



2023-24 Season Reference Guide for Seasonal Staff

The Crowley family began operating Wachusett Mountain Ski Area in the late 1960's and has built a national reputation as a premiere family ski area. The family is actively involved in the daily operations and takes pride in making Wachusett Mountain Ski Area a place where customers want to come.

Wachusett Mountain Ski Area considers you, the staff the most important asset that makes all this possible. It is your smile, service and consistent interaction with our customers that keep our loyal ones coming back, and our new ones leaving happy and engaged. You are why Wachusett is a special place to play and work.

It is our mission to make Wachusett Mountain Ski Area the best medium sized ski resort in the entire country. This is only attainable if we all work hard at our jobs to provide a superb customer experience. Each one of us can and must do everything possible to ensure our guests are treated as we would like to be treated when spending our precious time and money, each person makes a difference in the overall experience of our customers.

Our Wachusett Staff Philosophy

Our goal is to maintain a satisfied and productive team of associates. The keys to reaching that goal are effective leadership, fair and competitive wages and benefits, dedication to the job, a safe working environment and close attention to staff relations' matters.

At Wachusett, every member of our management team is committed to our philosophy. You can express your concerns, suggestions, and comments to us directly so that we can understand and work with each other better. You are always free to speak to your supervisor. We will always consider your concerns, and we are interested in your thoughts and opinions. Your supervisor is responsible for: planning your work schedule; training and developing you in your job knowledge and responsibilities; ensuring the quality of your work; and providing you with whatever assistance you may need. Your supervisor will arrange for your job instructions, introduce you to your fellow staff, show you where things are and advise you of your performance.

Our success is related to our ability in providing a work environment that fosters teamwork, satisfaction, and productivity for our staff.

Equal Opportunity

Wachusett Mountain Ski Area is committed to the principles of Equal Employment Opportunity. We believe that all our staff should be treated fairly, consistently and with dignity and respect. We accept our responsibility to make employment decisions without regard to race, religious creed, color, age, sex, sexual orientation, gender identity, national origin, ancestry, marital status, genetic information, medical conditions, or any other classification protected by federal, state, and local laws and ordinances.

Wachusett Mountain Ski Area is dedicated to ensuring the fulfillment of this policy with respect to hiring, placement, promotion, transfer, demotion, layoff, termination, recruitment advertising, pay and other forms of compensation, training, and general treatment during employment. When necessary, we will accommodate staff and applicants with qualifying disabilities and with religious requirements necessitating accommodation.

Americans with Disabilities (ADA)

Title I of the Americans with Disabilities Act makes it unlawful for employers to discriminate against qualified applicants and staff who have a disability but who can perform the job for which they are applying, with or without reasonable accommodation. Other provisions of the ADA establish requirements for accessible design in construction, transportation, and telecommunications. The Equal Employment Opportunity Commission enforces the portion of the ADA relating to discrimination in employment.

Wachusett Mountain Ski Area is committed to the employment of people with disabilities. It is the Wachusett's policy to provide equal opportunity for persons with disabilities in full compliance with the Americans with Disabilities Act of 1990 and the regulations of the Equal Employment Opportunity Commission. Our commitment includes, but is not limited to the hiring, training, accommodation, and promotion of individuals with disabilities.

Attendance

Failure to give your supervisor notice of your absence or lateness, or failure to notify us at all, may also result in disciplinary action up to and including termination. Falsification of your attendance records or recording time for other staff will lead to disciplinary action up to and including termination. This includes punching in for other staff.

Business Conduct

Wachusett Mountain Ski Area strives to create and maintain a positive work environment. To achieve this, we encourage courteous and professional workplace behavior, respect for staff and Wachusett property and a responsible attitude towards work. While it is neither possible nor desirable to identify every infraction, all Wachusett Mountain Ski Area staff are expected to observe reasonable standards of conduct.

Any staff that has reasonable cause to believe that any officer, staff, or agent of the Wachusett is engaging in any illegal, unsafe, environmentally harmful or otherwise improper activity during the course of his/her employment with us is encouraged to report such activity to the Human Resources Manager. Any report of this nature will remain confidential or disclosed to others only as necessary to investigate the activity and take appropriate action, legal or otherwise.

For conduct that Wachusett believes is correctable, staff discipline will be progressive in nature. However, the level of discipline to be imposed will be decided by Wachusett after an investigation of the facts and circumstances. Termination could be immediate in some circumstances depending on the seriousness and impact of the misconduct. You are referred to the "Termination" section of this guideline for further information. Nothing in this policy is intended to interfere with staff rights to engage in protected concerted activity under the National Labor Relations Act.

