



WORK SAFE PLAYBOOK

Employee Guide to Gunstock's COVID-19 Pandemic Preparedness and Response

Winter 2020/21



Gunstock Mountain Resort

719 Cherry Valley Road, Gilford NH 03249

REV 12.09.20

Introduction

Since the abrupt ending of our winter season last March, the world has been turned upside down by the COVID-19 pandemic. Our daily lives have changed in ways that none of us could have expected. But these last few months have given us better insight into how this virus spreads, and thereby how it can be managed. As we look ahead to the 2020/21 winter season, you can expect to see many changes throughout the operation put in place to protect you and our guests from the risks of the COVID-19 virus. But the one thing we hope won't change is the excitement and pure joy people feel when they are here. We believe the natural beauty of our mountain can be a source of healing, peace, and connection in these incredibly difficult times. Thank you for making it possible for us to share this space with the world.

As always, Gunstock Mountain Resort is dedicated to providing a safe and healthy environment for its employees, guests and visitors. The protocols outlined in this document are based on the recommendations and requirements issued by the state of NH and other public health entities. These protocols are in place to limit and control the transmission of infectious diseases in general, and of the novel COVID-19 virus more specifically. These guidelines are subject to change in conjunction with public health notices and restrictions.

It is the responsibility of every Gunstock employee to take all necessary steps to consistently abide by these guidelines to protect their own health, and the health of coworkers and guests. It is also the responsibility of all employees to be forthcoming about their own personal COVID-19 symptoms and/or exposure to individuals who have been diagnosed with COVID-19.

The Gunstock management team is responsible to ensure proper education and enforcement of these guidelines. Senior management will remain abreast of the pandemic status in the local area and work in tandem with the Gunstock Area Commission and other state and local officials to adjust these guidelines as necessary.

This Work Safe Playbook is intended to provide procedural guidance for working safely during the COVID-19 pandemic. These guidelines are based on recommendations and requirements from the NH Governor's Economic Reopening Task Force ([Universal Guidelines](#)), NH Department of Health and Human Services ([DHHS](#)), the US Centers for Disease Control and Prevention ([CDC](#)), the Equal Employment Opportunity Commission ([EEOC](#)), and the Occupational Safety and Health Administration ([OSHA](#)). Individual circumstances may call for individual attention.

It is my hope that each of you have a safe, healthy, and fun winter. If you have any questions at all about the materials presented in this guide, please let us know.

~ Becky LaPense,
Director of Human Resources

COVID-19 Work Restrictions & Health Screenings

Work Restrictions

In accordance with [NH's Universal Guidelines](#), the following employees will not be permitted to work on-site:

- i. Anyone with new or unexplained symptoms of COVID-19
- ii. Employees identified as being in close contact with a person known or suspected to have COVID-19 ("Close contact" is defined as being within 6' for 10 minutes or longer, in either a single interaction or cumulative interactions over the course of a day. "Close contact" does not include brief contact with a person or guest in passing.)
- iii. Anyone diagnosed with COVID-19
- iv. Anyone who has traveled outside of any New England state (NH, VT, ME, MA, CT, RI) for non-essential travel

Symptoms

The state of NH requires that all businesses, organizations, and individual business operators conduct daily health screenings to prevent symptomatic employees from entering the workplace. Any employee experiencing unexplained symptoms of COVID-19 is required to **stay home** and immediately notify their Department Manager or Shift Supervisor. These symptoms include:

- Fever of 100.4 °F or higher
- Respiratory symptoms such as a runny nose, nasal congestion, sore throat, cough, or shortness of breath
- General body symptoms such as muscle aches, chills, and severe fatigue
- Gastrointestinal symptoms such as nausea, vomiting, or diarrhea
- Changes in your sense of taste or smell

Employees experiencing any new or unexplained symptoms should **stay home** and contact their health care provider for additional guidance and testing.

On-Site Screening Protocol

To further protect our staff and guests, Gunstock will conduct on-site COVID-19 screenings for employees working on-site during the 2020/21 winter season. **The Employee Health Screening Checkpoint will be open daily during winter operations from 6am-5pm.** The On-Site Screening Protocol is in place to prevent sick and/or symptomatic employees from accessing the worksite and will remain in effect until further notice as follows:

- Prior to parking their vehicles, employees will be directed to the Employee Health Screening Checkpoint located on Last Lane, the paved road behind the Outdoor Center.
- Daily temperature checks and COVID-19 symptom screenings will be completed by a member of the Gunstock Safety Services team.
- Employees will remain in their vehicles until the screening is complete.
- Once cleared to work onsite that day, employees will be issued a WorkSafe bracelet that must be worn for the entirety of their shift.

