# WHISTLER BLACKCOMB EMPLOYEE HANDBOOK 2016/2017

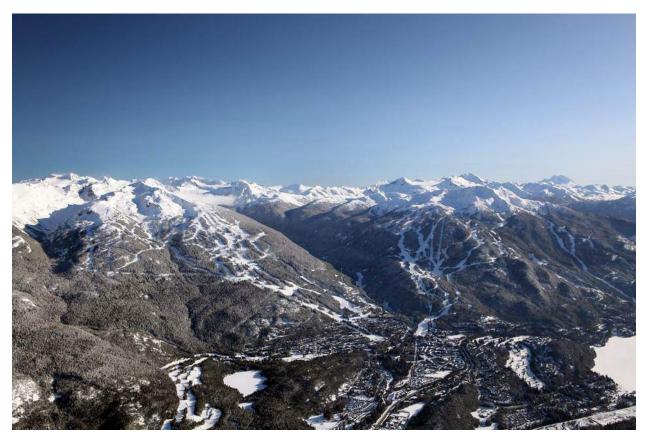


Photo Credit: Randy Links

# **Welcome Message**

Welcome to Whistler Blackcomb...and welcome to North America's # 1 mountain resort, the Official Alpine Skiing venue for the 2010 Olympic and Paralympic Winter Games and home of the world recordbreaking PEAK 2 PEAK Gondola. Your choice to be a member of Whistler Blackcomb's winning team is an important commitment that sets the foundation for what we know will be a special and memorable time in your life.

Whistler Blackcomb is world renowned for 8,171 acres of skiable terrain, one mile of vertical, exhilarating steeps, chutes and alpine bowls and an average snowfall of over 11 meters per year! We have 37 lifts including the unique PEAK 2 PEAK Gondola. In the last three years we have opened two new lifts, the Crystal Ridge Express and the Harmony 6 Express, added new cabins to the Whistler Village Gondola and introduced RFID technology. Each of these improvements enhance our guest experience and provide even better access to some of the most spectacular and diverse terrain in North America. We are also home to the world's first on-mountain vegan restaurant at the Raven's Nest, as well as, completely redesigned spaces and menus at the Rendezvous Lodge and Christine's restaurants, which offer our guests a range of exciting culinary options. The introduction of WB+, a new guest engagement

tool that allows our guests to track their runs, earn badges and share with their friends, has been enthusiastically adopted by our guests of all ages.

When the snow melts, we have an incredible summer offering and are home to the #1 lift-accessed downhill bike park in the world, The Whistler Mountain Bike Park, and we offer the most accessible and expansive alpine hiking and running trails in North America.

Yet, our unparalleled physical surroundings and outstanding infrastructure have not alone established us as a leader in our industry. The experience is as much about the personal connection we have with our guests as it is about our mountains and our lifts. We encourage you to use your individual personality to connect with our guests, to assist in any way possible and to exceed their expectations. We hope you will embrace the mission we have laid out for our company:

"To create memories as the best mountain experience, again and again."

You are the eyes, ears and heart of the operation and we hope that you will participate in open communication with your supervisors, managers and Employee Experience department. We are all here to support you and we are dedicated to empowering your time here; be it in facilitating your training, protecting your safety or helping you make this the best season it can be!

# **Our History**



Photo Credit: Jussi Grnar

# IT'S BEEN A STEEP LEARNING CURVE...

# 1960 - 1966

A group of Vancouver business people form Garibaldi Lifts Limited arrive with plans to develop Whistler as a possible alpine ski area site for the 1968 Winter Olympics. Whistler isn't awarded the Olympics, but development continues and Whistler Mountain opens to the public with a gondola, a double chair, two t-bars and a cafeteria in February, 1966.

# 1973 - 1980

Al Raine, former coach of the Canadian National Ski Team, approaches the BC government with a proposal to develop Blackcomb Mountain. Soon after, Whistler becomes a Municipality and Fortress Mountain Resorts Ltd. submits a completed development plan for Blackcomb. Under the direction of Hugh Smythe, Blackcomb Mountain opens for business on December 6, 1980.

# 1985

Blackcomb installs the 7th Heaven T-Bar, giving guests one vertical mile (>1600 m) of skiing – the greatest vertical drop in all of North America.

#### 1986

Whistler Mountain opens the Peak Chair, increasing Whistler's vertical to 1530 metres, and Intrawest Properties Ltd. (now Intrawest Corporation) purchases Blackcomb.

# 1987 - 1991

Intrawest invests \$59 million in on-mountain improvements to Blackcomb, including the Wizard, Solar, and 7th Heaven chairs as well as a new base. At the same time, Whistler Mountain adds the Whistler Village gondola.

#### 1991

Whistler Blackcomb is recognized as the #1 Ski Resort in North America by Snow Country magazine, the first resort ever outside of the US to receive this distinction.

#### 1992 - 1997

Development on both mountains continues, with the Glacier Express and a terrain park on Blackcomb, and the Harmony Express on Whistler. Whistler Blackcomb receives more #1 ratings, and the two mountains join together as a part of Intrawest Corporation.

#### 1998

The Peak Express is installed on Whistler Mountain, the Roundhouse Lodge is built, Ross Rebagliati wins the world's first gold medal in snowboarding in Nagano, and members of the British Royal Family visit Whistler for their spring vacation.

# 1999

Whistler has the most snow in 25 years (55 feet or 16.5m!), hosts more skiers than any resort in North America (over 2 million), and the Whistler Mountain Bike Park opens during the summer months.

# 2000

Construction of the new Whistler Creek begins, and a freshly remodeled Dusty's Bar and BBQ opens for business.

# 2001

Despite worry in the tourism industry due to the events of September 11, Whistler Blackcomb breaks the two million-skier mark. On Blackcomb, advanced and expert skiers and snowboarders enjoy the inaugural season of the Highest Level Terrain Park.

# 2002

The resort experiences the snowiest March on record and hosts the Global X Games.

### 2003

Mountain Sports Media awards Whistler Blackcomb the Golden Eagle Award for Environmental Excellence and Whistler is selected as the host venue for the 2010 Olympic Games.

#### 2004

Whistler Blackcomb is rated #1 by Skiing, Transworld Snowboarding and the Daily Telegraph (UK). The season finishes with incredible sunshine and Justin Timberlake makes an appearance with the Black Eyed Peas at the Telus World Ski and Snowboard Festival. The Whistler Mountain Bike Park triples in size with expansion into Garbanzo zone and Whistler Blackcomb announces it will expand into Flute and open the Peak to Creek runs.

#### 2005

Celebrating 25 years of Blackcomb Mountain (1980–2005) and 40 years of Whistler Mountain (1966–2006) Whistler Blackcomb introduces 1,100 acres of new terrain (Flute Bowl and Peak to Creek), unveils a fully redeveloped Creekside base, hosts the 2005 World Snowboard Championships, and launches a new Superpipe on Blackcomb, lit for night skiing and riding. Not to be outdone, the summer season launches the Peak Adventure sightseeing experience, the Bike Park's Freight Train and a beginner bike park under the Magic Chair, confirming Whistler Blackomb as a resort for all seasons.

#### 2006

2006 kicked off with record accumulation in January as 459 centimetres of snow fell on the mountains within the month. In February, the Olympic flag was handed from Torino, Italy to Vancouver-Whistler to begin the countdown to 2010. March brought the announcement of an exciting new lift, the Symphony Express high speed quad, which was built high in the Whistler Mountain alpine for the 06/07 season. Also, the summer season launched with a range of new products including the Base II Air Dome, the Peak Scramble and a range of new exciting trails in the Bike Park.

# 2007

The third snowiest season on record, with over 14 metres of total snow accumulation, the 2006/2007 season was filled with events and announcements. In February, the three-year countdown to the 2010 Winter Olympics began. In April, Whistler Blackcomb announced to the world that the PEAK 2 PEAK Gondola would be built. Scheduled for completion in December of 2008, the two mountains will be united by a gondola that will set world records for length and height while providing an unmatched experience for winter and summer resort guests.

# 2008

The launch of the world recording breaking PEAK 2 PEAK Gondola on December 12, 2008 was a historic moment for Whistler Blackcomb. Set to revolutionize the way guests access the mountains in the summer and winter, the PEAK 2 PEAK Gondola truly differentiates Whistler Blackcomb from other ski resorts and vacation destinations around the world. Another ground-breaking construction project that took place in the 2008-2009 season was the Fitzsimmons Run-of-River Project. To be complete in the spring of 2010, the project will generate enough power to offset the energy requirements for all of Whistler Blackcomb's operations. Finally, capping the excitement of the season was the one year countdown to the 2010 Olympic and Paralympic Winter Games.

#### 2009

Whistler Blackcomb establishes itself as a leader in environmental sustainability amongst the ski industry with the launch of the Fitzsimmons Creek Renewable Energy Project. Launched in December, the run-of-river project is located in the middle of the ski area underneath the PEAK 2 PEAK Gondola and can produce 33 gigawatt hours of hydroelectricity every year. It returns to the grid the equivalent of the annual power consumption of Whistler Blackcomb's entire ski area including lifts, mountain restaurants and snowmaking.

## 2010

The 2009/2010 season was one to remember. It all kicked off with the snowiest month ever in November of 2009 where we received 560 centimetres of snow, including one week which it snowed over 325 centimetres. Although the snow was amazing, the highlight of 2010 will remain the 2010 Olympic and Paralympic Games. Originally built with the dream of one day hosting the Winter Olympics, it took over 50 years and four Olympic bids for Whistler to finally realize its Olympic dream. In February 2010, Whistler Blackcomb welcomed the world as the host Venue of the 2010 Winter Olympic & Paralympic Winter Games. With the games done there was still plenty of winter left. On April 8, 2010, a late season blast of winter hit Whistler Blackcomb surpassing the previous second snowiest season record of 1,416 centimetres (47 feet). By season end the total snowfall accumulation was 1492cm or 49 feet bringing the new average snowfall at Whistler Blackcomb to 1,024cm or 33.6 feet. The year came to a close with Whistler Blackcomb completing an initial public offering on the Toronto Stock Exchange on November 9, 2010 and becoming a public company. Whistler Blackcomb Holdings Inc. trades under the symbol "WB".

#### 2011

With another winter of epic snowfall, the 2010/2011 season was another for the record books. Thanks to La Nina, Whistler Blackcomb received 1579cm or 51.8 feet of snow, making 2010/2011 the second snowiest season on record and brought the annual snowfall average up to 1042cm or 34.1 feet. Consistently rated as North America's No. 1 ski resort, Whistler Blackcomb placed in the top three in a number of "overall" mountain resort award categories this season including No. 1 "Best Place to Ski & Stay in North America" by Condé Nast Traveler, No. 1 "Top Resort in North America" by FREESKIER Magazine and No. 1 "Top Ski Resort in North America" by Outside Magazine. Whistler Blackcomb was also named one of Canada's Greenest Employers for the third year in a row in 2011, receiving recognition for the Fitzsimmons Creek Run-of-River project and three new energy conservation initiatives for the 2010/2011 ski season which represented over 1.3 million kilowatt hours (kWh) in electrical savings.

## 2012

The 2011/2012 winter season kicked off with a bang when Whistler Mountain opened six days early on November 18, 2011. Blackcomb Mountain opened as scheduled on November 24, with 237cm (7.7 feet) of snow already covering the slopes.

In January Whistler Blackcomb received a Certificate of Recognition (COR) from the WorkSafeBC Partners in Injury and Disability Prevention Program for having an effective safety management system

and injury management/return-to-work program. In April Whistler Blackcomb was named one of Canada's Greenest Employers for the fourth year in a row.

After another amazing winter season, which was extended until the end of May due to the incredible late-season snowfall, summer finally arrived in June. A significant moment for the Whistler Mountain Bike Park was the addition of the new Top of the World alpine bike trail which officially opened on July 28, 2012. Top of the World is accessible from the Peak Chair at the summit of Whistler Mountain and increases Whistler Mountain Bike Park's total vertical by 1,091 feet – making it the largest bike park in North America.

# 2013

Whistler Blackcomb began the 2012.2013 on top with six "best overall" wins and over sixteen No.1 "category" wins. These accolades positioned Whistler Blackcomb as one of the best ranked ski and snowboard destinations in the world.

No. 1 Overall rankings were awarded from SKI Magazine, Freeskier Magazine, SBC Resort Guide, Best overall in B.C., onthesnow.com, Powderhounds.com and Findthebest.com.

Whistler Blackcomb focused its marketing efforts on celebrating Wonder and introduced The Wonder Routes; a network of tours, trails, waypoints and stops that were created to help guests navigate the mountain and discover Whistler Blackcomb's most wonder-filled places. There are six routes and each showcase a unique aspect to the mountains.

In a continued quest to enhance the guest experience, Whistler Blackcomb announced a major \$18 million capital expansion in January 2013 to introduce two new chairs to its high-speed network of express lifts: the new Harmony 6 Express high-speed six-pack chairlift on Whistler Mountain and the new Crystal Ridge Express high-speed quad on Blackcomb Mountain. Both lifts opened to the public in December 2013 and provided increased access and a dramatically enhanced experience in two iconic and much-loved zones at Whistler Blackcomb.

2013 was also the year Whistler Blackcomb joined The Mountain Collective.

## 2014

In 2014 Whistler Blackcomb was named the No. 1 overall best ski resort in North America by the 27<sup>th</sup> annual SKI Magazine Reader's Poll. The online survey saw 41,000 resort rankings submitted by SKI Magazine readers and ranks the top 50 North American ski resorts in a variety of categories valued by ski and snowboard enthusiasts. In addition to being voted No. 1 in overall ranking, Whistler Blackcomb also received top marks in the terrain variety, off-hill activity and après categories, solidifying the resort truly has something to offer everyone.

For the 2014.2015 season Whistler Blackcomb invested \$12 million in capital improvements to replace the cabins on the Whistler Village Gondola and introduce new RFID technology across the resort. The RFID system included the installation of lift access control gates on most mountain lifts which resulted in reduced wait times at Whistler Blackcomb's main access points and the minimization of unpaid lift access.

In April 2015 the World Ski & Snowboard Festival celebrated its 20<sup>th</sup> anniversary in Whistler.

#### 2015

During the 2015.2016 season, Whistler Blackcomb celebrated its 50<sup>th</sup> anniversary. Originally opening for skiing in the winter of 1965-66 and founded on the dream of one day hosting the Olympic Winter Games, Whistler Blackcomb has left its mark on the ski and snowboard industry since day one. During the season Whistler Blackcomb celebrated the milestone with a number of activations, including a 50th anniversary party at the Whistler Conference Centre on December 12 and a 30 minute short film documenting Whistler Blackcomb's colourful past titled, *50 Years of Going Beyond*. More information about Whistler Blackcomb's 50<sup>th</sup> anniversary is available at whistlerblackcomb.com/50.

In 2015 Whistler Blackcomb completely renovated the Rendezvous Lodge, re-opening in December with a fresh new look, increased capacity and improved functionality. The menu items in the food court got an overhaul as well with the introduction of new and fresh options like Japanese ramen bowls and an authentic Mexican taqueria. Christine's Restaurant also re-opened as *Christine's on Blackcomb*, complete with a new look, new menu and new Head Chef, Steve Ramey from the renowned Hawksworth Restaurant in Vancouver.

During the 2015.2016 season, Whistler Blackcomb celebrated its 50<sup>th</sup> anniversary. Originally opening for skiing in the winter of 1965-66 and founded on the dream of one day hosting the Olympic Winter Games, Whistler Blackcomb has left its mark on the ski and snowboard industry since day one. During the season Whistler Blackcomb celebrated the milestone with a number of activations, including a 50th anniversary party at the Whistler Conference Centre on December 12 and a 30 minute short film documenting Whistler Blackcomb's colourful past titled, *50 Years of Going Beyond*. More information about Whistler Blackcomb's 50<sup>th</sup> anniversary is available at whistlerblackcomb.com/50.

In 2015 Whistler Blackcomb completely renovated the Rendezvous Lodge, re-opening in December with a fresh new look, increased capacity and improved functionality. The menu items in the food court got an overhaul as well with the introduction of new and fresh options like Japanese ramen bowls and an authentic Mexican taqueria. Christine's Restaurant also re-opened as *Christine's on Blackcomb*, complete with a new look, new menu and new Head Chef, Steve Ramey from the renowned Hawksworth Restaurant in Vancouver.

In 2015 Whistler Blackcomb launched a brand new website and introduced WB+, an online interactive platform connected to the RFID system.

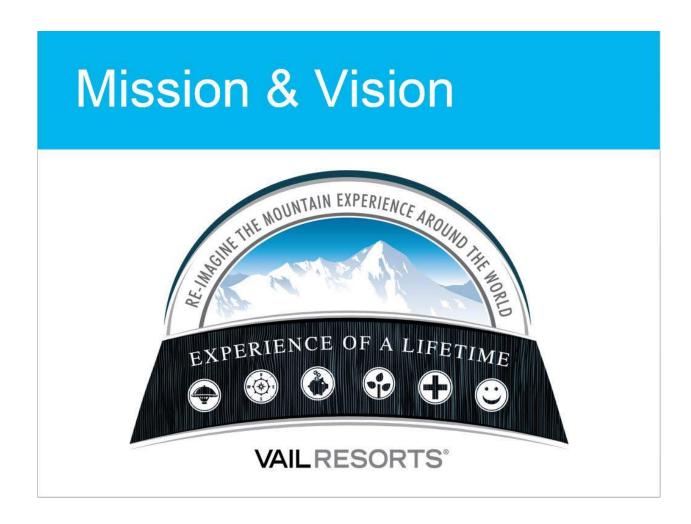
Also during the 2015.2016 season, Whistler Blackcomb implemented a snowmaking pilot project aimed at preserving the Horstman Glacier on Blackcomb Mountain. The pilot project involved the testing of four low-energy consumption snowmaking guns in the Horstman Hut area to determine if a full-scale snowmaking system is an option to prevent further recession of the Horstman Glacier.

Finally, in 2015 Whistler Blackcomb was once again named the No. 1 overall best ski resort in North America by the 28<sup>th</sup> annual *SKI Magazine* Reader's Poll. This was the third time in four years and the second year in a row Whistler Blackcomb has topped the survey results.

# **OUR COMPANY OUR PEOPLE**



**Our Mission and Our Vision** 





**Vail Resorts Values** 



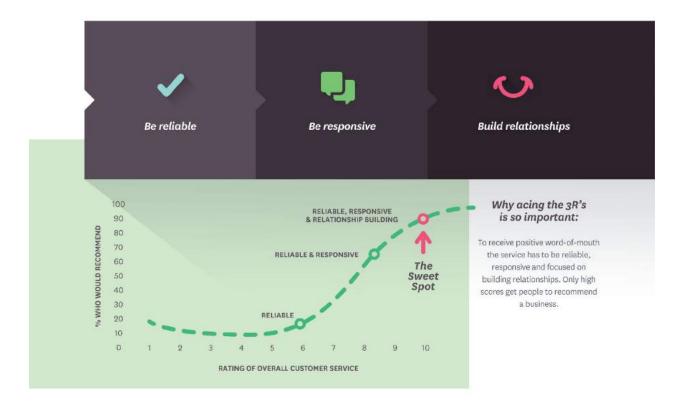
# Whistler Blackcomb Guest Service Philosophy





# Whistler's service values - the 3Rs

Learn about the 3Rs and how customers rank service quality. Get the 3Rs right and customers keep coming back.



© Peter B. Gustavson School of Business, 2014. All Rights Reserved. Published under license by the Whistler Chamber of Commerce. Duplication in whole or in part for sale by others strictly prohibited.

# Use TOFU as a tool



Always use TOFU
...(especially if there
are challenges) by
"Taking Ownership and
Following Up"

- · Confidently lead the conversation
- Get customer answers to questions you don't know
- Don't pass customers off to their employees unnecessarily
- · Effectively deal with complaints



# Be reliable

Deliver on promises...

- · Keep promises
- Know your products & services
- Give advice and educate
- · Know how to perform the transaction
- · Communicate clearly
- · Avoid errors
- · Dress and groom appropriately
- · Be proactive



# Be responsive

Fulfill customer requests efficiently...

- · Greet immediately
- · Offer to help
- · Ask the right questions and listen
- · Provide efficent service
- · Inform the customer of process & delays as required



# **Build relationships**

Personalize the experience...

- By being reliable and responsive we build relationships
- · Be in the right mindset and exhibit a positive attitude
- · Personalize the interaction
- · Discover similarities through great conversations
- Make genuine compliments when appropriate
- Use a warm welcome and memorable close

# What's in it for you?

You'll have a lot more fun on the job and you'll be recognized for delivering on the 3R's. Your Supervisor/Manager is responsible for coaching you on delivering excellent guest service and will be looking for opportunities to recognize and reward you for doing so. You can also recognize your fellow employees for delivering on the 3R's and TOFU by nominating them for an Above & Beyond, 3R Services Stars or an I.C.E. Award.

Ask your supervisor for an Above & Beyond comment card.

The following are some good examples of what great guest service looks like:

#### **Guest Service Tools**

When faced with service recovery situations, there are tools available to help you with the 3R's and TOFU.

- 1. Have A Beverage On Us voucher
- 2. Have A Bite On Us voucher \$5 and \$10 values
- 3. \$\$\$ Value Guest Service vouchers

Your Manager or Supervisor is always a good person to seek if you need assistance, but if they are not available you can contact one of the Guest Relations Service Assistance Lines.

# **Guest Relations Service Assistance Lines:**

Blackcomb Daylodge at ext. 7756 Whistler Creekside at ext. 2116 Whistler Village at ext. 2266

If you need assistance yourself as a Guest on the mountain, you can talk to your Manager or Supervisor about a solution.

## **Guest Relations Desks**

We have Guest Relations desks in the primary locations; at the base of the Whistler Village Gondola, in the Daylodge at the base of the Wizard Express Chair and at Creekside. A Guest Information / Snow School Sales office is also located in the Whistler Alpine on the main floor of the Roundhouse Lodge. In the Blackcomb Alpine, a Guest Information / Snow School Sales office is located in the Snow School office outside the Rendezvous. There is also a Guest Service assistance phone which is located inside the main entrance to the Glacier Creek restaurant.

# **Guest Satisfaction Centre**

There is a Guest Satisfaction Centre (GSC) on each mountain. On Whistler, the GSC is at the top of the Emerald Express, underneath the light board. On Blackcomb, the GSC is at the top of the Solar Coaster Chair. Our Mountain Hosts staff the GSC and serve as resource hosts for our onmountain Guests, whether they need information, a Band-Aid, a trail map or a loaner glove. Outside each GSC is a place to wait for friends, leave a message on the white boards, or make a local call.

#### **Mountain Hosts**

Volunteer Mountain Hosts on both Whistler and Blackcomb Mountains are very informed and friendly, helping both Guests and Employees with any queries. The Hosts also run the complimentary mountain orientation tours once each day, meeting at 11 am and departing from the GSC on both mountains at 11:15 am.

# Our Company Our People





"The Games were an amazing experience for our guests, our community and our employees. Bringing so much to Whistler – lasting legacies, world-wide exposure and community pride. And in true Whistler style, our community and our employees brought so much to the Games. It was a herculean effort with tremendous leadership by both VANOC and the Resort Municipality of Whistler. We set a new standard and had a wonderful experience; something Whistler can forever look back on with fond memories and pride."

Dave Brownlie, President & Chief Executive Officer of Whistler Blackcomb during
 2010 Olympic Games

In 2010, Whistler realized a dream that spanned over 40 years and inspired the original inception of this world class ski resort in a place once marked only by the Alta Lake train stop. Franz Wilhelmsen opened Whistler Mountain in 1966 with the express vision that this would one day be the home of the Olympic Games, and consequently the resort was truly "Born for the Games". We are extremely proud to say we were a venue of world's largest winter sporting and cultural event!

"A successful Games requires architects, planners, and facilitators
... as well as dreamers and magicians".

— John Furlong, VANOC, Chief Executive Officer

In February and March of 2010, Whistler Blackcomb played host to the world's best athletes and a global contingent of staff and volunteers at the Whistler Creekside Alpine courses (on Whistler Mountain's Dave Murray Downhill, Franz's Run, Wild Card and Jimmy's Joker). WB also closely supported the Whistler Sliding Centre operations on Blackcomb Mountain. Our people were a huge part of the successful execution of the Games as an invaluable support team to the Vancouver Olympic Organizing Committee (VANOC). We assisted not only anticipating and responding to their needs within our own operations, but bolstered their ranks as many talented WB people moved over into roles with VANOC and their partners during the Games period.

