Employee Handbook

Your Guide to Employment at Gunstock Mountain Resort

Gunstock
MOUNTAIN RESORT

Welcome to Gunstock!

We are happy to have you on our team! Whether you're here for a career or just for a season, we believe you'll come to understand that you are a part of something special, with deep roots and a bright future.

Located in the heart of the Winnipesaukee Lakes Region, Gunstock Mountain Resort is among the longest continuously operating ski areas in the country and remains committed to our mission of connecting people of all ages and abilities to the outdoors. Built by the Works Progress Administration in 1937, Gunstock is owned and operated by Belknap County making it one of the few community-owned ski areas in the country. In recent years Gunstock has transformed into a four-season recreation area, featuring award-winning skiing, camping, adventure park attractions, and major events. We will never tire of exploring new ways to get outside and play.

"Teamwork makes the dream work." It takes all of us, working together, to create magic for our guests and staff. We believe that with teamwork, we can divide the work and double the success. That success is rooted in our ability to consistently exceed our guests' expectations. And our future depends on maintaining these standards. We find it's often the small things that make a difference to the guest experience – sharing a lift ride and offering insider tips, helping them with their skis, or sharing a high-five after a good run. These moments make lasting impressions that keep our guests and employees coming back season after season.

The training, tools, and resources we offer will prepare you for your new role. The policies and practices outlined in the Employee Handbook ensure we all play by the same rules. Your management team is at the ready with ongoing coaching and support as you learn the ropes. And our Open Door Policy provides you with an outlet to share your ideas or voice your concerns if issues arise. We encourage you to learn all you can about our company, your department, and your job. As you become more confident in your role, we look forward to the contributions you will make in delivering a magical Gunstock experience for both guests and employees alike.

Thank you for choosing Gunstock. We hope you feel right at home!

Becky LaPense,
Director of Human Resources

Table of Contents

HOW TO USE THIS HANDBOOK 7

EMPLOYMENT-AT-WILL 7

EQUAL EMPLOYMENT OPPORTUNITY, DIVERSITY & AMERICANS WITH DISABILITIES ACT (ADA) 8

PRE- & POST-HIRE REQUIREMENTS 8

HIRING OF RELATIVES 9

Dating in the Workplace 9

HIRING OF MINORS 9

EXEMPT OR NON-EXEMPT 10

RESORT ORIENTATION & DEPARTMENT TRAINING 10

LEARNING & DEVELOPMENT 10

WORK SCHEDULES 11

TWO-HOUR MINIMUM PAY 11

MEAL PERIODS & BREAKS 12

Nursing Mothers 12

OVERTIME 12

TIPS 13

PAYCHECKS & DIRECT DEPOSIT 13

APPEARANCE & UNIFORMS....14
Uniforms....15
Nametags....15
JOB POSTINGS & TRANSFERS....15
PERSONNEL RECORDS....16
OPEN DOOR POLICY & COMPLAINT PROCEDURE....16
WORKPLACE CONDUCT....17
ATTENDANCE & PUNCTUALITY....18
Job Abandonment....18
MOBILE DEVICES....18
SOCIAL MEDIA....19
ELECTRONIC COMMUNICATION SYSTEMS....20
ANTI-HARASSMENT POLICY....21
THREATS & VIOLENCE....22
DRUGS & ALCOHOL AT WORK....23
Testing....23
Disclosure....24
RETALIATION....25
EMPLOYEE ASSISTANCE PROGRAM (EAP)....25

LEAVING THE COMPANY....25
WORKPLACE SAFETY....27
Before Your First Day....27
Reporting....27
Safety Training....28
Best Practices....28
Personal Protective Equipment....29
Helmets....30
Emergency Response Plan....30
Hazardous Materials....30
Mountain Safety....30
7 Points of Your Responsibility Code....31
Additional Responsibilities....31
Preferred Travel Routes....32
COVID-19 PREPAREDNESS & RESPONSE PLAN....33
WORKERS' COMPENSATION....33
GUEST COMPLAINTS....34
TOBACCO USE....34
CLEANLINESS OF FACILITIES....35

CHILDREN IN THE WORKPLACE....35
PETS....35
COMPANY VEHICLES & MOTORIZED EQUIPMENT....36
COMPANY RADIOS....36
SOLICITATION & DISTRIBUTION OF MATERIALS....36
MEDIA & THIRD PARTY INQUIRIES....37
PERSONAL PROPERTY....37
LOST AND FOUND....37
LIFT LINE ETIQUETTE....38
EMPLOYEE SECURITY & SEARCH POLICY....38
BENEFIT GROUPS....39
PAID TIME OFF (PTO)....40
PAID HOLIDAYS....42
CHRISTMAS BONUS PAY....43
BEREAVEMENT LEAVE....43
JURY DUTY LEAVE....43
EMERGENCY PTO....44
PERSONAL LEAVE OF ABSENCE....44

FAMILY MEDICAL LEAVE ACT (FMLA) 45
Tracking FMLA Leave 46
Intermittent and Reduced Schedules 46
Status of Benefits While on FMLA Leave 46
Medical Certification 47
Recertification 47
Requesting FMLA Leave 48
Return to Work 48
Coordination of Other Company Policies 48
MILITARY LEAVE 48
CRIME VICTIM LEAVE 49

HOW TO USE THIS HANDBOOK

Your guide to the rules for good work at Gunstock. This Employee Handbook summarizes many of our employee programs, policies and procedures – all of which are designed to make Gunstock Mountain Resort ("Gunstock" or "Company") a satisfying and rewarding place to work. Please read it. Keep it handy for a reference anytime you have a question. If something is unclear, ask your manager or HR for more information.

This handbook is intended to provide guidelines and general descriptions only; it is not the final word in all cases. Individual circumstances may call for individual attention. To avoid confusion, we have designed this handbook to supersede and replace any and all prior handbooks, policies and practices, and any verbal or written policy statements that are inconsistent with this handbook.

Because the Company's operations may change, the contents of the Employee Handbook may be changed at any time, with or without notice, in an individual case or generally, at the sole discretion of management. It is understood that reasonable flexibility in guidelines and policies are a necessary part of doing business in an ever-changing world. We strive for fair and consistent application of all employment policies and procedures and this handbook helps us do that.

The most current copy of the Employee Handbook may be found online at https://www.gunstock.com/employment. You can also request a printed, hard copy of the most recent Employee Handbook from HR anytime.

EMPLOYMENT-AT-WILL

Important Notice: This handbook does not constitute a contract or guarantee of employment. Our employment relationship is "at-will". That means we can terminate your employment at any time, for any reason, with or without cause. The same holds true for you. You can voluntarily resign from your position at any time, for any reason. No employee or representative of Gunstock is authorized to enter into an agreement – express or implied – for employment other than at-will without a written agreement signed by the General Manager.

EQUAL EMPLOYMENT OPPORTUNITY, DIVERSITY & AMERICANS WITH DISABILITIES ACT (ADA)

Our differences are our strengths. Equal employment opportunity reminds us that when we appreciate each other's differences, we become a happier place to work and play for everyone. We believe that every person deserves to be respected as an important individual and are proud to be an Equal Opportunity Employer. Gunstock does not discriminate on the basis of actual or perceived race, color, national origin, ancestry, sex, gender, gender identity, pregnancy, childbirth or related medical condition, religion, creed, physical or mental disability, age, medical condition, marital status, sexual orientation, genetic information, status as disabled veteran or any other characteristic protected by federal, state or local law. This policy applies to all aspects of your employment with Gunstock, including hiring, placement, promotion, transfer, compensation, benefits, training, separation, employee activities and general treatment during employment.

If you require an accommodation, please discuss your request with the HR Director. We will endeavor to make a reasonable accommodation to the known physical or mental limitations of qualified employees with disabilities unless the accommodation would impose an undue hardship on the operation of our business. You may be asked for your input on the type of accommodation you believe to be necessary and/or the functional limitations caused by your disability. Also, when appropriate, we may need your permission to obtain additional information from your physician or other medical providers. Please be assured that we will maintain all medical information and requests in a confidential manner.

> When we appreciate each other's differences, we become a happier place to work and play for everyone.

Any employee with questions or concerns about equal employment opportunities in the workplace is encouraged to bring these issues to the attention of any manager or the HR Director.

PRE- & POST-HIRE REQUIREMENTS

We're looking for the best and the brightest. Sometimes that search requires professional reference and criminal background checks, post-offer drug/alcohol tests, and Department of Motor Vehicles record requests. These requirements are position-specific and your hiring manager will review them with you when an offer of employment is made. A criminal conviction does not preclude a candidate from consideration for employment at Gunstock, but it may create a conflict for certain positions. These situations will be reviewed on a case-by-case basis with the HR Director and hiring manager. Failure to disclose relevant background information on an employment application may result in the rescinding of an offer of employment, or disciplinary action, up to and including dismissal.

HIRING OF RELATIVES

We. Are. Fam-a-lee... We think decisions about scheduling, performance evaluation, compensation, and promotion, should be based on individual merit, not who you are related to or who you are dating. Working at Gunstock may be "all in the family", and we love that there are many families who choose to work here at Gunstock together. That's fine by us as long as we follow some well-tested guidelines to avoid favoritism - or the appearance of favoritism - in the workplace. To avoid conflicts, we may refuse to hire or place a relative in a position where the potential for favoritism exists. For the purposes of this policy, a "relative" is defined as any person who is related by blood or marriage, as well as any individuals in a close personal relationship including, but not limited to, dating couples and individuals living together in committed relationships and/or functioning as a family unit.

Relatives may be employed at the same time in the same department when:

- One employee doesn't report directly to a supervisor or manager who is a relative
- One employee doesn't have organizational influence over, or an apparent conflict of interest with, another employee who is a relative
- One relative is not in a position to access sensitive or confidential information regarding another relative.

Dating in the Workplace

Here's a good time to talk about dating a co-worker. If employees enter into a more-than-friends relationship during the course of their employment (hey, it happens) they may continue in their employment with the Company so long as it does not create a conflict in supervision, safety, security, or morale. If the relationship creates such conflict, the employees are responsible for disclosing the situation to their manager(s) or HR Director. Gunstock will attempt to resolve the situation while maintaining the employment of both individuals, which may include reassignment. However, if an acceptable resolution cannot be found, the employees may be asked to determine which will resign. Any exceptions to this policy must be approved by the General Manager and HR Director.