Employees with temperature readings of 100.4+ and/or experiencing other COVID-19 symptoms (especially cough and shortness of breath) cannot work or enter the facility. They will be directed to a secondary screening location outside of First Aid Base and remain in their vehicle until a member of the Safety Services team completes the secondary screening. Employees with verified symptoms will be asked to return home and follow the [Self-Isolation](#) and [Return to Work Protocol](#) below.

Self-Screening Protocol (Authorized Staff Only)

The Self-Screening Protocol is in place to prevent sick or symptomatic employees from leaving their homes and decrease the likelihood of spreading infection. The following procedures are in place for authorized employees who begin their shifts before or after the Employee Health Screening Checkpoint opens or closes for the day:

- Employees are required to complete a self-certified [Employee Screening Report](#) before the start of each shift to document daily temperature and other COVID symptoms or exposure.
- Temperature must be taken at home by employee prior to leaving home for work:
 - EMPLOYEES SHOULD NOT COME IN TO WORK IF THERE IS A TEMPERATURE OF 100.4 OR HIGHER, OR ARE EXHIBITING ANY OTHER COVID-19 SYMPTOMS.
 - Employees exhibiting symptoms of COVID-19 should immediately notify their department manager and follow the [Self-Isolation Protocol](#) in this guide.
- Completed self-certified Screening Reports must be submitted via email or paper to their Manager before each shift.
- Department Managers are responsible for ensuring the security and confidentiality of the information contained on the Screening Reports. Be mindful of privacy concerns with health-related materials and identify a secure location where paper forms can be submitted.

Travel Restrictions

While at-risk travel restrictions remain in order, any employee who travels outside of the New England states will be required to use PTO or request an unpaid leave of absence to accommodate the state-mandated self-quarantine period. If remote work is possible, they may be permitted to work from home during the quarantine period. Time off for at-risk travel may be denied due to business needs.

Documentation and Reporting

Department Managers should immediately notify Human Resources of any confirmed infections or exposures. Human Resources or Safety Services personnel will coordinate all follow up procedures, such as contact tracing and notifications, with appropriate agencies, including NH DHHS and/or Primex.

Workers' Compensation

An employee who contracts COVID-19 through a known positive source as a result of employment may be covered by Gunstock's workers' compensation insurance, Primex, for their resulting COVID-19 medical expenses and lost wages for both the prescribed quarantine and recovery periods. An employee exposed to a known positive source of COVID-19 as a result of employment, but who does not contract the virus, will receive coverage for the cost of the prescribed testing and prophylaxis, but not for the lost wages from quarantine. Workers' compensation benefits are subject to NH Workers' Compensation Statute, RSA 281-A, and are based on supporting medical documentation.

Remote Work Employees

Employees who have been approved for remote work must adhere to the following guidelines:

- Maintain regularly scheduled work hours – if working outside of normal business hours, notify your manager in advance.
- Accurately report all hours worked via the Checkmate Mobile App.
- Hourly employees should punch out any time you leave your workstation for 20 minutes or longer, except for your paid breaks (10-minute breaks every 4 hours, 30-minute meal period).
- Continue to monitor office voicemail daily and promptly return all messages.
- Strictly adhere to the IT Info Security policy and maintain confidentiality of all sensitive or proprietary business documents and systems.
- When working on-site, please follow the [On-Site Screening Protocol](#) above.

Self-Isolation and Return to Work Protocol

Employees who are exhibiting symptoms of COVID-19 must remain off the property until cleared to return to work. If an employee is sent home as the result of their on-site screening, Gunstock will work with you to arrange for a COVID-19 test at the closest ConvenientMD or state testing facility. Until test results are confirmed, symptomatic employees should remain in self-isolation and practice exceedingly good respiratory hygiene. Working from home may be an option, where possible.

Self-Isolation Guidance

- Notify your health care provider of your symptoms and self-isolation status. Be sure to inform them of any prescription needs so they can arrange for delivery or drop-off, if needed.
- Stay away from other people in your home as much as possible, staying in a separate room and using a separate bathroom if available.
- No visitors unless the person needs to be in your home.
- If you need medical attention, call ahead to ensure you are going to the right place and taking the necessary precautions.
- Wear a face mask if you must be around other people, such as during a drive to the doctor's office.
- When you cough/sneeze: cover your mouth and nose with a tissue; immediately throw tissues in garbage; wash your hands with soap and water for at least 20 seconds; if that's not available, clean with [hand sanitizer](#) that has at least 60% alcohol.
- Avoid sharing household items, including drinking cups, eating utensils, towels or even bedding. Wash these items thoroughly after using.
- Clean high touch surfaces daily using a household cleaner or wipe. These include counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets and bedside tables.
- Clean surfaces that may be contaminated with blood, stool or bodily fluids.
- Shared spaces in the home should have [good airflow](#)—use an air purifier or open windows.
- Continue monitoring for any symptoms. If they worsen, call your health care provider.