Years of hard work went into planning every detail, but no amount of orchestration could have produced the incredible energy, enthusiasm and pride that spontaneously erupted from everyone who experienced them. During those extraordinary two months, Whistler engaged the world, inspired the nation, galvanized the community and affirmed our belief in the power of a dream. The vibe was everywhere that you went! Giant television screens in Whistler Village broadcast live events, patios were packed with Games enthusiasts, and the Village was alive with patriotic revelers. Alongside the ever-important sport events, we enjoyed daily après concerts, street entertainment, the nightly Fire & Ice Remix and we were moved by medal presentations in Whistler Olympic Plaza. Years of anticipation exploded in 27 days of incredible community pride that only the Olympic and Paralympic Games can create, and Whistler celebrated as passionate locals and as proud Canadians.

"I believe we Canadians tonight are stronger, more united, more in love with our country and more connected with each other than ever before. These Olympic Games have lifted us up. If the Canada that came together on opening night was a little mysterious to some, it no longer is. Now you know us, eh?"

— John Furlong, VANOC, Chief Executive Officer (at the 2010 Olympic Closing Ceremonies)

Canada's Olympic and Paralympic Teams gave us much reason for pride, both with best ever finishes. The Canadian team set a new Olympic record with 14 gold medals total -- the most ever won by a single country at a Winter Games! They added seven silver medals and five bronze to rank third overall. The Canadian Paralympic Team also more than accomplished their goal with a third place finish overall with a total of 19 medals.

What is more, we celebrated the success of several athletes from right here at home, the Sea to Sky Corridor: Ashleigh McIvor (gold medalist), Britt Janyk, Davey Barr, Julia Murray, Justin Lamoureux, Kristi Richards, Maëlle Ricker (gold medalist), Manuel Osborne-Paradis, Megan Tandy, Mercedes Nicoll, Michael Janyk, Rob Fagan, Robbie Dixon, Tyler Mosher, Matthew Hallat, Morgan Perrin, Sam Carter Danniels, and Lindsay Debou (ski guide for gold medalist).

Yet the 2010 Olympic and Paralympic Winter Games were not an 'end' in themselves, but a catalyst that has accelerated Whistler's journey toward achieving its vision of becoming the number one mountain resort in the world. The Games have provided Whistler with a unique opportunity to realize many of its long term ambitions including increased world exposure and recognition, significant lasting legacies, and progress toward becoming a more sustainable and stronger resort community. Two of the most notable legacies to Whistler Blackcomb are the much enhanced snowmaking system on Whistler Mountain in the area uphill of Creekside where the Alpine Events were hosted and the inception of the Dave Murray Nation Training Centre in the Raven/Ptarmigan area of Whistler. This new training centre is operated under the oversight of a not-for-profit society and has a mission to become the premier training destination for world-class athletes from all snow sport disciplines.

# Did you know?

# Events:

- The 2010 Olympic Games (February 12-28, 2010) hosted 6,500 athletes and officials from 82 participating National Olympic Committees.
- The 2010 Paralympic Games (March 12-21, 2010) hosted 1,350 athletes and officials from over 40 countries.
- 3,500 Olympic and Paralympic athletes and officials called the Whistler Athletes Village home.
- 34 of 86 Olympic competition events were hosted in Whistler.
- 62 of 64 Paralympic competition events were hosted in Whistler.

- Canada won 26 Olympic medals 14 Gold, 7 Silver and 5 Bronze
- Canada won 19 Paralympic medals 10 Gold, 5 Silver and 4 Bronze
- 615 Olympic medals were awarded during the Games, including those presented at 45 Medals Celebrations in Whistler Medals plaza.
- The Whistler Creekside Alpine venue hosted a capacity crowd of 7,600 people.
- The Dave Murray Downhill is the second longest downhill course in the world and has hosted World Cup level races since the 1970's.
- The refrigerated track of the Whistler Sliding Centre on Blackcomb Mountain is 1.45 km long.

# Logistics:

- During the Games, Whistler's overnight population grew to more than 50,000, with an average hotel occupancy of 97%.
- The Games required 50,000 workforce members, including paid, contractor and volunteers.
- 455 Whistler Blackcomb staff filled in their season-long employment with a secondment position with VANOC, Behind the Scenes Catering, or XP Events.

# Transportation:

- In total 5,589 localized vehicle permits were issued in Whistler.
- The Sea to Sky Highway checkpoint had a 97% compliance rate.
- Public transit buses were increased from 39 to over 135.
- Over 1.5 million passengers took the bus in the Sea to Sky region in February.
- By focusing on Whistler 2020 and using sustainability as a foundation for Games planning and implementation, Whistler played an important role in contributing to the most sustainable Winter Games ever hosted. Total greenhouse gas emissions from the 2010 Winter Games are estimated to have been 15% below a "business as usual" approach.

# Vibe:

- More the 18,000 people crowded into Skiers Plaza to see the community cauldron being lit on February 5th when the longest ever Olympic Torch Relay reached Whistler.
- Over 400 "Whistler Live!" performances and exhibitions took place throughout Whistler Village. It is estimated that a total audience of more than 900,000 people took in the Whistler Live! experience during the 27 days of the Games.
- 80 centimetres (41 inches) of snow fell on the mountains the first few days of the 2010 Olympic Winter Games.
- 96% of Canadians said they were proud of being Canadian because of hosting the 2010
   Winter Games.
- 82.7% of Canadians watched the Games on February 28 (Canada vs. USA Men's Gold Medal Hockey Game and Closing Ceremonies of the Olympic Games)

# Media:

- 3.5 billion worldwide television viewers are estimated to have tuned into the 2010 Olympic Games.
- Olympic rights holding broadcasters offered the Games coverage on more than 300 TV stations and more than 100 websites worldwide (approximately 24,000 hours of coverage!)
- During the Games, more than 4,000 media accredited and unaccredited; from television, radio, print, and social media lived and worked in Whistler.
- 220,000 articles and media stories in which Whistler was mentioned were identified in the first 12 weeks of 2010.
- Whistlerblackcomb.com hosted over 1 million visits in February 2010, up 25% over 2009.
- Research shows that awareness of Whistler increased significantly in key overseas markets, such as the United Kingdom (increased from 32% to 45%), Germany (increased from 19% to 42%), and Australia (increased from 48% to 62%)

# Legacy:

- Post-Games, the Whistler Sliding Centre and the Whistler Olympic/Paralympic Park are operated under the direction of the Whistler Legacies Society to showcase their respective sports through international competitions and recreational use.
- The Resort Municipality of Whistler has identified numerous community legacies which were either a direct result of the Games or were indirectly advanced by the Games, such as:
  - Global awareness and brand recognition
  - o 300 acres of gifted Crown land
  - o Cheakamus Crossing green neighbourhood
  - The Whistler Athletes Centre
  - Whistler Olympic Plaza (Village North)
  - Sea to Sky Highway safety upgrades
  - Enhanced accessibility for people with disabilities
  - Accessible playground at Whistler Olympic Plaza
  - Austria Passive House
  - o Financial tools included incremental revenue from hotel tax
  - Municipal boundary expansion
  - New CT scanner located in the Whistler Health Care Centre
  - o Increased public art





# The Elevating Facts of Whistler Blackcomb



Photo: Paul Morrison

One vertical mile. Over 8,000 skiable acres. Two mountains. More than 200 trails. Three glaciers. 16 alpine bowls. The numbers speak for themselves. Whistler is nestled in the Coast Mountain Range of British Columbia, Canada, 120 kilometres/75 miles north of Vancouver, BC.

# **Average Snowfall Per Year**

461 inches 38.4 feet 11.70 meters

# **Total Terrain**

8171 acres/3307 hectares Trails 200+

# **Mountain Restaurants**

17, with a total of 6540 restaurant seats

# **Highest Lift Accessed Elevation**

2284 metres/7494 feet

# **Whistler Village Elevation**

675 metres/2214 feet

# **Creekside Base Elevation**

653 metres/2140 feet

# **Hourly Lift Capacity**

69,939 skiers per hour (including PEAK 2 PEAK)

	Whistler Mountain	Blackcomb Mountain
Season Dates	November 24, 2016-April 23, 2017	November 24, 2016-May 22, 2017
Vertical	1530 meters/5020 feet	1609 meters/5280 feet
Top Elevation	2182 meters/7160 feet	2284 meters/7494 feet
Skiable Terrain	4757 acres/1925 hectares	3414 acres/1382 hectares
Trails	100+	100+
Pipes		Super Pipe
Parks	2 Parks	3 Parks, 2 Snow Cross Track
Skier/Boarder Cross	-	Snow Cross
Total Number of Lifts	19 + P2P 2 high-speed gondolas 1 high speed 6 pack 6 high speed quads 2 triple chairs 8 surface lifts	17 + P2P 1 high-speed gondola 7 high-speed quads, 2 triple chairs 7 surface lifts
Snowmaking	315 acres/127 hectares	382 acres/156 hectares



Photo: Dano Pendygrasse

**Peak to Peak** 

"Hey man, what mountain you heading up tomorrow?"

"Aahhh, I don't know yet. I want to check out Spanky's, but with the snow coming tonight I

know Peak Chair is going to be sick!"

This used to be a common conversation in Whistler, that agonizing decision about what mountain to ride any given day. In December of 2008, the installation of the PEAK 2 PEAK Gondola eradicated the need to agonize. Now, every single day, all 8,171 glorious acres of Whistler Blackcomb are available to fulfill every skier and rider's passing desire.

# Just how cool is it?

Besides breaking three world records for height, length and unsupported span, the PEAK 2 PEAK Gondola has totally revolutionized the way our guests use the mountains.

The PEAK 2 PEAK Gondola offers up an endless array of choices about the kind of terrain to ride, what terrain parks to hit, whether you grab brunch at the Crystal Hut or lunch at the Chic Pea, and whether you finally wind things down (or up!) with a couple of cold ones at Merlin's, the GLC or Dusty's. The options available to make the most of your day are infinite with the PEAK 2 PEAK Gondola.

# It's a one of a kind experience

Whistler Blackcomb to the fullest, moving from one mountain to the other in just 11 minutes. Skiers and riders can follow or avoid weather; easily access the best snow conditions in the alpine; and get into every last acre of terrain on both mountains.

Not only has the PEAK 2 PEAK Gondola revolutionized the winter experience, summer has become another peak season with alpine hikers and sightseers experiencing aerial adventure spanning two mountains while travelling 13.2km/8.2 miles via three open air quad chairlifts and two gondolas.

The PEAK 2 PEAK Viewing Gallery provides a bird's eye view to Whistler Blackcomb guests year round. This raised walkway is located in the Whistler Mountain PEAK 2 PEAK terminal, is self-guided and features video tablets with five different videos showcasing facts and statistics, the construction of the gondola towers, cable installation, the gondola's evacuation system, and the history of Whistler Blackcomb.

No matter the season, the PEAK 2 PEAK Gondola is a world-record tourism icon for British Columbia, and Canada, and has enabled Whistler Blackcomb to stand apart from every other destination out there. In 2013 the The PEAK 2 PEAK Gondola was recognized as the No. 1 Landmark in Canada by TripAdvisor Traveller's Choice Awards and in 2015 it was awarded by the Guinness Book of World Records for being the highest lift of its kind and having the longest unsupported span between two cable car towers.

GONDOLA TYPE	Doppelmayr 3S	
TOTAL DISTANCE	4.4 kilometres / 2.73 miles	
LENGTH OF FREE SPAN	3.024 kilometres / 1.88 miles	
HIGHEST POINT	436 metres / 1,427 feet over Fitzsimmons Creek	
GLASS BOTTOM CABINS	Two	
NUMBER OF CABINS	28	
NUMBER OF TOWERS	Four (two on Blackcomb and two on Whistler)	
HEIGHT OF TOWERS	35-65 metres / 115-213 feet	
CROSSING TIME	11 minutes	
SPEED	7.5 metres / 24.6 feet per second	
FREQUENCY	One cabin departs every 49 seconds	
CABIN CAPACITY	28 (24 seated and 4 standing)	
TOTAL CAPACITY	4,100 people per hour (2,050 per hour each way)	

# **Three World Records Broken**

- Longest unsupported span for a lift of this kind in the world at 3.024 km / 1.88 miles
- Highest lift of its kind above the valley floor at 436 metre / 1,427 feet (above Fitzsimmons Creek)
- Longest continuous lift system on the globe: Whistler Village Gondola PEAK 2 PEAK Gondola - Solar Coaster - Wizard

# **Community and Environmental Programs**

# To The Community

The Whistler Blackcomb Foundation is dedicated to providing financial support to registered non-profit organizations whose activities provide benefit to residents of the Sea to Sky Corridor in the areas of health, human services, education, recreation, arts and culture, and the environment with an emphasis on children, youth, and family programs.

The Whistler Adaptive Sports Program (WASP)

The Whistler Adaptive Sports Program makes skiing at Whistler Blackcomb accessible to everyone, regardless of ability and challenges. Keeping safety, enjoyment and learning our top priorities, WASP programs are planned for all abilities.

The Whistler Adaptive Sports Program provides a wide selection of equipment including monoskis, bi-skis, as well as three and four track equipment. Our certified CADS (Canadian Association for Disabled Skiing) instructors and volunteers provide instruction in downhill skiing, snowboarding and crosscountry skiing. Arguably the most rewarding volunteer job on the mountain, we're always looking for extra hands in providing lessons, helping in the offi ce or with equipment maintenance. For more information, contact the Whistler Adaptive Program at 604.905.2071

# Community Outreach

Our Community Outreach program brings inner city kids from Vancouver to Whistler for an exciting mountain experience. These children participate in a variety of mountain activities, talk about mountain ecology and learn about the surrounding area.

# **Whistler Blackcomb Sustainability Policy**

# Who We Are

To be the #1 mountain resort in the world, we must be the most sustainable. We are passionate mountain enthusiasts who feel a deep connection with nature. Our purpose is to create the best mountain memories in the world. We provide the link between recreation and the natural mountain environment. As stewards of this natural environment, we must minimize our impact

while delivering new and exciting experiences. We will inspire others to be responsible in their own activities and lifestyles.

# *Our Commitment to Sustainability*

We began our journey toward sustainability in 1993, before environmental planning was on the radar for most companies. We have moved far beyond compliance to become an industry leader, receiving over 30 Provincial, North American, and International awards. Just as we evolved from compliance to leadership, the time has come to evolve once more by incorporating sustainability planning into all aspects of our business. Our goal is to reduce our ecological impact while increasing the positive impact we have on people and communities.

# Key Result Areas

Climate change is the single largest threat to the environmental, social and economic health of our planet. The impacts of climate change affect the health of our mountain ecosystems. By reducing our contribution to climate change and protecting our ecosystems, we will be a model for action toward sustainability. We see Whistler Blackcomb as a small community within the larger community and we will work to build positive and supportive relationships both locally and globally.

# Energy

We will minimize our consumption of fuel and electricity through behavioural changes, retrofits, and the use of new technologies in our purchasing and construction activities. We will seek out clean technologies, fuels and renewable energy sources to meet our energy demands. We will reduce our carbon footprint and assist in guest and resort community reductions.

# Mountain Ecosystems

We will continue to move beyond mitigation to take a restorative role with our mountain ecosystems. By following a restorative model and improving our operating procedures and design, we will improve ecosystem vitality. We will identify and protect special places. We will respect and encourage the relationship between the experiences of our guests and the health of our mountain ecosystems.

#### Waste

Through responsible purchasing, reuse, and recycling, we will strive for zero waste. We will integrate new opportunities and innovative waste solutions into our current systems. We will model nature as a waste-free system.

# Awareness and Education

We will expand nature-based tourism experiences. We will improve awareness and education on sustainability issues through internal and external communication. We will inspire others to be more sustainable in their activities and lifestyles. We will communicate our successes and failures and promote our programs for the purpose of learning.

# Social

We will actively contribute to the health and welfare of our employees. We will foster positive and supportive relationships with community stakeholders. We will work to provide for those in need both locally and globally. By structuring a strategic plan for improving our sustainability performance and involving members at all levels of our organization and our community, we will strive for continuous improvement in our operations. Never has there been a greater sense of urgency to act.

# **Employee Environmental Programs**

#### **Environmental Fund**

The Whistler Blackcomb Environmental Fund is supported by voluntary Employee donations and all collected funds are matched 100% by the Whistler Blackcomb foundation. Funds are spent on environmental projects in the Whistler Community (not on-mountain projects). You can volunteer to be part of the Selection Team that will decide where these funds are allocated. If you are unable to support the fund financially, you can still help out by getting involved in these projects. Since 2000, we have raised over \$350,000 and sponsored 78 local projects.

# Habitat Improvement Team

HIT is a community-based group that takes a hands-on approach to helping the environment. HIT runs from June until September and involves people going out into our community to work on local projects. HIT's inception was in 1997 and since then over 100 projects have been

completed. You can volunteer to help every second Tuesday evening in the summer by contacting Arthur at: Adejong@vailresorts.com

What Are We Doing?

# **Energy Management**

In 2012, Whistler Blackcomb was named a Power Smart Leader for British Columbia. We work to develop our measurement tools so that we can identify our largest-consuming areas and best opportunities for conservation. We reduce energy use through behavioural programs and technical retrofits to our equipment and facilities. We have a Workplace Conservation Awareness (WCA) group that has representatives from all of our divisions. This group meets monthly to design and implement programs to increase awareness and encourage conservation behaviours. If you are interested in being part of WCA, please contact Allana Williams at Alwilliams@vailresorts.com. To date, our energy conservation programs have reduced the equivalent annual energy consumption to power 1,000 homes in BC.

# Zero Carbon Emissions

Along with electrical and natural gas reduction, we work to reduce our carbon footprint through changes in vehicle fuel usage. We have reduced the number of fleet vehicles where possible and selected more fuel-efficient options for trucks, snowmobiles and snowcats. In 2013, we purchased our first electric fleet vehicle that delivers mail and parcels around the mountains. We have an employee carpooling program that uses fleet vehicles to transport staff to and from Squamish and Pemberton. We have a white bike program in the summer where staff can borrow a bicycle to travel from WB office locations. We encourage our staff members to bike, bus, walk or carpool to work when possible. Look for events and contests around the Commuter Challenge and Clean Air Day.

# Fitzsimmons Renewable Energy Micro Hydro Project

Whistler Blackcomb was a partnering stakeholder in the Fitzsimmons Creek renewable power project. This project can be viewed from the Peak to Peak gondola in Fitz Creek between Whistler and Blackcomb. It annually produces the same amount of electricity that is used for mountain operations. That is enough to power 3000 homes in BC.

### Zero Waste

Whistler Blackcomb is committed to using as many non-disposable products as possible. You will notice that it is difficult to find a garbage can in any of our on-mountain restaurants. That is

because Food and Beverage has re-configured our operations to ensure that all of the waste is sorted to keep as many re-usable, recyclable and compostable items out of the landfill as possible. In all of our staff workspaces, there are recycling facilities for paper, containers and organics. We have protocol in place to recycle over 30 different types of materials. Be sure to check in with your supervisor or on the Landing to familiarize yourself with the waste reduction initiatives and recycling protocal in your department.

# Mountain Stewardship

Since 1998 Whistler Blackcomb has been recognized by over 30 national and international associations. Most recently, Whistler Blackcomb was recognized as one of Canada's Greenest Employers for the past five years and named a Power Smart Leader by BC Hydro in 2012.

# How Can You Help?

The only way we will reach the goal of becoming a sustainable company in a zero operating footprint is if every WB employee abides by the WB Sustainability Policy and helps us work towards a greener future. It's our collective responsibility!

For more information or to get involved please contact Arthur DeJong, Manager, Mountain Planning and Environmental Resource 604.938.7080.



# **Retail/Rental Locations**

**Blackcomb Mountain:** Rendezvous Storage, Mountain Top Shop (Rendezvous Lodge), Blackcomb Alpine Service & Test Centres, Glacier Creek Shop, WB Rentals - Base II

**Whistler Mountain:** Roundhouse Traders, Roundhouse Lodge Storage, Whistler Alpine Rentals, Service & Test Centres

Whistler Village: The Columbia Store (Gateway), Showcase Snowboards (Westbrook), Can-Ski Westin (Westin Resort & Spa), Quiksilver Store, Can-Ski Village (Crystal Lodge), The North Face Store (Deer Lodge), Patagonia Whistler (Marketplace), WB Rentals - G1 (Gondola Building), The Salomon Store (Pan Pacific), WB Retail & Rentals - Carleton, Core Shop Tuning Centre, Whistler Heli-Skiing, Excalibur Base Storage, Essentially Blackcomb, EB Hi Pro Rentals, Garbanzo Bike & Bean, Garbanzo Demo Bike, Provisoner, Pop Up Store (Carleton Lodge), Can-Ski Alpine (Hilton Whistler Resort & Spa)

**Upper Village (base of Blackcomb):** Blackcomb Ski & Sport (BSS), RDL Lounge, Core Shop Tuning & Repair Centre (Blackcomb Daylodge), Whistler Kids at Blackcomb (Administration Building), Can-Ski Blackcomb (Glacier Lodge), WB Rentals – Coast (Coast Blackcomb Suite Hotel), WB Rentals – Fairmont, WB Rentals – Aspens (Aspens on Blackcomb), Can-Ski Alpine (Fairmont Chateau Whistler), WB Rentals – Daylodge (Blackcomb Daylodge), Mountain Products (Four Seasons Resort), Four Seasons Ski Concierge (Milestones Building)

**Whistler Creekside:** Can-Ski Creekside, Creekside Tuning & Repair, Whis kids Rentals Squamish: Whistler Blackcomb Outlet Store

# **Food & Beverage Locations**

**Blackcomb Mountain Operations:** Rendezvous, Christine's, Glacier Creek Lodge, Crystal Hut, Horstman Hut, 18 Below

**Whistler Mountain Operations**: Roundhouse Lodge, Pika's, Steeps, Ravens Nest, Harmony Hut, The Chic Pea, Harmony Snack Shack

**Upper Village Operations (base of Blackcomb):** Merlin's, Wizard Grill **Whistler Village Operations:** Essentially Blackcomb Cappuccino Bar, Garbo's, The Garibaldi Lift Company

Whistler Creekside Operations: Dusty's Bar & BBQ, Dusty's Backside, Creekside Starbucks

# Hiring Process #WBWorkLove

Whistler Blackcomb is known as North America's number one winter destination and best kept secret during the summer months! We have a strong focus on hiring, training, and developing Employees, making us the employer of choice in Western Canada for opportunities in tourism!

Whistler Blackcomb is an equal opportunity employer and employment is based on valid criteria depending on job qualifications. How does the Hiring Process Work?

**Step 1:** Visit our website to see both current postings as well as where we will be recruiting internationally and domestically. We host job fairs and recruit year round for both seasonal and year round jobs.

**Step 2:** Once you get a job offer, fill out the registration link that will be sent to you via email. By creating your account prior to arriving, you will have a quicker and easier experience during our busy ramp up period.

**Step 3:** Once you are in Whistler, come to the Cabin at Base II with copies of your personal information so we can hire you into the systems. You will need to bring with you a copy of your criminal record check, SIN number, or proof of application, banking details, a copy of your work visa (if applicable) and depending on the job you have been hired for you may be required to bring your Serving It Right number or Driver's Abstract.

If you have any missing information we cannot get you hired. Not being hired in our systems will result in no pass, no uniform etc. so come prepared.

# **Promotions & Departmental Transfers:**

It is our policy to try and promote from within the Company whenever possible. By tapping into the skills and talents of our current Employees, we are able to create career opportunities for individuals at all levels of the organization.

Jobs are posted on our website. Click on "current jobs" and indicate you are an internal employee. By clicking on "internal" you will see both external and internal postings. You must give appropriate notice to your current Department Manager if you are successful with your internal application. Remember, when applying online, copy and paste a current resume to showcase skills and qualities you have gained in your past employment that would benefit the position you are applying for. Seasonal employees are expected to stay in their positions for the duration of the season. Transferring departments will be permitted based on career development/promotion, layoff from previous position, or classification change from

casual/part-time to full-time. Extenuating circumstances will be considered on a case-by-case basis. For more details, contact your Supervisor or your Recruiting Coordinator.

# Returning for another season?

If you want to return for summer or the following winter season and are in good standing, go online in the spring and complete the return staff application. Everyone must do so if you have any sort of break in employment.



# **HOUSE**

# Non-Emergency Contact Information

HOUSE Office: 604.938.7500, ext. 1
4802 Glacier Lane
Whistler, BC
VON 1B4
WBHouse@vailresorts.com
www.housewb.com

For personal mailing address please contact the front desk

# **Emergency Contact Information**

Emergency Maintenance Number - 604.966.8997 HA Phone Numbers (7PM to 7AM ONLY)

- Building 1,2,5 604.932.7941
- Building 6,7 604.905.9459
- Brio 604.966.8590
- Westside 604.938.4016

#### **HOUSE Locations**

Whistler Blackcomb manages three permanent HOUSE locations for the use of our Employees; five apartment buildings in Glacier Park, one building located in Brio and one building on Alta Lake Road, called Westside and numerous rental houses in the valley. All of our HOUSE locations are minimally furnished and include common lounges in every building. Linen is included with every bed. HOUSE does not supply TVs or smallwares such as cutlery, dining sets, pots/pans, toasters or kettles. These items may be present in your unit as they were left by previous residents.