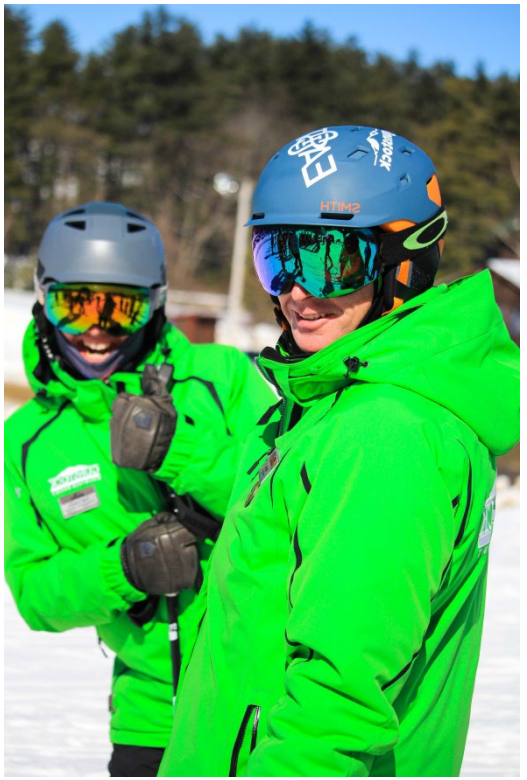
HIRING OF MINORS

5 Generations in the Workplace! Many of our employees have quite literally "grown up" while working at the mountain. We employ people of all ages, as young as 14 and as old as, well…that will be our secret. The Company follows all federal and state laws regarding the employment of minors. Prior to starting your job, minors must provide a valid work permit from a NH school district office (ages 14 and 15) or a signed parent/legal guardian consent notice (ages 16 and 17). All paperwork must bear the appropriate signatures and be submitted to Human Resources prior to the start of your first shift. State and federal laws may restrict the number of hours and type of work that minors can perform. See your manager or HR for more information on NH and federal youth employment regulations.

EXEMPT OR NON-EXEMPT

That is the question! All employee positions are classified as either “exempt” or “non-exempt” based on their essential duties and responsibilities. If you are classified as an exempt employee, you will receive a weekly salary as compensation for the work you perform each week. Your weekly salary will be established at the time of hire or when you become classified as an exempt employee. While subject to annual review and modification from time to time, your weekly salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work you perform.

Non-exempt employees are paid an hourly rate for their hours worked and eligible for overtime pay. See the Overtime Policy on 13.



RESORT ORIENTATION & DEPARTMENT TRAINING

Welcome Aboard! Your first day on the job can be a hectic one. New Hire Orientation is designed to make your onboarding experience as smooth as possible and we offer a variety of sessions to accommodate your schedule. Contact Human Resources or your manager to confirm your New Hire Orientation schedule. Your department manager will coordinate department training for all new hires and returning employees and will include formal training and on-the-job coaching.

LEARNING & DEVELOPMENT

Always. Be. Learning. The learning doesn’t end with resort orientation or department training. Once you’ve learned the basics for your position, seasonal employees should expect continuous coaching and in-service training for operational, safety, and guest service matters. Some departments will also conduct mid-season and end of season evaluations. We encourage you to discuss your job performance with your supervisor frequently. We find that regular feedback gives us an opportunity to thank employees for jobs well done and helps us build a stronger, better team. Year-round employees receive a minimum of one performance review a year, in addition to regular pace meetings to review performance results and planning efforts.

It is important to note that a positive performance evaluation does not guarantee an increase in pay, a promotion, or continued employment. Compensation increases are determined by and at the discretion of management and the Gunstock Area Commission.

WORK SCHEDULES

Time is money. The shift schedule you work will depend upon your position, your department needs, and your availability. In the recreation business, we regularly operate seven days a week but our staffing needs literally change with the weather. This makes scheduling an especially dynamic and challenging task for our management team. At the time of hire, we will review your scheduling availability and discuss our shift needs. During department orientation, your manager will inform you of their scheduling procedures and methods of distribution. It is your responsibility to check the schedule or ask your manager or supervisor about working hours. All schedule changes must be cleared in advance with your manager or supervisor. Weather and business level fluctuations preclude us from guaranteeing hours, outside of the two-hour minimum requirements detailed below.

If you are classified as a non-exempt employee (which means that you are eligible for overtime pay), you must maintain an accurate time record of the total hours you work each day. It's important that you are at your workstation on time and ready to work. Be sure to "clock in" at the start of your shift and "clock out" immediately after your shift, or when you are no longer on duty. Gunstock uses biometric time clocks in most areas of the resort and you will be trained in time clock usage during department orientation. If you are unable or forget to clock in or out, see your manager or supervisor immediately so that your time record can be adjusted.

You should not work any hours that are not authorized. Do not start work earlier than scheduled, finish work later than scheduled, or perform any other extra or overtime work unless you are authorized to do so and record the time on your time card. "Off the clock" work is strictly prohibited. "Off the clock" work means work you may perform but intentionally fail to report on your time card. Any falsification of time records may result in corrective action, up to and including dismissal.

TWO-HOUR MINIMUM PAY

The world is unpredictable. Due to fluctuating business volumes and Mother Nature, there may be times when we need to make staffing changes. We will do our very best to notify you in advance of any scheduling changes. If our attempts to reach you before the start of your shift are unsuccessful and you report to work as scheduled, your manager will assign duties for you at the time you report to work. If you report for work as directed and are subsequently sent home due to staffing changes, you will be paid a minimum of two hours, unless you have been scheduled for less than two hours for that shift. In the event that you ask to leave early due to a personal emergency or illness, or refuse a work assignment, you will be paid only for your hours worked that day.

Due to the nature of their position, New Hampshire Wage and Hour rules exempt Ski and Snowboard Instructors from this regulation. However, it is our policy to provide our scheduled Ski and Snowboard Instructors with the same reporting pay made available to other employees. Ski and Snowboard Instructors who were scheduled to work but not assigned any lessons will be paid for two hours of reporting pay at your regular rate of pay for that day. Ski and Snowboard Instructors who were not scheduled to work will only be paid for the time in which you provide teaching or instruction services.

MEAL PERIODS & BREAKS

Gimme a break. In accordance with state law, you may receive a 30-minute meal period when you work more than five consecutive hours without a break. Here at Gunstock, we also provide 10-minute breaks for every four consecutive hours of work. It is our policy to provide for paid breaks and meal periods, away from the work area and free from work duties. Your manager or supervisor will schedule shift breaks daily based on staffing and business volumes. Please be mindful of others needing a break and be sure to return to work promptly at the end of your break. An "on duty" meal period may be permitted when the nature of the work prevents the employee from being relieved of all duty. In those instances, you are permitted to eat during the performance of your work. Contact your shift supervisor if you are in need of an unscheduled break.

Employees who leave Company property during their scheduled breaks are required to clock out until they return to their work area.

Nursing Mothers

Nursing mothers will be provided with break time, as needed for each work shift, to express breast milk for up to 12 months after the birth of a child. Non-exempt employees may use paid break time and meal periods, or additional reasonable unpaid time, or both, for this purpose. Exempt employees may take breaks when needed for such purposes. Gunstock will make a reasonable effort to provide a private space, other than a restroom, where employees can express milk. Employees should work with their manager or HR to find a suitable space.

OVERTIME

Y'all got any of them extra shifts? Maybe, but you need to check with your manager first since all overtime must be approved in advance by your manager. The determinant for overtime pay is the number of hours worked per workweek. Our workweek begins on Friday and runs through Thursday. The overtime rate for non-exempt, hourly employees is one and one-half times the regular rate of pay for work over 40 hours during the standard

Gunstock provides electronic wage statements for all employees, whether you are enrolled in direct deposit or not. With each paycheck, you will receive an email notification that allows you to access your payroll account and view all of your current and past pay statements.

workweek. Non-exempt, hourly employees who work two or more jobs with different rates of pay will be paid a "blended overtime rate" in accordance with the Fair Labor Standards Act.

TIPS

Here's a tip for ya! Federal law requires any employee who receives tips in excess of $20 in a given month to submit a tip report or Form 4070 to their employer by the 10th day of the month following the month you earned the tips. You are also required to report 100% of your tips on your personal income tax returns. Your participation in a "tip pool" or tip sharing arrangement with co-workers should be strictly voluntary and without coercion. At your request, your manager will be able to provide some guidance on best practices for administering your tip pool. Tipped employees may be paid an hourly rate below minimum wage, as long as they earn enough in tipped wages to make up the difference. All employees earning tipped wages are required to report their cash and credit tips at the end of each shift to ensure Gunstock remains in compliance with federal and state wage and hour laws.

PAYCHECKS & DIRECT DEPOSIT

Show me the money. Gunstock's weekly pay periods start at midnight on Friday and end at 11:59PM the following Thursday, with payday on Thursday for hours worked during the prior pay period. If you are not enrolled in direct deposit, you will be able to pick up your paycheck in the Employee Services office during regular business hours. Paychecks will not be released to third parties and you will be required to sign for it when you pick it up. Paychecks that are not picked up within five days will be mailed to your address on record.

Gunstock payroll checks may be cashed free of charge at any Franklin Savings Bank, the closest branch is located in Gilford, NH. Your paycheck is valid for 90 days from the check date. If you do not cash or deposit your check within this time period, the bank will no longer honor it. Lost or "stale" paychecks may require a stop payment and/or replacement fee.

Direct deposit is a convenient and hassle-free way to collect your earnings. We also offer electronic wage statements, which saves paper, postage and administrative resources. To sign up for Direct Deposit, please submit a completed Payroll Election Form to Employee Services. Please allow two full pay periods before the direct deposit is activated. In the meantime, you will continue to receive a paper paycheck. Once your direct deposit is active, you will receive email notifications with your electronic wage statements and deposit confirmations.

Your wage statement itemizes your earnings, as well as any deductions made from your gross earnings. By law, we are required to make deductions for Social Security, federal income tax and wage garnishments required by law, such as child support withholding orders, IRS garnishments and court ordered payments. Only when authorized in writing by an eligible employee, Gunstock will also make payroll deductions for health and dental insurances, retirement contributions and flexible spending plans. Payroll deductions for voluntary contributions to charity will not be permitted without your written authorization.

