

# Sinclair Services Company/Sun Valley Company

(Hereafter "Sun Valley Company")



## GENERAL STANDARDS OF CONDUCT

Sun Valley Company employees are asked to comply with the *rules and expectations established by the Resort*. Rules of conduct are necessary for the efficient operation of the Company and for the benefit and safety of all employees. Conduct that interferes with operations, discredits the Company or is offensive to guests and/or fellow employees will not be tolerated. **Employees who engage in misconduct or whose performance is unsatisfactory may be subject to immediate disciplinary action, possibly leading up to and including termination. The following provides descriptions of expectations and conduct that is prohibited:**

**#1** Falsification of ANY part of the employment application or providing false or misleading information prior to or during employment.

**#2** Full time Sun Valley Company employees are required to meet their department scheduling needs, including last minute changes. This pertains to full time Sun Valley Company employees who supplement their income with another employer.

**#3** Fighting, threatening, intimidating, coercing or interfering with anyone on the Company premises at any time.

**#4** Possessing a concealed dangerous weapon while on Company premises or while off Resort premises in the performance of Resort duties.

**#5** Embezzlement, theft or destruction (unauthorized removal, storage, transfer or use) of Company, guest or employee property. All found items must be turned into Security immediately upon discovery. Management reserves the right to inspect lockers, banks, packages, bags and similar items whenever

deemed necessary. Refusal to be searched or have packages examined will result in immediate termination.

**#6** Falsifying or altering employee time records, work schedules or payroll records. Signing in or out for time which you did not work.

**#7** Immoral or indecent behavior or behavior that publicly embarrasses the Resort. Soliciting persons for immoral purposes or the aiding and abetting of any of the above.

**#8** Any violation of the Company's drug policy. Contact the Human Resources Department for a copy of the Company policy.

**#9** Reporting to work under the influence of alcoholic beverages during scheduled work hours.

**#10** Insubordination, willful disregard or disrespect toward a supervisor or representative of management or failure to obey or perform work as required or assigned. If you disagree with your supervisor's request, always follow the instructions given at the time and discuss the incident later in private.

**#11** Use of profanity, discourteous, abusive or rude language or action against another employee, supervisor, guest or others.

**#12** Soliciting gratuities from guests or commenting in any way regarding the amount of gratuity given. No employee may add gratuity to a guest check at any time without the guests' permission as this will result in immediate termination.

**#13** Failure to report accidents involving employees and/or guests. All accidents should be reported immediately to the supervisor, Security Department or Human Resources Department no later than 24 hours after the accident occurs. Failure to report breakage or damage to equipment or machinery. Giving false information or receiving traffic violations when using Company vehicles.

**NOTE: Use of Any Company Vehicle Must have Supervisor Authorization. Authorized drivers must complete Company's Driver's Training Course and must carry valid driver's license and employee driver's ID when operating Company vehicles.**

**#14** Neglect, carelessness or mischief, which results in loss, damage, breakage or destruction of Company property or property of guests, fellow employees or others which results/contributes to unsanitary conditions or which results in accidents involving employees and/or guests.

**#15** Unauthorized use of guest rooms, guest facilities, public restrooms, Resort telephones or Resort keys. Unauthorized presence or loitering at guest functions or in guest areas, including guest rooms, restaurants, bars, lounges or meeting rooms.

**#16** Excessive absenteeism and/or tardiness. More than three consecutive sick days requires a statement from a Physician.

**#17** Taking an unauthorized break or otherwise leaving the job without permission. Leaving your department or work area or being in another area than your assigned work area without authorization from your Supervisor. Walking off the job will be considered a voluntary termination.

**#18** Sleeping on the job.

**#19** Dining or smoking other than during meal periods or in areas other than designated by your supervisor.

**#20** Taking food, food scraps or beverages from the Resort premises under any condition unless authorized or purchased in advance. Giving away Resort property, *including food*, to anyone without management authorization.

**#21** Failure to observe established fire and work safety practices, engaging in horseplay or failure to use safety devices or to report any personal injury sustained while on duty.

**#22** Failure to comply with established dress and grooming requirements, non-compliance with footwear policy. See **“DRESS AND PERSONAL APPEARANCE STANDARDS.”**

**#23** Giving confidential information to other employees, outside companies, agencies, the news media or discussing confidential Resort or Company information with guests or in public areas where a guest could overhear a conversation. **NOTE: This includes employee telephone numbers, guests’ names, room numbers, professions, etc.**

**#24** Accessing Company facilities through entrances other than the designated employee entrance while on duty or in uniform.