# Eligibility

All residents must work full-time hours for the duration of the winter season in order to be eligible to stay in HOUSE

# **Check-in Procedure**

The majority of new hires will be offered a bed in HOUSE. You will be contacted by HOUSE with all of the check in details via email. There will be a few beds held for returning staff; registration for returning staff can be done through the HOUSE Front Desk email: WBHouse@vailresorts.com.

# Payments:

Your damage deposit of \$215 must be paid by credit card only. All residents are required to pay the first 30 days user fees and Damage Deposit upon acceptance of their place in HOUSE. User fees will start on the day you actually move into HOUSE.

# Physical Check-in:

To check-in to HOUSE, visit our office located in Glacier Park Overlord Building (Building 1) at 112-4802 Glacier Lane. All rules and regulations are posted on our website www.housewb.com.

#### **User Fees**

The first 30 days of user fees must be paid upon your registration for HOUSE. Rates for the current year are available through the Front Desk. Rates will vary depending on the location, room type and the number of people in the unit. Please note that these rates are subject to change with the seasons. If you are an active employee, HOUSE will deduct user fees from your pay-cheque once you have started work. Every payday, it is your responsibility to confirm that the correct deductions have come off your cheque. If the fee deducted is inadvertently too little, HOUSE reserves the right to back charge for the difference on your next pay. If your account is in arrears you will receive information via email on how to balance your account. On

payday the amount deducted from your pay is for 14 days; 4 days behind and 10 days in advance of the actual pay day.

# **HOUSE Advisors**

There are 5 HOUSE Advisors (HA's) living in Glacier and 4 in Brio and Westside. They are trained to provide support for the residents and answer questions about Whistler Blackcomb as well as the Whistler community. There is one HA home every night to respond to noise complaints, lockouts and other problems. You can contact the on-call HA by knocking on his/her door or calling the on-call phone number which is posted in your building. HOUSE Advisors are authorized to take appropriate action to uphold the Rules of HOUSE and the welfare of the residents. HOUSE also has a full time Outreach Workers on staff. This person will be available to assist all residents however will focus on those who are having a more difficult time adjusting to their new surroundings.

# **HOUSE Programs**

HOUSE Advisors are responsible for organizing and executing events throughout the year. Events are alcohol-free and focus on fun, friendship and building community. Throughout the year many different programmed events are offered to employees living in HOUSE. If there is a program or event that you would like to see offered please see your HA.

# **Mountain Meals**

Employees can get dinner for under \$10. Healthy meals include soup/salad, main course, dessert and bottomless fountain pop 5 nights of the week. The selection of meals is great; different from what you eat on the mountain during the day, and there is always a HOUSE Advisor there to hang out with. Meals can be paid for at Base II by cash, credit or debit.

# **HOUSE Info**

Office opening times are 10am-6pm daily.

Closed on all statutory holidays.





# #WBWorkLove

# The Cabin

604.938.7557 4890 Glacier Drive Whistler, BC VON 1B4

Not to be used for personal mail. Please visit the Post Office to obtain a PO Box

The Cabin at Base II is home of the Employee Experience Help Desk. Staff at the Front Desk are there to answer all general Employee inquiries and to assist applicants seeking employment. Recruiting, Payroll, Employee Information Coordinators, Benefits, Events & Recognition, Communications, Employee Experience Officers and the Learning Curve courses are all located at the Cabin. Downstairs houses Blackcomb Patrol as well as the Safety team.

# Office hours vary depending on the Season:

May – November: Monday – Friday 9am – 5pm

November – May 7 days a week 9am – 5pm





# **#WBWorkLove** Employee Services

# **Springs**

604.905.2281 4153 Springs Lane Whistler, BC VON 1B4

NOT to be used for personal mail. Please visit the Post Office to obtain a PO box.

# **Hours of Operation:**

7 days a week

Winter Hours 7:00am-6:00pm

Summer Hours 7:30am-5:30pm

#### We Provide:

- General Employee Information
- Employee Passes
- Uniform Distribution and Maintenance
- Lockers (to those eligible)
- Keys and Codes
- Club Shred

# Uniforms

All uniforms are issued at our Employee Services Department located in the Springs Building behind the Whistler Village Gondola. Uniform eligibility is department specific. If your position requires you to have an outdoor uniform you will be required to provide Credit Card Preauthorization. If you have been with the company for over 5 years you have the option of choosing the Uniform Payroll Waiver form instead of providing a credit card.

# **Nametags**

- 1. First name (or) second given name, if that is preferred. Appropriate abbreviations are allowed.
  - 1. Example: David/Dave
- A nickname that is used more commonly than an Employee's given name; as per Management approval
  - 1. Example: Mark Forster/Foz

### Hometown

1. City, Province/State(Canada & US) or Country

Example: Salmon Arm, BC
 Example: London, ENG

Position (only when position identification is needed to perform job duties)

2. An Employee's job title; as per Management approval

1. Example: House Advisor

2. Example: Security

Decals are allowed but must not cover up the uniform or the nametag and must not look worn or offend a Guest or fellow Employee

# **Laundry Service**

Employee Services also provides complimentary laundering and waterproofing services for all outdoor uniforms. Laundering services typically take 3 days, so it is best to do on your days off.

# **Repairs/Alterations**

Uniform repairs (excluding indoor wear) can be done at Employee Services and take approximately two to six weeks depending on the garment.

#### Lockers

All full-time Employees who ski/snowboard to perform their job or have other work related equipment will be given priority for lockers. Lockers are allocated to each department based on staffing numbers. Employees will be issued lockers in person only, to ensure maximum security of everyone's personal property. Whistler Blackcomb is not responsible for lost or stolen goods. Do not leave your uniform or personal belongings unsecured or outside your locker, as you will be responsible for lost or stolen articles. Depending on your department, it may be necessary to share a locker with a fellow Employee. Lockers must be emptied within days of your last day of employment.

#### **Forgot Your Employee Pass?**

In the event that you forget your Employee pass we are able to re-print your Employee pass at the following locations: Employee Experience at Base II (The Cabin) and Employee Services in the village (The Springs - located next to the Whistler Village Gondola). You must show photo ID in order to receive a pass reprint. Once you have been issued your new employee pass, your old pass is immediately deactivated. Your first re-issue of the season is free (because we all have those forgetful days!), however from then on we charge \$5 re-issue fee. If you forget your pass at home, you can get a one day pass, however it will not include access to your employee discounts.

Remember, your pass is your responsibility. Please have it on you every day. Any circumstances where someone else is attempting to use your pass will result in disciplinary action including dismissal. The use of a deactivated pass will also result in disciplinary action.

#### **Leaving Whistler Blackcomb?**

Check it, Return it, Settle it, Bank it

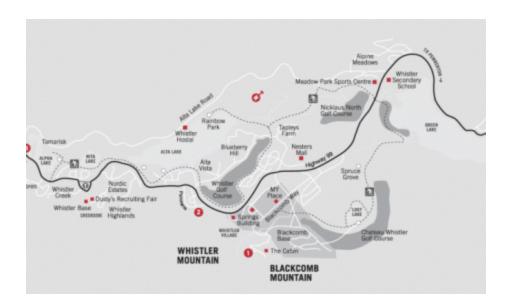
<u>Check it</u>: Check that your mailing address and Social Insurance Number on file are correct by checking your pay stub. If the information is outdated, please contact Employee Experience.

<u>Return it</u>: Return all Company property such as uniforms, keys and locks from lockers to Employee Services at the Springs Building.

<u>Settle it</u>: Settle your HOUSE account at the main office in the Overlord Building.

<u>Bank it</u>: Keep your bank account open as all final pay inclusive of hours worked and vacation are direct deposited into your bank account.

#### Getting where you need to go



## **Bus Schedule**

To view bus times and fares, please visit Whistler Transit website at: <a href="https://bctransit.com/whistler/home">https://bctransit.com/whistler/home</a>

## **POLICIES**

## The following employee experience policies can be found **HERE**:

- 1. Grooming Policy
- 2. Safety Headgear Policy
- 3. Smoke Free Policy

#### **Mountain Safety Infractions Scale**

### Whistler Blackcomb Employees - updated September 2015

- The main goal is to educate employees and to avoid re-occurrences, not to take away lift access privileges.
- Attitude at the scene and during Safety Awareness Seminar will be considered a factor in determining length of suspension.
- Aggressive and uncooperative staff will not be tolerated.
- There will be an Employee Performance Agreement issued up to dismissal relative to the severity of the event.
- All suspensions will require the pass holder to complete a Safety Awareness Seminar before their pass is reinstated.
- Suspensions and terminations will be reviewed by a senior member of Employee Experience, the employee's Manager and a member of the Safety Department prior to taking effect.
- A suspension is from work and staff pass use.

The below are minimum guidelines.

#### **Recorded Warning:**

 If you have a previous recorded infraction you may receive more than a warning

#### **Safety Awareness Seminar:**

 Plus Employee Performance Agreement Level 1 issued

#### **Safety Awareness Seminar:**

- Too fast in slow zones, highly congested areas
- Taking hits in slow zones
- Taking hits or jumps in slow zones
- Any of the above offences where you believe that the on-hill education was ineffective.
- Skiing on freshly groomed tracks at day's end
- Any violation of the Alpine Responsibility Code
- Basic behavioural problem including attitude, rudeness to staff, and swearing.

 Plus Employee Performance Agreement Level 2 issued

#### 1 Week Suspension:

- Automatic consequences without previous infractions
- Employee Performance Agreement Suspension level issued

#### 2 Week Suspension:

- Automatic consequences without previous infractions
- Employee Performance Agreement Suspension level issued

## 1 Year Suspension & Immediate Dismissal:

- Automatic consequences without previous infractions
- 1 Year from the date suspended

- Jumping banners
- Initial refusal to show pass
- Confrontational behaviour.
- · Abuse of early morning access privileges.
- Witnessed report of reckless skiing resulting in collision and no injury: must be fully documented
- Inappropriate use of lift line priority
- If caught using illegal substances on a day off
- Above behaviours plus attempts to avoid or run from any staff member or refusal to cooperate
- Makes threats, is verbally or physically abusive towards other guests or staff
- Entering Avalanche Closures, Permanent Closures, Temporarily closed areas i.e. Terrain Park, Race areas
- Confirmed report of reckless skiing resulting in collision resulting in injury: must be fully documented
- Leaving the scene of an incident in which the employee was involved in or fails to immediately report the incident to patrol
- Jumping, hanging, swinging from lifts and other misconduct
- Employee has had 2 previous suspensions within the last 2 seasons
- Staff allowing other guests to use their pass.
   Contact EE and Supervisor
- Any activity which shows blatant disregard or negligence to staff, guests or the company

Banned from Mountain:

Employee has had 3 previous suspensions within the last 4 years

#### 4. Bullying, Harassment and Violence in the Workplace Policy

Whistler Blackcomb Employees and Guests all have the right to an environment that is free from harassment based on race, sex, nationality or ethnic origin, religion, age, marital or family status, sexual orientation, unrelated criminal conviction, ancestry, political beliefs, pregnancy, disability/impairment or any other ground that is in violation with the law. This environment extends to all Company functions, on or off Company property. Harassment is defined as any behavior that is not welcome, is personally offensive, adversely affects your morale and interferes with work effectiveness. This includes, but is not limited to, vulgar language, materials (posters, magazines) that contain sexual content, offensive jokes or comments, and unwanted physical contact. Sexual Harassment is defined as any unwelcome conduct of a sexual nature that detrimentally affects the work environment, might reasonably be perceived by the Employee as placing a sexual condition on employment, training, promotion or leads to other adverse job-related consequences. Whistler Blackcomb views all allegations of harassment as extremely serious and will not tolerate harassment of any type towards any Employee. We work in a close environment, where we live and work together. It is suggested that incidents of this nature are not to be openly discussed in the workplace. If you have concerns, please speak with an appropriate person who can keep your comments confidential.

We strive to create a welcome work environment. All allegations of harassment are extremely serious and we will not tolerate harassment of any type towards an Employee.

What To Do If You Feel You Are Being Harassed:

Step 1: Say "NO" and do not ignore the harassment.

If you can, immediately make the alleged harasser aware of your disapproval and/or discomfort with their comments, actions, or behaviour. At any time, if you do not feel comfortable approaching the alleged harasser, immediately go to Step 2 and contact another party about your complaint.

#### Step 2: Seek guidance.

If the behaviour does not immediately stop, you should contact your Manager, the alleged harasser's Manager or an EE Officer. All Managers, Supervisors, and lead hands are expected to take action to prohibit or stop any behaviour that is in any way harassing to an Employee once they have been made aware of such behaviour.

Step 3: File a formal complaint.

If the behaviour continues and attempts to correct the behaviour have failed, accurately write out all the details of the harassing behaviour, being as specific as possible. Be sure to use dates, times, locations, exact comments, actions, behaviour, materials and names of any witnesses.

The EE Manager or Director of Employee Experience will investigate the harassment complaint. Information provided by anyone involved will be documented accurately and completely and will be kept confidential, except where disclosure is necessary for the purpose of investigation or disciplinary action. If the complaint is found to have merit through the investigation, the corrective action may range from reprimand to termination of employment, or if warranted, criminal charges.

Bullying, Harassment and Violence in the Workplace Policy

Policy and Procedure Document

Effective November 1, 2013

Subject:

Bullying, Harassment and Violence in the Workplace Policy

Purpose:

Whistler Blackcomb strives to maintain a positive and healthy environment for all Employees which includes the absence of Bullying, Harassment and Violence in the workplace.

This policy describes prohibited conduct and provides a process for addressing and investigating complaints of Bullying and Harassment.

Scope:

This policy applies to all Employees while at work or engaged with other Employees at work related functions or social media streams.

#### **Policy:**

#### 1. Policy Statement:

Workplace Bullying and Harassment is against the law, it is unacceptable and will not be tolerated by Whistler Blackcomb. All Employees have the right to be treated in a fair and respectful manner and to work in an environment that is free from Bullying and Harassment. Employees are expected to behave appropriately while at work, and at all work-related events whether on or off Whistler Blackcomb property.

"Bullying and Harassment" includes any inappropriate conduct or comment by a person towards an Employee that the person knew or reasonably ought to have known would cause that Employee to be humiliated or intimidated, but does not include any reasonable action taken by or on behalf of Whistler Blackcomb relating to the management and direction of Employees or the place of employment.

This policy applies to everyone working at Whistler Blackcomb, including Employees, Managers, Officers, Directors and Contractors (collectively "Employees").

Whistler Blackcomb recognizes that Employees, in the course of their employment, may be subjected to Bullying and Harassment by others who are not in the direct employ of Whistler Blackcomb (e.g. clients, suppliers etc.). In this instance, Whistler Blackcomb acknowledges its

responsibility to investigate the complaint and to take steps in accordance with the Policy as are reasonable and appropriate in the particular circumstances.

#### 2. Responsibilities of Whistler Blackcomb and Employees:

Whistler Blackcomb is committed to providing a workplace that is free from Bullying and Harassment and will:

- 1. Take steps to prevent where possible, or otherwise minimize, Bullying and Harassment;
- 2. Review this policy, the procedures set out herein, the policy statement and the steps being taken by Whistler Blackcomb to prevent where possible, or otherwise minimize, incidents of Bullying and Harassment on a proactive and annual basis;
- 3. Make all Employees aware of this policy, the procedures set out herein, the policy statement and the steps being taken by Whistler Blackcomb to prevent where possible, or otherwise minimize, incidents of Bullying and Harassment; and
- 4. Provide training to Employees to help them fulfill their responsibilities under this policy, become capable of recognizing, responding to and reporting incidents and complaints of Bullying and Harassment in accordance with the procedures set out in this policy and understand how Whistler Blackcomb will respond to and investigate complaints of Bullying and Harassment.

#### Employees must:

- 1. Avoid engaging in any conduct that constitutes Bullying and Harassment;
- 2. Report if Bullying or Harassment is observed or experienced; and
- 3. Apply and comply with this policy and the procedures set out herein.

Employees in management or supervisory roles must also ensure that Employees under their supervision are free from Bullying and Harassment.

#### 1. Reporting, Handling and Responding to Complaints:

#### **Reporting Complaints:**

Employees who witness or experience Bullying and Harassment must report the issue to their immediate Supervisor or Manager who will then report to an Employee Experience Officer or the Employee Experience Manager, or if reporting to their immediate Supervisor or Manager is not appropriate then directly to an Employee Experience Officer or the Employee Experience Manager. The Employee Experience Officer or Manager will set up an initial meeting with the Employee who is alleged to have been subjected to Bullying and Harassment.

Incidents or complaints of Bullying and Harassment should be reported as soon as possible after experiencing or witnessing an incident.

The Employee Experience Officer and the Employee Experience Manager shall maintain and have access to notes and records kept in relation to all matters under this policy and will maintain the confidentiality of those notes and records to the extent reasonably practicable and appropriate in the particular circumstances and will not disclose those notes except in accordance with this policy or as required by Law.

Handling and Responding to Complaints

#### Mediation

Where both parties to the complaint consent, the parties will, with an Employee Experience Officer, Manager of Employee Experience (or their designate), engage in a mutually acceptable mediation process (which may or may not involve direct contact between the parties to the complaint) with a view towards arriving at an acceptable solution.

Where the parties to the complaint and an Employee Experience Officer, Manager of Employee Experience (or their designate) are satisfied with the resolution, then the Employee Experience Officer, Manager of Employee Experience (or their designate) will make a confidential written record of the solution. This record will be kept by the Manager, Employee Experience.

#### Investigation

The Manager of Employee Experience (or their designate) will, for every complaint that is not resolved through mediation, conduct an investigation. Investigations will be conducted in a timely and expedient manner, keeping in mind the importance and necessity of conducting a thorough and complete investigation. Investigations will involve reviewing all relevant documents and conducting in-person interviews with the complainant, the respondent and all witnesses.

The parties to the complaint, along with Whistler Blackcomb and all of its Employees, will cooperate in any investigation that is taken pursuant to the policy. In particular, Whistler Blackcomb, Managers and the Manager of Employee Experience (and their designate) will ensure that the procedures being set out in this policy are being followed and Whistler Blackcomb, Managers and Employees will provide the Manager of Employee Experience (and their designate) with any and all details of acts they have experienced or witnessed.

The Employee Experience Manager (or their designate) will submit a report to Whistler Blackcomb with conclusions as to whether the evidence supports or does not support the allegations of Bullying and Harassment and, if applicable, recommendations for a remedy.

#### Remedies

Where a finding of Bullying and Harassment is made, Whistler Blackcomb will, as soon as is reasonable practicable, take appropriate action against the Employee who violated this policy, up to and including termination for cause.

Where a finding of Bullying and Harassment is made, a copy of the complaint and the outcome of the investigation, including any action to be taken, will be filed in the personnel file of the Employee who was engaging in Bullying and Harassment.

Where the investigation results in a finding that the complaint of Bullying and Harassment has not been proven, no record of the complaint shall be kept in the personnel file of the Employee who was alleged to have engaged in Bullying and Harassment.

The parties to the complaint will be informed of the outcome of the investigation and, where appropriate, the nature of any disciplinary action.

In appropriate circumstances, Employees may be referred to Whistler Blackcomb's Employee Assistance Program and be encouraged to seek medical or psychological advice.

#### Withdrawal of Complaint

At any time during, an Employee may choose to withdraw his or her complaint without penalty so long as the complaint was filed in good faith.

Notwithstanding this right, if in the opinion of the Manager of Employee Experience (or their designate), the circumstances warrant the continuation of the complaint process, The Manager of Employee Experience (or their designate) may do so unilaterally.

#### Policy Summary:

Whistler Blackcomb strives to maintain a positive and healthy environment for all Employees which includes the absence of Bullying, Harassment and Violence in the workplace. Whistler Blackcomb will not tolerate Bullying and Harassment.

#### **Employees must:**

Avoid engaging in any conduct that constitutes Bullying and Harassment;

- 1. Report if Bullying or Harassment is observed or experienced; and
- 2. Apply and comply with this policy and the procedures set out herein.

"Bullying and Harassment" includes any inappropriate conduct or comment by a person towards an Employee that the person knew or reasonably ought to have known would cause that Employee to be humiliated or intimidated.

"Bullying and Harassment" does not include any reasonable action taken by or on behalf of Whistler Blackcomb relating to the management and direction of Employees or the place of employment.

For further clarification or questions surrounding this policy, please contact your Manager or Director.

Joel Chevalier

Director, Employee Experience

### 5. Emergency Volunteers Policy

Effective January 1, 2014

Subject: Availability of Whistler Blackcomb Emergency volunteers during working hours

#### Purpose:

To set forth guidance for Whistler Blackcomb Employees, with respect to Whistler Blackcomb Employees that are requested to temporarily leave their Whistler Blackcomb duties to respond to a community emergency. This is specific to the Fire department, Search & Rescue, CARDA.

#### Scope:

This policy applies to all Whistler Blackcomb Employees.

#### Policy:

Whistler Blackcomb Employees are generous supporters of the communities in which they live and our organization supports their volunteer efforts. There are times when volunteer organizations are short resources or require the specific skills and experience during an emergency situation (specifically, Fire Departments, Search & Rescue and CARDA) and in these cases we will support their requirements wherever and whenever possible.

- 1. Members of Emergency response agencies (Fire, SAR, CARDA) that are working at WB should have their emergency pagers turned off. Their first priority while at WB is WB.
- If the Emergency services call the Emergency workers phone (like they did during the Tyndal lodge fire), the Employee must get permission from their Supervisor or Manager prior to leaving WB for the Emergency response.
- 3. Managers and Supervisors should do their best and be as flexible as possible to release our volunteer Emergency workers if our volumes permit.
- 4. Employees that are volunteer Emergency workers, should be aware that there are certain circumstances that may arise when their Managers or Supervisors are not able to be flexible. Examples include circumstances that may put the safety of others at risk (Guests and Staff), or the integrity of the operations at risk. Ie: If you are on Patrol and the team is backed up on injuries on a busy day.
- 5. In situations where the Employee is released by Whistler Blackcomb to their volunteer organization and that volunteer organization operates purely as voluntary (meaning no "paid on-call"), Whistler Blackcomb will continue to pay the Employee for the remainder of their scheduled shift (at Whistler Blackcomb).
- 6. In situations where the Employee is released by Whistler Blackcomb to their volunteer organization and that volunteer organization provides "paid on-call" remuneration, the Employee will only receive payment from Whistler Blackcomb for the hours of their shift that they worked prior to being released to the Emergency.
- 7. Employees must disclose to their Manager and Supervisors that they belong to an Emergency volunteer organization prior to requesting to be released.

For further clarification or questions surrounding this policy, please contact your Manager or Director.

Joel Chevalier

Director, Employee Experience

## THE FOLLOWING FINANCE AND LEGAL POLICIES CAN BE FOUND HERE

- 1. Vail Resorts Insider Trading Policy
- 2. Privacy Policy- Employees
- 3. Code of Business Conduct and Ethics

## OTHER ADMINISTRATION (MARKETING, SALES, IT) POLICIES CAN BE FOUND HERE

- 1. Social Media Policy
- 2. IT Polices:

A full list of IT policies can be found on the company intranet site "The Landing" under IT=>>Policies

Whistler Blackcomb considers information security a high priority and an integral function of its business. Significant effort is continuously put forth to maintain the confidentiality, integrity, and availability of sensitive data.

Users, Volunteers, Contractors and Consultants are responsible for safeguarding and monitoring business information assets against unauthorized disclosure, modification, and destruction. The users must follow password protection, access, and handling requirements identified in the electronic information technology policies and standards at all times

All Whistler Blackcomb Employees are cautioned against disclosing information accidently while non-Whistler Blackcomb employees are present.

Any attempt to bypass or exploit Whistler Blackcomb IT security is forbidden. Remember this is a work computer, not your home computer.

## **Logins and Passwords**

- All users who require system access must use a password along with unique User ID, specifically assigned to that individual, to gain access to any system.
- Never share passwords or logins with anyone else. This can lead to performance agreements up to and including termination.

#### Credit Card Data

- It is forbidden to transmit, copy or in any way distribute any credit card data in either electronic, printed report, or written form. This includes email format. Storage of credit card data is only allowed within current authorized storage and processing systems. These systems are limited to:
  - o RTP | One Point of Sale System
  - Visual One/Protobase Hotel Management system
  - Rezolution online booking system
- Only explicitly authorized employees will be granted access to view unmasked credit card numbers, and for justifiable business reasons only. Any printed reports should be shredded after no longer required.

## Handling of Sensitive information

Employees with access to sensitive information (such as cardholder data, personal information,
Whistler Blackcomb internal documents, documents classified as confidential) must not store
such data on any removable media or internet based (cloud) storage. Internet based sites
include but are not limited to drop-box, skydrive, icloud, One drive, Google Drive. This also
includes printing of sensitive information on paper without a management approved process to
ensure its security.

