

# Property Maintenance Department Manual



## Disclaimer

THIS MANUAL IS NOT A CONTRACT

We prepared this Manual to assist you in finding the answers to questions that you might have regarding your employment with Monarch Mountain Property Maintenance. Please take the time to read it. We do not expect this Manual to answer all your questions. After reading this Manual, if you have questions please talk with your supervisor. The need may arise to change the guidelines described in this Manual. Monarch Mountain reserves the right to interpret or change them without prior notice. There are portions of this Manual that are meant to append Monarch Mountain's company policies as they pertain specifically to the Monarch Mountain Property Maintenance Department.

The policy guideline and other statements set forth in this Manual do not form and are not contracts of employment, expressed or implied, between the employee and Monarch Mountain, nor are they guarantees or commitments to applicants, employees, or other individuals of continued employment for any definite duration or any particular kind of treatment management process or practice.

No representative of Monarch Mountain other than Monarch Mountain's General Manager has the authority to enter into any agreement or contract, whether verbal or written, concerning the terms and conditions of employment which alters in any way the "at-will" employment relationship. Any modification of "at-will" status is valid only if contained in writing signed by the General Manager of Monarch Mountain.

## Introduction

Welcome to the Property Maintenance Department at Monarch Mountain, we are very happy to have you with us! The Property Maintenance Department is one of the smallest and most close-knit departments at Monarch. With a team of 5-6 during the season, the ability to work together and trust each other is critical to the success of the department. Open and clear communication is the key to building this trust, so please feel free to direct any questions you might have to the Property Maintenance Manager or AVP of Guest Services.

## Training and Orientation

All Property Maintenance Employees must fulfill all of Monarch Mountain's hiring requirements before they can begin work in any department at the ski area. Prior to performing any task that requires PPE, or uses any power tools, the employee should be properly trained in the use and care of the proper tool/PPE for the job. It is the employee's responsibility to read the manuals and handbooks and to complete the testing via Mindflash. Every employee must be able to fulfill all the requirements of their job description.

## **Expectations**

1. Guest Service (Look for opportunities to assist our guests).
2. Great Attitude (Both with our guests and fellow Monarch Employees).
3. Safety (Use proper PPE and ask for help if you need it!).
4. Attendance (Punctuality and reliability are critical in such a small department).
5. Communication (To effectively work as a team, clear communication is important both in person and over the radio).
6. Attention to detail (Help keep the base area CLEAN and SAFE for our guests and fellow employees).
7. Self-Motivation (Drive yourself to greatness and bring Monarch with you).
8. New ideas and suggestions (There are no bad ideas).
9. Appearance (Proper attire/foot ware/uniform).
10. Other duties as assigned (We are a team at Monarch, let's help wherever we can!).

## **Daily Duties**

1. Check in at the Property Maintenance office at 8am for a quick morning meeting.
2. After morning meeting all employees should go on rounds through all areas around the base to check for cleanliness and check paper product back stock. Pay particular attention to all bathrooms.
3. On busy days from 8:15-10am there should be one employee in the Gunbarrel/Pioneer room and one on the Admin level to help guests with coolers find the sack lunch room.
4. Always be on the lookout for lost/confused guests and help them find what they are looking for. As much as possible, walk them to the area or person they are trying to find.
5. From 12-2pm constantly be checking trash cans, particularly in the Gunbarrel/Pioneer Room, and take trashes out to the compactor.
6. Around 4 touch base with the night cleaning crew and give them a quick rundown of what the day was like.
7. When slow times allow, and the Property Maintenance Manager has approved it, clock out and go on a ski break!

## **General Policies**

### **Appearance**

1. Must be in your Monarch provided uniform vest while clocked in.
2. Must properly wear a Monarch name tag with no alterations.
3. Must have excellent personal hygiene, and not be overly perfumed.
4. Uniform must be clean and presentable (i.e. not rumpled, covered in pet hairs, stained, etc)

5. Clean Carhart's, jeans, or similar full-length pants are acceptable. No shorts, jeans with holes, or frayed hems. Pants must be worn at least at hip-level. Undergarments are not to be exposed. In short, you should look professional.
6. Shoes with good traction, appropriate for winter conditions should be worn at all times. Steel toe or Safety toe boots are preferred.

