

Policies and Risk Management

Helmet Policy

The Ontario Snow Resorts Association and Mt. Dufour Ski Area recommend wearing helmets for skiing and riding. Skiers and snowboarders are encouraged to educate themselves on the benefits and limitations of helmet usage. The primary safety consideration and obligation under the Alpine Responsibility code is to ski and ride in a controlled and responsible manner.

All staff who are required to ride or ski as part of their job are required to wear a helmet

Employee Code of Conduct Policy

Intent

Mt. Dufour Ski Area is committed to providing a safe, healthy workplace that promotes a high level of job satisfaction and a respectful work environment. We believe that it is a shared responsibility of all employees to work towards the constant improvement of our workplace. To assist the organization in maintaining an exemplary work environment, we require that all employees of Mt. Dufour Ski Area conduct themselves in an ethical and professional manner, at all times.

Scope

This policy applies to all employees, including contractors, volunteers and students.

Policy Guidelines

To preserve the core values and business principles that our organization is founded upon, we have compiled a list of unacceptable behavioural actions that have been classified as either:

1. Hazardous to employee safety;
2. Criminal;
3. A negative influence on workplace morale; or
4. Detrimental to the success of our business.

Mt. Dufour Ski Area reserves the right to discipline and, in certain cases, terminate the employment of any employee for participating in any conduct that violates Mt. Dufour Ski Area's Code of Conduct standards and policies.

Unacceptable Actions / Behaviours

Unacceptable behaviours shall include, but not be limited to the following:

- Causing physical harm to another person.
- Threats or harassing behaviour.
- Wilful damage or destruction to employer property, or employee property.
- Possession of a weapon while on employer premises, or while conducting business on behalf of the employer.
- Disorderly, immoral, or indecent conduct.
- Violation of health and safety practices, policies and procedures.
- Theft, including physical and intellectual properties.
- Insubordination.
- Dishonest, illegal or improper business activities.
- Job abandonment.
- The use, possession, sale, manufacture or dispensation of any illegal drug, alcohol, or paraphernalia associated with either.
- The use of alcohol or illicit narcotics off employer premises that adversely affects the employee's work performance, the employee's own safety or the safety of others at work, or the employer's reputation in the community.
- Failure to report to management the use of any prescribed drug which may alter the employee's ability to safely perform his/her duties.
- Arriving to work late without providing advance notice and/or without reasonable cause.
- Failure to properly report an absence.
- Failure to meet stated goals, objectives and/or performance metrics required for a position.

Employees are expected to perform their job duties in a manner conducive to a safe workplace, following all employer practices, policies and procedures.

Integrity

In dealing with customers and the general public, all employees must show a high degree of courtesy and integrity. Any unethical or discourteous behaviour to a visitor, caller or fellow employee is prohibited and may result in disciplinary action up to and including discharge

Competence

Employees are expected to conduct their work in a conscientious, diligent and efficient manner.

Criminal Record Check Policy

Mt. Dufour Ski Area will comply with all Federal and Provincial legislation regarding the protection of human rights for applicants when conducting criminal background checks. As Mt. Dufour Ski Area deals with vulnerable populations, we have a responsibility to protect and maintain their safety, and may do so by conducting thorough screening protocols for potential applicants.

Criminal Records Checks will be required for individuals that will work with, work in close proximity to, or have access to children and vulnerable adults including persons with certain types of disabilities. This requirement is in place to make sure that potential staff, members or volunteers have not engaged in harmful behaviour in the past that could pose future risk.

Criminal Record Checks will be utilized upon completion of all other previously established Mt. Dufour Ski Area hiring procedures, including application blanks, interviews and reference checks.

Confidentiality

Employees have a duty to hold all information concerning the business affairs of Mt. Dufour Ski Area in strict confidence. Under no circumstances are the affairs of the company to be discussed or revealed to any outside source. This confidentiality is expected during and following your term of employment with the company.

Examples of confidential information (but not limited to);

- Compensation data
- Financial information
- Marketing strategies
- Pending projects and proposals
- Personal information on staff members, management or board members

Employees should avoid participating in or commenting on matters concerning Mt. Dufour Ski Area.

All requests from the media should be referred without comment to Brad Boilard or a member of the management team.

Conflict of Interest

Mt. Dufour Ski Area does not tolerate behaviour which is a conflict with the interests of the company and the conduct of its business. The appearance of such behaviour is also not acceptable. Employees are expected at all times to act in good faith and with the best interests of the company in mind.

Workplace Harassment Policy

Mt. Dufour Ski Area does not tolerate harassment of our job applicants, employees or customers. Any form of harassment related to an employee's race, colour, religion, sex, sexual orientation, place of origin, age, disability, family status or any other personal attribute protected by federal or provincial law, is a violation of this policy and will be treated as a disciplinary matter.

Harassment, including sexual harassment, involves an incident or series of incidents, wherein unwelcome comments or actions concerning a person's race, colour, religion, sex, sexual orientation, place of origin, age, disability, family status or any other personal attribute protected by federal or provincial law, when:

- Such conduct might reasonably be expected to cause insecurity, discomfort, offense or humiliation to another person or group
- Submission to such conduct is made either implicitly or explicitly a condition of employment
- Submission to or rejection of such conduct is used as a basis for any employment decisions including, but not limited to, promotions, salary increases, job security or benefits; or
- Such conduct has the purpose or effect of interfering with a person's work performance or creating an intimidating, hostile or offensive work environment.