We make every effort to ensure our employees are paid correctly. Occasionally, mistakes can happen for a variety of reasons. The best way to ensure your paycheck is accurate is to clock in and out for each and every shift. When mistakes do happen and are called to our attention, we promptly make any corrections that are necessary. Please review your wage statement when you receive it to make sure it is correct. If you find a problem with your paycheck, please discuss it with your department manager or HR. If an error occurs, your manager will submit the correction to HR for processing. If you do not receive a prompt resolution or are dissatisfied with the response you receive, please contact the HR Director.

If your paycheck is incorrect due to an overpayment, you should immediately report it to your manager. Please note that intentionally retaining compensation that you have not earned or is not due to you may be considered theft.

APPEARANCE & UNIFORMS

Please don't scare the children. When you look good, we look good. Employees who are well-groomed and friendly create a more welcoming space for all of our guests. Employees are expected to follow our appearance standards every day, on every shift:

- Hair and facial hair should be neat and clean
- Pay attention to your personal hygiene and always present an odor-free environment
- Clothing should be worn and fit in such a manner that it does not expose the abdomen, chest or buttock areas
- Absolutely no undergarments should be visible
- Pants must be clean, without holes or frayed ends
- Garments should be free of sexually related references, foul language or promoting of alcohol or drugs
- Shorts and skirts must not be more than 3" above the knee
- Footwear and clothing must be appropriate for the job assignment and work conditions; some departments may have special requirements for footwear for safety reasons, please verify with your manager
- Non-Gunstock logo-wear of any kind, including hats and beanies, are not to be worn at any time while working
- Tattoos must not be offensive in content and in keeping with a professional, hospitable image
- Jewelry must be of good taste and not interfere with the safe operation of work equipment
- Piercings of the septum, lip and eyebrows must be removed during work hours

Uniforms

"Hey, there's a helpful and friendly employee over there!" That's the message that our uniforms are intended to send to guests. If you are working, you need to be flying our colors by wearing our uniform. We've designed them to be comfortable and easily visible. Be sure to take care to keep them looking and smelling clean and spiffy throughout the season. HR will coordinate off-season laundering and if you choose to clean your issued outerwear mid-season, please be sure to follow the laundering instructions for each garment.

Depending on your position, you may be issued returnable uniform items such as parkas, pullovers, vests, or pants. Issued uniforms are to be returned at the end of your employment and you are responsible for returning the same items that were issued to you. Unreturned items may be reported to law enforcement as stolen property and result in an "ineligible for rehire" status.

It is the expectation that all employees, whether on or off duty, will demonstrate behavior that is consistent with Gunstock's Values and brand. This is especially important when you are wearing the Gunstock uniform. Uniform jackets and nametags are not permitted while socializing in bars or while drinking alcohol or using tobacco products. When skiing/riding on your days off at Gunstock or at other resorts, employees are not permitted to wear their Gunstock uniforms.

When you look good, we all look good. First impressions are everything and your attitude is reflected in your appearance.

Nametags

Be sure to wear yours and make sure that it is always visible when at work. If you lose or damage your nametag, notify your manager or HR for a replacement.

JOB POSTINGS & TRANSFERS

Movin' on up! As an equal opportunity employer, we fill positions with the most qualified candidate for the job and promote employees from within whenever appropriate. Job openings are posted on Message Boards throughout the resort, in the Employee Services Office, as well as online at GUNSTOCK.COM. We also allow non-exempt employees to work in more than one non-exempt position. This cross-training gives seasonal employees greater knowledge of other areas of the operation, as well as the chance to work supplemental hours.

PERSONNEL RECORDS

We need your digits…and any changes to your name, address, marital or tax status, emergency contacts or other important information after you are hired. When these changes occur, be sure to notify HR as soon as possible. You also need to notify HR of any specialized training or skills you may acquire in the future, and changes to any required visas. Unreported changes of address, marital status, etc. can affect your withholding tax and benefit coverage. Keeping this information current helps to ensure that we can reach you in the event of an emergency, mail out final paychecks or W-2s, administer your insurance and other benefits.

> Rules are rules. And we must all abide by certain rules of conduct based on honesty, common sense, and fairness.

Personnel files are the property of Gunstock and employees may not remove any material from their file. Any employee may review information that is maintained in his/her Company personnel file. Employees should make an appointment to review their personnel file in the presence of a Human Resources member in the Employee Services office. All personnel files are confidential and except to satisfy legal requirements like subpoenas and requests from government agencies, we do not release any information outside our company without your written authorization.

OPEN DOOR POLICY & COMPLAINT PROCEDURE

Let's talk. The best way of resolving issues is through open dialogue. As a part of our commitment to teamwork, Gunstock supports an open door policy for discussing problems if and when they arise. Start firsts with your supervisor or department manager. If you don't feel it is appropriate to discuss your concern with them, your director is here to help. And the door to HR is always open.

Every employee in our Company should be treated with courtesy and respect. If you experience any type of harassment or believe you've been treated in an unlawful, discriminatory manner, let HR or someone in management know immediately. We are dedicated to cultivating a respectful and safe workplace. Anything less is a compromise of our values.

WORKPLACE CONDUCT

Rules are rules. And we must all abide by certain rules of conduct based on honesty, common sense, and fairness. We ask that you use your best judgment and treat others as you would like to be treated. If it becomes necessary to discipline an employee for performance or conduct issues, the Company may elect to use progressive steps in the disciplinary process. Failure to follow any of the guidelines in this handbook, or violation or disregard for any other rule, procedure, or policy known to the employee through other written or verbal communication may also result in corrective action.

Corrective action may include formal coaching plans and written warnings from your manager, reassignment, paid or unpaid administrative leave, or termination of employment. It is in the Company's sole discretion whether to use such steps, the order in which to use them, and whether to proceed directly with dismissal. The following is an example of some of the more serious infractions that may lead to immediate dismissal:

- The sale or trade of employee benefit passes or abuse of employee privileges
- Insubordination or disobedience of a lawful management directive
- Excessive or unexcused absences or tardiness
- Unsatisfactory job performance or failure to perform job duties
- Violation of our drug and alcohol policy
- Violation of our anti-harassment or equal employment opportunity policies
- Violation of social media policy
- Sleeping while on duty
- Using profane or abusive language or obscene conduct while on company property; any verbal or physical conduct that creates an offensive or intimidating environment for other employees or guests
- Theft, fraud, or a breach of trust including but not limited to the removal or unauthorized use or possession of company goods, products, records, property or funds
- Walking off the job during an assigned work shift
- Falsification of Company documents or the misrepresentation of facts in reporting incidents, hours worked, or other company activities
- Inability or unwillingness to work cooperatively and harmoniously with other employees
- Refusal to cooperate with a company investigation
- Unsatisfactory guest relations; uncivil or discourteous attitude or behavior
- Disregard of safety procedures and posted safety rules
- Disclosure of confidential company information

Nothing in this handbook should be construed as a promise of specific treatment in a given situation. Gunstock is an at-will employer, meaning that, just as an employee may terminate his or her employment at any time, with or without cause, the Company may terminate the employment relationship

at any time, with or without cause or notice. The action taken by management in an individual case should not be assumed to establish a precedent in other circumstances. Upon a thorough and objective review of the facts, we reserve the right to impose whatever discipline we conclude is appropriate, or none at all, in each particular instance.

ATTENDANCE & PUNCTUALITY

We're counting on you. Be here when you're scheduled to be, alert and ready for action. It goes without saying that we work in an area affected by inclement weather and challenging road conditions. Our guests will be here when we open, snow or shine. Plan ahead to avoid being late. If you are going to be late or unable to work your shift, let your manager or supervisor know at least one hour before your scheduled start time. Sending messages through a co-worker or family member is not acceptable protocol. Unnecessary absences and lateness are expensive, disruptive and place an unfair burden on your fellow employees and your manager. Excessive absenteeism, tardiness, or failure to follow proper call-out procedures will result in corrective action, up to and including dismissal.

> There is a time and place for smartphones, but it's not while you're working. Texting or talking on your personal phone in front of guests creates the perception of less than exceptional guest service.

Job Abandonment

Our company is a great place to work and we want employees who want to be here. We consider unscheduled absences of two consecutive working days without proper notification to be job abandonment and voluntary resignation. Employees who are separated for job abandonment are considered ineligible for rehire.

MOBILE DEVICES

Remember life before smartphones? We certainly do and we don't want to go back in time. There is a time and a place for selfies, scrolling, and texting but it's not while you're working. Texting or talking on a personal mobile device in front of our guests creates the perception of less than exceptional guest service. All employees must turn off their personal mobile devices while on duty and only use them when on an authorized break and out of the view of our guests. Some departments may have additional restrictions due to safety sensitive functions and/or guest

exposure. If there are circumstances that warrant an exception, please discuss it with your manager. Managers and key personnel with company phones may use them in the view of guests for business purposes only.

The use of headphones or earbuds while on duty is prohibited without the express authorization of a department manager. Recording devices, such as audio and video recorders, have the potential to create privacy violations. For that reason, we do not permit the use of any voice or video recording device on company property or while performing work, unless the device was provided to you by Gunstock and is used solely for legitimate business purposes.

SOCIAL MEDIA

The interweb is a wonderful thing. It has changed many aspects of our daily lives, including communication. The social network (like Instagram, Twitter, Snapchat, TikTok, Facebook, and YouTube), podcasts, blogs, and forums are popular outlets for self- expression, and we respect the right of employees to use these mediums during their personal time. Gunstock's marketing team and their designees are the only personnel authorized to post official online content for our Company and is used to promote Gunstock's products and services and strengthen our brand.

To protect the Company's interests and brand reputation, employees must adhere to the following rules when posting to their personal social media accounts:

- Employees may not post on a personal social media account during work time, or at any time with company equipment. Employees should use their own personal devices when they are off the clock and out of view of our guests to access to their personal social media accounts.
- Never represent yourself as a spokesperson for Gunstock. If Gunstock is a subject of the content you are creating, be clear and open about your employment with Gunstock and that you are expressing a personal opinion. Make it explicitly clear that your views do not represent those of Gunstock Mountain Resort, fellow employees, guests, vendors, or people working on behalf of Gunstock.
- Maintain the confidentiality of Gunstock trade secrets and confidential information. Trade secrets may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports, policies, procedures or other internal business-related confidential communications.
- If you decide to post complaints or criticisms, avoid using statements, photographs, video or audio that could reasonably be viewed as obscene, threatening or intimidating, that disparages guests or other Gunstock employees, or that might constitute harassment or a violation of privacy. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or that could

contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or Company policy. Keep in mind that you are more likely to resolve work-related conflicts by speaking directly with your co-workers or by utilizing our Open Door Policy than by posting publicly to a social media site.