## **Equipment Ownership**

 Whistler Blackcomb equipment may be used for business, business related, and employee personal use if personal use is of an incidental nature and does not interfere with business activities, usage and access to corporate resources will be granted on an as needed basis. Only management approved technologies shall be used.

## Computer Lockdown

- All user computers must be screen locked down when not in use.
- It is forbidden to ever disable the automatic "on resume, password protect" on the screensaver options. The Timeout must never be more than 15 minutes.
- When leaving for any extended time (meeting, lunch break, end of work day), the computer must be manually locked.
- Never download or via portable media such as USB keys, CD ROM, attempt to install any software unless given prior approval.

It is forbidden to use computer resources in any manner that has not been approved by IT management Unauthorized Activities

- Whistler Blackcomb resources may not be used for any of the following activities:
  - o Commercial or personal advertisements.
  - o Solicitations or promotions of any outside business
  - o Political lobbying or promoting political activities.
  - o Personal gain or advancement of personal views.
  - o Any commercial purpose other than official Whistler Blackcomb business.
- Users, apart from IT security and other IT Personnel with business justification and documented approval from Senior IT Management, are prohibited from using security testing tools, network packet analyzers or sniffers.

## **Email Usage**

- Whistler Blackcomb cannot assure the privacy of an individual user's use of particular messages that may be created, transmitted, received, or stored.
- Don't open attachments from senders that you do not know or did not expect.
- Unwanted spam email that you receive should be deleted or forwarded to local IT Support. Never respond to any spam email.
- Email mailboxes and folders must be kept free of unnecessary email that would not be considered business documents. Retaining an excessive amount of email causes poor email performance, extended email backup times and utilizes unnecessary storage space.
- The Deleted Items folder must not be used as an archive for email messages.
- Communications of Whistler Blackcomb employees in the form of email may constitute "correspondence" and therefore may be a public record subject to public inspection under the federal or state Public Records Act.
- Unless approved by the Whistler Blackcomb VP Information Technology, email must not be automatically forwarded to an external destination.
- Sensitive data, such as confidential documents, shall not be sent via email in an unencrypted format.
- Under no circumstances should credit card data be sent via email.

## Uploading/Downloading Information from the Internet

Internet connectivity presents the company with new risks that must be addressed to safeguard vital information assets and business continuity. These risks include:

- Access to the Internet by personnel that is inconsistent with business needs results in the
  misuse of resources. These activities may adversely affect productivity due to time spent using
  or "surfing" the Internet.
- Additionally, the company may face loss of reputation and possible legal action through other types of misuse.
- Continual emerging threats and dangers such as ransomware, spyware, malware, phishing.
- All information found on the Internet should be considered suspect until confirmed by another reliable source. There is no quality control process on the Internet, and a considerable amount of its information is outdated or inaccurate.
- Access to the Internet will be provided to users to support business activities and only on an as needed basis to perform their jobs and professional roles. There is no guarantee that internet access will be provided in all cases.
- Users may access and download information from the internet, subject to the following restrictions:
  - Downloading of freeware and shareware by users is prohibited, unless authorized by the IT Security Manager.
  - Downloading of commercial software, upgrades, and patches downloaded from remote, non-Whistler Blackcomb sources must be tested for viruses and malicious code on a standalone PC or a quality control environment before being loaded onto the network.
  - Downloading of commercial software, upgrades, and patches by members if the information Technology Group may be permitted with the permission of the VP IT, or the IT security Manager.
- Excessive downloading/streaming of videos and music is prohibited.
- Anonymous FTP uploads are not allowed. FTP files containing confidential or protected data must be transferred via secure FTP session.

## Social Media, Chat Rooms, External Logins

- The use of social media such as Facebook and Twitter, chat rooms and external logins is permitted under the following circumstances:
  - Any use of the Internet from Whistler Blackcomb network is easily traceable to the Company and therefore these activities must be conducted with the reputation of Whistler Blackcomb in mind.
  - Employees must exercise the same care in communicating in chat groups, and posting items to news groups as they would for any other written communications that bears the Whistler Blackcomb Logo.
  - Any statements or comments posted in newsgroups, social media and the like that are not official Whistler Blackcomb statements must bear a disclaimer such as "these

statements are solely my opinion, and do not necessarily reflect the views of my employer."

## **Inappropriate Internet Sites**

- Inappropriate sites are blocked by Whistler Blackcomb, and new sites are blocked as they are created/found. Examples of such sites may include but are not limited to:
  - Sexually explicit sites
  - Hacker sites
  - o Warez (pirated software or hacker tools) related sites
  - o Torrent and peer-to-peer related sharing sites
  - o Non-approved cloud hosting/sharing sites (dropbox, skydrive, icloud, google drive etc.)
  - Sites that may conflict with company policies and/or business interest
- While a rare, singular connection to such a site due to a misleading or inaccurate link, any repetitive access would be construed as a serious violation of Whistler Blackcomb policy.

## **Prohibited Internet Activity**

- Re-mailer services, drop-boxes, or identity stripping may not be used.
- Users may not use the internet for playing games.
- Users must not use internet access for sending or retrieving pornographic material, inappropriate text files, or files dangerous to the integrity of the network,
- Users must not use the internet in ways that violate federal, state, or local laws or statutes.

## Portable Computers, Netbooks, Tablets and other wireless devices Wireless Communications

- This policy prohibits access to Whistler Blackcomb networks via unsecured wireless communication mechanisms
- No individual or department may connect any wireless device to Whistler Blackcomb's network without written approval of the IT Security Manager. All configuration options must be confirmed by the IT Department.

## Portable Device Physical Security

 Portable devices (e.g. personal computers, laptops, netbooks, tablets, and wireless-capable cellphones, wireless barcode scanners) must be kept physically secure. Best efforts should be made to secure these when away from the office.

## Viruses/Malware

Viruses can enter a network in a variety of ways:

• Email – by far, most viruses are sent as email attachments. These attachments may have been knowingly sent by someone wanting to infect Whistler Blackcomb's network, or, by someone

- who does not know the attachment contains a virus. Once some viruses are opened, they may automatically email themselves and the sender may not know his/her computer is infected.
- Downloading files from the Internet Downloading files via the Internet can also be a source of infection. As with e-mail attachments, the virus could hide within a legitimate document, spreadsheet or other type of file.
- Disk, CD, DVD, portable hard drive, USB flash drives or other media Viruses can also spread via various types of storage media. As mentioned above a virus can hide within legitimate files.
- Cloud Storage accounts such as drop box, One Drive, Google Drive can transmit viruses and malware from an external machine into the WB Network.
- Instant messaging attachments Although less common than email attachments, more viruses are taking advantage of instant messaging software such as Windows Messenger and Skype. This is why instant messaging with external sources currently forbidden.

#### **Anti-Virus Software**

• IT will provide Anti-Virus software for all desktops, laptops, and servers. Under no circumstances can the software be tampered with in any way, or disabled, without approval from the IT Security Manager. Such activity will result in serious disciplinary action, up to and including termination.

#### Waiver of Privacy

- Users of Whistler Blackcomb facilities waive all rights to privacy in anything they create, store, send, or receive on Whistler Blackcomb computers or through Whistler Blackcomb connections to the Internet. All information, including email messages and files, that is created, sent or retrieved over Whistler Blackcomb's technical/communication resources is the property of Whistler Blackcomb, and should not be considered private or confidential.
- You have no right to privacy as to any information or file transmitted or stored through Whistler Blackcomb's computer, voice-mail, email or telephone systems.
- Any electronically stored information that you create, send to, or receive from others
  may be retrieved and reviewed when doing so serves the legitimate business interests
  and obligations of Whistler Blackcomb. You should also be aware that, even when a file
  or message is erased or a visit to the Internet or Web site is closed; it is still possible to
  recreate the message or locate the Web site.
- Whistler Blackcomb reserves the right to monitor any and all aspects of its computer system and network to ensure compliance with Whistler Blackcomb policies. Monitoring includes, but is not limited to, tracking the sites that users visit on the internet, monitoring chat groups and newsgroups, and reviewing material downloaded and uploaded.
- Email may be subject to archival policies and as such, could be subject to the same scrutiny normally afforded to paper files and documents. Whistler Blackcomb reserves the right to access these systems without notice. Users should not assume that any information, including messages or data that are "deleted" are private.

## THE FOLLOWING OPERATIONS (INCLUDING SAFETY POLICIES) POLICIES CAN BE FOUND HERE:

- 1. Drone Policy
- 2. Health and Safety Policy

# SAFETY PROCEDURES Safety First



Photo: Matt Walker

#### The Safety of our Employees & Our Guests is our #1 Priority.

Safety First is a Core Value at Whistler Blackcomb which is equally important for our Employees and our Guests. Working and playing in our mountain resort environment presents inherent dangers that we manage and mitigate every day by coordinating training, orientation, avalanche control, grooming, signage, trail marking and ongoing coaching and education.

Respect goes hand in hand with Safety First and is threefold: respect yourself, respect others and respect the mountains. This includes the Alpine Responsibility Code, treating fellow Whistler Blackcomb Employees with dignity and esteem, and knowing your own personal limits not only while skiing and riding but also while working. By consistently demonstrating the Core Value of Safety First, we can make certain that our Guests and Employees truly enjoy the big mountain experience that Whistler Blackcomb has to offer.

The following sections detail the formalized commitment that Whistler Blackcomb has made to Health & Safety.

#### **Work Safely**

The prevention of accidents, injuries, and occupational illness is one of the highest priorities in the workplace. Our Senior Leaders are committed to providing a work environment that promotes Employee health and well-being while minimizing the risk of accidents and occupational disease.



#### COR

In 2008, Whistler Blackcomb became aware of WorksafeBC's voluntary Partners in Injury and Disability Prevention program. This program outlines the standards for both a Health & Safety and Injury Management System. It focuses on improving workplace safety and returning injured workers back in a safe and timely manner. WB committed to the program and received a Certificate of Recognition (COR) for meeting the standards in December 2011. The COR program is an integral part of our safety program and company culture.

On an annual basis, WB's performance is measured against the program requirements by reviewing a sample of company and department specific documentation, conducting job observations and interviewing a representative sample of our paid workforce. These three approaches are used to confirm that our safety processes are consistent. Annual audits also provide an opportunity to measure and quantify improvements in our system.

Added attention to workplace health and safety via the COR program helps to reduce the hazards in our workplace and in turn, our workplace injury rates.



#### Safety of New & Young Workers

New and young workers bring many positive qualities to the workplace, however they are often reluctant to ask safety-related questions or request additional training.

Statistics from WorkSafeBC show that workers between the ages of 15 and 24, particularly males, are in greater danger of injuring themselves on the job than workers in any other age group. More than 50 percent of work-related incidents occur during a worker's first six months on the job, with almost 20 percent occurring during the first month. Regardless of their age, all new workers have five to seven times the risk of sustaining a workplace injury during their first month on the job.

Whistler Blackcomb seeks to mitigate this challenge and is committed to ensuring that all new and young workers receive a Safety Orientation prior to their first scheduled work shift.

Whistler Blackcomb is also committed to making ongoing safety training a part of our safety culture. We rely on our leaders and more experienced workers to steer new and young workers clear of workplace hazards.

Remember: If you are unsure, ask!



#### First Aid & Emergencies

If you are a witness or party to any incident involving company equipment, an Employee, or a Guest, you must have the express consent of the First Aid attendant or Supervisor before leaving the area. Furthermore, it is your responsibility to obtain the identity of any witness(es) or involved parties should they appear to be leaving the scene without providing a statement and/or contact information.

#### For staff and guest On-Mountain First Aid and Emergency assistance, call:

Whistler Blackcomb Ski Patrol via radio:

Whistler: Channel 1
Blackcomb: Channel 3

Internal extension 5555 or 604.935.5555

**For employee injuries of a non-emergency nature**, Whistler Blackcomb's Employee First Aid room is located at the Administration Building. You will be informed by your Supervisor of the operational times of the First Aid Room at season start.

**For employee injuries occurring outside operating hours**, many departments have first aid attendants on each shift. You will be informed by your Supervisor who the first aid attendants in your zone are and how to contact them.

## For emergencies involving Fire:

On-Mountain Fire Emergency Call 604.938.FIRE

Valley Location Fire Emergency: Call 911

**To Report Serious Workplace Incidents**: Call 604-938-7777



## **Alcohol and Drugs**

Whistler Blackcomb is responsible for providing a safe environment for Employees and Guests alike. The illegal use, possession or sale of alcohol, drugs, or controlled substances on any Company property (including vehicles and HOUSE) is strictly prohibited. Employees are not allowed to be at work while impaired. Use or sale of the above-mentioned substances is viewed as grounds for immediate dismissal. In addition to dismissal, the local law enforcement agency may be advised. The only exceptions to this are legal drugs as prescribed by a doctor (see Prescription Drugs, below) and alcoholic beverages served in conjunction with an authorized Company event, such as departmental celebrations. At such celebrations, Whistler Blackcomb will provide alternative arrangements for transportation such as taxi vouchers. Whistler Blackcomb does not condone drinking and driving. If you believe an employee to be under the influence of alcohol or drugs, it is your responsibility to report it to a supervisory party.

Whistler Blackcomb expects all Employees to be accountable for their own behavior and limit their alcohol consumption. If you are aware of any co-worker who is, or appears to be impaired at an Employee celebration please ensure that they have a safe way home or inform a Manager, Supervisor or another person of responsibility at the event. In the province of British Columbia the legal drinking age is 19.

#### **Prescription Drugs**

The use of certain prescribed drugs can affect your ability to work safely. Employees taking prescription or over-the-counter drugs must ensure to use said drugs only for the purpose and in the dosage for which they are prescribed. If you are taking prescription drugs or other medication which you feel may affect your ability to work safely and/or put other persons at risk, you should report it to your Supervisor. Whistler Blackcomb will treat any disclosure of an employee or volunteer's personal medical condition with the utmost confidentiality.



## VIOLENCE IN THE WORKPLACE PREVENTION PROGRAM

#### Original document prepared by

Document review(s)	Project/Organization Role
Ray Henderson, Grouse Mountain Resort	Risk Manager

#### **Version Control**

Version	Date	Author	Change Description
1.0	July 2011	M.Bougie	Adopted & edited for WB purposes

#### Manual Disclaimer

Note: This manual may be revised or withdrawn at any time. The procedures contained in this manual may require that action be taken periodically to reaffirm, revise, or withdraw these practices. Any deviation from the enclosed procedures is to be dictated by the circumstances of each, unique situation and by the policies, procedures, and protocol of the resort.

#### Contents

VIOLENCE IN THE WORKPLACE PREVENTION	PROGRAM57
POLICY	58
AIM	58

PURPOSE	59
CONTACT INFORMATION	59
GENERAL INFORMATION	59
DUTIES AND RESPONSIBILITIES	60
RISK ASSESSMENT	61
VIOLENT CUSTOMERS	62
RESPONDING TO VIOLENT GUESTS	63
REMOVING UNRULY OR VIOLENT GUESTS FROM THE MOUNTAIN	64
ROBBERY	64
SHOPLIFTING	66
INTOXICATED OR UNRULY GUESTS	67
WORKING ALONE OR IN ISOLATION	68
THREATS	68
DISCRIMINATION	69
WORKPLACE HARASSMENT	70
CONFLICT/CONCERN RESOLUTION SYSTEM	72

## **Policy**

The Leadership Team of Whistler Blackcomb (WB) recognizes the potential for violent acts or threats directed against Employees and Volunteers. Efforts to identify, minimize or eliminate such actions have been taken and procedures are in place to ensure that risks to Employees are minimal. The Leadership Team will ensure that all Employees are aware of the potential hazards and are trained in the appropriate action to take for protection from acts or threats of violence. All Employees and Volunteers shall follow the procedures implemented for their protection and immediately report all incidents of violence within the workplace so they may be investigated quickly and thoroughly.

#### Aim

The aim of this program is to ensure that all Employees are aware of the potential for violent acts in our workplace and that they are able to identify, and take measures to prevent the types of risk(s) that could potentially be faced.

#### **Purpose**

The purpose of this program is to identify the types of violent acts and/or behaviours that WB employees may be exposed to and, to outline the procedures for preventing and dealing with them should they occur.

WB has adopted and will maintain a "zero tolerance" attitude in regards to violence, in any form, aimed towards or perpetrated by a guest or a staff member. It is the responsibility of each staff member to be aware of this program and to report any and all acts of violence, experienced or witnessed, immediately as they occur.

#### **Contact information**

Whistler Blackcomb Security 604-905-9003

Patrol Dispatch 604-935-5555

RCMP Local Detachment 604-932-3044

RCMP Emergency 9-1-1

Employee Experience front desk 604-938-7557

#### **General Information**

Violence is defined in section 4.27 of the WCB Occupational Health and Safety Regulation (WCB OHSR) as, "the attempted or actual exercise by a person, other than a worker, of any physical force so as to cause injury to a worker, and includes any threatening statement or behavior which gives a worker reasonable cause to believe that he or she is at risk of injury".

Section 4.24 of the Regulation prohibits improper activity or behavior amongst workers including:

- a) "The attempt or actual exercise by a worker towards another worker of any physical force so as to cause injury, and includes any threatening statement or behavior which gives the worker reasonable cause to believe that he/she is at risk of injury."
- b) "Horseplay, practical jokes, unnecessary running or jumping or similar conduct."

Violence or threats of violent acts may take many forms, however the most likely forms of violence that may be encountered at our workplace include the following:

- 1. Discrimination and/or harassment,
- 2. Intoxicated, unruly, and/or disgruntled guests or staff members,
- 3. Threats posed by the nature of specific jobs,
- 4. Threats of personal injury due to robbery, or attempted robbery.

In the event that you become a victim of violence or you feel threatened in any way and require immediate assistance, contact your supervisor or manager, or if you are on the mountain, contact Patrol Dispatch as soon as possible at 604-935-5555.

If you feel that the threat is outside of the abilities of a supervisor or manager, and you feel that the situation necessitates it, call WB Security at 604-905-9003 and the RCMP at 911 (9-911 from an internal phone).

If you do not require immediate assistance, particularly if another staff member perpetrates the act of violence, contact an Employee Experience Officer through the Employee Experience Front Desk at 604-938-7557.

#### **Duties and Responsibilities**

According to section 4.30 of the WCB OHSR, the employer must:

- 1. Inform workers who may be exposed to the risk of violence of the nature and extent of the risk.
- 2. The duty to inform workers in subsection (1) includes a duty to provide information related to the risk of violence from persons who have a history of violent behavior and whom workers are likely to encounter in the course of their work.
- 3. The employer must instruct workers who may be exposed to the risk of violence in:

- **a.** the means for recognition of the potential for violence,
- **b.** the procedures, policies and work environment arrangements which have been developed to minimize or effectively control the risk to workers from violence,
- **c.** the appropriate response to incidents of violence, including how to obtain assistance, and
- **d.** procedures for reporting, investigating and documenting incidents of violence.

<u>Supervisors and managers</u> are ultimately responsible for the direct training, supervision and well-being of those workers under their supervision. This responsibility includes providing instruction regarding procedures in place relating to violence prevention.

<u>Workers</u> have a general responsibility to ensure the overall safety of themselves, those that they work with and any guests who may be in the area.

A worker's right to refuse unsafe work includes any situation where the risk of violence may cause them harm. No manager or supervisor may direct a person to carry out a job that contains the risk of violence without first warning the worker of the associated or potential hazards and training that worker as to the procedures for dealing with the unsafe situation.

Some acts or threatened acts of violence such as physical assault or robbery are clear. Others, for example, verbal abuse and/or harassment, may be more subjective. It is important to recognize that the perceptions of violence and what constitutes it vary from person to person. Every complaint of violence or threat of violence must be taken seriously and afforded the same amount of effort by management. In addition, every staff member must be made to feel comfortable in reporting their concerns as they relate to violence or any other health and safety matter. An individual's concerns cannot be trivialized, and measures taken to prevent violence and protect workers from it must be given immediate priority.

#### **Risk Assessment**

Department managers and supervisors will conduct risk assessments in all areas where the risk of injury from violence arising out of work exist. Risk assessments will be conducted by persons knowledgeable with the area of work and will include the consideration of the following:

1. Previous experience in the workplace. What acts or potential acts of violence have occurred in the past and how were they dealt with? Have procedures been developed to eliminate or reduce the risk?

- 2. Occupational experience in similar workplaces. What acts or potential acts of violence have occurred in similar workplaces and how were they handled?
- **3.** The location and circumstances in which work takes place. Do cash transactions take place? Is alcohol served?

This program has been developed with the consideration of the above three factors. Risk assessments are reviewed on a regular basis however, reviews will be conducted more frequently as incidents occur, and/or processes change. All staff are encouraged and expected to participate in the improvement of any safety policy or procedure.

#### **Violent Customers**

Definition of violent: "acting with or characterized by uncontrolled, strong, rough force"

It is possible that staff members will come into contact with potentially violent customers at some point during their employment. Whenever possible, the first step that you should take when confronted by a potentially violent guest is to contact your supervisor or the most senior manager available. Only those staff, usually at the supervisor or manager level, trained to deal with hostile individuals may do so. If this is not possible and/or while waiting for the supervisor or manager to arrive, the following procedures are to be followed:

- 1. Remain calm and do your best to calm the customer. Speak in an even tone and do not raise your voice.
- 2. Avoid escalating the situation. Find ways to help the customer save face.
- 3. If at all possible, offer the customer a solution to the problem.
- 4. Listen carefully and try and put yourself in the customer's shoes. This will help you to understand their problem, which will allow you to better solve it.
- 5. Repeat the customer's comments back to them. This will ensure that you understand their concerns and it will tell the customer that you are in fact listening to them.
- 6. If you cannot calm the person, your best course of action is to say nothing and walk away. Do not put yourself in a potentially violent situation that may result in your harm, and do not make the problem worse by allowing yourself to become personally involved or otherwise agitated by the customer.
- 7. If the situation escalates to the point that you feel you require assistance, inform the customer that you are referring them to someone who can deal with their situation, and contact your supervisor or department manager. If the situation further escalates to the point where the

safety of staff and/or guests in the area may be at risk, contact WB Security at 604-905-9003, and the RCMP at 911 (9-911 from an internal phone) by the first person available to do so.

If a violent customer has a WB season's pass, comments will be made on the pass profile. Depending on the circumstances and situation, a customer with a history of violent behaviour may be banned from WB and informed of such a decision by a person at the supervisory or managerial level.

#### **Responding to Violent Guests**

The following outlines the general steps that will be taken when faced with a violent or potentially violent situation:

- 1. A supervisor or manager will be called to attend the location of the incident. If on hill, a patroller may be initially called however, only trained persons will be permitted to deal with violent customers and/or situations.
- 2. The supervisor/manager will attend to the violent situation and will attempt to diffuse the situation on the spot using techniques provided through training and outlined in this procedure.
- 3. If the supervisor/manager needs assistance, WB Security will be called at 604-905-9003.
- 4. The person who reported the situation will remain at the scene throughout the event or until relieved, to assist if necessary, and to act as a witness to the events as they occur.
- 5. Other staff may be prepared to assist if necessary, however will not approach the incident location unless directed by the supervisor/manager who has responded to the incident.
- 6. Under most circumstances no more than two staff should respond to and/or approach a violent or potentially violent situation.
- 7. The attending supervisor/manager will determine a course of action based on the events at hand and the level of violence present. In most situations involving violence in any form, the guest will be asked to leave the premises and a penalty for the act will be determined.
- 8. If the violent situation has occurred at the base of the mountain, the customer will be asked to leave the premises. If the guest refuses to leave, he/she will be informed that the police will be called and the first available staff member will contact the RCMP. The actual level of violence will determine the method of contacting the police (9-911 or non-emergency 604-932-3044).
- 9. If the violent situation has occurred on Whistler or Blackcomb mountains, the guest will be asked to leave the property. If the guest refuses to do so, he/she will be informed of our intent to press formal charges should he/she remain. The guest will then be given the option to leave

again. If the guest continues to refuse to leave the property, the RCMP will be contacted via Patrol Dispatch. NOTE: During the ski season, there may be RCMP officers on hill as a part of our RCMP Ski Program. RCMP skiing at WB is in possession of a hand-held radio and therefore can be contacted through Patrol Dispatch.

10. If RCMP is not available on the mountain, Patrol will respond. Circumstances will dictate whether they ski the individual(s) to the base of the mountain or whether they download the guest via gondola. Intoxicated/unruly guests are not to be downloaded on chairlifts.

NOTE: When downloading a gondola, do not ride the same gondola cabin as the person you are escorting off the mountain, rather ride in the cabin ahead of the guests. Should there be 2 escorts, one rides the gondola ahead and the other rides the gondola cabin behind the guest.

