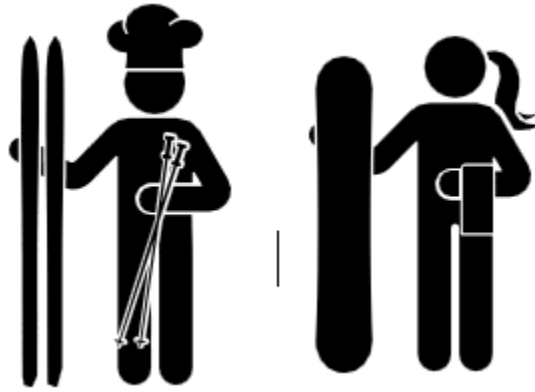




BITTERSWEET



BITTERSWEET SKI RESORT EMPLOYEE HANDBOOK

“The Skier’s/Snowboarder’s Paradise”

A Guide for Employees of Bittersweet Ski Resort, Inc.

Revised September 2026



Letter from our General Manager

Dear Bittersweet Employees:

Congratulations and welcome to the Bittersweet Ski Resort team!

We are proud of our hard work and of the fact that Bittersweet is one of the Midwest's most popular ski & snowboard resorts.

Because we work hard to provide excellent service to our customers, Bittersweet employees are one of the reasons we have been a successful and fun place to be. Customers are our guests and to be considered "NUMBER 1". They come to Bittersweet to have a fun and memorable experience, so it is our job to help them achieve that goal and to take care of any needs they may have.

It is very important that all employees keep the following points in mind when working with or are in view of customers:

- 1. Customers are our guests**
- 2. Be friendly**
- 3. Be helpful**
- 4. Be courteous**
- 5. Be knowledgeable about your work area and Bittersweet in general**
- 6. Be an information source**
- 7. And SMILE! ☺**

If a guest asks you a question you do not know the answer to, offer to find out, ask your supervisor or call the main office. Remember, the seasonal brochure and rate schedules can help you answer many of the questions customers tend to ask.

Always think about safety, have fun and do your best every day to make Bittersweet an excellent skiing/snowboarding destination.

We look forward to another great season!

Thank you!

Cody Smith,
General Manager

INTRODUCTION/PURPOSE

This Employee Handbook is presented to each employee of Bittersweet Ski Resort, Inc. (hereinafter “Bittersweet”) and sets forth guidelines which employees are expected to follow and lets employees know what can be expected from Bittersweet.

None of the statements or policies outlined in this handbook are meant to imply that Bittersweet is guaranteeing employment for anyone or providing a contract of employment between Bittersweet and any of its staff members to provide any benefits. Nothing in this handbook is intended to be part of the employment relationship, but rather is a general statement of company policy. Final interpretation and implementation of any of the policies in this handbook are vested solely with management. The following policies, procedures and practices are subject to change at any time by Bittersweet and are reviewed and revised periodically.

Acceptance of employment with Bittersweet implies your agreement to the conditions and wages paid in the job assigned. All employees are employed “at will” and your employment with our company is for no defined period, and may, regardless of the date of payment of wages or salary, be terminated at any time, with or without cause and with or without notice, at the will of our company or you, unless specifically set forth in writing to the contrary and signed by management.

Content of this handbook supersedes all past guides, handbooks and policies.

EQUAL OPPORTUNITY EMPLOYMENT

Bittersweet strives to employ the best qualified personnel in all positions and employment is based on personal capabilities and qualifications without discrimination because of race, color, religion, age (over 18), gender, sexual orientation, national origin, disability, ancestry, marital status, military or veteran status. Employees are selected on the basis of their competence, ability and willingness.

SEASONAL EMPLOYMENT

Bittersweet has been designated as a “Seasonal Employer” by the Michigan Employment Security Commission. The company’s normal season work period as filed with the State of Michigan is October 26 thru March 26. This means that you may be denied unemployment benefits based on your work with us.

Please fully read and sign the “**Notice That You Are a Seasonal Worker**” at the back of this handbook (**Attachment C**). It must be signed and turned into the Main Ticket Office **prior** to receiving your first paycheck.