- Do not create a link from your personal social media account to a Gunstock account without identifying yourself as a Gunstock employee.

ELECTRONIC COMMUNICATION SYSTEMS

Gunstock's electronic communication systems and devices are intended for business purposes and may be used only during working time. Users should not have an expectation of privacy in anything they create, store, send or receive on any Company equipment, including personal devices accessing the Gunstock network and servers. Gunstock reserves the right to block and/or monitor internet access to any sites, monitor user's electronic communication and monitor activity on other network connected devices. Since Gunstock's communication and computer systems are intended for business use, all employees, upon request, must disclose their network access codes or passwords. Documents, messages, and software developed by employees or contract personnel on behalf of the Company, or that are purchased for the use of the Company, is Company property.

The Company reserves the right to access voicemail, email, and internet records without notice to users of the system, in the ordinary course of business when deemed appropriate to do so. Further, management may review internet usage to ensure that such use with Company property, or communications sent via the internet with Company property, is appropriate and legal. No employee may access, or attempt to access, another employee's computer without appropriate authorization. Unauthorized download or duplication of copyrighted computer software violates the law and is strictly prohibited.

Limited personal usage is permitted if it does not hinder performance of job duties, incur additional expenses to the Company, or violate any other Company policy or legal activity. No one may use any communication or computer system in a manner that may be construed by others as harassing or discriminating based on any characteristic protected by federal, state or local law. Since the Company's communication and computer systems are intended for business use, these systems may not be used to solicit for religious or political cause or outside organizations.

We expect you to maintain the confidentiality of company messages and information. Transmitting or otherwise disseminating proprietary data, trade secrets, or other confidential information outside of Gunstock is strictly prohibited, unless the transmission is expressly authorized by the Gunstock Area Commission as part of any employee's job responsibilities.

Access to Gunstock's electronic communication systems is permitted subject to the user's written consent to comply with this policy. The Company reserves the right to limit and/or terminate access to electronic communication systems at any time. Any violation of the Company's policies regarding computer usage will result in disciplinary action, up to and including dismissal.

ANTI-HARASSMENT POLICY

It's simple. Zero tolerance. We expect all of our employees to treat each other and our guests with courtesy, consideration and respect. Any intentional or unintentional harassment based on race, color, religion, creed, national origin, sex, ancestry, age, sexual orientation, marital status, disability, genetic information, status as a disabled veteran or veteran, or any other protected characteristic is not allowed. Conduct strictly prohibited by this policy is conduct that relates to a protected characteristic and has the effect of creating an intimidating, hostile or offensive work environment, unreasonably interfering with an individual's work performance, or adversely affecting an individual's employment opportunity. We also prohibit

unwelcome sexual advances; requests for sexual favors, all other verbal, visual or physical conduct of a sexual or otherwise offensive nature, especially where:

- Submission to such conduct is made either explicitly or implicitly a term or condition of employment,
- Submission to, or rejection of, such conduct is used as the basis for decisions affecting an individual's employment; or
- Such conduct has the purpose or effect of creating an intimidating, hostile, or offensive working environment.

While it is not easy to define precisely what types of conduct could constitute sexual harassment, examples of prohibited behavior include unwelcome sexual advances, requests for sexual favors, obscene gestures, displaying sexually graphic videos or photos in any form while on or off the clock; sending sexually explicit or inappropriate e-mails, texts, or messages; physical conduct of a sexual nature, such as uninvited touching or gestures, and verbal conduct such as sexually related comments, jokes, or offensive language and conversations.

If you believe you have been subjected to conduct that violates this policy, or have knowledge of a possible violation of this policy, you should immediately report the matter to any manager or Human Resources. Harassment by vendors, contractors, and members of the public is also prohibited and should be reported. Gunstock prohibits any form of retaliation against individuals who raise issues of harassment or participate in an investigation prompted by a complaint.

THREATS & VIOLENCE

Give peace a chance. Violence and intimidation have no place at our resort. We have an unwavering commitment to providing a safe workplace and will not tolerate violent or threatening behavior. This includes, but is not limited to: intimidating, threatening or hostile behaviors, physical abuse, vandalism, arson, sabotage, use and/or possession of weapons of any kind onto Company property, or any other act which, in management's opinion, is inappropriate for the workplace. In addition, offensive comments regarding violent events will not be tolerated. Employees who feel they have been subjected to any of these behaviors, or who have knowledge of any violation of this policy, should immediately report the incident to any member of management or to Human Resources.

Gunstock looks to all employees for support of this policy. We do not expect you to become an expert in psychology or to physically subdue a threatening or violent individual. In fact, we specifically discourage you from engaging in any physical confrontation with a violent or potentially violent individual. Exercise reasonable judgment in identifying potentially dangerous situations and always call for assistance when needed.

DRUGS & ALCOHOL AT WORK

Just say "no". Gunstock is committed to providing a safe and healthy work environment that is free from the effects of alcohol and illegal drugs. Employees who work while under the influence of illegal drugs or alcohol present a safety hazard to themselves, their co-workers, and the public. In addition, the presence of illegal drugs and alcohol in the workplace limits our ability to perform at the highest levels and provide our guests with quality service. The following activities constitute serious violations of the Company's Alcohol and Controlled Substances policy that will result in disciplinary action, up to and including dismissal:

- The unlawful manufacture, production, or growth of a controlled substance.
- The possession, use, or being under the influence of alcohol or illegal substances at or during work, on Company property, while operating Company vehicles or while wearing a Company uniform. For the purposes of this policy, "under the influence" is defined as having any detectable level of alcohol or illegal substance in your system.
- The sale or furnishing of illegal substances at any time, on or off the job.
- Engaging in disorderly conduct under the influence of alcohol or illegal substances in and around the resort.
- Furnishing alcohol to minors, on or off the job.

"Illegal substances" include controlled substances as well as legal pharmaceutical drugs not being used in the manner appropriate for the person they are prescribed for. Moderate alcohol consumption in connection with Company- sponsored social activities or the entertaining of business guests, such as vendors and suppliers, is not prohibited for employees aged 21 and older.

Testing

Testing of employees for drug and/or alcohol use may be conducted under the following circumstances:

- When required by federal or state law or applicable rule or regulation of any federal or state agency. For example, Department of Transportation (DOT) regulations may require pre-employment testing to operate or work on a shuttle.

> The presence of illegal drugs and alcohol in the workplace limits our ability to perform at the highest levels and provide our guests with quality, safe service.

- When there is reasonable suspicion that you are under the influence of drugs or alcohol.

While we generally use urine samples for pre-hire testing, the Company has the right to require blood, saliva and/or urine samples for reasonable suspicion drug and alcohol testing. When reasonable suspicion has been established, the HR Director or department manager will arrange for on-site testing or transportation to a testing facility. Employment will be temporarily suspended pending the review of test results by a qualified Medical Review Officer and the HR Director. Advanced notice is not required to test based on reasonable suspicion. Refusal to submit to drug testing, providing a false or adulterated urine sample, failing to provide a urine/blood/saliva sample suitable for testing or submitting to a test resulting in a positive screen constitutes a material breach of a condition of employment and may result in termination.

Disclosure

Because the use of physician-directed drugs can affect behavior and performance, employees in safety sensitive positions, such as Patrollers, Lift Operators, Snowmakers, and Ski or Snowboard Instructors, must notify their manager or the HR Director if they have been prescribed medication that may have adverse effects. Employees may be asked to provide written medical documentation detailing the possible adverse effects and recommendations for accommodation from their physician.

Any employee who is charged by a law enforcement agency with illegal drug activity, either on or off the job, may be considered to be in violation of this policy. In deciding what action to take, management will consider the nature of the offense, the employee's present job assignment, the employee's performance record with the Company, the disposition of the charge by law enforcement officials or the courts, and other factors, including the potential impact to Gunstock's business or reputation.

All employees are responsible for reading and understanding this policy. Any employee found to have violated this policy may be subject to disciplinary action, up to and including dismissal, and where warranted, legal action. In appropriate circumstances, the Company may require the employee to successfully complete a substance abuse or rehabilitation program in lieu of termination.

RETALIATION

Gunstock encourages reporting of all perceived incidents of discrimination, harassment, or other illegal activity. It is our policy and practice to promptly and thoroughly investigate such reports. The Company prohibits retaliation against any individual who reports potentially illegal activity in good faith or who participates in an investigation of such reports. Reports of illegal behavior will remain confidential to the extent that maintaining confidentiality does not impede our ability to investigate and respond to the complaints.

EMPLOYEE ASSISTANCE PROGRAM (EAP)

Everybody needs a little help sometimes. To help you during these times, all Gunstock employees and members of their households have access to our Employee Assistance Program. We have partnered with KGA, Inc. to provide a totally confidential resource to help you cope with whatever challenges life throws your way. The caring professionals at KGA are available 24-hours a day with expert guidance and resources for dealing with substance abuse, marital and family issues, emotional, health and financial difficulties, child and elder care needs, legal issues and pre-retirement concerns. Call their toll-free number (800-648-9557) any time for personal or crisis concerns. You can also go to their website, https://kgreer.com/members/login/ (enter company code: GUNSTOCK) for valuable information and resource listings. This program provides for up to three in-person, phone or video sessions with a personal, confidential counsellor. This benefit is available to all Gunstock employees and their household members at no cost.

LEAVING THE COMPANY

All good things must come to an end. There will come a time when we must part ways, like at the end of each season. There are other reasons for us going our own ways (we've listed a few in the Workplace Conduct section), but we hope your employment with us is a mutually satisfying and rewarding experience.