#### Removing Unruly or Violent Guests from the mountain

In the event of a violent situation on the mountain that does not involve the use of drugs or alcohol; the guest may be escorted off the mountain by Patrol. Depending on circumstances, time of year and time of day, the guest will be escorted off the hill either by gondola or will be skied down. The Ministry responsible for Chairlifts, Tramways, and Gondolas etc. prohibits access to lifts by person intoxicated through the use of drugs or alcohol.

Under no circumstances may a violent customer be placed on a gondola without an escort. Generally, one escort will be sufficient to remove a customer.

NOTE: When downloading a gondola, do not ride the same gondola cabin as the person you are escorting off the mountain, rather ride in the cabin ahead of the guests. Should there be 2 escorts, one rides the gondola ahead and the other rides the gondola cabin behind the guest.

#### Robbery

The potential for robbery exists anywhere that cash changes hands and/or attractive merchandise is sold or displayed. This includes the following locations:

- All Food and Beverage outlets;
- 2. Rental/Retail outlets;
- Ticket kiosks;
- 4. Vaults;
- 5. Guest Services; and

6. Ski/snowboard racks; storage areas and tuning centers.

#### In the case of a robbery:

- 1. Remain calm, most robberies last under two minutes.
- 2. Do not attempt to be a hero. Listen to what the robber has to say and do as he/she says. Do not argue or attempt to reason with them and give any cash and/or merchandise that they ask for.
- 3. Do not make any sudden movements. Inform the robber(s) if you are going to reach for something or move in any way. Also inform them if another employee is present so they are not startled.
- 4. Discretely obtain a description of the robber(s) and record it as soon as they have left. Also note the time, weapons (if any), direction that the robber(s) took when he/she left and the type of vehicle driven (if any).
- 6. Depending on the location of the robbery contact the RCMP first by dialing 911 (9-911 if calling from an internal phone), WB Security at 604-905-9003, and your supervisor/manager, as soon as the robber(s) leave. Note a description of the robber(s), the time, weapons (if any), direction of travel that the robber(s) took when he/she left and if a vehicle is used to get away, its' license plate, make, model and colour. Do not attempt to follow an individual. Details that can be recalled should be written down as soon as possible and retained for the police interview.
- 7. Protect the crime scene. Do not allow anyone other than the police to touch anything left behind by suspects. Ask any witnesses to remain until the police arrive. Do not disturb any evidence.

If an area is equipped with a panic button and it is used, both the RCMP and WB Security will respond to the location. Some locations are equipped with surveillance cameras which will be accessed remotely to assess the situation.

Neither the RCMP nor WB Security will enter a location until it has been determined that it is safe to do so. Police will create a perimeter around the area and have someone from the inside come out and speak with them to determine whether all is OK or not.

In order to prevent robberies from occurring the following procedures are to be observed by all staff working in areas where the potential for robbery exists:

- Your work area should be attractive to our guests and unattractive to potential robbers. This is accomplished by keeping areas well lit, clean and tidy. Staff should be active and alert at all times.
- 2. All sales counters are clearly visible from outside of their specific locations, allowing other staff and guests to see if anything unusual is going on without being too obvious.
- 3. Avoid looking directly at suspicious persons. Prolonged eye contact, especially when a group of people is involved, may escalate any possible situation.

- 4. Greet everyone who enters your work area, be friendly and look into their eyes. Ask a guest who is ahead of someone suspicious "Are you together?"
- 5. Keep available cash to a minimum, especially at night.
- 6. Never count cash in open view.

#### **Shoplifting**

The procedures for dealing with a shoplifter will depend on the specific location of the incident however; staff should not place themselves at risk by intervening unless they are fully trained to do so.

In the event of a shoplifting incident, the primary focus for all involved is to preserve the safety of staff and guests. Under no circumstances should staff attempt to detain a shoplifter.

- 1. The staff should do their best to remain calm and take mental notes as to the time of day, person's description, including height and weight, colour of hair, eyes and skin. Note any scars, tattoos or identifiable marks, accessories, clothing type and colour.
- **2.** Phone calls should be made to the local RCMP detachment first by dialing 604-932-3044, and WB Security at 604-905-9003.
- **3.** Alert your supervisor, manager or co-workers immediately after a theft has occurred.
- **4.** Note the direction of travel of the suspect leaving and if a vehicle is used to get away, its license plate, make, model, and colour. Do not attempt to follow an individual who was involved in the crime.
- **5.** Details that can be recalled should be written down as soon as possible and retained for interview with police. Some locations are equipped with surveillance cameras which can be accessed remotely to gather further evidence.
- **6.** Once you have documented everything, please take the time to notify the surrounding business units of the theft and description of the suspects.

If an incident occurs on either Whistler or Blackcomb mountains, the following will apply:

- 1. Contact Patrol Dispatch 604-935-5555 (they will contact on hill RCMP if available)
- 2. Notify WB Security at 604-905-9003.
- **3.** Provide a description of the suspected shoplifter. This will allow us to take measures to preventing him/her from leaving the property before the RCMP arrives.

Guests caught shoplifting or stealing from WB will have their pass privileges suspended including the ability to purchase pass products. The Security Manager will decide whether to pursue a case as a criminal matter with RCMP or not.

Employees caught shoplifting or stealing from WB will be held to the employee performance expectations outlined in the Employee Handbook.

It is up to each staff member to assist in the overall security of property by:

- 1. Locking up tools, equipment and personal items when not in use,
- 2. Not allowing unauthorized guests into work areas, staff rooms, lunch rooms or other non-public locations,
- 3. Not allowing staff into areas or facilities that they are not authorized to enter and/or are not a part of their regular duties,
- 4. Not entering an area that you are not authorized to enter,
- 5. Keeping work areas clean, uncluttered and otherwise unattractive to thieves.

#### **Intoxicated or Unruly Guests**

Employees may be exposed to or interact with intoxicated and/or unruly guests while working. The degree to which situations occur depends greatly on the time of year and whether or not there are any special functions taking place. The manner in which we deal with intoxicated guests is essentially the same for all departments however, the resources required to deal with them (number of staff involved) will vary. The main priority in handling situations with intoxicated and/or unruly guests is to remove them from our property as quickly and safely as possible.

It is our policy to prevent mountain access to any person who arrives at the base in an intoxicated condition.

If you encounter an intoxicated or unruly guest during mountain operating hours, the following procedures are to be followed:

- 1. If at the base of the mountain, or at any F&B outlet contact the manager or supervisor. This individual will either deal with the situation personally or he/she will follow the procedures for the rest of the mountain;
- 2. If anywhere else on our property, contact Patrol Dispatch at 604-935-5555, who will send an appropriate person to the location;
- 3. Patrol will attempt to deal with the situation and will bring in extra resources (i.e. RCMP when available) when necessary;
- 4. Notify WB Security at 604-905-9003.
- 5. If necessary, the local RCMP detachment may be called and depending on the severity of the situation, may meet the guest on the mountain-top or at the base.

Under no circumstances should an intoxicated person be removed using a snowmobile as this action will place the snowmobile driver in a potentially violent or otherwise dangerous position.

All staff who are required to serve alcohol as a part of their duties will have attended a "Serving it Right" course and will not serve alcohol to any person who is already intoxicated.

In order to prevent future challenges with intoxicated guests on the ski hill, serving staff should be aware of the amount of alcohol consumed, activities of patrons and the time of day. If a patron is obviously approaching intoxication, they are dressed to ski/snowboard and there is sufficient time left in the operation for them to do so, involve Patrol to observe their ability to ski or snowboard. Patrol will decide if the patron should be skied down or escorted off the mountain via gondola.

#### Working Alone or in Isolation

No worker may be permitted to work alone or in isolation in an area that has been defined as "high risk" to violent acts and/or threats of violence unless certain measures have been taken to protect that worker. To this point there are only two measures that will be considered as acceptable:

- 1. Changing work processes and procedures to eliminate the hazards by removing the person from the area of risk.
- 2. Securing the person within the area of risk by reducing or eliminating access to the area by unauthorized persons.

In situations where the worker has been secured within the risk area, such as is the case with the Vaults, the following procedures are to be followed in order to mitigate any additional threat of violence:

- 1. Have another employee check on you periodically in adherence to the Working Alone/Isolation Policy; this may include personal or telephone checks,
- 2. Be oriented to the operation of personal alarms and surveillance systems,
- 3. Prominently display notices that indicate that the premises are monitored and have emergency numbers readily available in case assistance is needed,
- 4. Do not open back doors and/or leave them open unattended.

#### **Threats**

WorksafeBC OHS policy, R4.27-1, requires an employer to have written procedures outlining how it will protect a worker or his/her family in the event a threat is made.

All threats made against an employee or his/her family will be taken seriously. Should anyone at WB be made aware of such a threat, the information must be reported to that employee's supervisor or manager and an Employee Experience Officer. The information will also be made available to the employee and to the RCMP.

If the employee is not aware of the threat, a meeting will be held with the employee, the employee's manager and Employee Experience Officer to communicate the incident and identify what next steps are being taken.

WB will cooperate with all investigations into such matters, and will do everything necessary to protect the employee and his/her family while adhering to Whistler Blackcomb policy.

#### Discrimination

Discrimination is treatment or consideration based on a persons' class or category rather than on their individual merit. While discrimination and harassment are very similar, for the purpose of this program discrimination will be considered in regards to a persons' employment and any conditions therein, while harassment will be considered as any offensive interactions between employees and/or guests.

WB will adopt and maintain a similar attitude towards discrimination as is in place regarding violence and harassment. No person shall discriminate against a person with respect to employment, or any term or condition of employment, on any of the prohibited grounds identified in the Canadian Human Rights Act and the Human Rights Act of BC.

For the purpose of this program and in accordance with the above mentioned Acts, discrimination will include any decision based on one or more of the following:

- 1. Race,
- 2. Ancestry,
- Colour,
- 4. Religion,
- 5. Age,
- 6. Place of origin,
- 7. Political belief,
- 8. Marital status,
- 9. Disability,
- 10. Sex,
- Sexual orientation,
- 12. Family status,
- 13. Conviction for a criminal offense for which a pardon has been granted and/or that is unrelated to employment.

In order for a practice to be considered discriminatory based on the above prohibited grounds, it must be one of the following:

- Reasonably perceived as a condition of employment (including availability or continuation of work, promotion or training opportunities) or the provision of goods, services, facilities or accommodation customarily available to the general public.
- 2. Influence decisions on such matters.
- 3. Interfere with job performance or access to or enjoyment of goods, services, facilities or accommodations.
- 4. Humiliate, insult or intimidate any individual.

The above mentioned grounds for discrimination do not apply with respect to a refusal, limitation, specification or preference based on a bona fide occupational requirement.

All reports of discrimination will be investigated by the employee's manager and an Employee Experience Officer, and appropriate action will be taken in a timely manner.

#### **Workplace Harassment**

For The purpose of this program, workplace harassment will be divided into two separate categories as follows:

- 1. Harassment perpetrated by a guest;
- 2. Harassment directed by a worker toward another worker.

Harassment is a type of discrimination and it can take many forms. Some examples of harassment are:

- 1. Threats, intimidation, or verbal abuse.
- 2. Unwelcome remarks or jokes about subjects such as race, religion, disability or age.
- 3. Displaying sexist, racist or other offensive pictures or posters.
- 4. Sexually suggestive remarks or gestures.
- 5. Unnecessary physical contact such as touching, patting, pinching or punching.
- 6. Physical assault including sexual assault.

For the purpose of this program, harassment will be considered as any conduct or comment which ought reasonably to be known to be objectionable or unwelcome and serves no legitimate work-related purpose and which detrimentally affects people in the work environment, or has adverse job related consequences. Harassment is generally comprised of offensive comments, gestures, behaviors or physical contact that are objectionable or offensive either on a first time basis or as a continuous series of incidents. Generally speaking, incidents that constitute harassment, until proven otherwise, are defined through the perspective of the victim.

- 1. <u>Harassment perpetrated by a guest</u>. Harassment in any form will not be tolerated. In the event that you have been subject to harassment by a guest, contact your supervisor or manager as soon as possible.
  - The procedures for dealing with a guest who has allegedly harassed an employee will be similar to those for intoxicated or unruly guests.
- 2. Harassment by a worker toward another worker. WB is committed to providing a positive work environment which ensures equal opportunity for all of its employees and which supports personal dignity and self-esteem. In keeping with this, every employee will be treated fairly and provided with an environment that is free from harassment. WB supports the guidelines provided in the Canadian Human Rights Act and the Human Rights Act of BC concerning such behavior. Acts of discrimination or harassment by managers, supervisors, co-workers or business contacts is considered inappropriate conduct, runs counter to the company philosophy and will not be tolerated. Any substantiated complaints of harassment directed at another staff member or a guest will result in disciplinary action which may include termination of the offender.

This policy is applicable not only to all WB employees, but also to those with whom we do business, including guests and suppliers.

Whistler Blackcomb has a legal obligation to provide its workers with an environment that is free of discrimination and harassment. Supervisors and managers who fail to take appropriate corrective action once they have been made aware of an incident of harassment toward an employee will themselves be subject to disciplinary action. Those against whom a complaint is found to have substance will be made subject to immediate disciplinary action.

If you believe that you are the subject of harassment in any form, you should:

#### **Step 1** – Say "NO" and do not ignore the harassment.

If you can, immediately make the alleged harasser aware of your disapproval and/or discomfort with their comments, actions, or behaviour. At any time, if you do not feel comfortable approaching the alleged harasser, immediately go to Step 2 and contact another party about your complaint.

#### **Step 2** – Seek guidance.

If the behaviour does not immediately stop, you should contact your manager, the alleged harasser's manager or an Employee Experience Officer. All managers, supervisors, and lead hands are expected to take action to prohibit or stop any behaviour that is in any way harassing to an employee once they have been made aware of such behaviour.

#### **Step 3** – File a formal complaint.

If the behaviour continues and attempts to correct the behaviour have failed, accurately write out all the details of the harassing behaviour, being as specific as possible. Be sure to use dates, times, locations, exact comments, actions, behaviour, materials and names of any witnesses.

The Employee Experience Officer or Manager will investigate the harassment complaint. Information provided by anyone involved will be documented accurately and completely and will be kept confidential, except where disclosure is necessary for the purpose of investigation or disciplinary action. If the complaint is found to have merit through the investigation, the corrective action may range from reprimand to termination of employment, or if warranted, criminal charges.

#### **CONFLICT/CONCERN RESOLUTION SYSTEM**

By following a practice of open communication, most misunderstandings can be avoided or at the very least be resolved before they cause unnecessary problems. It is our responsibility to ensure that all Employees are treated fairly. If you have a problem or concern, we want to hear about it.

We recommend the following channels of communication:

**STEP 1** – Take your concern to your immediate Supervisor/Manager in order to resolve the issue.

**STEP 2** – If you feel your Supervisor is unable to resolve your concern to your satisfaction, take your concern to your Manager. Your Manager will review and discuss the concern with you to ensure that the issue is properly and fairly investigated. If at any time you feel uncomfortable approaching your Supervisor or Manager, you may go directly to an EE Officer with your concern.

STEP 3 – If you feel your concern is still not resolved to your satisfaction, you should then approach an EE Officer as they will investigate your concern in the hopes of finding an equitable solution. EE Officers are trained mediators and are there to assist you and your Supervisor/Manager in resolving any conflict. Please contact an EE Officer to assist in setting up a mediation meeting. Mediation is a guided negotiation between the parties in conflict by a trained objective third party.

**STEP 4** – If you feel your concern is still not resolved to your satisfaction, you and/or the EE Officer should approach either the EE Manager or EE Director, both of whom are also trained in Mediation to provide more support in resolving the issues.

**STEP 5** – If the problem persists, even after all attempts have been made to resolve your concern, you may submit a written statement to either of the Senior Vice Presidents of Whistler Blackcomb for a final decision. An EE Officer, EE Manager and the EE Director are available to you as a sounding board for confidential questions, discussion of problems, investigating ways of resolving issues and to ensure your experience as an Employee of Whistler Blackcomb is a memorable one. Whistler Blackcomb Employee Experience Officers can be contacted through the Employee Experience Front Desk at 604.938.7557.

NOTE: If at any time you feel uncomfortable approaching your supervisor or manager, you may go directly to an Employee Experience Officer with your concern.



# **Use of Company Vehicles**

All employees and contractors operating any company vehicle (including but not limited to trucks, vans, snowmobiles, snowcats, heavy equipment, ATVs and UTVs) must receive adequate training, orientation and complete the associated Whistler Blackcomb documentation. The training is the responsibility of the supervisor/manager of each operator. Vehicle operation rules must be adhered to at all times in order to coordinate safe and efficient resort operations.

All employees driving company vehicles as part of their regular job are required annually to produce a driver's license valid in British Columbia. Employees who may operate a company vehicle but are not required to do so as part of their regular duties must present a valid driver's license to their supervisor or manager at the time of use of the vehicle.

All employees operating company vehicles must read and sign the WB Driver's Standards Policy.

Any employee operating a company vehicle classified under the National Safety Code must produce a satisfactory driver's abstract annually and the required level of license as well as reading and signing the National Safety Code Driver's Policy.

In all cases vehicle operators must adhere to the following:

- 1. Employees must be at least 18 years of age and possess a driver's license that is valid in British Columbia. Drivers traveling on mountain roads must carry a radio and call out their direction of travel and position at all kilometer markers while obeying posted speed limits.
- 2. Operators and passengers on snowmobiles, ATV's and UTV's must wear an approved, secured helmet as per WorkSafe BC Regulation.
- 3. Seatbelts where provided must be worn at all times.
- 4. Passengers other than on duty Company Employees are not permitted in the vehicle without preauthorization from the departmental Manager.
- 5. Mountain Access gates must be kept locked.
- 6. All mountain vehicles are restricted to travel on designated routes only unless otherwise authorized.
- 7. Vehicles are work tools and may only be used for official Company business.
- 8. Pre-trip inspections must be conducted and logged the first time the vehicle is used on a given day.
- 9. Any deficiencies/damage to a vehicle must be reported immediately to Fleet Maintenance.



# **Ski Bindings**

Never attempt to adjust a Guest's binding – you may be liable under the law for the skier's subsequent injury. Direct Guests to one of our repair shops where trained and certified Employees are available. Employees, whether or not they are required to ski as part of their working duties, are encouraged to have their equipment checked to ensure safe and proper binding settings.



# **Radio Protocol**



Photo - Matt Walker

Whistler and Blackcomb have a number of radio frequencies. You must remain on the frequency to which your operation has been assigned. Note that channels 2 and 8 are closed frequencies: no radio is to be switched over to a closed frequency unless clearance has been requested and granted from the Alpine Office. Radio usage is limited to essential communication, and proper radio etiquette is required at all times.

### Radio 10 Codes:

- 10-4 Acknowledgment, received & understood
- 10-9 Repeat message
- 10-20 What is your location?
- 10-21 Respond by phone immediately (follow with phone number)
- 10-22 Respond by phone when convenient (follow with phone number)
- 10-40 Injury
- 10-60 Lift Breakdown
- 10-8 Back in service



## WHMIS stands for Workplace Hazardous Material Information Systems.

The Workplace Hazardous Materials Information System (WHMIS) provides information about hazardous materials used in the workplace, called controlled products. Whistler Blackcomb is required to comply with WHMIS regulations when dealing with the use, storage and/or handling of controlled products at the workplace. Workers must be trained and provided with information about each controlled product they use for the purpose of work, including its identity, associated hazards, and necessary safety precautions.

WHMIS has developed a classification system of six hazard classes which are depicted by eight hazard symbols that identify the specific hazards of controlled products. Suppliers of controlled products are required to provide up-to-date Material Safety Data Sheets (MSDS) and labels for all products they sell or produce.

The province of BC is currently in transition between WHMIS and GHS, Globally Harmonized System. The reason for the move to GHS is to ensure there is universal language about hazards of controlled products.

Current WHMIS is WHMIS 1988, and GHS is also referred to as WHMIS 2015. There is a transition period to fully implement the requirements of GHS – Suppliers have until 2017 to be in full compliance, meaning that some of the MSDS and labelled are still under WHMIS 1988 and some have been updated as per GHS. Under GHS, MSDS are referred to as SDS, Safety Data Sheets.

Employers are required to ensure that workers are educated in the use of controlled products, labels and MSDS, and are trained in the safe work procedures when using said products. All controlled products in the workplace must be stored in appropriate, properly labelled containers and the MSDS for the product must be easily and readily accessible.

As a worker, you are required to know and understand the information on controlled product labels and MSDS. Use this information and the training provided by your supervisor to use

controlled products safely, and inform your supervisor immediately if a controlled product is missing labels or MSDS, or being used incorrectly by other persons.

# Employees trained in WHMIS should be able to answer the following four questions:

- 1) What are the hazards associated with the product you are using?
- 2) How do you protect yourself?
- 3) What should you do in case of an emergency or spill?
- 4) Location of the MSDS for the product

# Remember, if in doubt, ask!

The parts room has an online database of MSDS which is available on the Landing



# **Joint Occupational Health and Safety Committees**

Whistler Blackcomb has a total of 4 Employee Joint Occupational Health and Safety Committees and a Vehicle Safety Committee. The purpose of these committees is to create and promote a safe and healthy workplace and represent the interest of workers. Each committee representative conducts a monthly inspection of their workplace, and committees meet monthly to discuss employee safety concerns, review injury and incident reports, and make recommendations to management if needed. Management is required to cooperate with the Safety Committees by reviewing and addressing the recommendations made by Safety Committee Representatives; Management has a total of 21 days to respond to a recommendation made by the committee as to when a recommendation will be put in place, and must provide a satisfactory explanation to the committee if the change cannot be implemented.

You will be informed of the employee safety representative in your department, and you are encouraged to pass on any safety concerns or recommendations you have them.

Committee Representatives also maintain a Safety Board or binder in their workplace, which includes minutes and inspections for the previous three months, WB Safety Policy and other safety-related information.

If you are interested in participating in an Employee Safety Committee or have additional questions, please inform your Supervisor.



# **Food Safety Compliance**

All F&B Employees are bound by our Food Safety plan. All Employees are required to take Food Safety training relevant to their position or be able to show proof of certification or like training. Progressive discipline will be enforced for negligence. For Food Handlers, a Hep-A vaccination or proof of such may be requested. All staff new to the company, position or business unit are required to complete a New & Young Worker Safety Orientation which is included in all Food Safety training courses. Food Safety Certification is valid for 5 years, after which time recertification is required.



# **Lift Operation Safety Procedures**

Only trained and qualified Employees are authorized to operate a lift. Lift huts, dish areas and/or motor rooms are to be accessed by authorized personnel only. Only authorized personnel are permitted to walk in between Gondola cabins at each Gondola. No Employee shall board or allow Guests to board an unattended lift.



Photo: Matt Walker



# **Employee Access Before & After Operating Hours**

Grooming, avalanche control, and lift preparation are all scheduled to have the mountain open as our Guests arrive. Snow School employees participating in morning session training have early morning access. For safety reasons and to retain overall slope quality presentation to our Guests, the mountain is not open to Employee skiing/riding or otherwise being on the mountain outside of normal operating hours or scheduled shifts. Prior arrangements with the Mountain Manager, the Safety Manager or the Ski Patrol Manager must be made if access is required outside of the regular scheduled operating hours. Lift access times are checked frequently against Employee schedules and shift times, unauthorized access will result in disciplinary action.



# **Working in Isolation**

Certain positions at Whistler Blackcomb require an employee to work alone and/or in isolation which can present an additional level of risk. In compliance with BC OHS Regulation, Whistler Blackcomb works to identify hazards in each workplace and puts controls in place to eliminate or mitigate the risk.

Employees who work alone and/or in isolation at any time during their shift will be trained in departmental-specific check-in procedures. These procedures vary by department depending on the employee's location and the level of risk associated with the job tasks, but all check-in procedures must include:

- A person designated to make contact with employees working alone or in isolation.
- Pre-determined check-in intervals during the work based on the level of risk present.
- End of shift or end of task check-in.
- Response instructions if a scheduled check-in is missed and the employee cannot be contacted.
- A method of check-in record keeping, such as a log book.



# **Designated Employee Only Areas**

Whistler Blackcomb has many 'Employee Only' designated areas. For your safety and that of our guests, please be advised of the following:

- 1. Non-Employees are not permitted in any employee areas/buildings. Employee Only areas include Maintenance and Repair shops, lift huts, locker rooms, lunch rooms and meeting areas.
- 2. It is your responsibility to keep all access codes, alarm codes and keys secure. They are for your use only.
- 3. After-hours access to any company property is restricted to Employees performing legitimate company business.



# **Night Hours**

Night-time hours are defined as being outside of public access hours. These hours are subject to change depending upon the time of the season. Employees accessing either Whistler or Blackcomb Mountain during night hours must contact Patrol at 604-935-5555 to ensure areas that they are accessing are safe and ensure that patrol is aware of their presence in the area. During these hours, employees must also either carry a radio or be in the company of someone carrying a radio. All employees either accessing or departing the hill prior to or after public hours shall communicate with both Grooming and Avalanche Forecasters for clearance on designated routes. Department -specific procedures for on-hill access during night hours will be communicated to you by your supervisor.