EMPLOYMENT INFORMATION DOCUMENTATION

All written records concerning your employment at Bittersweet are retained as part of your record in your personnel file located in the main office. Bittersweet reserves the right to terminate any employee upon the finding of false information or upon discovery of

unfavorable information as a result of an investigation.

Prior to issuance of any paycheck, the following forms must be on file:

1. APPLICATION FOR EMPLOYMENT
2. SIGNED HANDBOOK ACKNOWLEDGEMENT (ATTACHMENT)
3. W-4 (STATE AND FEDERAL) (ATTACHMENT)
4. WORK PERMIT FOR ALL EMPLOYEES AGE 17 OR YOUNGER
5. SIGNED NOTICE THAT YOU ARE A SEASONAL WORKER FORM (ATTACHMENT)
6. SIGNED NOTICE TO WORKER OF REASONABLE ASSURANCE WORK FOR NEXT SEASON (ATTACHMENT)
7. I-9 (EMPLOYMENT ELIGIBILITY VERIFICATION) (ATTACHMENT)
8. COPY OF BOTH DRIVERS LICENSE/STATE ISSUED ID, SCHOOL PICTURE ID (if applicable) and SOCIAL SECURITY CARD
9. DIRECT DEPOSIT FORM (ATTACHMENT)
10. ACKNOWLEDGEMENT OF SKI LIFT OPERATIONS GUIDE (employees assigned to chair lift specific operations). (ATTACHMENT)

ALL PAPERWORK MUST BE TURNED IN TO THE MAIN TICKET OFFICE TO RECEIVE YOUR FIRST PAYCHECK.

Employees should report any changes in name, mailing address, phone number, marital status, exemptions, etc. as soon as these occur. This can be accomplished in the Main Ticket Office.

EMPLOYEES UNDER 18 YEARS OF AGE

Employees under the age of 18 years are restricted in the types of positions and hours they can work. Minors must be punched out for a full 30 minute break after no more than 4 hours 59 minutes of work.

Youths 16/17 may perform non-hazardous jobs for up to **24 hours per week when school is in session and 48 hours when school is not in session.** Youths 16/17 **may not work** earlier than 3:00pm (Mon-Fri), 6:00am (Sat-Sun) or later than 10:30pm (Sun-Thur), 11:30pm (Fri-Sat) when school is in session. When school is not in session (Spring/Christmas/Winter vacation) youths 16/17 may not work earlier than 6:00am or later than 11:30pm on any given day. Hours are also limited to no more than 8 hours per day and 6 days per week.

Youths 14/15 may perform non-hazardous jobs for up to **40 hours total combined school and work hours per week and no more than 3 hours after school (Mon-Fri).** Youths 14/16 **may not work** earlier than 3:00pm (Mon-Fri), 7:00am (Sat-Sun) or later than 7:00pm (Labor Day-June 1st). Hours are also limited to no more than 8 hours per day and 6 days per week when school is not in session. Work permits signed by your school must be submitted with your application for employment.

*This is not a complete listing of Minor Hour Regulations; please visit <https://www.michigan.gov/leo/bureaus-agencies/ber/wage-and-hour/work-permits> or

contact the Main Office for more information.

TIME CLOCK/RECORDING REGULATIONS

You will be responsible for ensuring your time in/out is recorded into the time clock system at the beginning and end of your shift and for meal breaks.

Employees are required to provide any information needed for the time clock and payroll including changes in name, mailing address, phone number, marital status, exemptions, etc., as soon as these occur. This can be accomplished in the Main Ticket Office.

Your manager will monitor and submit hours at the end of the pay period.

Pay week starts Monday at 12:00am and runs through 11:59pm Sunday night. You are paid only for hours worked.

If you believe your recorded time is wrong, have your supervisor correct time in the timekeeper system. If you forget to clock in or out, you must contact your supervisor immediately to add the time in the timekeeper system. **Do not clock in more than 7 minutes before your shift. UNDER NO CIRCUMSTANCES SHOULD YOU ATTEMPT TO CLOCK IN OR OUT FOR ANOTHER EMPLOYEE.**

Employees working more than a 6-hour shift, must receive a 30-minute, unpaid lunch break.

