

On-Mountain Employee Uniform Guidelines

Topic On-Mountain Employee Uniform Guidelines.

Audience All on-mountain employees who wear company-issued uniforms.

Our on-mountain uniforms were designed so you can wear any of the separate pieces depending on the weather or work conditions. It's the versatility you need so you can enjoy your job experience without worrying about what you're wearing.

The Image.

Sure, you do have to follow some rules to keep the Company image...but at least you can do it in style. Here are a few things to do (or not do) while in uniform:

- Wear it. If your position requires a uniform then you have to wear it while on-duty. Feel free to wear your own insulators under your uniform, but all non-uniform clothing must be hidden, including hoodies and shirttails. Uniforms should fit properly; talk to your manager if your uniform is too big or small.
- **Tag it.** Wear your nametag at all times and keep it visible. Any piece with a Velcro section on it should have its own nametag, or be sure to transfer your tag from one piece to the next.
- **Zip it.** Jackets and shells must be zipped up at least above your nametag.
- It's just for work. Yes, they're cool uniforms but they're for work, not play. Don't wear them socially or away from the workplace. (Check with your manager about individual department rules, including what to do if your department doesn't have lockers.)
- No food or drinks "on stage." Please limit consumption of food, gum and drinks while you're in public
 areas except as necessary based on your role. As always, please don't smoke or use chewing tobacco
 while in uniform.
- Hear that? Sorry, personal headphones or audio equipment are prohibited while in uniform.
- **Keep it Clean.** Your uniform will periodically need cleaning and normal detergent is not good for it. Consult your department's uniform lead for cleaning information. Don't worry about washing it at the end of the season; our vendor will take care of washing and waterproofing for us!
- Guest Awareness. People will expect you to know your stuff when you're in uniform, so consider carrying helpful items like trail maps and resort phone numbers.
- And don't forget to wear your helmet when you're skiing and riding!

Lost It?

If you lose all or part of your company uniform you'll need to cover the cost for it. Personal damages beyond normal wear-and-tear are also your responsibility.

Need More?

For more information check out our Employee Handbook (posted on the company <u>Intranet</u> or at <u>jobs.vailresorts.com</u>), the On-Mountain Winter Uniform Policy and Guest Awareness Guidelines Appendix (on the Intranet) or check with your manager or local HR team.