## **Personal Conduct**

While on duty, Property Maintenance employees will conduct themselves in a professional manner and be as diplomatic as possible. The actions of employees are a direct reflection of Monarch and we must present a positive image. At Monarch, as opposed to telling guests what they can't do, we want our employees to help educate our guests (in a non-condescending manner) on our policies.

## **Communication**

It is important that you speak with your supervisor when you have a complaint or question. Remember, management's door is always open if you feel you need to talk about any issue.

## **Shoveling**

With the type of terrain and weather that exists at Monarch, shoveling will be required. Property Maintenance works closely with Base Services in snow removal around the buildings in the base area. The base area entrances must be cleared of snow and ice continually. The deck and all the overhanging roof snow and ice are to be cleared daily. The generator is to be shoveled whenever possible. Always try to shovel by using leg and arm muscles instead of using your back. When shoveling snow or ice from a roof you should ALWAYS use a harness and self-arrester as well as a spotter. If you have not been trained in the proper use of this PPE you should not attempt to climb onto a roof.

## **Impairment (Alcohol and drugs)**

NO alcohol sold at Monarch can leave the lodge/deck, and no outside alcohol can be brought into those areas. If you witness a guest bringing in outside alcohol or a guest leaving with alcohol purchased at Monarch, please inform them that Monarch's liquor license extends to the whole main lodge and deck. Guests over 21 may drink in moderation within the lodge or at their car. If dealing with a guest who appears to be intoxicated or on drugs, call for backup for your safety and for additional witnesses. The sheriff may be called as well. Amendment 64 legalized the use of recreational marijuana in the State of Colorado. However, Monarch operates on Federal Lands (USFS), and the use of marijuana is still illegal at Monarch Mountain. All Monarch employees are expected to be sober and free of the effects from alcohol or drugs while working. Drugs are to include Recreational and/or Prescription drugs: anything that can impair judgment. Anyone found to be using any substances while working may be subject to disciplinary actions and/or termination.

## **Dogs**

Dogs (except ADA service animals) are prohibited on the mountain during operating hours and are strongly discouraged at all other times. If you see a guest with a dog, politely approach them and ask if the dog is a service animal. If the guest says yes then offer to get them an orange "service animal" bandana (located in the black filing cabinet in the Property Maintenance Office). If they do not want the bandana then they do not have to take it. If they say the dog is not a service animal then politely

inform them that only service animals are allowed around the base area. If they become confrontational then contact a manager to talk to the guest.

## **Time Clock**

Accurately recording your time worked is your responsibility. It is expected that overtime work be approved by management before it is performed. Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

## **Scheduling**

All scheduling is done by the Property Maintenance Manager. Once a set of days is agreed upon with the employee and manager, those days become the employee's responsibility. Attendance for those agreed upon days will be mandatory. The only reason acceptable for not attending that day is a sudden illness or jury duty. This means that this sickness is something that was unexpected when you woke up. If you are sick, call your supervisor's office phone prior to the beginning of your shift. Letting a friend know to pass along a message or calling or texting your supervisor's cell phone does not count. Do not come in and get co-workers or guests sick. Failure to call before the beginning of your shift will be treated as a no-call, no-show. Calling in for any reason other than illness or emergency situation will not be excused. Being too hung-over to work does not count as excused illness.

## **Employee Evaluations**

During the middle of the season and at the end of the season there will be a meeting between each employee and the Property Maintenance Manager. These meetings provide an opportunity to both the manager and the employee to express their evaluation of how the employee is adapting to their specific work environment. It also gives the employee some one on one time with the manager to express any ongoing concerns or work-related desires, such as being trained in other areas of the department. Do not feel like the evaluation is the only time you can talk to the manager about these issues, Monarch's open-door policy applies at all times.

# **Radio and Snowmobile Use Policies**

## **Radio Procedure**

Monarch Mountain uses frequencies authorized by license from Federal Communications Commission (FCC) and should utilize the following procedures.

### **General Operating Procedures**

1. Turn radio off while in battery charger.
2. Do not coil cord around the antenna or radio shell.
3. Use a radio holster to stabilize the radio and be careful not to drop it.
4. Protect from the environment; wear under a protective shell layer.
5. Do not use profanity or transmit music.

6. Do not lift from holster or charger by the antenna or cord.
7. Do not charge battery for more than 72 hrs. If radio is not used, remove from charger or install a timer so over-charging damage does not occur.
8. When you call someone, listen first to ensure the channel is not busy, call the name or department you need, followed by your name.
9. Respond back to caller with your name and location.
10. Radios in need of repair, or battery replacement, send to Systems Admin. (Chad) listing the radio #, problem, date & department name.
11. Remember, what you say on the radio can be heard by everyone. Citizen scanners can also listen to Monarch frequencies. Be aware when communicating, especially during emergencies.