Certain jobs may require an employee to remain at their position during lunch break and therefore shall be paid during this time. Please speak with your supervisor if you believe your position falls into that category.

PAYROLL DEPOSITS

Payroll will be issued through direct deposit or employee will be issued a paycard for hours worked the previous week. Paycards are available for pick-up in the Main Ticket Office on **Friday after 3:00pm.**

Your paycard will not be given to anyone other than you unless you expressly identify, in writing, another person who is to receive your paycard.

Should you have any questions regarding your direct deposit or paycard, contact your supervisor.

BENEFITS

Food: Employees will receive a 50% discount off the regular prices, on pre-made non-pre-packaged food in the main cafeteria and non-alcoholic beverage purchases for your own consumption, in the cafeteria and outside grill while you are working and upon presenting your employee ID card. Please always be aware that our customers come first. **Employees may not order custom meals from the Snack Shack or Bar/Lounge while**

working. Grab and go food items are always available in the cafeteria or when the outside grill is open.

You MUST present your employee ID to the cashier prior to the transaction. No discount will be given unless the card is voluntarily displayed to the cashier in advance of the transaction.

If you do not have your employee ID with you at the time you make your food purchase, you will not receive the food discount. **The employee discount will not apply to alcoholic beverages at any time** or any gratuity due.

Employees **shall not** wear uniforms or work attire inside the lounge when not working. (ie. Lift Operator coats, department shirts etc.)

All employees are expected to pick up after themselves by throwing away any leftover garbage into the garbage receptacle and by returning the tray to its designated location. Please be considerate of other staff and guests by making sure to leave the area as clean as you found it.

Eating is not permitted while you are at your workstation.

Skiing/Snowboarding Privileges:

One of the best privileges available to you is skiing or snowboarding when you are not working. Employees are eligible to ski/snowboard at no charge according to the number of hours worked. You must have worked at least 8 hours to receive a complimentary lift ticket and must obtain written consent from your supervisor to receive a lift ticket at no charge (approval slips can be found within your department, lift tickets are obtained from the Main Ticket Office).

Lift tickets are available to EMPLOYEES ONLY (NO GUESTS) and this privilege may be revoked at any time.

Equipment rental may be subject to a discount but is the employee's responsibility and expense.

No complimentary lift tickets will be issued on Saturday.

Employees are always required to have their lift tickets properly displayed on their outer garment while on the slopes. You are subject to all the terms and conditions of the season pass or lift ticket while you are skiing or riding. Staff clothing is not to be worn while skiing or riding unless you are performing a function of your duties, on the clock, while doing so.

Retail/Repair shop: Bittersweet offers a 20% discount to employees on most non-sale items and repair services.

You must present your employee ID card prior to purchase in order to receive a discount.

TARDINESS OR UNABLE TO WORK

YOU are responsible for your schedule. If you cannot work a shift, YOU are responsible for finding a replacement. If your replacement cannot or does not show up for your shift YOU will be subject to disciplinary action up to and including termination. If you are unable to find a replacement, make arrangements in advance with your supervisor. An employee's supervisor shall, in his or her sole discretion, determine whether such time is permissible.

If you are absent for one day without notifying your supervisor or manager, you are subject to discipline, up to and including termination. If you are absent three (3) scheduled workdays without notifying your supervisor or manager, you will be deemed to have resigned your position and your employment will automatically cease. If you are unable to work, call the Main Office to leave a message for your supervisor.

We advertise to our customers that we will open at a certain time each day. In order to do this, we all have to be ready for work according to official company time. We have a responsibility to each other to leave for work early enough to arrive at our position on time. Official company time can be obtained from the time clocks. If you are going to be late, notify your supervisor immediately (before the start of your work shift). Your continued employment will depend on it. Chronic and excessive tardiness for work may result in dismissal or termination. Check with your supervisor for specific information on how late/absent calls are handled in your department. If you cannot reach your supervisor, leave a message with the Main Office.