If you voluntarily decide to leave your job prior to the end of the season, please do us the courtesy of providing us with a written notice of your expected date of separation and reason for leaving, preferably two weeks in advance. This helps your manager take the necessary steps to plan for your absence. It should be noted that if an employee gives a notice of resignation to accept a position with a competitor, the Company may decide to excuse the employee from further work duties immediately. When you separate from the Company for any reason, you must return all equipment, keys, uniforms, radios and all other Company property, ski passes and dependent ski passes you may have in your possession. Any items that are not returned may be reported to law enforcement as stolen property.

Employees who abandon their jobs or leave without a proper notice will not be eligible for rehire.

YOUR SAFETY AT WORK

WORKPLACE SAFETY

Safety is no joking matter. Gunstock's safety program is designed to prevent injuries, accidents, and property damage. We strive to maintain the highest standards and the safest work environment possible.

Our safety program requires that each employee knows their job, how to spot and correct unsafe conditions, and how to help their co-workers stay accident-free. The urgency of any task cannot be at the sacrifice of your safety and welfare. Gunstock will provide you with the required personal protective equipment, tools, and training necessary to do your job safely. If at any time you feel an unsafe situation or condition exists, report it to your manager.

Before Your First Day

Safety first! Before starting your new job at Gunstock, there may be prerequisites for certain safety-sensitive positions, including criminal background or motor vehicle record checks and drug and alcohol testing (as required by the Department of Transportation). Your hiring manager or Human Resources will notify you of your particular post-offer requirements and assist you in completing them.

Reporting

Safety is everyone's job. We are committed to providing a safe and secure environment for our guests and employees. Gunstock intends to comply with all health and safety laws applicable to our business. To this end, we must rely on you to ensure that work areas are kept safe and free from

hazardous conditions. Employees are required to be conscientious about workplace safety, including proper operating methods, and recognize dangerous conditions or hazards. Any unsafe conditions or potential hazards should be reported to management immediately, even if the problem appears to be corrected. Any suspicion of a concealed danger present on the Company's premises, or in a product, facility, piece of equipment, process, or business practice for which the Company is responsible should be brought to the attention of management immediately.

Any workplace injury, incident, or illness must be reported to your manager, Safety Services, or HR as soon as possible. Regardless of the severity of the injury or incident - or no injury at all - we ask employees to complete a First Report of Injury. When no injury occurs, we all breathe a sigh of relief but feel there is much to learn from these "near misses". Identifying the reasons behind employee injuries and near misses becomes extremely helpful in risk mitigation. For more information on Gunstock's Workers' Compensation policy, see page 33.

Safety Training

Safety matters. Training for your specific job includes additional instruction on safe work practices and the proper operation of tools, machinery, and equipment required for your position. During your department training, you will have an opportunity to ask questions about any aspect of your work that you do not understand, and you are encouraged to do so. In addition to the initial training, we provide for weekly Safety Matters training that serves as a refresher for safe work practices. Safety Matters topics are selected weekly by your department manager and cover a variety of relevant and timely safety issues. Your participation in Safety Matters is required.

Best Practices

It's just common sense, right? All employees in all work areas should follow this list of general safety practices. They sound simple and obvious, and they are. When employees cut corners, a job that was hazardous suddenly becomes dangerous. It is your responsibility to follow the required safety rules, policies, and procedures for your position at all times. Here are some general safety guidelines that we also require:

- Think before acting.
- Know your limits and ask for help when needed.
- Take the time to do the job right.
- Report all incidents and unsafe work conditions to your manager immediately.
- Attend all regularly scheduled Safety Matters meetings or review meeting notes.
- Avoid physical confrontation with guests or co-workers.
- Avoid horseplay.
- Always follow Your Responsibility Code and all other mountain policies when skiing/snowboarding.

- Use proper body posture when carrying loads or lifting.
- Exercise caution when climbing, bending or working around machinery or equipment.
- Use all step stools and ladders safely. Do not stand on the top steps of ladders.
- Use seat belts when operating a vehicle.
- Work in well-lit areas.
- Promptly clean up all spills.
- Do not enter any work area that you do not have authorization to access.
- Always use guards where provided for all equipment, machinery and tools.
- Do not distract the attention of any employee operating a machine or tool.
- Do not operate damaged or broken equipment, machinery and tools.
- Wear proper Personal Protective Equipment (PPE) for the job you're doing.
- Wear proper clothing and footwear for each job.
- Do not remove safety warning devices or tags from equipment or machinery.
- Keep fire exits, stairs, walkways and aisles free of obstacles.
- Keep all work areas clean and free of clutter.
- Know how to safely use and clean up any hazardous material before you work with it.
- Know where the Material Safety Data Sheets (MSDS) are located in your department. Read the MSDS before using substances.
- Keep flammables stored properly.
- Know the location of and use of fire alarms and equipment.
- Never tamper with electrical circuits or switches.
- Keep electrical cords in good working order and do not overload outlets.
- De-energize and lock out/tag out all mechanized devices prior to service, inspection or maintenance.

Personal Protective Equipment

Our favorite fashion accessory. Some jobs require an employee to wear or use Personal Protective Equipment (PPE). Gunstock will provide the necessary PPE and train each employee how to inspect and use it properly every time. PPE items include, but are not limited to: ear plugs, dust masks, work gloves, safety goggles/glasses, hard hats, helmets, harnesses, and respirators. Take the time to get appropriate, well-fitting PPE prior to undertaking a task. Personal Protective Equipment is your shield against health and safety hazards.

Helmets

Protect your noggin. All employees who ski or snowboard as part of their job and who operate or are a passenger in a snowmobile or UTV are required to wear a properly fitted safety helmet, with chin straps fastened at all times. Gunstock-issued helmets should not be defaced in any way.

Emergency Response Plan

We're the masters in times of disasters. Gunstock has an Emergency Response Plan designed to prepare and safely guide us through a variety of operational emergencies including lift and zipline evacuations, search and rescue operations, structural fires, and power outages. It is impossible to fully predict the extent to which a disaster or emergency may affect the area because each situation is different. The skilled members of our Safety Services and Operations teams are responsible for the implementation and coordination of Gunstock's Emergency Response Plan. They are ready to respond in the event of a fire, lift or zipline evacuation, search and rescue or other emergency operation.

> For us to be successful, each employee must be committed to the safety effort. Whatever your role is with the company, you are important to the operation. And our goal is that you work safely each day.

Hazardous Materials

Gunstock has a Hazard Communication (HAZCOM) Plan that provides you with information on the various substances and materials that are used on site. Your department has a Material Safety Data Sheets (MSDS) binder, which has information on substances used in your area. MSDS forms list safe work practices, potential harmful effects of the chemical or substance, first aid measures and information needed for cleaning up spills.

If you have any questions about any chemical or substance you are using, inspect the form and obtain the recommended personal protective equipment prior to using the substance. Please ask your manager before using any material or substance. If you inhale, ingest or absorb any chemical or material that causes a problem with any of your senses or bodily functions, please notify your manager immediately. Report any spills or problems with chemicals immediately.

Mountain Safety

While skiing and snowboarding are sports with inherent risks, the Company is dedicated to making both as safe and enjoyable as possible for our guests and employees. Company efforts include guest and employee education, enforcement of skier/rider Responsibility Code and

raising awareness of the importance of slope safety. You play a vital role in the Company's efforts to increase slope safety. You should always be aware of the example you are setting and of your on-hill conduct, whether you're on duty or free skiing/riding. KNOW THE CODE and follow it at all times.

7 Points of Your Responsibility Code

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

Additional Responsibilities

Helmet Use. Employees who ski or snowboard or who operate snowmobiles or all-terrain vehicles (ATVs) are potentially at risk for head injuries from contact with the snow surface or other natural and man-made objects while performing their job tasks and are required to wear a helmet. For information about the helmet requirement, please refer to Gunstock's Helmet Policy.

Chair Bar Use. All employees who ride a lift as part of their job must lower the chair bar at all times while on duty and/or in uniform. Any department specific exceptions must be approved by the Director of Facility Operations.

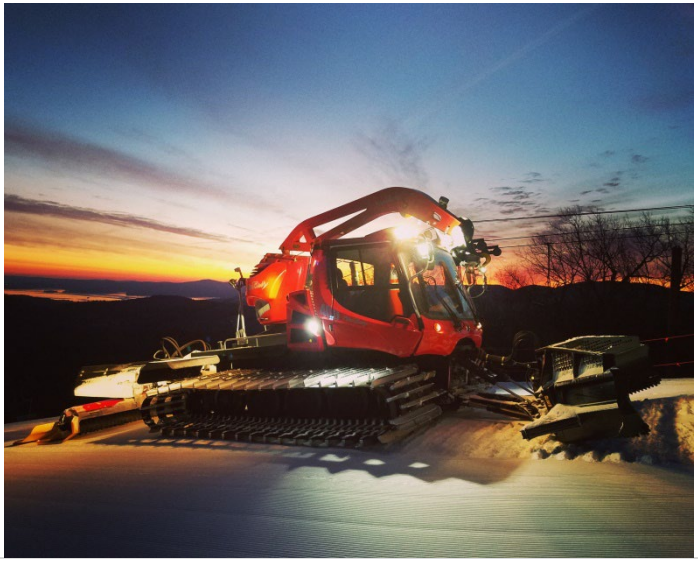
Slow Zones. Certain areas on the mountain are designated as SLOW ZONES. You must observe the posted slow areas by maintaining a speed no faster than the general flow of traffic. Space and speed are especially important in these areas. Fast and aggressive skiing will not be tolerated. You must use caution. Grooming machines, snowmobiles and snowmaking equipment may be encountered at any time.

Collisions. Under New Hampshire law, you are required to remain at the scene of a collision with another person on the mountain and exchange contact information with that person. If you are involved in a collision while skiing or riding at a Gunstock, whether on or off duty, you are required to fully

cooperate with Safety Services. If Safety Services is not called, you must inform your manager that a collision occurred and explain the circumstances of the collision.