**Channel 1 — Main operational channel for Administration, Marketing, Ski Patrol, Lift Operations, Lift Maintenance, Slope Maintenance/Terrain Park, and Vehicle Maintenance; repeater assisted.**

1. After making contact, parties should switch to Channel 2 for general communication; this frees up Channel 1 for other critical transmissions.
2. When using, key the radio for 1 to 2 seconds before talking. A standard delay happens as the radio signal is sent to the repeater and then a stronger signal is retransmitted.

**Channel 2 — Used for general communication**

**Channel 3 — Used daily by Base Area Services for parking and events, and Ticket Sales/Season Pass Desk.**

**Channel 4 — Used daily by Ski & Ride School, Children Center, Rental Shop, Reservations and Group Reservations.**

**Channel 5 — “Talk around” channel 1 (bypasses repeater for channel 1)**

1. If channel 1 repeater goes down, call from channel 5 and tell all on channel 1 to move to channel 5.

**Channel 6 — Used daily by Property Maintenance, Food & Beverage, Sport Shop and Network Administrator.**

**Channel 7 — Open Channel (Site Emergency channel)**

**Channel 8 — Open Channel (Lift Evacuation channel)**

**Channel 9 — “Talk around” channel 10 (bypasses repeater for channel 10)**

1. If channel 10 repeater goes down, call from channel 9 and tell all on channel 10 to move to channel 9.

**Channel 10 — Used by Cat Skiing, repeater assisted.**

1. When using, key the radio for 1 to 2 seconds before talking. A standard delay happens as the radio signal is sent to the repeater and then a stronger signal is retransmitted.
2. When using, key the radio for 1 to 2 seconds before talking. A standard delay happens as the radio signal is sent to the repeater and then a stronger signal is retransmitted.

If you need to have an announcement made over the public-address system, call the Guest Services desk first at 5050. If they are not available, contact the Administration Office at 5040.

## **Radio terms**

Affirmative, Repeat, Location, Negative Contact, Negative, Disregard, Emergency, Radio Check, Stand by, Copy, Did Not Copy.

## **Radio Personnel**

The following departments or positions carry a radio:

- GM/COO
- VP of Mountain Operations
- AVP of Guest Services
- Administrative Office
- Cat Skiing
- Ski & Ride School
- Base Area Services
- Ski Patrol
- Mountain Crew
- Lift Operations
- Lift Maintenance
- Vehicle Maintenance
- Property Maintenance
- Network Administrator
- Food and Beverage Management

## **Monarch Mountain Snowmobile Use Policy**

All Monarch Mountain staff hired for a driving position, should qualify for snowmobile use, and be familiar with daily maintenance and operation. The goal of Monarch Mountain is to establish safe operation of all over the snow equipment.

### **Purpose**

The use of over the snow machines including snowmobiles is necessary to accomplish certain company goals. To that end, Monarch Mountain staff driving snowmobiles in the performance of their duty should qualify for snowmobile operation, use, and be familiar with their maintenance. Alert driving habits and the use of good common sense can control most hazards. Drivers must wear a helmet while operating a snowmobile.

### **Policy**

An employee who is authorized by job description to drive snowmobiles should read Monarch Mountain Policies: the Snowmobiles Owner's Manual, Snowmobilers Safety Handbook and view the NSAA snowmobile operator's video prior to using any over the snow machine. They will be given an opportunity to pass the written proficiency test, and a onetime drivers test. Unsafe or negligent operation of equipment will not be tolerated. Disregarding this policy or misuse by any employee will be subject to disciplinary action.

Prior to starting snowmobiles, inspect the machine as follows.