WORK RULES/CODE OF CONDUCT

Certain standards of reasonable conduct need to be established in order to maintain an orderly, efficient and the best possible work atmosphere. In some cases, it may be necessary to dismiss any employee because of the seriousness or continuation of an offense. The company will attempt to administer discipline on a fair and equal basis to all employees. The following types of conduct are unacceptable at Bittersweet:

- Being in areas that are off limits.
- Theft or misappropriation of company, employee, or guest property or any form of dishonesty.
- Insubordination including but not limited to, failure or refusal to obey the order or instruction of the Bittersweet management, or the use of abusive or threatening language toward any member of management, or other disrespectful conduct.
- Fighting, immoral conduct, threats of violence or intimidation to customers or employees.
- Possession, distribution, sale, transfer, or use of drugs or alcoholic beverages on company premises or off company premises while on duty, or while operating employer-owned vehicles or equipment.
- Reporting to work under the influence of drugs or alcoholic beverages.
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property.
- Sexual or other unlawful or unwelcome harassment.
- Possession of dangerous or unauthorized materials, such as explosives or

- firearms in the workplace.
- Inappropriate language.
- Absent (2) two consecutive work days without notice.
- Excessive absenteeism or absence without notice.
- Unauthorized absence from workstation during workday.
- Habitual tardiness.
- Leaving the job without permission.
- Excessive time at break periods.
- Gambling on company premises.
- Sleeping on the job.
- Unauthorized solicitation or distributions.
- Failure to report injuries or accidents immediately.
- Smoking or eating in unauthorized areas and near customers and during work time.
- Undesirable appearance.
- Discourteous treatment of customers or the use of profanity or threatening language.
- Boisterous or disruptive activity in the workplace.
- Being outside your work area while on duty.
- Falsification of timekeeping records or other records or information.
- Misuse of ski/snowboard privileges or other benefits.
- Unauthorized disclosure of business “secrets” or confidential information.
- Violation of personnel policies.
- Unsatisfactory performance or conduct.

It is not possible to list every conceivable infraction. These guidelines can be amended by the company within its total discretion.

Bittersweet’s corrective action program is designed to encourage individuals to become productive employees rather than punish them. Corrective action may follow these steps:

1. Oral warning,
2. Written warning,
3. Termination.

Based on the severity of the incident, as determined by management, the oral warning and/or written warning may be bypassed, and the employee terminated. Bittersweet reserves the right to add to, modify, or eliminate any procedure where circumstances require a change.

CELL PHONE POLICY

Bittersweet requires that all communication devices (cell phones, tablets etc.) be turned off and stored away during work hours; communication devices may be used only when you are on break or with full compliance of department specific policies.

Cell phones are never to be used in areas where customers may see you, nor where the safety of our customers or fellow employees may be compromised. We will immediately contact you if an emergency phone call should come through our Main Office.

MEDIA

(RADIOS, I-PODS, TV'S, CAMERA'S, TABLETS, LAPTOPS, VIDEO ETC.)

Use of the above items is prohibited in your work area. Headsets or headphones are not permitted because they present a serious safety hazard and they inhibit you from giving your full attention to customers, co-workers, your position and responsibilities.

All employees are prohibited from posting pictures and or video of any accidents or incidents including but not limited to, lift evacuations, first aid activity, altercations etc. on any social media or website of any kind without the express written permission of Bittersweet management.

SOCIAL MEDIA

Please remember, there is a big difference in speaking “on behalf of” the Company and speaking “about” the Company. Every employee is subject to the Company’s Code of Conduct in every public setting.

You are responsible for your actions. Anything you post that can potentially tarnish the Company’s image will ultimately be your responsibility. We do encourage you to participate in the online social media space, but urge you to do so properly, exercising sound judgment and common sense.

You may come across negative or disparaging posts about the Company or see third parties trying to spark negative conversations. Be a “scout” for compliments and criticism. Unless you are a certified online spokesperson, avoid the temptation to react yourself. If you come across positive or negative remarks about the Company or its affiliates online that you believe are important, consider sharing them by forwarding them to office@skibittersweet.com or notify your supervisor.

SMOKING

Bittersweet **prohibits smoking or vaping** of any substance which creates smoke or vapor in all indoor areas. All indoor areas are non-smoking areas. Non-smoking areas include, but are not limited to, buildings, patios, lift buildings/shacks, vestibules, company vehicles, offices, hallways, rest rooms, cafeterias and lounges.