**Skiing and Riding** 

Whistler Blackcomb promotes skiing and snowboarding in a safe and controlled manner. We encourage helmet use for alpine skiing and snowboarding. Any violation of Whistler Blackcomb's skiing/riding policy or the Alpine Responsibility Code will result in disciplinary action up to and including dismissal.

Specific policies relating to skiing/riding privileges are as follows:

### SKI AREA BOUNDARY



This sign indicates the edge of the Whistler Blackcomb's patrolled area. Skiing or riding outside the area is done at your own risk. It is strongly recommended that you have the essential personal safety gear, education (avalanche courses), information (Avalanche Bulletin), and a knowledgeable guide. Unprepared people requiring rescue from the backcountry may be charged for their rescue. In early season, "Temporary Ski Area Boundaries" often exist within the ski area. As a result, there is no hazard marking, no patrol and no sweep. Employees may

not ski/ride beyond boundaries while on duty or in uniform. Can you go there when not on duty or in uniform? Yes, but be prepared.

### PERMANENTLY CLOSED



Permanent closures at Whistler Blackcomb are areas of the mountain that are NEVER open. Can you go there? No. You will be dismissed immediately, lift access privileges will be revoked & you will not be allowed to purchase any lift pass product for a minimum of one year. It is your responsibility to know where you are at all times.

### **CLOSED AVALANCHE HAZARD**



An Avalanche Closure is used as a closure for areas within the ski area that are either currently being controlled or which have a high risk of avalanches occurring. Avalanche Closures are used to keep Employees and Guests out of harm's way while active avalanche control with explosives or without is taking place or when the hazard is so high that control work is not possible. Can you go there? No. Lift access privileges will be revoked. It is your responsibility to know where you are at all times.

## **AVALANCHE PRONE AREA**



Avalanche prone areas within the boundary can be accessed when our Avalanche Forecaster determines that this terrain is safe to travel through. Move through these areas quickly.

### **CLOSED**





When a run or area is marked with closed signs it is for a specific reason. The danger in that area is too great. Runs are closed for several reasons: trees have fallen onto the run, ditches or holes have rendered the run unsafe, race or other events are taking place, Terrain Parks are not yet ready to open, or perhaps snow making or other machinery is operating. Can you go there? No.

### **TEMPORARY BOUNDARY**



This sign indicates a boundary within our tenure which denotes areas that are considered unsafe to open up due to snow conditions and natural or man-made hazards. Guests will see

these TEMPORARY BOUNDARY signs most often during early and late season. Major hazards within a Temporary Boundary may not be marked, and the area is considered to be not skiable in its entirety. The TEMPORARY BOUNDARY is denoted by bamboo poles, rope and the above red sign. Guests should not proceed under the ropes. If guests choose to duck under the ropes, they do so at their own risk. This area is not patrolled.

Can you go there on duty or in uniform? NO. Only staff doing active work within these areas with the permission of their supervisors may go there

#### **MARGINAL SKIING**



Marginal Skiing signs are used to identify runs that have limited snow cover, but are still determined "skiable". These runs may have exposed rocks, grass and dirt. Incurring damage to your skis or snowboard on these runs is likely. It is best to avoid these runs or at the very least ski/ride with extreme caution. Ski Patrol may mark some hazards on these runs and perform a sweep at the end of the ski day. Unauthorized employees in uniform are not permitted to ski runs with this designation.

### **UNMARKED ROCKS & OBSTACLES**

This warning is posted at the top of a chairlift or trail to warn skiers that many natural hazards exist and are not marked. These hazards can cause damage to skis and snowboards or injury to riders. Ski and snowboard with caution.

#### **EXPERTS ONLY**

The "Experts Only" sign indicates that the terrain beyond it is not suitable for intermediate or beginner skiers, even if the area in question contains blue and green runs. The terrain demarked by this sign should only be accessed by individuals who understand and accept the risk that inclement weather and mountain terrain presents. The "Experts Only" sign is posted at the base of a chair lift during times when weather, visibility or snow conditions increase run difficulty. This sign is in place at the load stations of both the Peak Chair on Whistler and The Glacier Express Chair on Blackcomb. A flashing orange light above the Experts Only sign indicates when the area contains conditions that are not suitable for those other than advanced and expert skiers/riders.

#### **EXPERTS ONLY**

The "Experts Only" sign indicates that the terrain beyond it is not suitable for intermediate or beginner skiers, even if the area in question contains blue and green runs. The terrain demarked by this sign should only be accessed by individuals who understand and accept the risk that inclement weather and mountain terrain presents. The "Experts Only" sign is posted at the base of a chair lift during times when weather, visibility or snow conditions increase run difficulty. This sign is in place at the load stations of both the Peak Chair on Whistler and The Glacier Express Chair on Blackcomb. A flashing orange light above the Experts Only sign indicates when the area contains conditions that are not suitable for those other than advanced and expert skiers/riders.

# **DESIGNATED ROUTES and Skiing/Riding for the purpose of work**



On-hill travel to and from work locations is recognized as a work-related activity. In the event that there is no alternative to ski-in and/or ski-out as the method of travel, designated routes have been determined to be the safest travel routes ensuring employees avoid additional on-hill hazards. An additional purpose of designated routes is that in the event of an incident or injury, employees will be easier to locate by Ski Patrol.

If an employee has been provided with the alternative of downloading or any other form of safe travel, employees will likely not be considered working if they choose the ski-in/ski-out option, as they are required to use the safest possible method of travel. If you are unsure of your designated route, ask your Supervisor or Lead Hand for clarification.

If an employee is required to ski/ride for the purpose of on-hill travel, they must use the method of travel (skiing or snowboarding) at which they are most competent while at work.

**Equipment:** Employees skiing and riding for the purpose of work must have modern and safe ski or snowboard equipment, which fits properly, is free from defect or fault and is in good tuned condition. Equipment that fits properly means that the equipment is adjusted to your physical dimensions and ability. Using inappropriate equipment is not considered a safe work practice. Helmets are mandatory.

Learning a new discipline increases risk of injury and is not considered a safe work practice. Freestyle maneuvers (jumping, jibbing, switching, etc.) are considered higher risk and must not be attempted while traveling for the purpose of work. A designated route does not include any adjacent tree lines.

If it is found that an employee has been injured at work while not adhering to the above stipulations it is possible that their WorkSafe BC claim will be denied and they may be subject to disciplinary action.

At some time during the season, subject to weather conditions, the designated route(s) may be altered by department managers. It is the employee's responsibility to understand the designated ski-in/ ski-out route and any changes that may come into effect on a daily basis. Be aware that portions of the designated routes may also be designated routes for vehicle traffic. Use caution – listen and watch for snowmobiles and snowcats. Slow down when approaching blind corners and always anticipate an encounter. Snowmobile and cat operators cannot stop their vehicle immediately in the snow.

Lift access times are checked frequently against Employee schedules and shift times, unauthorized access will result in disciplinary action.

Learning a new discipline increases risk of injury and is not considered a safe work practice. Freestyle maneuvers (jumping, jibbing, switching, etc.) are considered higher risk and must not be attempted while traveling for the purpose of work. A designated route does not include any adjacent tree lines.

If it is found that an employee has been injured at work while not adhering to the above stipulations it is possible that their WorkSafe BC claim will be denied and they may be subject to disciplinary action.

At some time during the season, subject to weather conditions, the designated route(s) may be altered by department managers. It is the employee's responsibility to understand the designated ski-in/ ski-out route and any changes that may come into effect on a daily basis. Be aware that portions of the designated routes may also be designated routes for vehicle traffic. Use caution – listen and watch for snowmobiles and snowcats. Slow down when approaching blind corners and always anticipate an encounter. Snowmobile and cat operators cannot stop their vehicle immediately in the snow.

### WINCH CAT POLICY



If you or anyone in your department is skiing out or operating a snowmobile on the mountain after operating hours, it is imperative that you read and obey any and all signage on the mountain. You must maintain radio communication with the Grooming Supervisor and use your designated snowmobile/ski routes only. You must not proceed until contact has been made with the Grooming Supervisor via radio — Blackcomb Channel 3, Whistler Channel 1, or the Grooming Supervisor cell phone. All winch operations will be announced on all mountain radio channels before winching begins. It is critical that you are aware of the exact location of winches and winch operations before you start your journey. Ask as many times as you need to be sure you have the right information and a clear picture of what is going on. When the winch cable is across a designated ski or snowmobile route, warning signs equipped with strobe lights will be placed at or above the anchor point, and on both sides of the cable to warn oncoming traffic. Do not travel past a marked area without receiving clearance to proceed. If any Employee deviates from the designated routes for any unforeseen reason, that person must contact and advise the Grooming Supervisor by radio. Non-compliance with the policies will result in disciplinary action.

#### **TERRAIN PARKS**

S, M, L and XL designate Freestyle Terrain that encompasses snow features, rails/boxes, half pipes, and snow cross courses.

Entry level or introductory Freestyle Terrain, rated "S", encompasses the Big Easy Terrain Garden.

Mid-level Freestyle Terrain, rated "M" and "L", includes the Habitat and Nintendo Terrain Park.

The Highest Level Park, rated "XL", contains the most challenging features.

Take the time to read the signs at the entrances to our Freestyle Terrain areas.

Some of the important messages included on our signs are as follows:

- Specific skills are required to safely utilize Freestyle Terrain.
- Only one person should use a feature at a time. Wait your turn and call our start. Do not jump blindly, and use a spotter when necessary. Clear the landing area quickly.
- Helmets are recommended in all parks and mandatory in the Highest Level.
- Helmets are mandatory for employees working in the Terrain Park.
- Carefully inspect features before using, including features that you have used previously as they will change from day to day.
- Your progression should be based on your skill and ability level. Never attempt anything that is beyond your ability.
- Individual features are may be closed for a variety of reasons. Do not enter or use features when parks are closed.
- Safety practices are an integral part of our operation and we take your safety very seriously. Use of Freestyle Terrain increases the risk of injury and/or death. Ensure that you have a clear understanding of the Freestyle Rating System, the terrain, its features and your own ability. Your knowledge and your safe riding practices will help minimize your chance of injury.



# The Alpine Responsibility Code

The Alpine Responsibility Code is a national set of basic rules created in order to make our mountains safer. All aspects of the code must be adhered to; non-compliance will result in disciplinary action up to and including loss of lift access privileges. An individual's attitude at the scene will be taken into account when determining the severity of the discipline.

## **Alpine Responsibility Code:**

- 1. Always stay in control. You must 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. Do not stop where you obstruct a trail or are not visible from above.
- 4. Keep off all closed trails and closed areas.
- 5. If you are involved in or witness a collision or accident, you must remain at the scene and identify yourself to the Ski Patrol.
- 6. Always use proper devices to help prevent run-away equipment.
- 7. Observe and obey all posted signs and warnings.
- 8. Before starting downhill or merging onto a trail, look uphill and yield to others.
- 9. You must not use lifts or terrain if your ability is impaired through use of alcohol or drugs.
- 10. You must have sufficient physical dexterity, ability and knowledge to safely load, ride and unload lifts. If in doubt, ask the lift attendant.

Know the Code – Be Safety Conscious. It is Your Responsibility.

# Mountain Safety Team

Mountain Safety Employees and Volunteers are uniformed in bright yellow. They establish the Slow Zones, Learning Zones and Family Zones, and warn skier/riders to slow down if they are going too fast in these areas. Mountain Safety also monitor areas of high congestion. The mission of Mountain Safety is to make everyone aware of and abide by the Alpine Responsibility Code.

If asked to stop by a Mountain Safety member, treat them with respect and show them your pass when asked. Aggressive or uncooperative behavior towards Mountain Safety will not be tolerated.



WorkSafeBC Claims

The Workers' Compensation Board of British Columbia (WorkSafe BC), promotes workplace health and safety for all workers in British Columbia. Responsible for prevention and compensation, WorkSafe BC educates and assists employers in effective prevention strategies and pays wage loss and medical expenses for employees on a WorkSafe claim. WorkSafe BC also ensures that employers are compliant with the law governing workplace Safety in British Columbia: the Workers Compensation Act and Occupational Health & Safety Regulations.

Employees are covered under the Workers' Compensation Act for any injury or occupational disease that occurs during the course of paid employment. Volunteers are not covered under the Act; Whistler Blackcomb has private insurance for its volunteers.

As an employee you do not pay for coverage under the Workers Compensation Act; WorkSafe BC is 100% funded by employers.

It is highly recommended to non-Canadian citizens to have private insurance. If you are hurt outside of work, or in the event that your claim is not accepted by WorkSafe BC, you will not be covered by the Canadian medical system for medical expenses.

#### What to Do If You Are Injured At Work

Step 1: Seek first aid and further medical attention if necessary

For employee injuries of a non-emergency nature, Whistler Blackcomb's Employee First Aid room is located at the Administration Building. You will be informed by your Supervisor of the operational times of the First Aid Room at season start.

First Aid can also be administered by Ski/Bike Patrol or a qualified First Aid attendant in your area.

A Patroller/FA attendant will be able to assess whether further medical attention is required and if so, transportation to the nearest medical facility will be arranged.

For employee injuries occurring outside operating hours, many departments have first aid attendants on each shift. You will be informed by your Supervisor who the first aid attendants in your zone are and how to contact them.

**Step 2:** Immediately inform your Supervisor of all incident details.

Your Supervisor must complete a report (Injury/Illness Form) of workplace injury by the end of the shift in which the incident occurred. If your Supervisor is not available, another Supervisor should report the injury. The sooner you get in touch with your Supervisor the sooner your claim will be processed.

Step 3: Report your injury or illness to WorkSafe BC at 1-888-WORKERS (967-5377)

**Step 4:** Return to Work Program.

It is a proven fact that injured workers who continue to work in some capacity have a faster recovery time. Whistler Blackcomb's Return to Work Program allows employees to return to work in a safe capacity on modified duties, minimizing the physical, social and financial impact of a workplace injury.

While on modified duties, employees will be paid their regular teaching rate.

Should you be deemed medically unable to return to work in a modified capacity, WorkSafe BC provides wage loss payments. WorkSafe BC wage loss payments are ninety percent of an employee's net pay. If and when you are deemed capable of returning to work in a modified capacity and you decline the offer, you may compromise the wage loss portion of your claim.

Modified duties at Whistler Blackcomb are always available. You will be not assigned any task that risks exacerbating or prolonging your injury. When you are injured at work, depending on the severity of the injury, your supervisor may offer you modified duties immediately.

Return to Work Kit: If you are seeing a doctor, your supervisor, the First Aid attendant, or a member of the medical treatment facility will give you an Employee Return to Work Kit envelope. The envelope contains information for you and your doctor regarding the Return to Work program, as well as a Physical Assessment Form for your doctor to complete. Return the Physical Assessment Form from your doctor to your supervisor as soon as possible; it will help them determine the most suitable modified duties to offer you and when they can be offered.

Whistler Blackcomb's Employee Claims Team will assist you and your supervisor throughout your claim and the assignment of appropriate modified duties.

## The Employee Team

- Claims Administration Assistant 604-938-7124
- Employee Claims Coordinator 604-938-7371 (Nov-Apr)
- •Injury Management Coordinator604-938-7191
- •OH & S Supervisor604-938-7780

## While on a WorkSafe BC claim, you must:

- 1. Contact your supervisor and your WorkSafe BC Case Manager weekly.
- 2. See a doctor every two weeks to keep your claim open.
- 3. If you are on modified duties, even if they are not in your usual department, continue to swipe in and out to ensure you are paid for all hours worked.
- 4. Do not go skiing, riding or biking without prior approval from the Employee Claims Team. Pass usage is monitored and reported to WorkSafe BC.

Failure to adhere to the Whistler Blackcomb workplace injury claims process may result in disciplinary action and may jeopardize your compensation claim from WorkSafe BC.



# **Uniforms and Name Tags**

## Uniforms

Our uniforms identify you as an Employee of Whistler Blackcomb, whether you are on or off duty. We expect that you will conduct yourself as an outstanding representative of Whistler Blackcomb when in your uniform. Each Employee is issued a uniform that is appropriate to the needs of their position. It's important to present a professional image, as this is our Guest's expectation.

## This expectation has led to the following policies:

- Employees may wear their uniform to and from work, but may not be worn for any offduty activities (e.g. free skiing on days off.).
- Uniforms may not be worn in licensed establishments (bars, night clubs, etc.).
- When personal clothing is allowed to be worn in conjunction with Company uniform, it must be neat and clean; not torn, faded or patched.
- Only official sponsors for the mountains are to be advertised on employee clothing while on duty (e.g. ball caps, etc.).
- Your staff pass is part of your uniform; you must have it on you while at work.

Whistler Blackcomb strives to provide quality uniforms that meet the diverse working needs of our employees. A uniform may include, but is not limited to: outer jackets, pants, fleece and radio vest (if issued). Uniforms are company property provided to an Employee for the purposes of their employment with Whistler Blackcomb only, and therefore must be returned to Employee Services upon completing your employment with Whistler Blackcomb. Employees will be responsible for all lost, stolen, or damaged uniforms. You must also report all lost or stolen items to Employee Services as soon as possible. Upon separation from Whistler Blackcomb, failure to return any piece of your uniform will render you non-hireable to any position with Whistler Blackcomb until we have received your uniform or its replacement value.

Furthermore, we expect the following to ensure the security of those uniforms:

## If you have worked for Whistler Blackcomb for less than 5 years:

a. You are required to fill out a credit card pre-authorization before you are issued your uniform – this is authorization to charge for outstanding uniform after separation from Whistler Blackcomb. Note: no deposit is taken and current employees will not be charged.

# If you have worked for Whistler Blackcomb for more than 5 years, you have the choice of one of the two uniform waivers before you are issued your uniform:

a. credit card pre-authorization – authorization to charge for outstanding uniform after separation from Whistler Blackcomb. Note: no deposit is taken and current employees will not be charged.

<u>Please note: In order to keep your uniform over the summer months, Employee Services must have a</u> valid credit card on file

b. Uniform Payroll Waiver – authorization to withhold final pay after separation from Whistler Blackcomb.

## The agreements state that:

- a) If you lose the uniform or your uniform is otherwise missing during the course of your employment; you will be subject to disciplinary action and repeated incidents will result in dismissal. The guidelines for each incident of lost uniform(s) will be Level 1, Level 2, Suspension followed by Dismissal.
- b) If you do not return your uniform to Employee Services at the end of your employment with Whistler Blackcomb; you will be charged for the replacement value of your uniform, up to a maximum of \$1000.

In summary, the uniforms we offer are of considerable value, therefore we need to secure the return of those uniforms. We do not charge current employees, we only charge individuals that have outstanding uniform and have been separated. During the course of your employment if you lose uniforms you are subject to discipline, up to and including dismissal.

## Name Tags

While on duty, you must always wear your nametag or an approved (by your divisional SLT and the Director of Employee Experience) alternative form of personal identification. Nametags must always be in good repair, legible and visible; decals are allowed but must not cover up the uniform or the nametag and must not look worn or offend a Guest or fellow Employee

Whistler Blackcomb has DESIGNED their nametags to read an Employee's given name and hometown; the information on nametags is to be correct and appropriate at all times.

### Name

- 1. First name (or) second given name, if that is preferred. Appropriate abbreviations are allowed.
  - 1. Example: David/Dave
- 2. A nickname that is used more commonly than an Employee's given name; as per Management approval
  - 1. Example: Mark Forster/Foz

## Hometown

- 1. City, Province/State(Canada & US) or Country
  - 1. Example: Salmon Arm, BC
  - 2. Example: London, ENG

Position (only when position identification is needed to perform job duties)

- 2. An Employee's job title; as per Management approval
  - 1. Example: House Advisor
  - 2. Example: Security



# **Lift Line Privileges**

Employees do not have line privileges on any lift with the exception of the following:

- On duty Ski Patrol.
- Ski & Snowboard School Instructors when with their class. Instructors scheduled to meet clients in the Alpine meeting locations must see their Supervisor to arrange line priority access.
- On duty lift hosts when facilitating shift changes on their assigned lifts.

Employees reporting to work on either Whistler or Blackcomb prior to our scheduled opening time are restricted to the following lifts:

#### **Blackcomb Mountain**

- Wizard Express chair and Solar Coaster chair (for Alpine access)
- Excalibur Gondola (to Base II only)

## **Whistler Mountain**

• Whistler Village Gondola

Employees may access these lifts directly through the Ski School entrance. Once Guest uploading has commenced, all Employees (with exception to those groups listed) must access these lifts through the regular public line-up. For quicker access during peak times use of the singles line is recommended (where applicable). It is the responsibility of all Employees to ensure they give themselves ample time to get to work, taking into account the lift line-up situation for the expected Guest volume (i.e. weekends and holiday periods).

All Employees are expected to respect the lift line priority regulations. Abuse towards Validation, Lift, and Line Control Employees will not be tolerated and will result in disciplinary action.



## **Honesty and Integrity**

As an Employee, we expect that you will conduct yourself in an honest, fair and respectful manner while on Whistler Blackcomb property, on or off duty. It is your responsibility to follow this conduct and expect it in others. The following is a list of behaviours that we consider serious enough to be considered cause for disciplinary action up to and including dismissal:

## Fraud

Dishonesty in any form, including but not limited to falsification of Company documents, misappropriations of cash or tickets, theft of Company property, theft of property belonging to another Employee or Guest, or allowing persons on Company lifts without valid passes.

### **Lift Access**

Giving someone else your seasons pass for use (including Employee pass forgot tickets) or tampering with a seasons pass. Selling complimentary mountain access products. Lending, borrowing or misuse of another Employee's identification (including Employee pass, Web Swipe ID and access codes).

## **Company Assets**

Attempting to refund or profit from any Company property not purchased by the Employee (tickets, passes and retail goods). Unauthorized possession and misuse of any Whistler Blackcomb property.

Breach of security and/or abuse of security privileges.

## **Parking Policies**

Please minimize the number of vehicles by carpooling, using public transit, walking or biking. Hitchhiking is not recommended. All Employees share parking at Creekside, Whistler Village and Blackcomb's Base II with our Guests. All parking is based on a first come, first served basis. There is a very limited amount of reserved parking in most areas for Whistler Blackcomb vehicles and privately owned vehicles (with valid parking passes) for temporary access for

business purposes. Hourly permits are available from the reception desk at the Administration Building for vehicles requiring parking to attend meetings at that location. Parking inquiries can be directed to 604.938.7257.

### **Phone Calls & Personal Mail**

Company telephones must not be used for personal calls (local or long distance). Pay phones and Employee phones, located in various areas, are available for your use. Unfortunately, we are unable to accept any personal mail. Personal packages will be returned to sender upon receipt without exception. Please contact Canada Post or Mail Boxes Etc. for a local mail box.

## **Fuel Access Keys & Pin Codes**

Vehicle fuel access keys and Employee PIN codes must be requested from the Fuel Systems Coordinator by department Managers. Codes are issued at either Employee Services or the Valley Parts Room. Vehicle fuel keys are issued exclusively at the Valley Parts Room. Please notify the Valley Parts Room if keys or codes are lost or stolen. Keys and codes are for business use only and must not be shared with friends or colleagues. Keys must remain with the vehicle to which they are assigned.

## **Door Keys & Security Codes**

Door keys and security codes must be requested from the Security Department by department Managers. Keys and Codes are issued at Employee Services. Please notify the Security Department immediately if keys or codes are lost or stolen. All keys must be returned to Employee Services upon completion of employment. Keys and codes are for business use only and must not be shared with friends or colleagues. It is the responsibility of all Employees to maintain the security of all Company property and assets. Doors and gates must be kept closed & locked as per individual building and access road operating procedures. Promptly report the need for repairs to locks, door hardware or security systems to your Supervisor, Manager or Security Department.

## **Loss Prevention**

Every year, Whistler Blackcomb suffers significant losses due to the dishonesty and theft by a small number by Employees. While we appreciate that most Employees are honest, all dishonest acts must be appropriately addressed to protect Company assets. Acts of this nature include the theft of stock, food, cash or personal property. Also, it can involve allowing friends

on lifts without passes, giving away free food or drink or giving free ski and snowboard servicing. Company loss is damaging to everyone involved as it carries the potential to affect the exceptional service we provide for both our Guests and our Employees. Therefore, it is the policy of Whistler Blackcomb to support criminal prosecutions wherever possible and to seek financial restitution when theft is proven. As well, all acts of dishonesty and theft will lead to the termination of any contract. The Loss Prevention Department at Whistler Blackcomb holds the role of investigating these serious breaches of Company policy and uses several methods to collate evidence, including, but not limited to, the use of covert security cameras, surveillance, personal pack and bag searches and the interrogation of IT systems. We all share the responsibility of maintaining the security of Company property and assets. For instance, doors and gates must be kept closed and locked as per individual building and access road operating procedures. If you become aware of any criminal acts or breaches of Company policy or observe the need for lock, door hardware or security systems repair, please contact your Supervisor/Manager or the Security Department immediately at 604.938.7277 or to leave confidential/anonymous messages or to provide information regarding crimes committed at Whistler Blackcomb, call 604.932.TIPS (8477).



