



_VALUES-BASED COMPETENCIES

PERFORMANCE

The Values-Based Competencies are built off the Vail Resorts core values. The competency descriptions below provide more detail on the behaviors associated with demonstrating each competency. For FY15, grade 25 and below employees will be evaluated on the Values Based Competencies.

SERVE OTHERS

Values Descriptor: **Own it. Personalize it. Elevate it.**

Competency Description: Identifies and takes ownership of opportunities to assist the customer; listens and responds to customer needs to personalize the experience; is committed to elevating the customer experience; communicates clearly and effectively; is flexible to adjust plans to meet customers' changing needs; collaborates with team members and peers; exhibits a service attitude that is engaging with customers.

DO RIGHT

Values Descriptor: **Act with integrity—always do the right thing, knowing it leads to the right outcome.**

Competency Description: Follows through on commitments; is honest and trustworthy; understands and complies with company policies and procedures; considers stakeholder interests in decision making; takes ownership of actions and decisions; receptive and responsive to others' feedback; identifies and communicates ethical concerns.

DRIVE VALUE

Values Descriptor: **Grow profit through smart and innovative business practices.**

Competency Description: Is a positive advocate for the company; is aware of the impact of decisions and actions on company profitability; works efficiently, completes tasks accurately and manages time well; strives for continual improvement and growth; is open to and suggests new ideas; uses company resources appropriately; demonstrates financial discipline.

DO GOOD

Values Descriptor: **Preserve our natural environment and contribute to the success of our communities.**

Competency Description: Has an awareness of the company's Echo program; considers the environmental and community impact of decisions and actions; takes actions in support of the company's environmental initiatives; understands the company's connection with our local communities.

BE SAFE

Values descriptor: **Be committed to the safety and wellness of our employees and guests.**

Competency Description: Promotes a culture of health and safety; takes personal accountability for the safety of self and others; understands and communicates safety procedures and expectations; utilizes all relevant safety resources; identifies and appropriately reports risks.

HAVE FUN

Values descriptor: **Fun is our product—create fun, enjoy your work and share the contagious spirit.**

Competency Description: Shares enthusiasm for our products and services; is able to overcome challenges while maintaining a positive attitude; inspires others and integrates fun into the work environment; is approachable and welcoming to customers; promotes an engaging, inclusive atmosphere.

_TALENT MANAGEMENT

VAIL RESORTS®