate the skills, energy, and heart you bring to the team, and we’re committed to providing a workplace where you can learn, grow, and feel proud of the work you do.

This handbook is designed to guide you, answer common questions, and outline the standards that help keep our operations safe, fair, and consistent. It does not create a contract of employment, nor does it guarantee employment for any specific length of time. Red Lodge Mountain reserves the right to modify, revoke, suspend, terminate, or change any or all such plans, policies, or procedures described in this handbook, in whole or in part, at any time with or without notice, as allowed by law.

If you have questions at any point—about policies, expectations, opportunities, or concerns—you are encouraged to reach out to your supervisor, department leader, or Human Resources. Open communication is a cornerstone of how we operate, and your voice matters here.

Thank you for choosing to be part of Red Lodge Mountain. Together, we’ll keep this place the kind of mountain where people feel welcome, challenged, and inspired season after season.

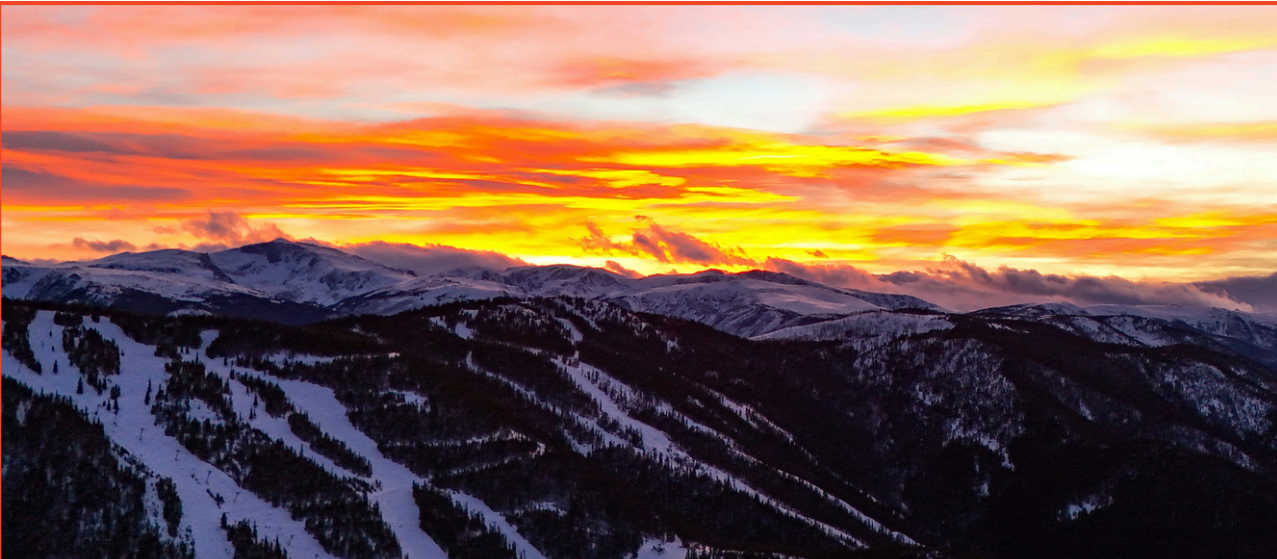
### Employee Handbook Acknowledgment

I acknowledge that I have received access to the Red Lodge Mountain Employee Handbook. I understand that it is my responsibility to read and comply with the policies, procedures, and expectations contained within it, and with any revisions made in the future. I also understand that this handbook does not constitute a contract of employment and that my employment with Red Lodge Mountain is at-will, unless otherwise specified in a written agreement signed by the General Manager and me.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_



# HR CONTACT



## Human Resources Main Contact

**Melanie Sands-Snyder**

**HR Manager**

Red Lodge Mountain

Phone: **406-446-2610 ext. 106**

Email: [msands-snyder@redlodgemountain.com](mailto:msands-snyder@redlodgemountain.com)

## HR Office Location

Red Lodge Mountain – Admin Building

Human Resources Office

## Office Hours

Monday–Sunday

8:00 AM – 4:30 PM

(Seasonal variations may apply)

## When to Contact HR:

For support with new hire paperwork and onboarding, payroll, timekeeping (ADP), paycheck issues, scheduling, attendance, FTYR benefits enrollment, leaves of absence, employee housing needs, workplace concerns, policy questions, safety incidents or workers' compensation reporting, medical, religious, cultural, or pregnancy-related accommodations, and employee recognition or culture programs, please contact HR.

## Emergency / Urgent Reporting

For urgent matters such as safety threats, workplace violence concerns, or serious injuries, report immediately to your leader and HR.