Park Smart. Gunstock Parks contain jumps, hips, ramps, banks, fun boxes, jibs, rails, bump terrain and other constructed or natural terrain features. Prior to using freestyle terrain, familiarize yourself with park etiquette and follow the Park Smart approach:

- **Start Small.** Look for small progression parks or features to begin with and work your way up. Freestyle skills require maintaining control on the ground and in the air. Do not attempt any features unless you have sufficient ability and experience to do so safely.
- **Make a Plan**. Every time you use Freestyle Terrain, make a plan for each feature you want to use. Your speed, approach and takeoff will directly affect your maneuver and landing.
- **Look Before You Drop**. Before getting into freestyle terrain, observe all signage and warnings. Scope around the jumps first, not over them. Use your first run as a warm up run and to familiarize yourself with the terrain. Be aware that the features change constantly due to weather, usage, grooming and time of day. Do not jump blindly and use a spotter when necessary.
- **Respect.** Respect Freestyle Terrain and others. Only one person on a feature at a time. Wait your turn and call your start. Always clear the landing area quickly. Respect all signs and stay off closed terrain and features.
- **Take It Easy.** Know your limits and ski/ride within your ability level.



Remember, the use of Freestyle Terrain exposes you to the risk of serious injury or death. Inverted aerials are prohibited at Gunstock Mountain Resort.

Preferred Travel Routes

Which way did they go? All employees who work on the mountain are required to adhere to preferred and designated routes established for their department and position. In some cases, preferred routes may be chairlifts (including downloading) or motorized transportation. Employees are required to review and be familiar with the designated routes of travel established for their department or position. Designated routes of travel may vary based on surface conditions, snowmaking or race operations, events or other mountain

operations. Employees who knowingly disregard preferred routes of travel may be subject to disciplinary action, up to and including dismissal.

COVID-19 PREPAREDNESS & RESPONSE PLAN

Gunstock has developed a comprehensive guide for employee safety during the COVID-19 crisis, which can be found online at https://www.gunstock.com/employment/. All employees are responsible for upholding the safety protocols outlined in the COVID-19 Work Safe Playbook.

WORKERS' COMPENSATION

Ouch! If you are injured on the job, report it to your manager immediately. All Gunstock employees are covered by Workers' Compensation for injuries or illnesses that arise out of and occur within the scope of employment. Work related injuries must be reported to your manager immediately, no matter how minor they may seem at the time.

In order to be eligible for Workers' 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 carrying out the normal activities of the position. Employees engaging in the following activities will not be eligible for Workers' Compensation benefits if an injury occurs:

- When skiing or riding for recreation before, after, or in between shifts or work assignments, or on days off;
- When attending professional or industry events, unless representing Gunstock in an official capacity;
- When voluntarily competing in any event (on or off the snow);
- When traveling by way of a non-acceptable route or closed terrain.

If you are unable to return to your assigned job because of a work-related injury, every attempt will be made to provide modified duty until a physician provides a full release. If light duty or modified work has been offered and you refuse this work, you could lose your right to some Workers' Compensation benefits as well as your job.

Any leave of absence due to a workplace injury runs concurrently with all other Company leaves of absence. Reinstatement from leave is guaranteed only if required by law.

RESORT RULES AND OPERATION

GUEST COMPLAINTS

Think of yourself as a guest. At Gunstock, we believe that our guests deserve VIP treatment at all times, especially when they aren't happy with us. Instant handling of guest complaints can have a lasting effect on our business. When a guest leaves our resort, how they feel about their experience not only affects their decision to come back, but also what they tell others about their experience. Research shows that people share their bad experiences with more people than they do their good experiences. Prompt, respectful, and proper handling of a guest complaint provides us with an opportunity to exceed their expectations and increases the chances that they will keep coming back. Should you encounter an irate guest or a guest with a complaint, please follow these steps:

- **LISTEN** attentively to what the guest has to say without interrupting or arguing.
- **OWN** the problem; do not make excuses or blame others. Even if the problem is not your fault, solving the problem is your responsibility because you represent the Company. Let them know you are there to help.
- **VALIDATE** their concerns. Letting the guest know that you understand they are upset is a great way to diffuse any situation. Try something along these lines, "I am terribly sorry that this has happened. I can certainly see how that would be frustrating and I would feel the same way."
- **EXPLAIN** how you are going to help them. You may not be able to solve the problem for them but let them know what steps you will take to find a solution and then follow through immediately.

TOBACCO USE

Smoking stinks. That's why the use of tobacco and vaping products is strictly prohibited while you're working or in the workplace. That includes company-owned vehicles and equipment, as well as issued uniform items. If you choose to smoke or vape, bring a personal jacket for use during breaks. Employees are prohibited from all tobacco or vape use within 25' of any public structure, and out of public view. This includes decks, or in lift lines, queuing areas, or while riding the chairlift. Your manager will have more details about designated employee smoking areas. In accordance with state

and federal law, minors are not allowed to smoke or vape on Gunstock property. If you see a guest smoking in a non-smoking area of Gunstock, employees are encouraged to respectfully approach the guest and politely educate them on our smoking policy.

We are proud to support employees in their efforts to lead a healthier lifestyle. Gunstock offers reimbursement up to $50 to year-round employees and seasonal employees with at least one season of service for the successful completion of a bona fide Smoking Cessation program. To apply for the reimbursement, you will need to provide proof of program participation and completion to HR or your manager.

CLEANLINESS OF FACILITIES

The white glove treatment. We expect you to keep your work environment and guest service areas orderly, sanitary and professional looking. If you see an area that needs attention, take action or notify your manager.

CHILDREN IN THE WORKPLACE

Gunstock is a playground for kids of all ages. If your children happen to be playing on the slopes or around the resort while you're hard at work, we don't mind if they stop by for a visit. However, visits from family members and personal friends should be brief to avoid distractions to other employees or guests. Employee work or break areas are not to be used for the purposes of childcare under any circumstances. Winter employees are eligible for a discount on Daycare services. See the Employee Summary of Benefits for more details.

PETS

It may be a dog-eat-dog world, but it's a pet-free workplace. With the exception of service animals for individuals with disabilities or approved search and rescue dogs, employees are not permitted to bring animals on company property. This includes parking lots, too.

COMPANY VEHICLES & MOTORIZED EQUIPMENT

You're in the driver's seat. Employees needing to operate registered and inspected Company vehicles must have a valid driver's license, complete all required in-service training, and receive written authorization from their manager prior to operating any vehicle. Your manager will be able to discuss the specific policies and procedures with you if applicable.

While operating any Gunstock vehicle, on or off property, it is the responsibility of every employee to drive safely and obey all traffic, vehicle safety, and parking laws or regulations. Drivers must demonstrate safe driving habits at all times. Company-owned or leased vehicles may be used only as authorized by management. The following are some important rules to keep in mind:

- Company vehicles are for company use only.
- Do not drive if you are impaired in any way.
- ONLY authorized employees are permitted to drive Company vehicles.
- Clean the vehicle after each use.
- Do not use cell phones while driving Company vehicles.
- If you notice any problems with any Company vehicle, notify Mobile Maintenance Services immediately.
- Accidents of any kind must be reported immediately, no matter how minor.

COMPANY RADIOS

10-4, Good Buddy. Because of the complexity of our operations, Gunstock uses an extensive network for radio communications. Before you use a radio, you should be trained in its use and the necessary protocol. Please limit all radio communication to that which is absolutely necessary. It is important to note that you must use only appropriate, non-offensive language when communicating by radio. Sensitive or confidential guest or employee information should be communicated over the phone or in person. If you find a radio that has been lost or misplaced, please turn it in to your manager or to Guest Services.

SOLICITATION & DISTRIBUTION OF MATERIALS

No, thank you. We do not allow solicitation and collecting money for memberships, pledges, subscriptions and other forms of soliciting during working hours by employees or third parties. By the same token, distribution of literature or the unauthorized posting of notices may not take place

during working time by any employee in work areas. Working time does not include breaks or meal periods. Work areas are those areas where employees perform their jobs and may include the mountain, lifts, lodges and bars, etc.

Some departments maintain their own bulletin boards for employee use and communication. Employees may post sale notices or flyers on these boards as long as they are in good taste and have been approved by management. Any items posted without prior approval will be removed.

MEDIA & THIRD-PARTY INQUIRIES

Inquiring minds want to know. As an employee of Gunstock, from time to time you may receive inquiries from third parties looking for information about our operation. This may include members of the press, insurance adjusters, and attorneys. These inquiries should be directed to the General Manager, Director of Marketing and Sales or the Director of Human Resources. Only the General Manager and Director of Marketing and Sales, or their designee, are permitted to provide comments to the press. If you are contacted by a third party and asked to comment or explain any aspect of Gunstock's operations, please refer them to the General Manager or Director of Marketing and Sales.

PERSONAL PROPERTY

Lock it up. We cannot assume liability for your personal property while at work. Employees should not leave personal property, including ski/snowboard equipment unattended or in an unsecure location. In the event of theft or damage to your personal property, we encourage you to notify your manager and/or local law enforcement. It's best to take precautions to prevent theft and damage to your personal property.

LOST AND FOUND

Finders, keepers…right? Wrong. Occasionally our guests and employees misplace or lose items of personal property and are generally grateful for the recovery of their belongings. Items found on Company property or in Company vehicles should be turned in to Lost and Found immediately, during, before or after your shift. Keeping found property or removing property from Lost and Found for your own benefit is considered stealing and may not only result in disciplinary action, up to and including dismissal, but may also result in criminal prosecution.

LIFT LINE ETIQUETTE

Get in line. Remember the guest paid to ride the lifts and unless it is truly necessary for you to board without waiting in line, then you should wait in line. There are exceptions, though. In an emergency situation, Patrollers and other Safety Services personnel get top priority. Learning Center or Children's Center classes with a uniformed instructor may use the short gate to load every other chair. Other uniformed, on-duty employees (Security, Special Events, management staff) may also require immediate access in certain situations. Cutting a lift line is a privilege, not a right and should only be done with discretion and consideration for our guests. Winter pedestrian rides are restricted to authorized personnel only.

When possible, share a ride with a guest. It's a great opportunity to talk about Gunstock, answer their questions, and listen to their comments.

EMPLOYEE SECURITY & SEARCH POLICY

We're committed to keeping employees and guests safe and sound. Employees are expected to cooperate fully in any interviews or investigations of possible violations of our Company rules and policies. We reserve the right to require employees, while on duty or on our property, including the parking lots, to agree to inspections of their person, vehicles, lockers, desks, file cabinets, handbags or their personal property whenever it is deemed necessary for safety, business or security reasons. An employee's refusal to consent to such an inspection, or to otherwise cooperate in an investigation conducted under this policy, is grounds for disciplinary action up to and including dismissal. We appreciate your full understanding and cooperation.