Returning to Work After Isolation or Quarantine

The state of NH requires that employers adhere to the following guidelines to determine when it is safe for employees to return to work after isolation or quarantine. In all cases, follow the guidance of your doctor and local health department. The decision to stop home isolation/quarantine should be made in consultation with your healthcare provider and/or state and local health departments.

Confirmed COVID-19 Diagnosis

An employee who **tested positive** for COVID-19 can return to work under the following conditions:

- Approved COVID-19 testing is negative AND,
- At least 24 hours have passed since their last fever (without using any fever reducing medications), AND
- Other symptoms have improved.

Suspected COVID-19 Symptoms

Employees who are exhibiting symptoms of COVID-19 but who have **not been tested** will be required to stay at home until the following criteria are met:

- At least 10 days have passed since symptoms first started, AND
- At least 24 hours have passed since last fever (without using any fever reducing medications), AND
- Symptoms have improved.

Close Contact Exposure

Asymptomatic employees who report close contact with someone known to have COVID-19 must self-quarantine for 10 days from the last day of exposure. They are encouraged to get tested for the virus even though a negative test does not remove the need to quarantine. Testing will help determine the safest duration for self-quarantine. If they test positive, they should immediately self-isolate and follow the above return-to-work guidance.

Household Members of People Under Quarantine

According to [NH DHHS](#), household members and other close contacts of persons under quarantine for “close contact” exposure are not *required* to stay home, although it may be recommended by a health care provider. As long as the person under quarantine does not show any symptoms, and the household members and other close contacts are well, those living in the same house as someone on quarantine can leave the home. If the person being quarantined develops illness, or is diagnosed with COVID-19, household members and other close contacts must then self-quarantine.

NH Universal Guidelines for Isolation, Quarantine, and Testing

	Household Contact (highest risk) to someone with COVID-19 in past 10 days	Non-Household Close Contact with someone with COVID-19 in past 10 days	Traveled internationally, by cruise ship, or domestically outside of New England	Travel within New England or No Travel
New or unexplained symptom of COVID-19	Isolate , Get Tested, If negative Self-Quarantine for 10 days from last day of exposure (no exceptions)	Isolate , Get Tested, If negative Self-Quarantine for 10 days from last day of exposure (unless essential employee)	Isolate , Get Tested, If negative can return to normal activities once they are at least 24 hours without a fever (off fever-reducing medications) and other symptoms are improving, AND any one of the following three criteria apply: 1. Person completes Self-Quarantine for 10 days from last day of travel 2. Travel was “ essential travel ” 3. Person ends quarantine after day 7 with a negative SARS-CoV-2 test on day 6-7 of quarantine (must be a molecular test to detect active infection, such as a PCR test) (Note: If person was tested before days 6-7 of quarantine due to symptoms and was negative, then a second test on day 7 is still required to end quarantine after 7 days.)	Isolate and get tested immediately. If negative the person can return to normal activities after at least 24 hours without a fever (off fever reducing medications) and other symptoms are improving.
Asymptomatic	Self-Quarantine for 10 days from last day of exposure (no exceptions), Get tested.	Self-Quarantine for 10 days from last day of exposure (unless essential employee), Get tested	Self-Quarantine for 10 days from last day of travel (unless essential travel). Person has the option of testing out of quarantine with a negative SARS-CoV-2 test on day 7 of quarantine (must be a molecular test to detect active infection, such as a PCR-based test). If traveler is designated as an essential employee , then person can return to work as outlined above, but they must quarantine for all other non-work related purposes following the quarantine guidance	No restrictions
Tested Positive for COVID-19	Self-Isolate	Self-Isolate	Self-Isolate	Self-Isolate

Work Safe Guidelines

Gunstock has developed the following Work Safe Guidelines to limit the exposure and spread of COVID-19 in the workplace. All employees working on-site are required to follow the practices outlined here at all times while working. Failure to do so may result in disciplinary action, up to and including immediate dismissal.

Face Coverings

Recent studies have confirmed that cloth face coverings are a critical tool in the fight against COVID-19, especially when used universally within a community setting. All persons working at or visiting Gunstock Mountain Resort will be required to wear a face covering or mask over their nose and mouth while on Gunstock property at all times, except while eating or working alone (no physical interaction with other employees or guests). While working indoors, employees will be required to wear their Gunstock-issued face mask – personal face coverings will not be permitted. Gunstock utilizes a [variety of face masks](#) that will be issued to employees based on their [risk of occupational exposure](#). On-snow and outdoor employees will be permitted to wear a personal balaclava, ski buff or ski mask in addition to or instead of their Gunstock-issued face mask when working outdoors or while in any of the indoor facilities.