Smoking is not permitted by Employees while working. Violation of this policy will result in discipline up to and including immediate discharge.

SUBSTANCE ABUSE

Maintaining a healthy, drug-free working environment is a top priority of Bittersweet. The consumption, use, sale, distribution, being under the influence, and/or in possession of controlled substances, and/or drug paraphernalia and/or alcohol is prohibited during working hours or when reporting for work. **Being under the influence, consuming, or smelling of marijuana and/or alcohol is not permitted** by employees while working or when reporting for work. Such conduct will not be tolerated and is grounds for immediate termination.

Drug or alcohol abuse poses a serious risk not only to the individual but also to other staff and guests. This substance abuse policy has been established to help keep staff healthy, productive and free of injury.

THEFT

Dishonesty makes work difficult for everyone. Theft will not be tolerated whether it's from the company, a fellow employee or customer. Any staff member found to have committed a theft will be subject to immediate dismissal and possible arrest. If you believe a theft has occurred, notify your supervisor or the Main Office.

LOST AND FOUND

While Bittersweet is not liable for the loss of personal property of an employee or customer, any and all found items should be turned in to the Main Office immediately upon finding. If you are not able to return the item immediately, please call the Main Office at **extension 110 or (269) 694 2820 and describe the items so we can alert the guest.**

Cell phones and electronic devices found on the hill must be immediately routed down to the Main Office upon finding.

When customers report they lost an item, direct them to the Main Office. Employees should NEVER remove items found at the resort. Do not take them home; do not put them in your car, locker, purse, pocket etc. Bring the found item to the Main office or alert your supervisor immediately. Employees found keeping lost/found items, will be terminated immediately.

FIREARMS

No firearms are allowed in any company buildings, vehicles, worksites, company function or on any employee's person, unless you are member of the Security Department who may be duly authorized by the General Manager to carry a weapon. Any violations will result in immediate dismissal and possible police involvement.

UNAUTHORIZED PERSONNEL

Work areas, vehicles and tools are off limits to guests and visitors unless Bittersweet business requires visitors or guests access to vehicles or work areas.

HARRASSMENT POLICY

Both as a matter of law and a matter of policy, Bittersweet Ski Resort, Inc. is committed to a working environment that is free of discriminatory intimidation and where employees are treated with courtesy, respect and dignity. Bittersweet prohibits harassment in the workplace on any basis, including but not limited to sex, marital status, physical or mental disability, race, age, color, religion, national origin, sexual preference, or any characteristics protected by federal, state or local law and will not be tolerated.

Sexual harassment includes any unwelcome sexual advances, requests for sexual favors, and all other verbal or physical conduct of a sexual or otherwise offensive nature, where such conduct has the purpose or effect of creating an intimidating, hostile, or offensive working environment.

Harassment of any kind is not tolerated. Any employee, who feels he or she is a victim of or is aware of any unlawful harassment, whether intentional or unintentional, should report the behavior immediately to the resorts General Manager. All complaints of harassment will be investigated promptly, impartially and as discreetly as possible and, where necessary, immediate appropriate action will be taken to stop and remedy any such conduct. Any supervisor, agent or employee found in violation of this policy, will be subject to disciplinary action, and/or including termination. Adverse action will not be taken against any employee who reports an allegation of harassment or who participates in the investigation of violation of this policy.

SAFETY

Most accidents are caused by carelessness and horseplay. Bittersweet strives to maintain safety and health programs in compliance with State and Federal regulations, as well as best practices of our industry. To be successful, these programs require cooperation in all safety and health matters, not only between supervisors and employees, but also between employees and their co-workers.

All employees are expected to take responsibility for promoting and performing work in accordance with safe standards, practices, training, standard operating guidelines, keep work areas free from hazards and maintain equipment for safe operation. All staff members are required to report all unsafe conditions or accidents to their supervisor for immediate action.

If you are involved in an accident while working, or witness an accident, it is to be reported immediately to your supervisor for action and recording. This report must be in writing.

We take safety seriously; failure to comply with safety standards may result in disciplinary action up to and including dismissal. Everyone must use good judgement and common sense. Every task requires a concern for safety and employees must always have an awareness of the conditions surrounding them. Preventable accidents may result in disciplinary actions up to and including dismissal.