BENEFITS & PRIVILEGES

BENEFIT GROUPS

Gunstock provides a wide array of benefits to our employees, which are classified in Benefit Groups and vary from group to group.

Group 1: Full Time Year Round

Group 1 employees may be either exempt or non-exempt and include those employees who are regularly scheduled to work for at least 2,080 hours per year without a break in service. Employees in this group are eligible for the benefits as specified in the annual *Group 1 Summary of Benefits*.

Group 2: Prime Time Year Round

The Group 2 designation may be either exempt or non-exempt positions that are scheduled to work no more than 1,764 hours per year. Group 2 employees may be required to take a break in service between operating seasons and/or a reduction in weekly hours during non-operational periods. Employees in this group are eligible for the benefits as specified in the annual *Group 2 Summary of Benefits*.

Group 3: Part Time Year Round

The Group 3 designation is for non-exempt positions that are scheduled to work less than 1,248 hours per year without a break of service during the twelve (12) month period of service. Employees in this group are eligible for the benefits as specified in the annual *Group 3 Summary of Benefits*.

Group 4: Seasonal

Group 4 employees may be either exempt or non-exempt and are scheduled to work a minimum of 18 shifts during the operating season, not to exceed 1,200 hours per year. Group 4 employees are required to take a consecutive six (6) week break in service after each operating season. Employees in this group are eligible for the benefits as specified in the annual *Seasonal Employee Summary of Privileges and Discounts*.

Group 5: On-Call & Temporary

Group 5 employees are non-exempt and hired to work periodically during the operating season or exclusively during special events. On-call status is defined as having no regularly scheduled hours but may be called in to work periodically during the operating season. Temporary employees are

designated to work for a limited period of time, not to exceed 30 consecutive days. Employees in this group are eligible for the benefits as specified in the annual *Seasonal Employee Summary of Privileges and Discounts*.

PAID TIME OFF (PTO)

Take a break. You deserve it. At Gunstock, we believe that play is sometimes just as important as work. Striking a healthy work/life balance is essential in helping our employees maintain a productive and fun work environment. That is why we've developed a PTO policy that is flexible and rewarding. Group 1, 2 and 3 employees are eligible to accrue "Paid Time Off" (PTO) that may be used for vacation, sick time, or personal time. Accrual rates for new hires begin at the date of hire or the effective date of their transfer to Group 1, 2, or 3 and will continue until the accrual cap is reached. Group 4 and 5 employees are not eligible for PTO. Eligible employees accrue PTO at the following rates:

Group 1 PTO Accrual Rate				
PTO Accrual Tiers	Years of Service	Weekly PTO Accrual Rate	Approximate Annual PTO Accrual	Carryover Limit
Tier 1	0-2 years	1.85 hours	96 hours	120 hours
Tier 2	3-5 years	2.31 hours	120 hours	120 hours
Tier 3	6-7 years	2.71 hours	140 hours	120 hours
Tier 4	8+	3.12 hours	162 hours	120 hours

Group 2 PTO Accrual Rate				
PTO Accrual Tiers	Years of Service	Weekly PTO Accrual Rate	Approximate Annual PTO Accrual	Carryover Limit
Tier 1	0-2 years	1.85 hours	96 hours	120 hours
Tier 2	3-5 years	2.31 hours	120 hours	120 hours
Tier 3	6+ years	2.71 hours	140 hours	120 hours

Group 3 PTO Accrual Rate				
PTO Accrual Tiers	Years of Service	Weekly PTO Accrual Rate	Approximate Annual PTO Accrual	Carryover Limit
Tier 1	From DOH	1.85 hours	96 hours	120 hours

Changes to your PTO Accrual Tier become effective on the first day of the pay period following the anniversary of your date of hire or the effective date of transfer to Group 1, 2, or 3. Any unused PTO hours remaining over the annual carryover limit *will be forfeited* on your Benefit Seniority Date. "Unused" PTO hours includes all PTO time scheduled beyond your Benefit Seniority Date. Your Benefit Seniority Date is the date you became eligible for benefits; either your original date of hire or the date you were promoted to year-round status.

PTO may be used for vacations, illness or disability, personal emergencies or other personal needs requiring time off. Whenever possible, requests for PTO should be submitted at least two weeks in advance. All requests for PTO must be approved, in advance, by your manager. Because of the seasonal nature of our business and the necessity for adequate staffing, the approval of all PTO requests will be at the discretion of your manager.

PTO is not considered time worked for the purposes of calculating overtime. At the end of employment, eligible employees will be paid for their unused, accrued PTO upon resignation, termination, or retirement.

PAID HOLIDAYS

Celebrate good times, come on! Here at Gunstock we don't need a reason for a celebration. Fortunately for us, our guests often choose to celebrate their special occasions with us, especially holidays. Our Holiday Policy is intended to give year-round staff flexibility in planning for their holidays while continuing to meet the needs of our guests.

Group 1, 2 and 3 employees are eligible to receive five (5) paid federal holidays and up to four (4) paid floating holidays per fiscal year, immediately upon their date of hire or the effective date of their transfer to Group 1, 2, or 3. Employees in Groups 4 and 5 are not eligible for paid holidays.

Gunstock Mountain Resort recognizes the following paid holidays: Memorial Day; Independence Day; Labor Day; Columbus Day; and Thanksgiving Day. Eligible employees are required to use paid holidays within two (2) pay periods prior to or after the actual holiday. If required to work on a company holiday, they will be compensated for their hours worked on that holiday and permitted to use the holiday within the allotted timeframe. Holidays that are not taken within the five (5) week usage period will be forfeited. Employees will be paid for eight (8) regular hours when taking a paid holiday.

In addition to PTO and these company-observed paid holidays, employees in Groups 1, 2, and 3 are eligible for up to four (4) paid Floating Holidays. Floating Holidays are credited at the start of Gunstock's fiscal year. Eligible employees are required to use all Floating Holidays prior to the end of Gunstock's fiscal year. Floating Holidays that are not taken prior to the end of the fiscal year will be forfeited.

Eligible employees in their first year of service are credited with two or three Floating Holidays depending upon their date of hire as follows:

Date of Hire/Promotion	Floating Holidays Allowed
May 1 – October 31	4 per year
November 1 – April 30	2 per year

All scheduling requests for the usage of paid holidays must be approved, in advance, by your manager. Holiday pay is not considered time worked for the purposes of calculating overtime. Unused paid holidays are not paid out upon separation.

CHRISTMAS BONUS PAY

New traditions start here. Beginning December 2020, Gunstock will be open to the public on Christmas Day. All non-exempt employees (Groups 1-5) are eligible to receive Christmas Bonus Pay for their work on Christmas Day. The Christmas Bonus amount will be calculated at 1.5x your regular hourly pay rate for hours worked between 7PM on December 24th through 11:59PM on December 25th.

BEREAVEMENT LEAVE

Family matters. It's hard to overstate the importance of being free to attend to family matters and taking personal care when an immediate family member passes away. The Company offers paid bereavement leave for all Gunstock employees to support them during their time of grief. For the purposes of this policy, "immediate family member" is defined as spouse, domestic partner, child, parent or sibling. "Extended family member" is defined parent-in-law, grandparent, grandchild, aunt, uncle, cousin, niece and nephew, or a person who is legally acting in one of these capacities, or another relative living in their residence.

All Gunstock employees are eligible for paid time off in the event of a death in their family, according to the following schedule:

- Up to 40 hours of paid bereavement leave for the death of an immediate family member.
- Up to 8 hours of paid bereavement leave for the death of an extended family member.

If applicable, accrued and earned Paid Time Off may be used in conjunction with bereavement leave. Proper notification must be given to your department manager or supervisor.

JURY DUTY LEAVE

All employees will be excused from working for jury duty. Eligible employees will receive paid leave in the event that you are summoned for jury duty. Eligible employees are Year Round employees (Groups 1, 2, 3) as well as seasonal employees (Groups 4 & 5) who work an average of at least 30 hours per week. Seasonal employees who regularly work less than 30 hours per week are not eligible to receive paid leave for jury duty. If you are called to serve, notify your department manager as soon as possible and bring a copy of the jury duty summons to the Human Resources department.

Eligible hourly employees will be paid the difference between your jury duty pay and your regular wages. Please provide the Human Resources department with a receipt of your juror's pay so you will be paid the difference for the days served as a juror on which you otherwise would have worked. Eligible salaried employees will continue to receive their full weekly salary unless they have performed no work during that pay period. All employees are expected to return to work if excused from jury duty during regular working hours.

Gunstock will also allow unpaid leave for any employee summoned to appear before a court, legislative committee, or other official judicial body, if the summons was not due to a criminal act you committed. The witness leave will be unpaid, unless you are appearing as a witness for the Company in the course of your work duties.

EMERGENCY PTO

Group 1, 2, and 3 employees may request additional paid leave in the case of a personal emergency, up to five days (40 hours) per fiscal year. Approval of the additional paid time will be at the discretion of the General Manager. All requests for Emergency PTO must be made in writing and certification of circumstances may be required. All other leaves must be exhausted prior to submitting a request for Emergency PTO.

PERSONAL LEAVE OF ABSENCE

Employees may find that personal problems make it necessary to be absent from work for extended periods. Requests for a personal leave of absence without pay for limited periods will be considered by management, depending on the reasons and circumstances for the request. Employees must submit a written request to their manager, explaining the reason for the personal request and the anticipated length of the absence. Advance notice is required when foreseeable and you must maintain regular contact with your manager for the duration of your personal leave. All Paid Time Off days remaining at the time the any leave of absence begins must be used at the beginning of the leave but will not extend the maximum duration of the leave. After those days are used, the remaining leave becomes "unpaid". Employees granted a personal leave of absence will be required to full pay insurance premiums when applicable and will not accrue PTO time or retain the use of privileges during the time off. We are unable to guarantee reinstatement to any particular job but may be able to offer another suitable position when you return from leave.

FAMILY MEDICAL LEAVE ACT (FMLA)

Under the Family and Medical Leave Act ("FMLA"), eligible employees may take up to twelve (12) weeks of unpaid FMLA leave within a twelve-month period and be reinstated to the same or an equivalent position upon their return to work. To be eligible for FMLA leave, you must satisfy both of the following conditions:

- You must have worked for Gunstock for at least 12 months, and must have performed at least 1,250 hours of work in 12 months prior to the leave; and
- At the time leave is requested, you must work at a worksite with 50 or more employees if 50 or more employees are employed by Gunstock within 75 miles of the worksite.