**#25** Discrimination or harassment against a guest or fellow employee because of race, color, age, religion, gender, national origin or handicap. This includes rude or crude comments made to or about guests, employees or other visitors and overheard by others.

**#26** Failure to maintain accurate and proper accountability and control of cash banks. Failure to follow proper procedures with deposits and cash handling. Excessive or continuous cash shortages or other irregularities will be considered irresponsible and unacceptable.

**#27** Making unwelcome advances, requests for sexual favors and other verbal or physical expressions of a sexual nature to other employees or guests of the Resort. This also includes unwelcome touching and/or jokes.

**#28** Unauthorized distribution of literature or posting of notices or signs on Resort premises during working time and in work or public areas. If you wish to have something announced, please bring it to the Manager of Human Resources who will determine its suitability for posting.

**#29** Parking in “no parking” zones or in areas not designated for employees.

**#30** Fund-raising, selling lottery tickets or merchandise, soliciting donations or any other type of money-raising on Resort premises, unless specifically authorized in advance by the General Manager.

**#31** Taking gifts of any type from a purveyor, guest or contractor who does business with the Resort other than for normal gratuities received in the course of business. When in doubt, check with your supervisor.

**#32 INVOLVEMENT IN ANY UNLAWFUL ACTS IS PROHIBITED.**

## DRESS AND PERSONAL APPEARANCE STANDARDS

*Sun Valley's commitment to quality and excellence is translated through its employees. Your dress and personal appearance is important to the image we present to our guests.*

### **Male Employees**

Hair must be clean and tapered at or above the collar line of a standard dress shirt. Hair should not cover the bottom half of the ear, and shoulder length is not permitted. Inappropriate examples include unnatural color and/or disproportionate cut. No beards or goatees will be worn; men must be clean-shaven every day. Sideburns should not extend below the earlobe. Mustaches are acceptable if trimmed and neat. Earrings or any body piercing are not to be worn while on duty.

### **Female Employees**

Hair styles must be clean and not interfere with job duties. Inappropriate examples include unnatural color and/or disproportionate cut. Earrings and jewelry must be modest and not interfere with job duties. Earrings are allowed in ear lobes ONLY (no nose piercing, etc.). Cosmetics should be consistent with a natural appearance.

**NOTE: Employees who handle food must wear hair pulled back and up.**

### **Footwear**

Tennis shoes are not permitted in high-profile areas (i.e., restaurants, bars, front desk, bell service, concierge, etc.) or as determined by department management. Some departments require certain shoes for safety reasons.

### **Personal Hygiene**

Employees are expected to be neat and clean at all times. This includes clean fingernails, teeth and daily bathing.

### **Work Environment**

Employees are required to keep a clean and orderly work environment. Before departure each day, employees are expected to clean their personal or assigned work areas.

### **Uniformed Employees**

Many employees are required to wear Company-issued uniforms which should be kept clean and changed daily. These are cleaned or laundered at no cost to employees.

*Name tags are part of the uniform and dress code and are to be worn at all times.*

### **Laborers: Mountain Trail Crew, Maintenance, Mechanics, etc.**

The clothing of employees who do not regularly meet the public and are not required to wear uniforms is to be governed by the requirement of safety and comfort, but should remain as neat as working conditions permit and/or as determined by department management. All other personal appearance standards apply.

### **Office Workers**

Employees who are not required to wear uniforms are expected to dress in a manner that is normally acceptable in similar business establishments. Wearing suggestive attire, dungarees, shorts, tank tops and similar casual items is not permitted, as they do not present a business-like appearance.

## CONSEQUENCES

*Employee photo ID will not be issued unless personal appearance standards have been met.*

Employees who fail to meet these standards may not be allowed to work. Corrective action may include leaving the premises. Any work time missed because of failure to comply with this policy will not be compensated. Violations of Company standards will be cause for disciplinary action up to and including termination.

*All benefits are at the discretion of management and are subject to change without notice. Sun Valley Company is an at-will employer. Use of discipline is not intended to restrict the right of management to terminate employment at anytime for any reason.*