1. Visually Inspect:

- 1.1. Under the hood:
  - 1.1.1. Drive belt and belt guards, plug wire connections, cables, brake pads
- 1.2. Head lights, Tail lights, and Flashing light
- 1.3. Flag
- 1.4. Steering skis and Steering skis chains
- 1.5. Shock and suspension
- 1.6. Track
- 1.7. Shroud latches
- 1.8. Windshield
- 1.9. Bumpers
- 1.10. Hitch pin, ski racks, tow rope and rear flap
2. Check the oil mix and gas levels, fill as needed
3. Check the brake and throttle handle for free movement of hand levers
4. Engage the engine stop switch and reset
5. Insure track is broken free from the snow, bounce and pull backward to rotate track
6. Attach the tether cord to start the engine. Operators should attach the tether to their wrist while operating to help avoid a runaway snowmobile situation.
7. Engine cold start and stopping:
  - 7.1. Open the start jet lever to full [choke switch]
  - 7.2. Slowly pull the rope until engaged and then pull briskly
  - 7.3. After the engine is started move the choke to halfway and feather choke as needed
  - 7.4. When the engine can idle on its own turn off the choke
  - 7.5. Allow engine to idle down for 30 seconds prior to turning the ignition off
  - 7.6. Pull tether cord off machine when unattended

## **Snowmobile Operating Procedures**

1. When choosing a route consider the following:
  - 1.1. Highest hazards are on uphill travel routes
  - 1.2. Drive right of center line uphill and downhill when available
  - 1.3. Do not drive near tree lines when possible
  - 1.4. Slow down in skier congestion or traffic areas. Snow conditions for you and our guests
  - 1.5. Your visibility from above cat-walk roads, convex terrain features, or bench areas
  - 1.6. Blind corners
  - 1.7. Steepness and width of trails
2. Use snowmobiles on all Easiest trails and the following More Difficult trails and Runout Zones:
  - 2.1. Doc's Run and Little Mo on Breezeway Lift
  - 2.2. Snowburn and Great Divide and the Black Diamond Runout Zones on Panorama Lift
  - 2.3. Freeway, North Forty, Romp and Black Diamond Runout Zones on Garfield Lift
  - 2.4. Mirkwood service and egress roads
  - 2.5. Never Summer and Tilt Terrain Parks/Freeway Race Course
    - 2.5.1. Try to avoid driving within the Terrain Parks or Race Courses while open, unless you are responding to a incident or situation that requires immediate response. Other reasons that may call for driving in a Terrain Park includes: maintenance or installation of terrain features.
  - 2.6. Do not operate on additional More or Most Difficult runs not listed above, without the approval of the VP of Mountain Operations.
3. Do not operate machine without:
  - 3.1. One lighted headlight and lighted red taillight. One flashing light in front

- 3.2. Fluorescent Flag of at least 40 square inches mounted 6 ft. above track.
- 3.3. Brake system maintained in operable condition
- 4. Driving speed should be determined by the operator based on a combination of factors including terrain, skier traffic and current snow/weather conditions.
- 5. Slow and yield to skiers or foot traffic.
- 6. Slow down in congested areas and approach trail intersections cautiously.
- 7. Do not run at extremely slow speeds, this may cause the clutch to slip.
- 8. Drive slower when towing a skier, a toboggan or hauling equipment.
- 9. Do not overload the machine, designed for moderate loads only.
- 10. Maximum transport is:
  - 10.1. 2 riding and 2 towing on 4 stroke machines.
  - 10.2. 2 riding and 1 towing on 2 stroke machines.
- 11. Drive slower when coming, in moguls or on side hills.
- 12. Apply brakes gently to avoid locking them up.
- 13. Apply brakes on a downhill slope, a light pumping action of the brake slows the machine.
- 14. Use ski brakes chains on steeper sections of trails when needed or conditions warrant.
- 15. When parking on steeper slopes place machine across the fall line and engage the parking brake lock.
- 16. Use the bumpers to move manually never use skis to lift or slide machine.
- 17. When towing a toboggan downhill use the toboggan chain if needed.
- 18. When towing a patroler with a toboggan operate on level or uphill slopes not downhill.
- 19. Snowmobiles may be used to transport sick, injured or guests in need.
- 20. Maintenance adjustments are to be done by Vehicle Maintenance personnel only.
- 21. Report any damage to your supervisor and Vehicle Maintenance.
- 22. If the snowmobile has been rolled or turned over, DO NOT try to restart the machine.
- 23. Call Ski Patrol Dispatch {5111} immediately for assistance.
- 24. As stated in the USFS Winter Operating Plan, company snowmobile use is only allowed during the operating season.

## Emergency Response Plan

Powder Monarch, LLC has developed an emergency response plan to provide guidelines for dealing with a large-scale emergency situation. This could include a large fire, a mass casualty event, a bomb threat, a power outage that affects ongoing mountain operations, and other potential situations. Copies of the emergency response plan are located in a RED binder in the Property Maintenance office. Please review these so that you are familiar with our response.