# **Conflict Concern Resolution System**

By following a practice of open communication, most misunderstandings can be avoided or at the very least be resolved before they cause unnecessary problems. It is our responsibility to ensure that all Employees are treated fairly. If you have a problem or concern, we want to hear about it. We recommend the following channels of communication:

Step 1: Take your concern to your immediate Supervisor/Manager in order to resolve the issue.

Step 2: If you feel your Supervisor is unable to resolve your concern to your satisfaction, take your concern to your Manager. Your Manager will review and discuss the concern with you to ensure that the issue is properly and fairly investigated. If at any time you feel uncomfortable approaching your Supervisor or Manager, you may go directly to an EE Officer with your concern.

Step 3: If you feel your concern is still not resolved to your satisfaction, you should then approach an EE Officer as they will investigate your concern in the hopes of finding an equitable solution. EE Officers are trained mediators and are there to assist you and your Supervisor/Manager in resolving any conflict. Please contact an EE Officer to assist in setting up a mediation meeting. Mediation is a guided negotiation between the parties in conflict by a trained objective third party.

Step 4: If you feel your concern is still not resolved to your satisfaction, you and/or the EE Officer should approach either the EE Manager or EE Director, both of whom are also trained in Mediation to provide more support in resolving the issues.

Step 5: If the problem persists, even after all attempts have been made to resolve your concern, you may submit a written statement to either of the Senior Vice Presidents of Whistler Blackcomb for a final decision.

An EE Officer, EE Manager and the EE Director are available to you as a sounding board for confidential questions, discussion of problems, investigating ways of resolving issues and to ensure your experience as an Employee of Whistler Blackcomb is a memorable one. Whistler Blackcomb Employee Experience Officers can be contacted through the Employee Experience Front Desk at 604.938.7129.



# **Employee Passes**

You are issued an Employee pass to give you convenient access to work. It is your responsibility to have it on you at all times, as it is part of your uniform and identifies you as an Employee. All Employees must have their passes/tickets validated prior to accessing any lifts. Failure to do so will result in disciplinary action. Your Employee pass is for your personal use only. Any abuse of pass privileges is considered fraud and will result in disciplinary action up to and including immediate dismissal and/or criminal charges. Fraudulent use includes: another person accessing the mountains using your pass; another person redeeming Employee discounts using your pass; another person attending Employee events using your pass or another person using your Employee Forgot pass. It is your responsibility to know where your Employee pass is at all times. If your pass is lost or stolen, contact Employee Experience and your Supervisor or Manager immediately.

The Cabin at Base II & Employee Services at the Springs Building offer Pass re-print services. If you forget or lose your pass and require a pass reprint for access to work or to access the mountain for play, passes can be re-printed at the following locations: The Cabin at Base II on Blackcomb Mountain and Employee Services in the Springs Building at the base of Whistler Village Gondola. Your first re-issue is free (because we all have forgetful days!), however from then on we will need to charge \$5 per re-issue to cover our costs.

Complimentary Lift Access Tickets Employees may receive complimentary lift access and mountain product tickets depending on their start date during the summer and winter seasons. These tickets are a gift to Employees and are to be given to friends or family. Tickets are not to be sold for profit and are marked not for re sale. If caught selling tickets, the Employee in question will receive disciplinary action up to, and including, immediate dismissal. For more information regarding complimentary ticket regulations please contact an Employee Experience Officer at 604-938-7557





# **WHISTLER** BLACKCOMB

# **Employee Performance Agreement**

As an Employee there are certain performance expectations you will be required to meet in order for you to succeed on the job.

When these expectations are not being met, we have certain procedures that allow you and your Supervisor/Manager to clarify and agree upon your expected future performance on the job. The Employee Performance agreement will also outline the consequence of what will happen if expectations continue to not be met. Each division may have different expectations depending on the needs of the business unit. Depending on the specific circumstances and seriousness of the performance infraction, disciplinary action may be initiated at any one of the following steps:

- 1. *Verbal Warning*: A conversation to clarify the expected performance.
- 2. Level 1: Written performance agreement (Recorded on Employee File).
- 3. Level 2: Written performance agreement (Recorded on Employee File).
- 4. *Suspension*: Written performance agreement and unpaid suspension from work and pass privileges (including mountain access and Employee discounts).
- 5. Dismissal: Termination from employment. If you are dismissed from Whistler Blackcomb you will be asked to move out of House and forfeit your pass and will not be eligible for rehire into any paid or volunteer position with Whistler Blackcomb for a minimum of 12 months.

It is the responsibility of the Supervisors/Managers to ensure the fair and consistent treatment of all Employees. It is the

#### **Immediate Dismissal Can Occur For The Following Infractions:**

- Failure to maintain proper standards of appearance, including not wearing complete uniform to standards as required on duty.
- Abuse or failure to follow policies for all employee specific tools or privileges such as, but not
  exclusive to: discounts, benefits/perks, codes, keys, access, IT policies, phones and all other
  covered in this handbook.
- Insulting and/or using profane language and/or disrespectfully arguing with Guests or coworkers. Includes verbal abuse towards Guests or co-workers.
- Speaking negatively about Whistler Blackcomb or its employees in any public forum.
- Not positively promoting Whistler Blackcomb products and services.
- Theft or fraudulent activity of any nature.
- Any circumstances in which someone else is attempting to use your pass.
- Accessing or pressuring other staff to allow access to lifts without valid employee pass.
- Failure to follow skiing and riding policies.

- Failure to follow safety policies.
- Repeated unexcused, unreasonable tardiness or absence from work.
- Unauthorized Entrance into Permanently Closed areas.
- Sleeping on duty.
- Insubordinate behaviour or unreasonable refusal to perform assigned duties.
- Speaking to the Media about any Whistler Blackcomb policies or incidents of any nature (all requests from the Media need to be directed to the Public Relations Department. Whistler Blackcomb has designated Spokespersons that speak on behalf of the company).
- Calling in sick or injured and accessing the mountain.
- Consumption of alcoholic beverages or having liquor on your breath while working. Possession
  and/or use of any narcotics, hallucinatory or other drugs except as prescribed by a physician
  (within safety regulations).

## Recommended Level of Employee Performance Agreement (EPA) & Do Not Rehire (DNR) status

The following recommendations are designed to be a guide. If unsure of what level to issue, consult with an EEO or EE Manager.

If unsure always contact the EEO team to confirm the previous discipline levels before the next EPA is issued whenever there is doubt.

# All Dismissals and Suspensions must be discussed with an EEO or EE Manager prior to taking action.

Performance Agreements carry from year to year and progress through the steps of Progressive Discipline, with reasonable time period between infractions on most serious infractions.

- Example #1: A person gets a Level 1, next step Level 2 for "Poor Customer Service" in 2014. They would progress to a Level 2 on the next instance whether it was 6 months or 3 years in between.
- Example #2: A person gets a Level 2, next step Dismissal for a serious "Safety" infraction in 2014. They would be dismissed if there was another serious infraction whether it was 6 months or 3 years in between.
- Where Judgment is Required and Collaboration with an EEO is important:
   Where a number of years has passed between issues of punctuality and we've
   seen otherwise good performance. We won't start from scratch year to year,
   however if a Manager or Supervisor feels it is appropriate to refrain from
   escalating the levels, please contact an EEO and we work with you and help
   decide what is appropriate.
- **Example #3:** A person gets a Level 1 for Punctuality in 2011, then a subsequent Level 2 for Punctuality in 2011 and even a Suspension for Punctuality in 2012. This particular person has grown up since and has been a good performer since,

but is late again in 2014. In this case we will likely recommend another Suspension. Clearly the black and white choice would be the Dismissal, but the reality is that these situations require a certain level of judgment. In these cases, we recommend working with an EE Officer. The EE Officers deal with these types of situations every day and will help to maintain consistency and fairness across the organization.

# Do Not Rehire (DNR) status and removal

- A DNR status can be applied on separation if an employee quits without 2 weeks' notice, has reached up to a suspension level EPA in any category, for a Level 2 for a Safety or Security issue or for a strong Level 2, i.e. verbal abuse, insubordination, etc.
- An employee with a DNR status cannot apply for a paid or volunteer job for a minimum of 12 months
- Some DNR's will never be removed, i.e, theft, physical abuse, etc.
- If a DNR employee applies for any paid or volunteer positions they will be sent a stock reply from Recruiting that they are not eligible to apply and must contact an EEO to review their file.
- An EEO will review the DNR case, looking at the past EPA's and if the offence(s) are reasonable to reconsider hiring, i.e. punctuality. A GM or Director of the past and future divisions will be contacted to request if they are OK with bringing the employee back and to grant an interview. If both parties decide the employee will be given a second chance, the DNR will be removed for the job application. If the employee is not successful in acquiring the job the DNR is put back on the employee profile.
- There is no guarantee a DNR will be removed, it is at the discretion of the leaders who hired and will be potentially hiring the employee who is currently DNR'd.
- If the DNR is removed, the employee must be issued a performance expectations letter upon job start detailing that they will start at a Level 2 if the same offense occur again. The expectations letter must be signed and sent to the EEO's who will record the letter details as a Discipline Note on the employee profile.

# **Recommended EPA Levels for Common Offences:**

#### Late for work/Taking longer than allotted break time as considered late for work

1<sup>st</sup> time = verbal warning 2<sup>nd</sup> time = level 1 3<sup>rd</sup> time = level 2

```
4<sup>th</sup> time = suspension
```

5<sup>th</sup> time = dismissal

# No Show for work/no call or calling in to say coming in but no show

```
1<sup>st</sup> time = level 2
```

2<sup>nd</sup> time = dismissal

#### Comes to work & demonstrates sickness

= Send home & no EPA

# Calls in sick, sees Dr. & brings Dr's note for sick day(s) to next shift

= No EPA

# Calls in sick & no Dr.'s note when returning

```
1st time = level 1
```

2<sup>nd</sup> time = level 2

3<sup>rd</sup> time = suspension

4<sup>th</sup> time = dismissal

# Comes to work and are unable to perform their job, with team/in front of Guests. Ex: Hung over

1<sup>st</sup> time = Send home with level 1

2<sup>nd</sup> time = Send home with level 2

3<sup>rd</sup> time = Send home with suspension

4<sup>th</sup> time = dismissal

<sup>\*</sup> Discuss situation & be curious if employee was really sick. Consider the effect of staff coming to work sick & potentially infecting others on the team. Some staff cannot afford to go to a Dr. or too sick to get out of bed to go.

\* Discuss these with EEO team and ensure Due Diligence around drugs and alcohol is being addressed properly.

# Drinking or taking alcohol or drugs in company vehicles, including Club SHRED bus trips

1<sup>st</sup> time = Immediate Dismissal for driver. Level 2, if not the driver.

\* If Club Shred related also 1 year suspension from Club Shred and removal from that particular trip without reimbursement.

2<sup>nd</sup> time = Dismissal

# Not adhering to grooming policy incl. name tag, hair, hygiene, shaving, piercings, clean uniform, etc.

```
1<sup>st</sup> time = verbal warning

2<sup>nd</sup> time = level 1

3<sup>rd</sup> time = level 2

4<sup>th</sup> time = suspension
```

5<sup>th</sup> time = dismissal

**Not following operational & service standards** (These are area specific – eg. Not following appropriate radio protocol, not addressing guests with a greeting or eye contact/smile)

```
1<sup>st</sup> time = verbal warning

2<sup>nd</sup> time = level 1

3<sup>rd</sup> time = level 2

4<sup>th</sup> time = suspension

5<sup>th</sup> time = dismissal
```

Using cell phones, music players or having cell phones turned on while on shift – when not required as a job duty

<sup>\*</sup> Managers must ensure all employees have a name tag. If missing name tag, re order a new one. Provide the employee with a blank nametag with their name written on it until the new one arrives.

```
1<sup>st</sup> time = verbal warning

2<sup>nd</sup> time = level 1

3<sup>rd</sup> time = level 2

4<sup>th</sup> time = suspension

5<sup>th</sup> time = dismissal

* Note: this is immediate dismissal in Lift Ops
```

# Not arming the alarm system after locking doors

```
1st time = verbal warning

2nd time = level 1

3rd time = level 2

4th time = suspension

5th time = dismissal
```

Not locking doors, safes or securing cash floats, cash outs or valuable company property i.e. laptop

```
1<sup>st</sup> time = level 2
2<sup>nd</sup> time = dismissal
```

Abuse or failure to follow policies for all employee specific tools or privileges such as, but not exclusive to: discounts, benefits/perks, codes, keys, access, IT policies, phones (i.e. over discounting & discount to non staff.)

```
1st time = level 2
2nd time = dismissal
* Immediate dismissal can occur depending on severity
```

**Serious rudeness/harassment of a guest or employee (**outburst that is perceived as offensive, threatening or intimidating) \* *Immediate dismissal can occur depending on severity* 

1<sup>st</sup> time = suspension

2<sup>nd</sup> time = dismissal

# Physically abusive to co-workers or guests

= dismissal

# Not wearing a helmet while skiing/riding at work

1<sup>st</sup> time = When seen not wearing a helmet inform it is required and give opportunity to <a href="immediately">immediately</a> go and get a helmet.

2<sup>nd</sup> time = level 2 (Not having a helmet to wear at work or refusing to wear a helmet at work, immediately sent away from work without pay. The time away from work may be as quick as skiing to Employee Services to borrow one or to a Retail store to purchase one or as long as a full day with the expectation that they return with a helmet).

3<sup>rd</sup> time = suspension for 3 days without pay. (Arrive at work for a second time and do not have a helmet or refuse to wear a helmet).

4<sup>th</sup> time = dismissal. (Arrive at work for a third time and do not have a helmet or refuse to wear a helmet).

**Not following basic safety procedures.** \* Immediate dismissal can occur depending on severity

1st time =

- level 1 for undue care & attention causing minor vehicle or property damage, speeding up to 20 km over limit, failure to perform pre trips on any vehicle
- level 2 for food safe violation, duty of care, undue care & attention causing major vehicle or property damage, no use of seat belt, use of cell phone while driving, report of reckless driving, excessive speeding 20+ km over limit, failure to report damage on any vehicle, second offense of a Level 1
- suspension for uncertified use of vehicles / equipment, reckless / undue care & attention causing injury, 2nd offense of Level 2.

2<sup>nd</sup> time = dismissal

**Serious Safety infractions.** (eg. skiing/riding in permanent closures, going out of bounds in uniform)

= dismissal

**Theft or fraud of any kind. e**g. Taking food without paying, pass fraud, selling complimentary staff earned mountain access tickets, etc.

= dismissal

# Calls in sick, injured or no show to work & uses any WB lift

= dismissal

# Recommended Level of Employee Performance Agreement (EPA) for Whistler Kids and Ride Tribe

# **Recommended EPA Levels for Professionalism Offences:**

#### Minor offenses

#### Examples:

- Not prepared for work (no equipment, boots not on, missing pass)
- Too much time spent at lunch/Tree Fort/Castle/inside)
- Phone/text use during lesson/lunch/work
- Discontent of level assigned
- Grooming issues
- Late (no call)
- Hangover/smell of alcohol\*

```
1<sup>st</sup> time = verbal warning

2<sup>nd</sup> time = level 1

3<sup>rd</sup> time = level 2

4<sup>th</sup> time = suspension

5<sup>th</sup> time = dismissal
```

<sup>\*</sup> We do hope that even if our staff are hung over that they will show up for work rather than call in sick. It is then in our discretion to send them home if we don't need them and/or issue an EPA if needed.

# **Major Professionalism Offenses**

# Examples:

- Inappropriate/politically incorrect conversation in front of children
- Going to get coffee/breakfast when should be working

```
1<sup>st</sup> time = level 1
2nd time = level 2
```

3rd time = suspension

4th time = dismissal

# **Unacceptable Professionalism Offenses**

# Examples:

- Rough with Kids
- Not wearing a helmet while teaching

1<sup>st</sup> time = level 2

2nd time = suspension

3rd time = dismissal

# **Unacceptable Professionalism Offenses**

#### Examples:

- Inappropriate language directed at children/parent
- Physical abuse to child
- Drug/alcohol use at work
- Inappropriate comments on social media/any public forum
- Theft of any kind
- Any circumstance that someone is trying to use your pass
- Calling in sick or injured and accessing the mountain

1<sup>st</sup> time = dismissal

# Recommended EPA Levels for Safety/Duty of Care Offences:

Little danger to child, instructor had best intention, written procedure not followed

# Examples:

- Skiing through Terrain Park in train not stopping at each jump
- Miss load on chair
- Ensuring kids equipment used properly/worn
- No instructor name on bib/helmet tag
- Sign out procedures not followed

```
1<sup>st</sup> time = level 1

2<sup>nd</sup> time = level 2

3<sup>rd</sup> time = suspension

4<sup>th</sup> time = dismissal
```

## Some danger to child, instructor did not follow procedure

# **Examples:**

- Skiing on wrong run for level kids are ok
- Using ski out when mandatory download
- Separated child/injured child, instructor did not follow procedure
- Leaving children unattended, children are ok
- Sending children alone on chair
- Food allergy request not followed
- Medication directions not followed

```
1<sup>st</sup> time = level 2
2<sup>nd</sup> time = suspension
3<sup>rd</sup> time = dismissal
```

# Definite danger to child, instructor did not follow procedure

This could go straight to a dismissal.

# Examples:

- Lost child did not know child was lost
- Taking children down closed/marginal run or run out of bounds for Whistler Kids

```
1<sup>st</sup> time = suspension
```

2<sup>nd</sup> time = dismissal

Responsibility: If something happens on your shift, it is your responsibility to deal with that situation/staff member. This includes staff members that may be only working for you for one day. Please check in with their direct Supervisor/Manager whenever possible or EEO to discuss previous EPA's.

# **Mountain Safety Infractions Scale**

# **Whistler Blackcomb Employees**

- The main goal is to educate employees and to avoid re-occurrences, not to take away lift access privileges.
- Attitude at the scene and during Safety Awareness Seminar will be considered in determining length of suspension.
- Aggressive and uncooperative staff will not be tolerated.
- There will be an Employee Performance Agreement issued up to dismissal relative to the severity of the event.
- All suspensions will require the pass holder to complete a Safety Awareness Seminar before their pass is reinstated.
- Suspensions and terminations will be reviewed by a senior member of Employee Experience, the employee's Manager and a member of the Safety Department prior to taking effect.
- A suspension is from work and staff pass use.

The below are minimum guidelines.

If you have a previous recorded infraction you may receive more than a warning	<ul> <li>Too fast in slow zones, highly congested areas</li> <li>Taking hits in slow zones</li> <li>Taking hits or jumps in slow zones</li> </ul>
Safety Awareness Seminar:	Any of the above offences where you believe that the on-hill education was ineffective.
Plus Employee Performance     Agreement Level 1 issued	<ul> <li>Skiing on freshly groomed tracks at day's end</li> <li>Any violation of the Alpine Responsibility Code</li> </ul>
Safety Awareness Seminar:  • Plus Employee Performance Agreement Level 2 issued	<ul> <li>Basic behavioural problem including attitude, rudeness to staff, and swearing.</li> <li>Jumping banners</li> <li>Initial refusal to show pass</li> </ul>
1 Week Suspension:	<ul> <li>Confrontational behaviour.</li> <li>Abuse of early morning access privileges.</li> </ul>

<ul> <li>Automatic consequences         without previous infractions</li> <li>Employee Performance         Agreement Suspension level         issued</li> </ul>	<ul> <li>Witnessed report of reckless skiing resulting in collision and no injury: must be fully documented</li> <li>Inappropriate use of lift line priority</li> <li>If caught using illegal substances on a day off</li> </ul>
Automatic consequences     without previous infractions     Employee Performance     Agreement Suspension level     issued	Above behaviours plus attempts to avoid or run from any staff member or refusal to cooperate
<ul> <li>1 Year Suspension &amp; Immediate</li> <li>Dismissal:</li> <li>Automatic consequences without previous infractions</li> <li>1 Year from the date suspended</li> </ul>	<ul> <li>Makes threats, is verbally or physically abusive towards other guests or staff</li> <li>Entering Avalanche Closures, Permanent Closures, Temporarily closed areas i.e. Terrain Park, Race areas</li> <li>Confirmed report of reckless skiing resulting in collision resulting in injury: must be fully documented</li> <li>Leaving the scene of an incident in which the employee was involved in or fails to immediately report the incident to patrol</li> <li>Jumping, hanging, swinging from lifts and other misconduct</li> <li>Employee has had 2 previous suspensions within the last 2 seasons</li> <li>Staff allowing other guests to use their pass. Contact EE and Supervisor</li> <li>Any activity which shows blatant disregard or negligence to staff, guests or the company</li> </ul>
Banned from Mountain:	Employee has had 3 previous suspensions within the last 4 years

Vehicle Safety Infraction Scale

Safety infractions that put yourself or others at risk of injury will warrant disciplinary action. The list below is intended to be used as a guide for what is considered a vehicle safety infraction.

Please ensure that a copy of this document is posted on your Safety Board and clearly communicated to your entire staff operating company vehicles.

#### **Progressive Discipline Guidelines:**

Disciplinary measures will be taken if a worker is contravening the Motor Vehicle Act, WorkSafeBC and/or WhistlerBlackcomb safety policies.

The workers past history, attitude and situational circumstances will be evaluated at the time of the offence.

#### Level 1

- Undue care & attention causing minor vehicle or property damage
- Speeding up to 20 km over limit
- Failure to perform pre trips on any vehicle
- Chin strap not done up on helmet
- No tether strap; or tether strap not being attached

#### Level 2

- Undue care & attention causing major vehicle or property damage
- No use of seat belt
- Use of cell phone while driving
- Report or reckless driving
- Excessive speeding 20+ km over limit
- Speeding in close proximity to staff or guests
- Traveling on an undesignated route
- Failure to report damage to any vehicle or equipment
- Not wearing a helmet while operating snowmobile, ATV/UTV
- Second offense of a Level 1

# **Suspension/Termination**

- Uncertified use of vehicles or equipment
- Operating a vehicle while under influence of drugs or alcohol
- Reckless or undue care and attention causing injury
- Second offence of a Level 2



# **Teamplay at Whistlerblackcomb**

Immediate dismissal can occur from the following infractions:

- Repeated unexcused, unreasonable tardiness or absence from work.
- Sleeping while on duty.
- Insubordinate behavior or unreasonable refusal to perform assigned duties.

## **Attendance & Punctuality**

Being a part of the team at Whistler Blackcomb means showing up to work on time and ready to start. When you are late or you do not show up, you are affecting your co-workers and their ability to do their job. If you are late, you must notify your Supervisor IMMEDIATELY. It is your responsibility to make sure you know the phone numbers you need to call or the process you must follow in order to speak directly with your Supervisor/Manager. Failure to notify your Supervisor of your absence or unexcused lateness will result in disciplinary action. If you are ill and are unable to make it to your shift, you must notify your Supervisor/Manager PRIOR to the start of your shift. You may be required to bring in a doctor's note. If you call in sick to work and use your pass to access the mountain (other than the Excalibur Gondola to access HOUSE), this will result in your immediate dismissal.

#### **Employment of Relatives**

Past experience has taught us that employing related persons to work together in direct supervisory subordinate situations can create problems. A policy has been established which does not allow any direct supervisory/ subordinate situations between conjugal or emotionally related persons in any department without the express written consent of the Senior Vice President. If a relationship evolves during the season between an Employee and a Supervisor, a mutual decision regarding transfer must be arranged.



# **Attendance & Punctuality**

Being a part of the team at Whistler Blackcomb means showing up to work on time and ready to start. When you are late or you do not show up, you are affecting your co-workers and their ability to do their job. If you are late, you must notify your Supervisor IMMEDIATELY. It is your responsibility to make sure you know the phone numbers you need to call or the process you must follow in order to speak directly with your Supervisor/Manager. Failure to notify your Supervisor of your absence or unexcused lateness will result in disciplinary action. If you are ill and are unable to make it to your shift, you must notify your Supervisor/Manager PRIOR to the start of your shift. You may be required to bring in a doctor's note. If you call in sick to work and use your pass to access the mountain (other than the Excalibur Gondola to access HOUSE), this will result in your immediate dismissal.



# **Employment of Relatives**

Past experience has taught us that employing related persons to work together in direct supervisory subordinate situations can create problems. A policy has been established which does not allow any direct supervisory/ subordinate situations between conjugal or emotionally related persons in any department without the express written consent of the Senior Vice President. If a relationship evolves during the season between an Employee and a Supervisor, a mutual decision regarding transfer must be arranged.