Corrective Action/Discipline Procedure

Wachusett maintains a Corrective Action and Discipline Procedure designed to be both fair and impartial when a staff is experiencing performance problems. Based on the premise that a corrective action and discipline should be positive, this procedure is intended to correct any performance problems and prevent terminations whenever possible.

The Corrective Action Procedure involves the following steps:

Verbal or Written Warning

Your supervisor may feel it is necessary to document inferior performance or failure to comply with a Wachusett policy in the form of a verbal or written warning. Depending on the severity of the situation, your supervisor may decide to issue a written warning without prior verbal warning.

Suspension

Your supervisor may feel that a suspension without pay is necessary depending on the severity of the situation.

Termination

If, after a reasonable period, the condition continues, the staff will be terminated from by Wachusett.

During the process of Corrective Action and Discipline, the staff and supervisor should work together to resolve the problem. Even though it is our intent to follow the above procedure, Wachusett reserves the right to determine the appropriate level of discipline imposed, depending upon the facts and circumstances, including the actual or potential gravity of the misconduct.

Staff Records

It is important that your staff records are accurate and up to date. The information is necessary to: maintain your employment history with Wachusett Mountain Ski Area, track your performance, determine your benefit participation, and verify wage deductions for federal, state or other applicable withholding taxes.

You are entitled to view your staff record at reasonable times after giving five business days written prior notice to your Human Resources Representative. You are entitled to view your entire record except for documents concerning staff criminal investigations per U.S. Labor Code and any documents the disclosure of which would violate an individual's right to privacy.

Please notify Human Resources of any change in your name, address, telephone number, and marital status, number of dependents or emergency contact information.

Staff Theft Policy

Wachusett Mountain Ski Area has zero-tolerance for theft from the Wachusett both monetary and non-monetary. Materials may not be removed from the premises without approval. Violation of this policy is grounds for immediate termination and the Wachusett may bring criminal charges against you.

Parking

Staff does not have a specific parking area and are to follow the parking lot attendant's direction for parking. Please do not challenge the lot attendants or go by them to find another spot, their jobs are hard enough and staff need to respect their jobs. If you are instructed to park in the third parking lot, please take the shuttle and allow for extra time reporting to your shift on busy days.

We advise staff we cannot be responsible for damage or loss to vehicles or their contents, we suggest that you keep your car locked.

Personal Appearance and Attire

Because of our relationships with customers and the nature of our business, neatness and cleanliness are always absolutely necessary. Staff should dress conservatively, in good taste and according to the requirements of the position and applicable safety standards.

It is important that the impression we give our guests in both service and appearance is professional and friendly. Our focus is on presenting a guest-friendly and approachable style that fosters interactions and communication between you and our guests. We believe it is possible to allow staff to express their individuality and at the same time meet our guest-friendly and professional appearance standards. Individuality does not include strong perfumes or scents; deodorant however is acceptable and often a necessity

Wachusett Mountain Ski Area hats or logo hats of a product that we sell in the shop on premises are examples of acceptable headgear and must be worn in the way they were designed for.

Uniforms

There are several departments that require uniforms which are provided to you from the Human Resources Office. Your supervisor will instruct you on what uniform you will be wearing. Snow pants if worn must be black in color and are available to sign out of the Human Resources Office if needed for your work shift. Athletic attire (yoga pants/leggings) is prohibited. The uniforms are issued, signed out, returned, and laundered after every shift. If a staff does not return a uniform after a shift, there will be a fee for that missing uniform taken out of their paycheck.

Name Tags

Name tags are part of the required uniform of all Wachusett Mountain Ski Area staff. Your first name tag will be given to you at no cost; any replacement name tags are \$5.00 each.

Helmets

While operating four wheelers or snowmobiles, staff must wear an approved helmet. If you are not issued a helmet for your exclusive use, you may sign one out at your department. It should be returned to that location when you no longer need it. If you have a personal helmet that you would rather use, it must be DOT approved. If you are using a Wachusett supplied helmet you will be given a helmet liner to wear for sanitary reasons. Non-compliance of this policy may result in termination of employment.

Property of Wachusett and Staff

The Wachusett will not be responsible or liable for any private property of an individual that is lost, stolen or damaged. The responsibility for safeguarding, replacing, or repairing personal property that is lost, stolen or damaged while on Wachusett premises or in a Wachusett-owned vehicle is that of the staff.