GENERAL SAFETY RULES

As an employee you are expected to adhere to the above safety plan and the following general safety rules:

- Obey all company policies, rules, government regulations, signs and instructions. If you don't know or understand a particular rule – ask your supervisor for help.
- Use personal protective equipment in all designated areas and job tasks.
- Never use any equipment without permission. Always complete the safety training necessary before using any equipment. Tools, equipment and vehicles are to be kept in safe working condition, clean and in good repair.

- Good housekeeping should always be practiced. Clutter wastes time, energy, material and will often result in an injury to yourself or co-workers.
- Smoking/vaping is allowed in designated areas only. Smoking is never permitted in garages or around petroleum storage tanks. Be aware of fire hazards and the principles of the fire triangle (oxygen + fuel + ignition = fire). Know where fire extinguishers are kept and how to use an extinguisher.
- NO horseplay; avoid distracting others; be courteous to other personnel and our guests.
- Immediately report to your supervisor any equipment or practice you may think will cause injury.
- Whenever you are involved in an accident/incident/near-miss no matter how small, the accident/incident/near-miss must be reported to your supervisor. Get first aid promptly if needed.
- The use of headphones while working is prohibited. Sleeping or reading on the job is prohibited. Using your cellphone or texting is prohibited for most jobs at Bittersweet – check with your supervisor first.
- Working at Bittersweet requires that you are alert at all times. Working while on any medications or drugs that could impair your ability to remain alert to make safe decisions is strictly prohibited. The use of drugs including marijuana and/or intoxicating beverages is prohibited while on duty. Employees reporting under the influence of alcohol or controlled substance will not be allowed at work and such behavior is grounds for termination.

SKIING OR RIDING WHILE ON DUTY

Employees may ski or ride on duty only if it is an essential function of their job and only when necessary to perform his or her job, only on approved trails and only in a responsible manner, consistent with the Skier's Responsibility Code.

“Your Responsibility Code”

Officially endorsed by: NATIONAL SKI AREAS ASSOCIATION

1. Always stay in control and be able to stop or avoid other people or objects.
2. People ahead of you have the right of way. It is your responsibility to avoid them.
3. Stop only where you are visible from above and do not restrict traffic.
4. Look uphill and avoid others before starting downhill or entering a trail.
5. You must prevent runaway equipment.
6. Read and obey all signs, warnings and hazard markings.
7. Keep off closed trails and out of closed areas.
8. You must know how and be able to load, ride and unload lifts safely. If you need assistance, ask the lift attendant.
9. Do not use lifts or terrain when impaired by alcohol or drugs.
10. If you are involved in a collision or incident, share your contact information with each other and ski area employee.

Helmets are required for any employee or volunteer who are required to ski/ride as an essential duty of his or her job while on the clock. If you do not own a helmet, one can be made available via the Rental Department.

WORK RELATED INJURIES

If, in the event you are injured on the job during working hours, you must do the following:

1. Report the accident to your supervisor immediately.
2. Secure the necessary medical attention on the job site via Ski Patrol.
3. Complete an accident report.
4. If additional medical attention is needed, you must obtain an authorization slip from your supervisor before leaving the premises.
5. Failure to follow the above procedures will subject an employee to disciplinary action.

Accidents not reported to the Ski Area Manager within three (3) days will not be covered by Workers Compensation Insurance.

ATTACHMENT A

BITTERSWEET SKI RESORT, INC. **HANDBOOK ACKNOWLEDGEMENT**

I have received and read the Bittersweet Employee Handbook. I understand that it is my responsibility to read and comply with the policies set forth in this Handbook and any revision made to it. I understand that this Handbook is not intended to be a promise or representation of continued employment, nor does it provide employees with any guarantee of any term of employment.

Employment at Bittersweet is employment at-will, which may be terminated at the will of either Bittersweet or myself. I further understand that the company has the right to add to, modify, or eliminate any of the above guidelines at any time. This handbook is intended to serve as a guidebook and is neither a contract of employment nor a legal document.

Employee Signature

Print Name

Date