Masks reduce coronavirus infections

Many researchers now believe the virus can spread not only by coughing or sneezing but by simply breathing, talking or singing. Masks have been shown to reduce the chances of both types of transmission.

Particle size
In micrometers

Not wearing a mask

Wearing a mask

Source: American Association for the Advancement of Science
MICHELLE GUERRERO U-T

Employees with a disability that makes it impossible or difficult to wear a face mask for prolonged periods of time should contact their Manager or Human Resources to discuss their options for reasonable accommodation or modification.

Physical Distancing

Physical distancing is a simple yet very effective mechanism to prevent potential infection, that relies on simple distance to avoid infection. This means:

- Keep at least 6 feet between you and others as a normal practice
- Keep all physical interactions as short as possible
- Eliminate physical contact with others, such as handshakes or hugs
- Avoid touching surfaces touched by others, to the extent feasible
- Avoid anyone who appears to be sick, or who is coughing or sneezing

Physical distancing should be in practice at all times in all work areas where others are present, both indoors and outdoors. Gunstock has identified the COVID-19 capacity limits for all indoor areas that account for the room size (including ceiling height), ventilation, human activity, and exposure time for people in those areas. These capacity limits are posted near the entrances of each indoor work area and will be tightly controlled by Gunstock management.

Timeclocks

To reduce the risk of exposure at timeclocks, the biometric feature on all company timeclocks has been disabled. Employees are encouraged to punch in through the HCMtoGo mobile app on their smartphone. The [download instructions](#) are included in the Resources Section of this Playbook. Complimentary wi-fi is widely available throughout the resort for use when on company property. Please note, geofencing will restrict employees from punching in until they have reached Gunstock property and employees should only punch in when they have reached their workstation and are prepared to work. Time spent parking or shuttling/walking to/from your work area is not considered compensable time. Any abuse of the remote timeclock capabilities will be grounds for disciplinary action, up to and including immediate dismissal.

Employees who are unable to access the mobile app should report their hours worked on a hand-written Weekly Timesheet or PIN-access timeclock. Employees who are authorized to use the PIN-access timeclocks are required to maintain physical distancing and sanitize the keypad surface before and after each use.

Scheduling & Work Groups

Where possible, managers will implement staggered start and end times for work shifts and breaks to provide for proper physical distancing. To facilitate contact tracing efforts in the event of a worksite exposure, Gunstock will maintain work logs to document “close contacts” between staff members during the work shift. These may include lift logs, lesson assignments, dispatch logs, and shift schedules. In certain areas, employees may be asked to complete a daily shift log to report unscheduled “close contacts” with other employees.

Workstations

Workstations should avoid face-to-face interactions with less than the minimum spacing requirement of 6 feet. If this condition cannot be met, then employees will be provided with alternative measures to mitigate exposure, such as the following:

- Face Masks
- Body Orientation
- Physical barriers may also be installed where practical; the barriers must be cleaned multiple times a shift

Employees are strongly encouraged to disinfect their own workspace multiple times during the shift, giving special attention to common surfaces. Remember to avoid touching your face and wash your hands thoroughly with soap and water several times during the work hours to reduce risk and prevent person-to-person potential infections.

Break Areas & Locker Storage

Proactive management of employee breaks that allow for physical distancing is of utmost importance. When physical distancing cannot be achieved in a designated break area, staff will take staggered breaks to allow for proper distancing. Due to the indoor capacity restrictions, employee access to lodge space will be limited this season, particularly on weekends and vacation periods. Employees are encouraged to plan ahead and use designated break areas during those busy periods. Capacity limits for each designated employee break area and locker room will be conspicuously posted and must be adhered to at all times. Department Managers are responsible to monitor and enforce capacity limits and distancing for all breaks. Employees are responsible for removing their personal items from lockers at the end of their shift so that the Gunstock Clean Team can disinfect shared lockers and break areas nightly.

Meetings

Whenever possible, web/phone conferences should be used instead of face to face meetings. If in-person meetings cannot be held outdoors, a proper indoor location allowing for physical distancing will be required, such as the Main Hall or Stockade Lodge. The meeting organizer will be responsible for maintaining distancing requirements, gathering limits, and meeting duration.

Lift Access

In accordance with [NH's Re-Opening Guidelines for Ski Areas](#), face coverings worn over the nose and mouth are required in all lift lines and while loading, riding, and unloading the lift. Parties who have traveled to the resort together are permitted to ride the lift together. However, loading strangers together on a lift is strongly discouraged and should be avoided. Lift lines will be actively managed by Gunstock's Lift Operations team for maximum efficiency and guest cooperation.