Articles lost or found anywhere on the premises should be reported immediately to staff's supervisor.

Wachusett owned equipment, material, vehicles, supplies, products, etc. are to be used only in performing work that has been assigned by the Wachusett and may not be taken from the Wachusett for private use. They may be used only as required for the job being performed which has been assigned by your supervisor. No samples, products, supplies, materials, etc. may be removed from Wachusett property. If a staff loses the Wachusett owned equipment that they have been provided, the staff will be responsible for payment to replace that piece of equipment.

Drug/Alcohol/Tobacco Free Workplace

Wachusett Mountain Ski Area is committed to providing a safe and healthy environment for our staff and customers. In keeping with this philosophy, we maintain a drug, alcohol and tobacco-free work and living environment, Smoking, including the use of electronic cigarettes is not permitted on Wachusett property.

Drug and alcohol use are highly detrimental to safety in the workplace. The unlawful manufacture, use, possession, distribution, transfer, purchase, sale, or being under influence of alcoholic beverages, medical or recreational marijuana or illegal drugs while on Wachusett property, while attending to business-related activities, while on duty, or while operating a vehicle leased or owned by Wachusett is prohibited and may lead to disciplinary action, including suspension without pay or discharge.

Employees may use physician-prescribed medications, provided that the use of such drugs does not adversely affect job performance or the safety of the employee or other individuals in the workplace.

Termination of Employment

We remind you that your employment is at-will. Staff is free to terminate his/her employment at any time, with or without cause and with or without notice. No manager, supervisor, or staff of the Wachusett has any authority to enter into an agreement for employment for any specified period or to make an agreement for employment other than at-will

We anticipate that your association with Wachusett Mountain Ski Area will be pleasant. However, should you find it necessary to leave us, we ask, but do not require, that you provide your supervisor or your Human Resources Representative with two (2) weeks' advance notice of your departure. This is considered a common business practice.

If you are deemed to be in a position that is considered by Wachusett Mountain Ski Area to be "business-sensitive," the Wachusett reserves the right to accept your resignation effective immediately.

Visitors and Personal Communications

For reasons such as safety, security and confidentiality, visitors are not permitted to enter certain areas of our Wachusett facilities without authorization. If you see a person who may not have proper authorization to enter the restricted areas of the building, please notify your supervisor.

Personal cell phones are not to be used during work time hours.

Workplace Violence

We are strongly committed to providing a work environment that is safe, secure, and free of intimidation, threats, hostility or harassment of any kind. Any such behavior is prohibited and will not be tolerated. Such behavior may be considered workplace "violence".

Threats, threatening language or any acts of aggression or violence, direct or implied, made toward or by any Wachusett staff will not be tolerated.

Violence encompasses a broad range of behaviors. In addition to the most obvious – physically harming another person, threats of assault, suicide, or murder – these behaviors also include abusive language, profanity, threats, fighting, pranks, offensive gestures, stalking physical touching, sabotage and destruction of property. These types of behavior jeopardize an individual's feelings of security and well-being at work and will not be tolerated. Disciplinary action, up to and including termination, will result.

This policy also encompasses specific **prohibited articles**. Staff is not permitted to possess illegal drugs, controlled substances, firearms, weapons of any sort, explosives anywhere on Wachusett property or in Wachusett vehicles or while on Wachusett business.

If you feel you have been subjected to violence in the workplace, you should immediately contact your supervisor or a Human Resources Representative. An investigation will be conducted and, if warranted, appropriate corrective action will be taken. There will be no reprisals or retaliation against any staff for reporting violence or the threat of violence. Please note however, that a staff that knowingly makes false allegations against another staff will be subject to disciplinary action, up to and including termination.

Work Schedule & Breaks and Meal Periods

The workweek covers the period from 12:01 a.m. Saturday through 12:00 midnight the following Friday. The normal work pattern varies from department to department and the work schedules may change daily depending on the job assigned and the work involved. You will be notified by your supervisor regarding your schedule and schedule changes. We will do our best to give you as much advance notice as possible of any changes in your work schedule.

You are also entitled to a one-half hour unpaid meal period during your workday. Your supervisor will advise you of the time of your meal period. All staff working more than 6 consecutive hours is required by law to take this break. Therefore, unless a staff has signed a waiver, as described below, staff cannot work through their break. Staff will be relieved of all active responsibilities and restrictions during meal periods. In the rare occasion that you do not receive your meal break, you must notify your supervisor immediately so that appropriate adjustments can be made.