Sexual harassment, one of the most common forms of harassment, is defined as any unwelcome conduct of a sexual nature that detrimentally affects the work environment and might reasonably be perceived by the employee as placing a sexual condition on employment, training or promotion or leads to other adverse job related consequences.

Examples of sexual behaviour may include, but are not limited to, the following:

- Unwelcome sexual or gender related jokes, comments, personal questions, propositions, or taunting about person's body, attire, sex or sexual orientation;
- Obscene or vulgar language, noises, innuendo, looks or leering (suggestive persistent staring);
- Displaying of pornographic or sexist pictures or materials including calendars or graffiti in any form, including on computer;
- Physical contact such as touching, rubbing, patting, pinching, massaging or standing unreasonably close;
- Unwelcome invitations or requests, whether direct or indirect, intimidation or any other comments that might be construed as demands for sexual favours;
- Physical assault that is sexually related

Mt. Dufour Ski Area also does not tolerate retaliation against persons who have made complaints under this policy, whether for themselves or on behalf of another, persons who have cooperated in an investigation

under this policy or cooperated in an investigation under this policy or cooperated in an investigation under this policy.

Retaliation is any action taken against an individual in retaliation for:

- Having invoked this policy whether on behalf of oneself or another individual;
- Having participated or cooperated in any investigation under this policy; or
- For having been associated with a person who has invoked this policy or participated in these procedures.

If you believe you have been the victim of harassment, or know of another employee who has, report it immediately. Employees can raise concerns and make reports without fear of reprisal.

Any supervisor who becomes aware of possible harassment should promptly advise their supervisor or the human resources representative who will handle the matter in a timely and confidential manner.

Violation of this policy by an employee, including retaliation, shall subject the employee to severe disciplinary action, up to and including immediate discharge. Disciplinary action will be taken regardless of the seniority or position of the employee.

What to do if Harassment Occurs

Harassment is behaviour that is not welcome, is personally offensive, adversely affects morale and interferes with work effectiveness. Mt. Dufour Ski Area will not tolerate harassment by any Manager, Supervisor, co-worker or client. All managers and supervisors must take action to limit, prohibit or stop any behaviour that is in any way harassing to an Employee or Co-worker once they have been made aware of such behaviour. This extends to all company social functions.

If you ever feel that you are being harassed in your work environment, here is a 3 step plan of action to follow:

Step One:

Do not ignore the harassment. If you feel that you are being harassed, immediately make the alleged harasser aware of your disapproval and/ or discomfort with their comments, actions or behaviour. If the behaviour does not stop immediately go to step 2.

If at any time you do not feel comfortable approaching the alleged harasser, immediately go to Step 2 to contact another party (manager or supervisor) or any member of our senior management team.

Step Two:

Seek guidance. You should contact your manager or the alleged harasser's manager immediately

Step Three:

File a formal complaint. Write out the details of the harassing behaviour along with your response(s), being as accurate and specific as possible. Provide dates, times, locations, details of exact comments, actions or behaviour, materials (pictures, notes etc.) and names of any witnesses. A written record is not necessary to file a complaint but it can strengthen your case and does help you remember details over time.

Employees may formally or informally raise incidents of harassment with their manager or supervisor. In the case of an informal complaint, if no resolution is forthcoming within a reasonable time period or if the employee(s) is (are) not satisfied with the suggested informal resolution, then the employee(s) may file a formal written complaint with Brad Boilard, President of the Board of Directors.

Any formal written complaint of harassment filed by an employee must contain:

1. the name of the complainant
2. The name of the alleged offender (s); and
3. Details of the incident(s) complained of including dates, places, names of individuals involved or witnessing the incident(s), and any other relevant information.

Dealing with a formal complaint:

1. Once a complaint is received it will be kept strictly confidential, except that the alleged harasser and the manager who is involved, if necessary, will be provided with a copy of the complaint. An investigation will be undertaken immediately by the manager and all necessary steps taken to resolve the problem.
2. The complainant and the alleged harasser will both be interviewed separately along with any individuals who may be able to provide relevant information.
3. If the investigation reveals evidence to support the complaint of workplace harassment, the harasser will be disciplined appropriately and the incident will be documented and filed. No documentation whatsoever will be placed in the complainant's file where the complaint is filed in good faith, whether the complaint is upheld or not.
4. If the investigation fails to find evidence to support the complaint, there will be NO documentation filed concerning the complaint.
5. Employees who make legitimate complaints of workplace harassment will not have their career affected in any adverse manner. Where the complaint is determined to be frivolous and / or vindictive in nature, Mt. Dufour Ski Area shall take appropriate action towards the complainant, which may include discipline.

6. Retaliation against an individual who has filed a complaint or who has been named as a witness or respondent in a complaint, whether or not the complaint was substantiated and whether or not the complaint was resolved through any of the procedures set out in this policy, may itself become an incident of workplace harassment and could result in disciplinary action being taken by Mt. Dufour Ski Area.