Ski/Snowboard Instructors and students in children's lessons will be considered "cohorts" and permitted to ride the chairlift together. Adults in a ski/snowboard lesson will be given the option to ride the chair with their Instructor or as a single. In accordance with [NH's Re-Opening Guidelines for Amateur and Youth Sports](#), Instructors and students will be required to wear a face covering over their nose and mouth at all times while in a lesson, including while riding the chairlift.

Shuttles and Company Vehicles

Employee parking will be available in the Pistol parking lot Monday-Friday and Alpine Ridge on weekends and holiday/vacation periods. Shuttles will be loaded to allow for physical distancing and face masks will be required for all riders, employees and guests included. Windows will be kept down to provide adequate ventilation and air flow in the shuttles. Employees operating company vehicles should allow for physical distancing if passengers are permitted. All vehicles must be sanitized before and after each use.

Tools and Equipment Sharing

The sharing of any tools or equipment, including phones, computers, pens/pencils, should be avoided when possible. If sharing does occur, employees are required to clean the tools or equipment immediately after each use. Appropriate cleaning supplies and PPE are provided for each task.

Enforcement

Gunstock Mountain Resort is committed to maintaining the Work Safe protocols outlined in this guide and expects all employees to follow them without exception. If an employee knowingly disregards any of the protective measures included here, they will be subject to disciplinary action, up to and including immediate dismissal. Guests who refuse to comply with the requirements of NH's Stay at Home orders will be asked to leave the property.

Respiratory Hygiene

Employees are encouraged to practice proper respiratory hygiene to reduce the spread of all infectious diseases, including seasonal flu and COVID-19:

How to Protect Yourself and Others

Accessible version: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>

Know how it spreads



- There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19).
- **The best way to prevent illness is to avoid being exposed to this virus.**
- The virus is thought to spread mainly from person-to-person.
 - » Between people who are in close contact with one another (within about 6 feet).
 - » Through respiratory droplets produced when an infected person coughs, sneezes or talks.
 - » These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
 - » COVID-19 may be spread by people who are not showing symptoms.

Everyone should

Clean your hands often



- **Wash your hands** often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, **use a hand sanitizer that contains at least 60% alcohol.** Cover all surfaces of your hands and rub them together until they feel dry.
- **Avoid touching your eyes, nose, and mouth** with unwashed hands.

Avoid close contact



- **Limit contact with others as much as possible.**
- **Avoid close contact** with people who are sick.
- **Put distance between yourself and other people.**
 - » Remember that some people without symptoms may be able to spread virus.
 - » This is especially important for **people who are at higher risk of getting very sick.** www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html

Cover your mouth and nose with a mask when around others



- **You could spread COVID-19 to others** even if you do not feel sick.
- **Everyone should wear a mask in public settings** and when around people not living in their household, especially when social distancing is difficult to maintain.
 - » Masks should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
- **The mask is meant to protect other people** in case you are infected.
- Do **NOT** use a facemask meant for a healthcare worker.
- Continue to **keep about 6 feet between yourself and others**. The mask is not a substitute for social distancing.

Cover coughs and sneezes



- **Always cover your mouth and nose** with a tissue when you cough or sneeze or use the inside of your elbow.
- **Throw used tissues** in the trash.
- Immediately **wash your hands** with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

Clean and disinfect



- **Clean AND disinfect frequently touched surfaces** daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks. www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html
- **If surfaces are dirty, clean them:** Use detergent or soap and water prior to disinfection.
- **Then, use a household disinfectant.** You can see a list of [EPA-registered household disinfectants here](#).

Personal Protective Equipment & Disinfectant Supplies

Gunstock will maintain a 30-day supply of hand soap, disinfection spray and wipes, hand sanitizer, paper towels, tissues, and other disinfectant supplies and PPE as listed below. The Buildings department is responsible to track usage daily, maintain inventories, and replenish supplies when requested by Department Managers. If you notice a shortage of any PPE or disinfectant supplies, please notify your Department Manager or Shift Supervisor immediately.

1	Masks	Cloth, Disposable, and surgical/N95	Min. 30-day supply
2	Gloves	Non-latex	Min. 30-day supply
3	Thermometers	Infrared thermometer (non-touch), medical grade digital ear thermometers	7, 2
4	Disinfectant spray/wipes	10% bleach solution or a hospital-grade disinfectant (refer to approved disinfectant listing)	Min. 30-day supply
5	Spray bottles	1-liter plastic spray containers	Min. 5 bottles
6	Hand sanitizer (refills)	Sanitizer with Alcohol 70%/Local Brand "Sanitizer"	Min. 30-day supply
7	Hand soap	Hand soap / Varying brands	Min. 30-day supply
8	Paper towels	Varying brands	Min. 30-day supply
9	Glasses/face shields	Safety glasses / Polycarbonate	Min. 30-day supply
10	Bio-hazard container	Bags that can be sealed and tagged as contaminated material	Min. 30-day supply

As always, Department Managers are responsible for conducting training and enforcement of proper PPE usage.