## Property Maintenance Emergency Responsibilities

Property Maintenance has a very important role to play in a fire emergency. Below are the 2 main roles for a fire emergency. For more information refer to the Emergency Response Plan.

**Fire Alarm Panel Supervisor** – Property Maintenance Custodian & Systems Technician (Preferably Manager)



Upon alarm activation, go directly to the alarm panel, read the emergency code and make the initial determination if the activation is true or false. Activate/follow appropriate procedure.

**Fire Alarm Water Control Supervisor** – Property Maintenance staff (Preferably PM Assistant)

Go directly to the fire system water system control, close down valve and await instruction from the Fire Alarm Panel Supervisor.

It is possible for the alarms to be set off and the incident be contained, minor or inadvertent. We cannot, however, assume that any trigger of the alarm system is anything but a call to evacuate. Every effort will be made to minimize the impact of an “inadvertent” trigger.

All other Property Maintenance staff should help with the lodge evacuation unless otherwise instructed by the Property Maintenance Manager or AVP of Guest Services.

## Communication with the Public About Emergencies

1. Limit your comments at the scene to those necessary for your duties.
2. Report to your immediate supervisor only.
3. Report accurate facts only.
4. Managers, only, will report to the GM/VP of Mountain Operations/AVP of Guest Services.
5. Only the GM/VP of Mountain Operations or his or her designee will provide information to the press and other public entities.
6. **DO NOT** communicate with or voice your opinion to members of the press or to the public. This is for your protection as well as for Monarch. You may be called upon to repeat any statements you have made in court.
7. Refer those who question you to the GM/VP of Mountain Operations.
8. **NEVER** state that you, Monarch, or other Monarch personnel are at fault.
9. When reporting in writing, include facts which you know to be accurate, include your understanding of what happened, and witnesses' names and addresses.

## Safety Rules

Monarch Mountain considers accident prevention to be of prime importance. All employees are expected to comply with safety rules, programs and procedures at all times. Employee suggestions are always encouraged and may be submitted at any time. It is our expectation that job-related activities will always be performed with an attitude of concern, awareness and cooperation to maintain the highest possible safety standards. Employee disregard for safety to oneself, co-workers or guests will not be tolerated.

Following is a list of general rules that pertain to operating conditions. It is not meant to include every possible precaution, but to give an idea of the direction that your actions should take.

1. Follow established safety and emergency procedures.
2. If you need to contact the Property Maintenance Manager at any time, in case of illness, injury, or just have questions about daily operations, call for manager on the Radio. Give location, and your situation.

3. If you are injured while working, contact Dispatch 5111 AND your Manager at 5007 or on the radio. Fill out employee accident and Worker Compensation form before you leave work that day. You must see one of the company's designated providers and receive a release from him or her for Worker Compensation prior to your return to work. Failure to see a designated provider may put your benefits in jeopardy, a list of providers will be given to you. Drug testing may be required. A release is needed if you are absent from work longer than 3 days total in a season because of illness. You could be released if absenteeism is a problem.
4. Do not wear loose clothing, jewelry or hairstyles that can get caught in tools. Use all guards when tools are running.
5. Use lockout device such as a padlock, chain, etc. to ensure worker safety whenever working on a powered piece of equipment. **(Lock-out/Tag-out)**
6. Only personnel authorized by Manager may work on electrical circuits or panels.
7. When driving a snowmobile, drive defensively and be as visible as possible. You must be qualified and tested. Be alert when driving to work.
8. Be cautious of hard packed or melting conditions, which occur frequently. **DON'T RUN!** Be aware that these conditions are difficult to ski in as well.
9. Walk slowly, with a sliding motion on slippery or uneven surfaces, and wear shoes or boots with proper traction for the winter alpine environment.
10. If you smoke, do not throw butts or matches in trash or on the ground. The designated employee smoking area is in the loading dock area.
11. Horseplay or snowball throwing is not tolerated at any time.
12. Use sun block rated 30 spf or better, ultra-violet protective eyewear, a hat and gloves when it is snowing, treaded snow boots, and dress in layers.
13. Always lift properly. Bend at the knees with your back straight.
14. Working under the influence of drugs or alcohol will not be tolerated.
15. Be alert at all times and use good judgement.
16. Know the MSDS computer link and how to read MSDS sheets.
17. Know the location of eyewash stations.
18. Never put any liquids in unmarked containers. If you see unmarked liquid containers, bring to the attention of the Property Maintenance Manager for proper disposal.
19. If you have any questions regarding procedures or policy bring it to the Manager's attention