# **TOTAL COMPENSATION**



# **Benefits Eligibility**

<u>InsideEpicBenefits.com</u> is your primary source for important information about your employee benefits and perks. Be sure to review the "What's my Colour?" section to familiarize yourself with the benefits that are available to the various classifications of employees.



# **Leave Programs**

Administration of Leaves depends on the type of Leave. You can direct your inquiries to your Manager or Employee Experience or Benefits.

Leave forms on are intended for use for unpaid Leaves such as Personal, Maternity, Parental. Paid Leaves such as Take a Break, Compassionate and Illness are coordinated through the Manager.

Personal Leaves are approved by Employee Experience. Once approved, Employees review Benefits details with the Benefits Department. Questions regarding Personal Leaves should be directed to Employee Experience at x7557 or the Benefits Team 7176.

## **Personal Leave - Long Term**

The Long Term Leave of Absence Program offers long standing Employees the opportunity for a break in employment to pursue other interests, while retaining their job security. Employees should have 5 consecutive years of employment to be eligible. Factors taken into consideration will include availability of suitable replacement Employees, time of year, previous leaves and length of service. This type of leave must be approved by the Manager, Divisional Director, and Manager or Director of Employee Experience. Employees applying for leave must prepare and submit a written request a minimum of 3 months prior to the start of their leave. Requests should be submitted on <a href="InsideEpic">InsideEpic</a> which will then be sent to the employee's Manager before workflow to the next approver. Upon approval, Employee Experience will prepare a letter of confirmation for the leave that will clarify the specific conditions.

Maternity and Parental Leaves are legislated and Administered by Service Canada. Payment of EI Benefits are administered by Service Canada. Coordination of retention of company Health & Flex Benefits during these leaves is done with the Benefits Team.

#### **Maternity Leave**

Mothers who give birth are entitled to Maternity leave up to 17 weeks. Service Canada provides up to 15 weeks of benefits for qualifying mothers. Before going on Maternity Leave, please do the following:

1. Submit a written request for leave to your Manager a minimum of four weeks before you plan to commence the leave. You can also submit a Leave request on <a href="InsideEpic Benefits">InsideEpic Benefits</a> which will have workflow to your Manager.

- 2. Phone Service Canada at 1.800.206.7218 for information on your Employment Insurance(EI) coverage or access their website at www.servicecanada.gc.ca/eng/ei/types/maternity\_parental.shtml
- 3. Contact the Employee Benefits Department to arrange to prepay for any Employee-paid premiums that should be covered during your leave (i.e. STD, LTD, Optional Life Insurance).
- 4. Upon completion of Maternity Leave, you are entitled to return to the same position or a comparable one, with all benefits and pay entitlements that you had prior to your leave.

#### **Parental Leave**

Mothers and fathers, natural and adopting, are entitled to parental leave without pay for up to 37 consecutive weeks, in addition to the Maternity leave for mothers of 17 weeks (including a 2 week waiting period). You will also be eligible for Employment Insurance benefits for one parent after a two week wait period. Whistler Blackcomb will continue to pay Company-paid benefit premiums throughout the parental leave or to the end of your regular season as long as the employee continues to pay employee premiums. Please contact the Employee Benefits Department to arrange to pay for any Employee-paid premiums you want to maintain during your leave (i.e. STD, LTD, Optional Life Insurance).

If the mother is not taking the parental leave consecutive to the maternity leave or if the father is taking the parental leave or a combination of the two the parental leave must be mutually agreed upon with your employer. You must submit a written request to your Manager a minimum of four weeks before you plan to commence the leave. You can request to start your parental leave up to 52 weeks after the birth or adoption of your child. Parental leave can be extended by five weeks due to physical, psychological or emotional difficulties encountered by the baby, mother or father. Upon completion of parental leave, the Employee is entitled to return to the same position or a comparable one, with all benefits and pay entitlements that they had prior to their leave as if leave were not taken

Bereavement, Family Responsibility & Compassionate Care unpaid legislated leaves that all employees are entitled to.

Bereavement Leave: An employee is entitled to take up to three days of unpaid leave on the death of a member of the employee's immediate family. This leave may be for purposes other than to attend a funeral. Year Round, Regular and Seasonal Supervisors/Managers are entitled to 3 days paid Bereavement Leave. Discuss further with your manager.

Compassionate Care Leave: An employee can take up to eight weeks of unpaid leave within a 26 week period to care for a gravely ill family member. The employee must obtain a medical certificate which states that the family member is gravely ill with a significant risk of death within 26 weeks. Similar to personal leaves, you may be eligible to coordinate continuation of benefits. Discuss further with your manager, Employee Experience or Benefits.

# **Family Responsibility Leave**

An Employee is entitled to up to five days of unpaid leave in each employment year to meet responsibilities related to the care, health or education of any member of the Employee's immediate family. "Employment year" means a year beginning on the date the Employee commenced employment. "Immediate family" means the spouse, child, parent, guardian, sibling, grandchild or grandparent of an Employee, and any person who lives with the Employee as a member of the Employee's family. Family Responsibility Leave does not accumulate from year to year.



# **Payroll Procedures**

#### **Recording the Time You Work**

# Timekeeping

Each day you work, a record of your time and attendances is recorded in one of our two main systems. Most hourly employees will track time either by using a Clock on a wall or logging directly into the application. Upon hire, you will be issued a Badge # that you will key into the clock, if you long into the system, you will be issued a User ID and initial Password. Snow School Instructors and Bike Guides will have a record created in RTP (point of sale system for lessons) for hours worked which is sent weekly. Salaried employees have a permanent schedule set up upon placement into the Salary position and are paid automatically from the schedule. Time Clocks are programmed to ensure accuracy for Overtime and Statutory Holiday calculations based on Employment Standards. Regardless of how your time is recorded, your Manager, Supervisor or Lead Hand are your first point of contact for support; they review timecards regularly in preparation for pay day, however, it always makes things easier if you advise them of any known issues. Unfortunately it is necessary to mention that fraudulently recording time or altering records is cause for dismissal.

#### **Breaks**

At the discretion of your area's Manager, Whistler Blackcomb allows one paid 15-minute coffee break per four-hour shift. One unpaid 30-minute lunch break per eight to ten hour shift will be provided. You are not paid for your lunch breaks. Lunchrooms are provided for Employees at various locations on either mountain and at the base areas. See your Supervisor or Manager for the one closest to your work area.

#### When You Get Paid

Payday is every second Friday. You will receive money earned in the previous pay period, the two work weeks up to the previous Saturday. A pay week starts at Sunday at midnight and end

on the second Saturday at 11:59 pm. For example, you will receive your pay for the two work weeks from Sunday, July 16th to Saturday, July 29th on the Friday, August 4th payday. Your Manager or Supervisor will inform you about receiving your remuneration statement bi-weekly. Remember to look it over to verify the details. Notify your Manager or Supervisor if you feel there are errors or omissions.

#### **How You Get Paid**

#### **Direct Deposit**

To ensure that our employees are paid in a timely manner, Whistler Blackcomb policy requires that your bi-weekly pay be directly deposited into your bank account at any financial institution in Canada. Your pay is electronically deposited to your account prior to the start of business hours on payday. Upon hire, please open a bank account in Canada (if you do not already have one), complete your direct deposit information on my.vailresorts.com. You are able to have a 2<sup>nd</sup> bank account if you are thinking of setting aside a portion of your regular pay. The Pay Statements are posted in my.vailresorts.com usually the Wednesday before payday for your review, please contact your Supervisor if you see any discrepancy in Hours or Earnings. Occasionally there are problems and monies do not deposit into an account. If there is a "reject" due to account error, closed account, etc., the Payroll Department will be notified and will ensure a replacement cheque is produced and available for pick up at The Cabin. Unfortunately the notifications can take up to 5 business days. If your pay is processed as a cheque for any reason, you will be required to come to The Cabin at Base II to pick it up. (contact Employee Experience at X7557 for the Cabin's hours of operation).

#### **Payroll Deduction**

Upon meeting qualifying full-time criteria, Employees may apply to purchase goods and services from Whistler Blackcomb through the payroll deduction plan. Please contact your Supervisor or Manager for further details.

#### **Pay Advances**

Pay Advances are only issued in the form of a cheque, picked up at The Cabin. Advances are issued for 3 reasons:

- 1) Emergency situations: one emergency advance per season is permitted.
- 2) Advance funding of annual vacation, Employees are allowed to request vacation funds 7 days prior to taking their vacation
- 3) Advance funding for missed hours, missed hours are applied to the next regular pay run, however, we can offer an advance on the net value of the missed hours.

In all cases, the request must be submitted to Payroll by Wednesday of the non Pay-Week. The advance is then deducted from the next regular pay.

# **Overpayment of Wages:**

In the event of an error that results in an overpayment to you, you agree to allow WB Payroll to deduct from your pay the amount of overpayment. WB will work with you and your manager or supervisor to ensure the repayment does not leave you in any financial hardship.

#### **Regular & Overtime Pay**

Regular and overtime pay is based on the BC Employment Standards Act and is calculated depending on your day length as follows:

Day Length	Daily Overtime	Daily Double Time
8 hours	Over 8 hours	Over 12 hours
10 hours	Over 10 hours	Over 12 hours

Some schedules may use Averaging Agreements as organized by your Manager and an Employee Experience Officer. Weekly overtime (time and a half) is paid on any hours worked over 40 regular hours in one work week (Monday to Sunday).

## **Statutory Holiday Pay**

Once you have worked for Whistler Blackcomb for 30 calendar days, you are eligible for Statutory Holidays with pay. If you have worked at least 15 of the 30 calendar days prior to a Statutory Holiday, you are entitled to an average day's pay for the holiday, excluding overtime.

#### **Working on a Statutory Holiday**

If you are eligible and you work on a Statutory Holiday, you will be paid time and a half for the first 12 hours and double time after 12 hours. Non-eligible Employees are paid at their regular rate of pay. Please note, with our seven day-a-week operation, you may be required to work Statutory Holidays.

#### **Statutory Holidays**

New Year's Day	Sunday January 1st
Family Day	Monday February 13th
Good Friday	Friday April 14th
Victoria Day	Monday May 22nd
Canada Day	Saturday July 1st
BC Day	Monday August 7th
Labour Day	Monday Septermber 4th
Thanksgiving Day	Monday October 9th
Remember Day	Saturday November 11th
Christmas Day	Monday December 25th

#### **Vacation Pay**

Whistler Blackcomb believes that vacation time away from work is essential to leading a healthy and balanced lifestyle. To that end we require Employees to take their annual vacation. It is our intention to balance out the timing needs of the organization and your annual vacation plans.

Whistler Blackcomb's vacation accrual formula provides greater time away from work than prescribed under the Employment Standards Act, however, the Act still requires that Employers ensure Employees are taking their annual vacation each year. As a result, Employees who do not take their annual vacation will have their vacation time dictated by their Manager.

All Core, Regular and Back to Back Seasonal Employees are required to take their full annual vacation every 12 months. Your Manager or Supervisor will record your annual vacation in PeopleSoft.

Seasonal Employees will have their vacation paid out at the end of their season upon layoff. Please refer to the Vacation accrual policy for the specific details surrounding vacation at Whistler Blackcomb.

#### Take a Break

The Take a Break (TAB) policy applies to all Core FT, year round employees working for Whistler Blackcomb, Lodging Ovations, Resort Reservations Whistler and Whistler Heli-Skiing. RRW Travel Consultants are not eligible for the TAB program. Qualifying Employees take the equivalent of one work week off in additional to their annual vacation. The TAB week is compensated at 50% of regular wages. A program information sheet, work sheet and Manager information is available on the Landing.

#### **Illness Pay**

#### **Payment For Meetings Attended**

If you are scheduled or called in to attend a mandatory Employee meeting, you will be paid a minimum of two hours as per the BC Employment Standards Act. These hours contribute towards the calculation of overtime and all other benefits. Your work week schedule should be adjusted to include them. If you are scheduled to work that day, you will be paid for the duration of the meeting (rather than two hours) assuming that the meeting takes place at the end of your shift. There is no requirement to pay Employees for meetings that occur outside of working hours where attendance is strictly voluntary. A voluntary meeting is where the content is available through other means, i.e. web material and/or is not immediately required to perform essential job functions. Employees may choose to either attend or not attend voluntary meetings without penalty nor being significantly disadvantaged at work.

# **Paying Tax**

Most employees are required to pay tax, make contributions to the Canada Pension Plan (CPP) and Employment Insurance Premiums (EIC). Exemption for CPP and EI is age and maximum income based. Exemption or reduction of taxes is supported by written confirmation from Canada Revenue Agency (CRA) or based on information reported on a TD1 form. The Tax Withholding form on my.vailresorts.com will provide you with a link to the TD1 form required to adjust your basic personal exemption. The Canadian tax year runs from the first Pay Day in the calendar year (on or after January 1st) to the last Pay Day in the calendar year (on or before December 31st). Employees working for two or more employers concurrently or at different times of the year may want to increase their taxes based on total earnings for a pay period or the year. You can do this on the Tax Withholding form in my.vailresorts.com. The T4, reported payroll earnings and deductions for the tax year, are issued in February to your Manager. Any unclaimed T4's for active Employee will be held for pick up at the Cabin until February 28th, after which they will be mailed out to the address on file. T4's for non-active Employees are mailed. It is important to ensure that your address is up to date on your pay-stub in December. Canadian tax returns are due April 30th of each year and forms are available at the Post Office or from the Revenue Canada District Tax Office at 1.800.959.2221, or www.cra.gc.ca.

# **Your Last Payment Of Wages**

Your final pay along with your accrued vacation pay, will be deposited into your bank account. You must ensure this account remains open long enough for the deposit to occur. Any returned funds due to account closures will be issued on a cheque in Canadian Funds and mailed to the address on file. Employee Services will assess fees for unreturned company property and contact the employee; after a period of time fees will be processed on your credit card for outstanding items, your pass will be hotlisted and you will be flagged as Not Eligible for Rehire until the property is returned. A credit will be processed if a charge has been processed for returned items.

#### **Tool Allowance**

Applies to all Maintenance Division Tradespersons, Apprentices, Un-ticketed Trades, and Level III Helpers; Employee status must meet at least one of the following criteria:

- a) Full-time year-round
- b) Full-time seasonal back-to-back as per Employee Handbook definition
- c) Full-time seasonal non-back-to-back upon completion of third season of service. Note: full-time based on Employee being scheduled a minimum of 30 hours per week

Current annual allowance total is \$1,200 for Tradespersons, Apprentices and Un-ticketed Trades (\$100 per month) and \$400 for Level III Helpers (\$33.33 per month), beginning July 1<sup>st</sup> every year and paid out on or about June 30<sup>th</sup> annually. Back-to-back seasonal and seasonal

Employees will be paid 30 days after their last day worked for the Maintenance Division. The lump sum payment is based on the number of months accrued in the Maintenance Division, and subject to Revenue Canada taxation rules.

Employees will not be eligible for the tool allowance while on Leave of Absence, Long-term or Short-term Disability, Take A Break program or any elective time off, i.e. Paternity Leave or time taken off without pay. The lump sum payment will be pro-rated accordingly in July.

Employees will be eligible for the tool allowance while receiving WorkSafeBC benefits.

Pro-rating will be rounded to the nearest month, i.e. if a tradesperson is away on a seven week Leave of Absence they will receive a 10 month lump sum payout.

New full-time year-round Employees (Tradespersons, Apprentices and Un-ticketed trades) will receive \$100.00 per month for each month worked prior to June 30<sup>th</sup>.

If an Employee terminates prior to June 30<sup>th</sup> on any given year, the accrual will be paid out on a pro-rated basis.

If an Employee is on a Leave of Absence at the time of payout, their accrued lump sum payout may be held until their leave is over and they have returned to work full-time.

The intent of the tool allowance is to ensure that each and every eligible Employee equips themselves with a minimum inventory of tools to carry out the basic duties of their job. Each department Manager will establish the minimum levels of tool inventory accordingly. The allowance is also to be used to replace any lost or stolen tools.

\*Please note: any Employee terminated for just cause will forfeit their right to any accrued tool allowance, as this is a non-statutory benefit.



# **Employee Feedback**

Whistler Blackcomb believes it is crucial for communication to flow freely between management and employees. An environment where you can raise concerns, make suggestions, have your ideas heard and concerns solved, is essential.

To ensure this is achieved, we have in place Employee reviews, an Employee Opinion Survey, and what we call "Fireside Chats". As part of the ongoing performance discussion and coaching with your Manager, you will receive a formal review of your performance once per season or year (depending on your status). The basis of your review will be the expectations that are set out in the first week of work with Whistler Blackcomb, your career aspirations/learning plan and feedback on your direct leader. Similarly all Managers and Supervisors receive an Employee Review. All of which are in place to ensure there is open, two way feedback throughout the year.

The Employee Opinion Survey is your chance to leave your legacy. We want you to take the opportunity to tell us how your work place can be improved so we can continue to further exceed our Employees' and Guests' Expectations. Your suggestions may very well be the way things are done in the future. Also, throughout the year, you and your fellow employees will have a chance to talk to the Senior Manager of your division during Fireside Chats. These informal get-togethers are a great opportunity to share your thoughts and ideas.



# **Employee Recognition**

At **Whistler Blackcomb**, we believe recognition is a very important part of your Employee Experience, so much so that we employ someone full-time to look after the various programs and events that are hosted by the organization annually. Our mountain-wide programs recognize and celebrate a variety of employees, and they are as diverse as our workforce.

Our mountains, offices and buildings are incredibly broad in size and our employees are spread amongst 14 divisions and over 100 departments, so this means that we need you! Our recognition department relies on individual staff to nominate each other for not only the awards but to ensure that those who perform at their best on the job are recognized for doing so. We can't be everywhere, and certainly cannot witness every effort being made to "create memories" for our staff and our guests, so we look to you to share those day to day stories and highlight your team members who are truly living and breathing our company values.

Nomination forms can be found online under the EE –Events & Recognition section of the Landing or in The Messenger. If in doubt, ask your Supervisor for a hard copy form. Each completed form then needs to be sent, by inter-office, to the Events & Recognition Department located at The Cabin. Alternatively nominations can be emailed directly to: WBEMPrecognition@vailresorts.com

#### **WB Recognition Programs**



The **Above and Beyond** program is a company wide recognition initiative where everyone is eligible! The program enables employees to recognize their coworkers or employees from other departments for exemplary work, where the employee has truly gone above & beyond the call of duty. Online nomination forms can be found under the EE section on The Landing or ask your Supervisor to print you a paper copy. Nominations can also be emailed directly to <a href="https://www.weitheo.com">WBEMPrecognition@vailresorts.com</a>.

A selection of Above & Beyond nominees are highlighted in the recognition section of The Messenger and entered into a monthly draw for the chance to win some great prizes! There is no nomination window for Above & Beyond, they may be submitted at any time! Recognize a co-worker today.



# **ICE Awards - Inspiring Continued Excellence**

The ICE Awards are handed out twice annually in summer and winter, and are designed to recognize our star performers! ICE Award winners continually demonstrate one or more of Whistler Blackcomb's three core values – Safety First, Striving to be the Best and We Care and work hard to exceed guest expectations. If you have had the pleasure of working alongside someone like this, nominate them for an ICE Award!

You can even nominate someone from another department - maybe it's the barista that serves you every morning, the lifty you see each time you go out on the hill, or finance person who helps answer all those questions. The management team of each division will then select a winner(s) based on how they have best demonstrated our company's core values. The winners are treated to a surprise day activity followed by an intimate dinner and award ceremony with a guest and their manager. Nomination forms can be found on The Landing and in The Messenger. Completed forms should be sent by inter-office to the Cabin, Att: Events & Recognition or alternatively nominations can also be emailed directly to <a href="https://www.winner.com/www.winne



Eva Wei with manager Doug Burnett Winter 14/15 ICE Award Winner for F&B

## **Length of Service Dinner & Awards**

Each year, long-term seasonal, year round employees, and volunteers are recognized for their long term commitment to Whistler Blackcomb. Our employees receive a gift of recognition for every five years of service completed. While our themes, entertainment, menu and atmosphere are ever changing, our sincere gratitude and appreciation to those long serving staff remains the same.



# **Supervisor/Assistant Manager and Manager Awards**

Each year we take the opportunity to recognize the hard-working leaders of Whistler Blackcomb, the many managers and supervisors who are dedicated to creating incredible memories for our staff and guests day in and day out. These individuals lead by example and bring Whistler Blackcomb's three core values into practice, every day.

If you think your supervisor and/or manager is doing an amazing job please nominate them! Nomination forms can be found under the EE section on The Landing, and periodically in the Messenger. Alternatively nominations can also be emailed directly

to <u>WBEMPrecognition@vailresorts.com</u>. Each divisional leadership team will select one outstanding Supervisor/ASM and the senior leaders will select a small group of Managers, who will then be recognized amongst their peers at an awards dinner and celebration. These parties have become legendary in their own right!





#### 90 Plus Club

Each year we recognize the outstanding leaders within the organization who have scored over 90% on their Employee Opinion Survey held annually in January/February. Be sure to complete the survey to have your say on how your leader is doing.



#### **WB STAFF CELEBRATIONS**

Our events are as dynamic as our staff. They are filled with surprises and certainly provide great memories for all those involved. With over 3800 staff and volunteers, Employee Experience events provide the perfect opportunity to share your Whistler Blackcomb experiences with colleagues from each of our 14 divisions.

## **Family Fun Days**

Families are an integral part of the Whistler Blackcomb culture. Twice a year, we celebrate our families by having a fun-filled event with activities that the whole family can enjoy. Traditionally these social get-togethers take place once in the summer and once in the winter, and all Whistler Blackcomb staff with children under the age of 18 are invited to attend.





# McConkey Cup & Bike

Once upon a time there was a man called Jim McConkey. He founded a staff race called McConkey's Cup. We have continued this tradition for well over 20 years now and the race is now conducted in two forms. One is a ski race in the winter and the other is a bike race in the summer. Both include staff members dressed up in outrageous costumes heading out to be the fastest through the gates. What's up for grabs? Bragging rights and a chance to drink out of the iconic bronzed boot. Watch for this infamous race in late March and early September.







## **Club SHRED - Staff Having Really Excellent Days**

Club SHRED is a members-based activity and social club, exclusive to Whistler Blackcomb employees and volunteers. For a small contribution of only \$2 a paycheque (\$24 Prepayment for Volunteers); you receive incredible seasonal deals & offers at various sea to sky businesses, awesome activities at discounted group pricing and the option to attend great events throughout the year!

Meet new people and get cheap eats at the weekly SHRED night at Merlins or get some friends together for some fun at the free tubing nights in the Tube Park (winter only). Join in on the fun of Adventure Days which offer discounted rates on a number of popular attractions around town. SHRED also offers free bus trips to the city, discounts on monthly bus passes, trips to Canucks hockey and much, much more. Make the most of your season, join Club Shred and start saving today!

To stay up to date on all things SHRED, join the <u>Facebook Page</u>, or visit the SHRED <u>website</u>. If you have suggestions on discounts or events that you would like to see, or have any questions, please email <u>WBClubShred@vailresorts.com</u>

# **Event Safety**

Remember that participation in all staff events, including Club SHRED sponsored activities, is of your own free will and is not covered by the WorkSafeBC in the event of an accident or injury. Safety remains our number one priority throughout our work and play. Whistler Blackcomb expects all employees to be accountable for their own behaviour and limit their alcohol consumption. Employees who do choose to consume alcohol at our events are reminded to drink responsibly and utilize the taxi vouchers provided at the close of each function at which alcohol is available. Whistler Blackcomb does not condone underage drinking and you must be of legal age (19) to consume alcohol at Staff events. Your staff pass and valid identification will be required at all staff events.

# **WB Employee Experience Events Calendar**

Summer Family BBQ – July
ICE Awards – August
McConkey Bike Race – August
Year Round Length of Service Dinner & Awards – September
Family Fun Night - December
Seasonal and Volunteer Length of Service Awards – February
McConkey Cup Race – March
ICE Awards – March
Supervisor Awards – April
90 Plus Club - April
Manager Awards – May



# **Getting to the Top with Whistler Blackcomb**

Our mission at Employee Experience is to drive Employee Engagement at Whistler Blackcomb. One of the ways we do that by providing employees with the tools they need to be effective leaders. The Learning Curve (TLC) is Whistler Blackcomb's in-house training & development program. It is developed and facilitated by EE Officers along with Guest Facilitators from various divisions at Whistler Blackcomb. The TLC has been developed to focus on managing people in today's climate rather than taking a more traditional approach.

#### TLC Courses include:

- First Season Orientation
- Conflict Resolution
- Progressive Discipline
- Payroll Tools
- Recognition
- Coaching for Performance
- Conducting Employee Reviews
- Microsoft Excel
- Teamwork

To register for a course, email <u>WBlearningcurve@vailresorts.com</u>