Hand Washing and Hand Sanitizer

Employees should wash their hands thoroughly for at least 20 seconds with soap and water regularly throughout the day, but especially upon arrival to your workstation, before and after restroom use, before and after touching your mask, before and after eating or serving food, and prior to leaving the facility for the day. Avoid touching your face with unwashed hands.

Frequent and thorough hand washing is our best defense against infectious disease. But when soap and water are not readily available, Gunstock will provide employees with hand sanitizer made of at least 60% alcohol, especially before touching face masks or after using shared tools, equipment, or common surfaces. Upon hire, employees will be issued a personal-sized hand sanitizer bottle with refill stations made available throughout the work areas. Notify your Manager or Shift Supervisor if your department supply of hand sanitizer is low or empty.

General Disinfecting Measures

General disinfecting measures have been implemented throughout the facility to reduce the risk of exposure or infection. The cleaning steps outlined below will be taken routinely, based on frequency noted to disinfect workplace surfaces. Along with these workplace disinfection activities, proper personal sanitary practices, including washing hands after bathroom use, are also necessary.

#	Area/Place	Disinfection Content	Disinfectant	Disinfection Measures	Frequency
1	Work area common surfaces	Including light switches, door handles, counter tops and other common surfaces	Hospital grade disinfectant or fresh 10% chlorine bleach solution (sodium hypochlorite solution), as appropriate	Spray with hand held sprayer or wipe	At least four times per day
2	Offices, desk, and conference rooms	Table & chair surfaces		Spray with hand held sprayer or wipe	At the end of each meeting and end of day
3	Office equipment	Shared printers, copiers, microwave/toaster ovens, refrigerators		Spray with hand held sprayer or wipe	At least once respectively in the morning and afternoon
4	Tools and other equipment	Handles and other commonly touched areas		Spray with sprayer	Based on use; Once per shift if contacted by 1 person only; otherwise, between users
5	Bathrooms	Doors and windows, handles, faucets, sinks, and toilets		Spray with hand held sprayer or wipe	At least four times per day
6	Break Areas	Table and chair surfaces, dispensers, vending machines, etc.		Spray with sprayer	Generally 3 or more times per shift to include after all breaks and meals
7	Vending machines	Interface surfaces (pay, selection and vending surfaces)		Spray with sprayer	Generally 3 or more times per shift to include after all breaks and meals
8	All vehicles and heavy machinery	Wipe areas of common human interaction (e.g. seat surfaces rails, belts, door and window controls)		Spray with sprayer	After each use
9	Multi-user safety vest and other PPE	All surfaces		Spray with sprayer	Not applicable/ not allowed
10	All floors and walls	All general floors and walls at site		Mop	Periodic, where frequently touched; mop hard surfaces daily

A daily cleaning log for equipment and locations will be maintained by the Clean Team to document the time and location of each cleaning. Each member of the Clean Team will have access to their own company vehicle for use during their shift (golf cart, truck, or minivan).

Hard (Non-porous) Surfaces

If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection. For disinfection, Gunstock will use a 10% bleach solution or hospital-grade disinfectant.

Soft (Porous) Surfaces

For soft (porous) surfaces, such as carpeted floor and rugs, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces. After cleaning, if the items can be laundered, wash items in accordance with the manufacturer's instructions using the warmest appropriate water setting for the items and then dry items completely.

Electronics

For electronics such as tablets, touch screens, keyboards, remote controls, and ATM machines, remove visible contamination if present. Follow the manufacturer's instructions for all cleaning and disinfection products. Consider use of wipeable covers for electronics. If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 70% alcohol to disinfect touch screens. Dry surfaces thoroughly to avoid pooling of liquids.

Linens, Clothing, and Other Items That Go in the Laundry

In order to minimize the possibility of dispersing virus through the air, **do not shake dirty laundry**. Wash items as appropriate in accordance with the manufacturer's instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely. Dirty laundry that has been in contact with an ill person can be washed with other people's items.

Be sure to clean and disinfect hampers or other carts for transporting laundry according to guidance above for hard or soft surfaces.

Contractors/Visitors/Deliveries

All vendors, delivery personnel, and visitors are required to wear a face mask and observe physical distancing guidelines at all times on company property.

Signage

Informational signage and notices for each indoor facility will be posted by the Clean Team, as recommended by state officials and the CDC.