Any staff may request to waive their meal break. In that case, the staff will need to complete the Staff Request for Meal Break Waiver form required by M.G.L. Chapter 149, Section 100.

Jury Duty Leave

In order to receive compensation, you must give your supervisor prior written notice that you have been called to jury duty. You will receive your full wages for the first three days (Massachusetts) or five days (Connecticut) of jury service in state court. Thereafter you will be paid the difference between your normal pay and the compensation received from the court. You must provide documentation from the court showing the day(s) served and the amount of any compensation received.

Paycheck

For payroll purposes, the workweek for Wachusett Mountain Ski Area starts on Saturday at 12:01 a.m. and ends on Friday at midnight. Payday is Friday and the pay that you receive will cover wages earned the previous week, checks can be picked up in the Human Resources Office after 8am.

If you wish to have someone else pick up your paycheck, it is necessary for you to give that person authorization in writing. We will not release your paycheck to another individual unless we have written authorization.

If your paycheck gets lost, please inform Human Resources immediately so that payment can be stopped, and a replacement check issued.

Any questions you have about your paycheck should be addressed to your supervisor and Human Resources.

Payroll Timekeeping

The staff's pay is determined by the information that he or she records, and accuracy is vital. Your timecard is your record of time worked and it is on this record of hours worked that your pay is calculated. It is your responsibility to record your time at the beginning and end of your work shift and at the beginning and end of your lunch period, and at any other time you leave the Wachusett premises during your normal work hours. This applies only to staff required to punch in and out daily.

Wachusett takes all reasonable steps to ensure that staff receives the correct amount of pay each paycheck and those staff are paid promptly on the scheduled payday.

Any error, whether mechanical or human, should be brought immediately to the attention of your manager so that corrective action and/or adjustment can be made to your time sheet. Wachusett will investigate your concerns and adjust your paycheck if it is determined that you have not been paid properly.

Safety

The Wachusett Mountain Ski Area philosophy of Safety is that each staff has a key role in maintaining an accident-free workplace. That is accomplished through training and awareness.

Reporting Accidents

If you or a fellow staff are injured or become ill while at work, please report to Ski Patrol Aide Room immediately, your supervisor as well as Human Resources Representative must be notified promptly.

Workmen's' Compensation

The Wachusett provides Workers Compensation Insurance to cover you in the event of an injury or illness sustained in the course of employment. This insurance will provide for your medical care and for weekly income if you are disabled because of your work. It is important that you report all injuries to your supervisor immediately.

Staff Privileges

Skiing/Riding

All staff can ski/ride for free and use the Wachusett issued lift season pass (RFID). Use of this privilege must be done on personal time only.

Chair Bar Use and Requirements

All staff who ride a lift as part of their job must always lower the chair bar while on duty and/or in uniform. It is strongly encouraged that all staff while free skiing/riding on their staff pass lower the chair bar as well.

***Purchased Pass Refund**

If you purchased a season pass of any type before you committed to being part of the Wachusett Team this season, please do not use the pass, turn it into Human Resources to be processed for a refund.

Rentals/Ski Lessons for skis/snowboards and ski lessons are also free for all staff and must be used at times that are not high volume for customer use.

Food Discounts

Staff must show their Staff Photo ID in order to receive the 50% food discount in the cafeteria. Food discounts are for staff members only and not to be used for friends or family. If this privilege is abused, you will be terminated. Deli sandwiches are not available from 12-130 pm on weekends or during holiday/vacation time periods.

Program Discounts

For multi day or week ski school programs, first year staff members will be eligible for a 30% credit given on a COW card on March 15th after successfully completing a season of work.

Second year and on staff members will receive 30% off the cost of programs at time of purchase. Registration to staff will open on Pro Night on a first come first serve basis.

Additional Wachusett Policies

Please view and familiarize yourself with the following policies, located on the Wachusett website www.Wachusett.com/staff:

If you have any questions or concerns, please feel free to contact:

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Human Resources Director

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This summary has been prepared to serve as a practical guide to Wachusett Mountain Ski Area policies to ensure you have a fun successful employment and offers valuable information on a variety of topics; expectations, history and work environment. Nothing in this summary is intended to create a contract of employment; it is a guide and can be changed without notice. Wachusett Mountain is an "employment at will" employer, which means that either the employer or the staff may terminate the employment relationship at any time with or without notice or cause. While this is meant to lend stability to our policy and procedures, we reserve the right to modify any condition of employment with or without notice.