# Monarch Mountain

## JOB HAZARD ASSESSMENT

JOB TITLE		SUPERVISOR / MANAGER RESPONSIBLE	DATE COMPLETED
<b>Property Maintenance Asstistant/Custodian</b>		<b>BL Holdinghaus</b>	<b>10/18/2016</b>
TASKS / PROCEDURES	HAZARDS	ABATEMENT ACTIONS / SAFETY PREVENTIVE MEASURES	
Lifting heavy items, carrying	Straining back, muscle strains	<ol style="list-style-type: none"> <li>1. Train on safe procedures for heavy lifting, carrying, bending (trash, trays, bussing, laundry, boxes, etc)</li> <li>2. Make back braces for available employees requesting them / needing them per tasks</li> <li>3. Prohibit employees from lifting more than 90 lbs without assistance</li> <li>4. Encourage employees to team lift items more than 50 lbs if possible.</li> <li>5. Analyze storage area or supply area to limit heavy lifting situations</li> </ol>	
	Assisting fallen guests	<ol style="list-style-type: none"> <li>1. Stress notification when encountering wet / slippery surfaces</li> <li>2. Analyze feasible locations for rubber ventilation mats</li> <li>3. Train employees on proper lifting techniques for assisting fallen guests on-mountain or in common areas</li> </ol>	
Waste Water Treatment Plant procedures	Exposure to human waste, microbiology, high voltage heaters, deep wastewater tanks	<ol style="list-style-type: none"> <li>1. Train on, and use, Body Substance Isolation (BSI) techniques including wearing gloves, eye protection, and face mask if warranted.</li> <li>2. Practice good hand washing technique (with antibacterial soap) upon entering, leaving, and frequently during time in WWTP.</li> <li>3. Ensure protective guards placed on any equipment if necessary.</li> </ol>	

		<ol style="list-style-type: none"> <li>4. Train on each piece of equipment in WWTP; train on manufacturer's manual for individual equipment</li> <li>5. Train on Biohazard disposal.</li> <li>6. Train on Emergency Biohazard spill procedures.</li> <li>7. Train on proper storage of all sharp objects.</li> <li>8. Train on emergency procedures in case of "Man overboard".</li> </ol>
Working with cleaning substances	Exposure to hazardous chemicals	<ol style="list-style-type: none"> <li>1. Train on MSDS usage for hazardous chemicals in cleaning products</li> <li>2. Train on preventing exposure from chemicals (splashing, inhaling)</li> <li>3. Train on proper labeling and storing of chemicals.</li> <li>4. In cases of exposure, provide eyewash station access or other eye washing measures in lieu of eyewash station; make available for safety eyewear when heavy use of cleaning chemicals</li> <li>5. Provide warning devices / temporary signage to warn guests / employees of recently mopped areas, wet surfaces</li> </ol>
Encountering guests	Various potential injuries	<ol style="list-style-type: none"> <li>1. Train employees on proper protocols for managing irate guests, security protocols</li> <li>2. Prohibit non-trained employees from handling / cleaning substantial blood clean up and preventing blood borne pathogen exposures</li> <li>3. Analyze food / beverage flow operations, ingress/egress to limit collisions with guests and busy F&amp;B employees</li> <li>4. Stress overall awareness during high-traffic periods (busy weekends, holidays, etc).</li> <li>5. For employees working with alcohol, provide TIPS training and controlled serving; train on dealing with intoxicated and disorderly guests</li> </ol>