Decontamination Procedures after Suspected Exposure

After suspected or confirmed exposure on resort property, the Gunstock Clean Team will conduct a full decontamination of all exposed surfaces with appropriate PPE as outlined in the following CDC guidelines:

- Close off areas visited by the ill persons.
- Open outside doors and windows and use ventilating fans to increase air circulation in the area.
- Wait 24 hours or as long as practical before beginning cleaning and disinfection.
- Disinfect all exposed areas including offices, bathrooms, common areas, shared electronic equipment (like tablets, touch screens, keyboards, remote controls, and ATM machines) used by the ill persons, focusing especially on frequently touched surfaces.

Your Wellbeing

Gunstock is taking these steps to protect the physical health and safety of our employees and guests during the COVID-19 crisis. We hope you find them to be understandable, comprehensive and assuring. Even with these measures in place, you may be experiencing other stressors that make daily life difficult. Gunstock's **Employee Assistance Program** offers many resources designed to help you cope with problems related to stress, depression, mental health, anxiety, and family issues. They offer a variety of tools for self-care, including podcasts, webinars, and online assessments. Be sure to check out The Daily Break, which provides live video stretch breaks and guided meditation sessions, free to all Gunstock employees and their household members.

To access this extraordinary benefit, visit <https://kgreer.com/members/login/> and enter the company code: Gunstock. You can also speak confidentially 24 hours a day with a licensed counselor by calling 800-648-9557.

External Resources & Links

NH Stay At Home Order 2.0 – Universal Guidelines

- <https://www.covidguidance.nh.gov/>
- <https://www.covidguidance.nh.gov/sites/g/files/ehbemt381/files/documents/2020-10/guidance-ski-areas.pdf>

CDC Guidelines

- <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

EEOC Guidelines

- <https://www.eeoc.gov/coronavirus>

OSHA Positions Categorized by Risk Exposure Levels

- <https://www.osha.gov/Publications/OSHA3993.pdf>
- <https://www.osha.gov/Publications/OSHA3990.pdf>

Employee Rights Under the Families First Coronavirus Response Act (FFCRA)

- https://www.dol.gov/sites/dolgov/files/WHD/posters/FFCRA_Poster_WH1422_Non-Federal.pdf

NSAA Ski Well, Be Well: Ski Area Operating Best Practices

- https://nsaa.org/Webdocs/Resources/Coronavirus/Playbook/SkiWellBeWell_2020.pdf

COVID-19 Employee Screening Report

* Overnight Personnel Only *



EMPLOYEE NAME: _____ DATE: _____

TIME OF REPORT: _____

Temperature Reading

Time of Reading: _____ AM / PM Temperature: _____

Within the last 24 hours, have you experienced any of the following symptoms?

Check all that apply:

- Respiratory symptoms such as a runny nose, nasal congestion, sore throat, cough, or shortness of breath
- General body symptoms such as muscle aches, chills, and severe fatigue
- Gastrointestinal symptoms such as nausea, vomiting, or diarrhea
- Changes in your sense of taste or smell
- None of the above

I understand that, if any point during the day I begin to experience any of the symptoms above, I am required to notify my immediate supervisor. Initial here _____

Have you been in close contact with someone suspected or confirmed to have had COVID-19 in the past 14 days? Yes No

Have you traveled in the past 14 days either: 1) internationally; 2) by cruise ship; or 2) Within the US but outside of NH, VT, RI, CT, MA or ME (regardless of transportation)? Yes No

My signature below certifies that the information I provided in this self-certification is truthful and complete. I further understand that providing false or misleading information will be grounds for disciplinary action, up to and including dismissal.

Employee Signature



Accessing the Mobile Application

The Mobile Application allows users to access the application with a mobile device such as a mobile phone or tablet. This instruction sheet shows how to access and log into the mobile application.

Google Android

- 1). Access **Google Play**.
- 2). Search for “**HCMTOGO**”
- 3). **Download** and **install** the application to your device.

Apple iOS

- 1). Access the **Apple App Store**.
- 2). Search for “**HCMTOGO**”
- 3). **Download** and **install** the application to your device.

Setting up the Mobile Application for the first time.

- 1). Open the **mobile application** on your device
- 2). Select **North America** from the list as your **region**. Input your company’s **short name** (Gunstock’s code is **ck7762**)
- 3). Input your **username** and your **password**
- 4). Click **Login**

NOTE: Gunstock’s Company Short Name is **ck7762**

Username Format

Your **username** will be the first letter of your first name, your full last name, and the last two numbers in your social security number.

Example: JDoe57



First Time Login Mobile Application – Change Password

If this is your first-time logging into your account, and you are using the mobile app, follow the below instructions to configure your new password.

Change Password

- 1). Enter the **old password** (default password).
- 2). Enter **In new password**.

Note: Passwords must be at least 8 characters long, have one uppercase, one lowercase, one number, and one special character.

Example: Password1!