Eligible employees may take FMLA leave for any of the following reasons:

- The birth of your child and to care for the newborn child (leave must be taken within 12 months of the birth of the child);
- The placement of a child with you for adoption or foster care, and in order to care for the newly placed child (leave must be taken within 12 months of the adoption or placement of the child):
- The serious health condition of a spouse, parent, minor child, or adult child when the adult child is incapable of self- care and the employee is needed for such care ("covered family members");
- Your own serious health condition that renders you unable to perform your job;
- A qualifying exigency arising out of the fact that your spouse, son, daughter, or parent is on active duty (or has been notified of an impending to call to order to active duty) in the US National Guard or Reserves in support of contingency operation.

In addition, an eligible employee may take up to 26 weeks of FMLA leave to care for a covered service member. A "covered service member" is a current member of the United States Armed Forces, including the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the service member medically unfit to perform his or her duties for which the service member is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list.

A "serious health condition" is defined as a condition that requires inpatient care at a hospital, hospice or residential medical care facility, including any period of incapacity or any subsequent treatment in connection with such inpatient care or a condition that requires continuing care by a licensed health care provider. Employees with questions about what illnesses are covered under this FMLA policy should contact the HR Director.

Tracking FMLA Leave

As stated above, an eligible employee is entitled to a total of twelve (12) workweeks of leave during any rolling 12-month period. A "rolling 12-month period" is measured backward from the date an employee begins an FMLA leave. Each time an employee takes FMLA leave, the Company will compute the amount of leave the employee has taken under this policy in the last 12 months and subtract it from the 12 weeks of available leave, and the balance remaining is the amount the employee is entitled to take at that time. FMLA leave for the birth or placement for adoption or foster care of a child must be taken all at once unless otherwise agreed to by Gunstock. FMLA leaves due to illness or a qualifying exigency may be taken on an intermittent or reduced schedule basis.

Intermittent and Reduced Schedules

FMLA leave due to a serious health condition, qualifying exigency, or the need to care for a service member may be taken intermittently or as a reduced schedule, if medically necessary. While you are on an intermittent or reduced schedule, Gunstock may temporarily transfer you to an available alternate position that better accommodates your recurring leave and that has equivalent pay and benefits.

If you are taking approved FMLA leave on an intermittent basis, you must notify your department manager of every day (or partial day) of absence as well as the HR Director so that the FMLA usage can be properly identified and tracked. Employees taking intermittent or reduced schedule FMLA leave will be paid only for the hours actually worked. Salaried employees may have their base salaries adjusted for the amount of time actually worked.

Status of Benefits While on FMLA Leave

Employees are required to use any accrued, unused PTO during FMLA leave. Once you have exhausted all available PTO, the remaining leave will be unpaid. The substitution of paid leave time for unpaid leave time does not extend the 12-week FMLA leave period. Also, your FMLA leave may run concurrently with other types of leave, such as short-term disability. PTO accruals will be suspended during the FMLA leave period. In addition, an employee is not eligible for other employment related benefits such as holiday pay, bereavement leave, and jury duty pay during the FMLA leave period.

During an approved FMLA leave, Gunstock will maintain your health benefits under the same terms and conditions applicable to employees not on leave. If PTO or any other paid leave runs concurrently with your FMLA leave, the Company will deduct your portion of your health plan premiums as a regular payroll deduction. If your FMLA leave is unpaid, or is paid through Workers' Compensation, short-term disability benefits, or other

benefits not provided through Gunstock's payroll system, you will be responsible for payment of your portion of your health plan premiums by making arrangements with Human Resources. Your health coverage may be cancelled if your premium payment is more than 30 days late.

If you elect not to return to work at the end of the leave, you may be required to reimburse Gunstock for the cost of premiums paid by Gunstock for maintaining coverage during your unpaid leave, unless you cannot return to work because of a serious health condition or because of other circumstances beyond your control.

Medical Certification

The Company will require certification for the employee's or a covered family member's serious health condition, or to care for a service member. The employee must respond to such a request within 15 calendar days of the request or provide a reasonable explanation for any delay. Failure to provide medical certification may result in a denial of continuation of FMLA leave. Gunstock will provide you with medical certification forms for the health care provider to complete. If possible, you should provide the medical certification before your leave begins.

The Company may directly contact your health care providers for verification of clarification purposes using a health care or human resources professional. Before the Company makes this direct contact with the health care provider, the employee will be given an opportunity to resolve any deficiencies in the medical certification. In compliance with HIPAA Medical Privacy Rules, the Company will obtain the employee's or family member's permission for clarification of individually identifiable health information.

Gunstock, at its expense, may require an examination by a second health care provider designated by Gunstock. If the second health care provider's opinion conflicts with the original medical certification, Gunstock, at its expense, may require a third health care provider agreed upon by the employee and Gunstock to conduct an examination and provide a final and binding opinion.

Recertification

Gunstock may request recertification for the serious health condition of the employee or the employee's family member no more frequently than every 30 days and only when circumstances have changed significantly, or if the employer receives information casting doubt on the reason given for the absence, or if the employee seeks an extension of the FMLA leave. Failure to provide requested recertification's within 15 days may result in delay of further leave or denial of leave. The procedures for verifying certification forms above also apply to verifying recertification forms, with the exception that Gunstock will not require second or third opinions for recertification forms.

Requesting FMLA Leave

All eligible employees requesting FMLA leave must provide verbal or written notice of need for the leave to the HR Director. Within five (5) business days after the employee has provided this notice, the HR Director will complete and provide the employee with the DOL Notice of Eligibility and Rights (FORM WH381).

When the need for FMLA leave is foreseeable, the employee must provide the employer with at least 30 days' notice or as soon as reasonably possibly. When the need for FMLA is not foreseeable, the employee must comply with Gunstock's call-in procedures.

If you take leave because of your own serious health condition, you will not be reinstated until you provide a fitness for duty certificate from your health care provider confirming that you are medically able to resume work. The return-to-work medical certification forms can be obtained by contacting the Human Resources department.

Return to Work

At the end of an authorized FMLA leave, the employee will be reinstated to his or her original position or an equivalent position. However, certain highly compensated employees or "key employees" may be denied restoration to their prior or equivalent position if keeping the job open for the employee would result in substantial economic injury to the company. Key employees are those employees who are among the highest paid ten percent of employees within 75 miles of the worksite.

Coordination of Other Company Policies

In the event of any conflicts between this policy and other Gunstock policies, the provisions of this policy will govern. The FMLA and the FMLA regulations issued by the US Department of Labor contain many limitations and qualifications that are not stated in this policy. Gunstock reserves the right to apply the terms of the FMLA and the FMLA federal regulations.

MILITARY LEAVE

An employee who volunteers or is called to active military duty in a branch of the U.S. Armed Forces will be granted an unpaid leave of absence according to applicable state and federal laws, including the Uniformed Services Employment and Reemployment Rights Act (USERRA). Advance notice

of military service is required, unless military necessity prevents such notice or it is otherwise impossible or unreasonable. Eligible employees may choose to use any available PTO concurrently with Military Leave.

Employees on Military Leave who participate in Gunstock's health benefits will be able to continue participation for any paid portion of military leave covered by PTO, and for thirty (30) days thereafter. If a Military Leave exceeds this period, then your medical insurance coverage will cease and you will be eligible to elect to continue your health insurance coverage at your own expense for up to 24 months, in accordance with USERRA. The cost for continuation coverage will be the full cost of the premium. A 2% administrative fee may also be charged. When you return to work, you will be reinstated to the medical insurance benefit with no waiting period, even if coverage terminated during the leave.

Eligible employees returning from Military Leave will be reinstated to work in accordance with applicable law. Employees returning from military leave will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

In order to qualify for reinstatement rights following a leave of absence for service in the uniformed services, you must meet the criteria established by applicable law and must timely notify Gunstock of your return from military service and your desire for reinstatement pursuant to USERRA. Employees seeking reinstatement may be asked to provide documentation of the timeliness of their reinstatement requests, the total time spent in service, and/or a statement that the reason for separation or dismissal from service is not disqualifying.

Gunstock will not discriminate against any individual in hiring, employment, reemployment, or any employment benefits because of that individual's service in the U.S. uniformed services. Gunstock also will not tolerate any retaliation against any individual because of his or her military service or engagement in any other activities protected under USERRA. Any employee who believes that he or she has experienced discrimination or retaliation in violation of this policy must report the matter to the Director of Human Resources.

CRIME VICTIM LEAVE

In accordance with New Hampshire law, Gunstock will grant an employee unpaid time off from work to attend court or other legal or investigative proceedings associated with the prosecution of a crime in which the employee was a victim. For purposes of this policy, a "victim" is any person who suffers direct or threatened physical, emotional, psychological, or financial harm as a result of the commission or attempted commission of a crime.

An employee may also qualify for leave under this policy if he or she is part of the immediate family of a homicide victim or part of the immediate family of a child under the age of 18 or an incompetent adult who is the victim of a crime. For purposes of this policy, "immediate family" means the father, mother, stepparent, child, stepchild, sibling, spouse, grandparent, or legal guardian of the victim, or a person who is otherwise in an intimate relationship with and residing in the same household as the employee.

If you need time off under this policy, notify the Director of Human Resources as far in advance as possible. You may be asked to submit copies of the notices of each scheduled hearing, conference, or meeting that is provided to you by the court or agency involved in the prosecution of the crime. You must comply with any requests to submit these notices and failure to do so may result in denial of the leave of absence. Gunstock will maintain any such notices or records in confidence, and will disclose them only on a need-to-know basis.

You will be notified as soon as practical whether the leave request is granted or denied. Requests falling within the definitions of this policy will typically be granted unless the leave of absence would cause an undue hardship on our business. An "undue hardship" for purposes of this policy means significant difficulty and expense. In determining whether an undue hardship may exist, Gunstock will consider the size of our operation, your position and role within our organization, and our need for you to be at work.

Employees on leave under this policy will be treated in the same manner as employees on personal leave for benefits purposes. Gunstock will not discharge, threaten, or discriminate against an employee for taking leave under this policy.