Ladder Safety	Injuries resulting from falling from heights.	<ol style="list-style-type: none"> <li>1. Ladders should always be used when reaching high objects.</li> <li>2. Never use chairs as a ladder.</li> <li>3. Train employees on how to determine if a ladder is in good working condition.</li> <li>4. Train employees on proper ladder set up including solid surface for base and maximum reach for ladder.</li> <li>5. Train employees to use spotter/holder when possible.</li> </ol>
Walking on varying surfaces, including while wearing ski/snowboard boots	Slip, trip and fall	<ol style="list-style-type: none"> <li>6. Create awareness for diverse surfaces and awareness of surroundings</li> <li>7. Train on proper equipment, and encourage use of boot-sole traction devices (e.g., cat tracks, yak tracks) when working outdoors</li> <li>8. Analyze most feasible locations for rubber ventilation mats near entrances / exits</li> <li>9. Analyze / provide areas for rubber ventilation mats</li> <li>10. Provide warning devices / temporary signage to warn guests / employees of recently mopped areas, wet surfaces</li> </ol>
Snow/ice Removal	Back strains, slips, trips and falls, injuries resulting from being hit by snow.	<ol style="list-style-type: none"> <li>1. Train employees on proper shoveling techniques.</li> <li>2. Encourage employees to work in pairs.</li> <li>3. Use Harness with self-arresting tether whenever working on roofs.</li> <li>4. Use a spotter whenever throwing/pulling snow anywhere where a guest or employee could be hit by snow, causing injury. (ex. Knocking cornices from roofs, shoveling snow from roofs, throwing snow to unseen location, etc...)</li> <li>5. Use a spotter if snow/ice removal requires the use of a ladder.</li> <li>6. Wear appropriate clothing/footwear for working outside in freezing temperatures including coat, gloves, hat, proper eyewear and boots with good tread.</li> </ol>

Power tools	Various potential injuries	<ol style="list-style-type: none"> <li>1. Always use tools with proper safety guards in place and secured.</li> <li>2. Train employees on proper use of power tools.</li> <li>3. Do not allow employees to use tools they have not been properly trained on.</li> <li>4. Use two employees when using/moving larger power tools.</li> </ol>
<p>Skiing/Riding</p> <p>(Property Maintenance is not a skiing position—training is for personal safety for an activity to be done off the clock)</p>	<p>Injury due to equipment failure</p> <p>Collisions with individuals</p> <p>Fall on snow causing injury</p> <p>Collision with fixed and moving objects, vehicles</p> <p>Exposure to cold</p>	<ol style="list-style-type: none"> <li>1. Train employees on proper condition of ski / snowboard equipment</li> <li>2. Allow employees to have equipment checked by rental / retail shop for proper maintenance</li> </ol> <ol style="list-style-type: none"> <li>1. Identify safe places for staging areas/spill zones, train on awareness of surroundings and employee visibility</li> <li>2. Analyze flow patterns on slopes and how it interacts with ski school, other slopes, Terrain Parks, on-slope vehicles, etc., to minimize collisions</li> <li>3. Identify pre-determined, beginner/intermediate slopes for employee downhill usage.</li> </ol> <ol style="list-style-type: none"> <li>1. Train on pre-skiing stretching / preparation techniques</li> <li>2. Train on ACL injury prevention</li> <li>3. Train proper falling techniques</li> <li>4. Train proper skiing/riding techniques for balance/stance</li> <li>5. Train on defensive skiing</li> </ol> <ol style="list-style-type: none"> <li>1. Train proper skiing / riding techniques for all-mountain awareness and judgment</li> <li>2. Identify safe places for stopping / staging areas, looking ahead, etc.</li> <li>3. Train regarding on-slope vehicle usage and awareness.</li> </ol> <ol style="list-style-type: none"> <li>1. Train employees on dangers of hypothermia and frostbite and avoidance techniques</li> <li>2. Train employees on proper hydration techniques for cold weather / higher altitudes</li> <li>3. Train on proper clothing appropriate for weather conditions</li> </ol>

	Exposure to sun	4. Provide boot dryers to help with dry warm feet  1. Use of adequate sun screen and sun-blocking clothing 2. Use of adequate eye protection for UV radiation
	Tree well immersion	1. Train on identifying and understanding tree well immersion issues and avoidance techniques, recommend skiing with partner
	Riding lifts	1. Train proper loading, unloading, riding techniques; train lift riding protocols to prevent falls from lifts
<p><b>RECOMMENDED <u>OR</u> REQUIRED PPE:</b> <i>Required PPE:</i> Harness with self-arresting tether when on roofs, guards on all grinding /cutting machinery, make available safety eyewear or respirator mask when needed, make back braces available when needed; <i>Recommended Equipment:</i> Safety toe boots with good tread, gloves / protective clothing to minimize cuts / scrapes.</p>		
SIGNATURE OF PERSON PREPARING JHA		TITLE
BL Holdinghaus		Asst. VP of Guest Services
SIGNATURE OF MANAGER APPROVING JHA		DATE