A screenshot of a mobile application interface for changing a password. The screen has a light gray background. At the top, the title "Change Password" is displayed in a dark gray font. Below the title are three input fields, each with a small lock icon on the left side. The first field is labeled "Old Password" and has a yellow border. The second field is labeled "New Password" and has a white border. The third field is labeled "Confirm New Password" and has a white border. Below the input fields is a blue button with the word "CHANGE" in white capital letters. At the bottom of the screen, there is a small copyright notice: "Copyright © 2018 All Rights Reserved. v6.57".



First Time Login Mobile Application – VCA Settings

If this is your first-time logging into your account, and you are using the mobile app, follow the below instructions to configure your virtual code settings. When you sign into your account, every time you sign in on a new device, you will need to enter in a code.

Configure VCA Settings

- 1). Enter in at least one method for the delivery for your token code
- 2). Click **save**

Configure Virtual Code Settings

Please verify that your contact information below is correct. If it is incorrect, enter in a valid Mobile, Phone and/or Email in order to receive a token code for future login.

At least one of the three methods below is required. As a best practice, enter in as many of these three as possible.

For the purposes of providing increased security the phone number entered will be shared with a third party to transmit a multi-factor authentication token.

Text Message #

XXX-XXX-XXXX

Voice Phone #

XXX-XXX-XXXX

Email

NoReply@Checkmatenh.com

SAVE

Using VCA on a New Device

- 1). Choose the **method** in which you would like to receive your **token code**
- 2). Click on the blue button that says “Send Text Message” or “Send Email”
- 3). Depending on the method you chose, **retrieve** the token code and **enter** the code.
- 4). Click **Continue**

Note: If you do not want to do this again on Your device, check off the checkbox.

Methods:

- Text Message
 Voice
 Email

Text message will be sent to:*****1422

SEND TEXT MESSAGE

Enter Code

- By checking this box, the system will not require the entry of a code from this browser and computer with each login.

If you do not login from this device at least once in the previous 30 days, the system will require a new verification code sent to you.

CONTINUE

ALERT

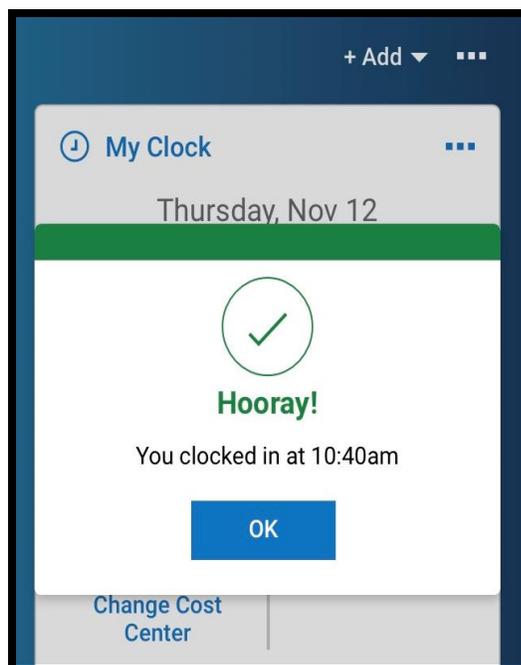
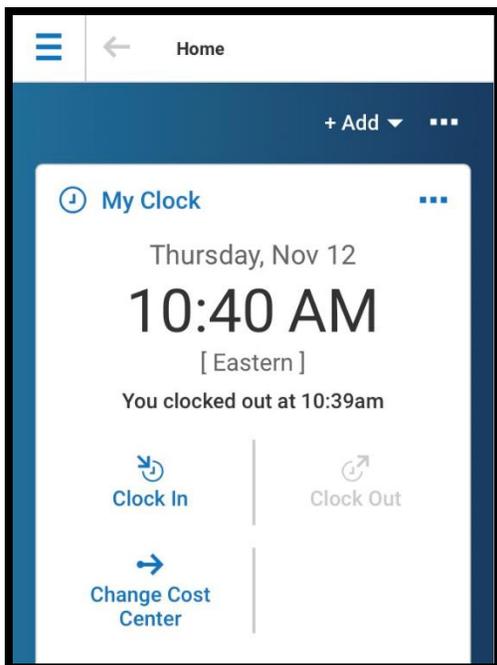
You will NOT be able to access your profile until all hiring paperwork is processed by HR

Clocking In & Out

STEP 1 Scroll down to My Clock

STEP 2 Click "Clock In" or "Clock Out"

If either box is grayed out, it just means there is a missing punch but you can still enter the punch. Just be sure to follow up with your manager for any missing punches.



Sign Out of the App

STEP 1 Click Home (top left corner)

STEP 2 Click drop down arrow (top left corner)

STEP 3 Click Sign Out

