

Mammoth Resorts – Policies and Procedures

Title: Personal Appearance Requirements (PAR)
Date: August 24, 2016; Revised February 22, 2020
Prepared By: Human Resources
Responsible Department: Human Resources

Application Scope: All MMSA Employees
Number: 170.2016.08.01
Approved By: Melissa Davis

Definitions:

Purpose and Policy:

1. This Personal Appearance Requirements (“PAR”) policy serves as the standard for all employees regarding dress, appearance, and grooming in the workplace. This policy will serve to increase health, safety, and business efficiency, minimize distractions, and create a comfortable environment for our team members and guests.
2. Mammoth Resorts is in the family recreation business and families tell us they feel more comfortable when employees have a neat, clean, neat, and conservative appearance. Therefore, we believe it is a competitive advantage for us to maintain these standards.
3. There is no way to anticipate every type of dress or grooming style which might arise, these appearance standards are not intended to be an all-inclusive list. We expect employees to exercise good judgment and commitment to maintain a neat, clean, and well-groomed appearance while at work.
4. For health, safety, and business efficiency reasons, individual Departments may vary from this PAR upon approval of the Director of Human Resources.
5. Department Heads, Managers, and Supervisors are responsible for implementing and enforcing this PAR. Department Heads should contact Human Resources with respect to any request for a variance or reasonable accommodation. Variances or reasonable accommodations will be made on a fact-intensive case-by-case basis, for employees' religious beliefs, religious creed, ancestry, race, disabilities, other protected status, and/or other reason as required by federal and state law.
6. Exceptions to this PAR may be granted due to legal requirements. Contact Human Resources, if you believe an exception applies to you.
7. Employees who do not conform to these PAR standards will be counseled and may be sent home, without compensation, to change into appropriate attire. Continued non-compliance with this PAR may result in further disciplinary action.

General Grooming Standards:

- Hair. Employees are required to maintain clean, neat, and well-groomed hairstyles, which do not interfere with job duties. Hair should be clean, combed, and neatly trimmed or arranged. Hair must remain out of the face and not create a health or safety hazard. Hair that presents a health or safety hazard or is longer than the collar may be required to be pulled back ponytail, clip, hat, or other restraint in solid color, presenting a professional and neat appearance. Hair should not obstruct the eyes as to maintain eye contact and a clean line of sight. Radical hairstyles (including but not limited to tall Mohawks) are not allowed.
- Facial Hair. Facial Hair should be clean and well-kept. Neatly trimmed mustaches, beards, sideburns, soul patches, and goatees are allowed but must be well-groomed. It is not permissible to merely not shave, rather, facial hair must be neatly trimmed and maintained, including where applicable, clearly

groomed neck and cheek lines. If you did not shave or groom daily, you are not in compliance with this policy. Radical facial hair is not allowed (e.g., braided and pony-tailed beards, etc.). “New growth” facial hair must be neatly trimmed or maintained.

- Personal Hygiene. Proper personal hygiene (i.e., regular bathing with soap and shampoo, oral hygiene, use of deodorant, and laundered clothing) is required for all employees when reporting to work and while at work. Extreme or offensive odors, including natural or artificial fragrances, are not acceptable to our guests and co-workers (e.g., excessive fragrances and offensive natural body odor, etc.). Any employee who does not exhibit a neat and clean appearance or emits an offensive odor is not “fit to work” and will be told to clock-out and not be allowed in the workplace until proper personal hygiene is observed.
- Fingernails. Fingernails (including artificial fingernails) must be kept clean and neatly trimmed or filed. Fingernail polish is permissible if used in good taste and maintained without chips or cracks.
- Scents, Perfume, Cologne, and Fragrances. Scents, Perfume, Cologne, and Fragrances should be light and restricted to use in non-patient care areas only.
- Makeup. Makeup should be simple and natural looking and must not be all over your clothes or uniform.
- Jewelry. Jewelry should not be loose-hanging, distracting, or create any health or safety hazard. Jewelry must be professional in appearance and must not interfere with job function or safety. Rings, necklaces, and watches are permitted but should be removed when working around machinery. Employees may wear no more than two earrings per ear. Employees in safety sensitive positions may not wear earrings that hang from the ear (i.e., studs only). Earrings must not exceed the size of a dime. Ear “tunnels” that are larger than a dime must be filled with a skin colored plug while at work. One small, tasteful, and unobtrusive nose stud (not a ring, barbell, or other design) is allowed. Concealing facial jewelry or other visible body piercing with a bandage is not acceptable.
- Tattoos. Tattoos must not present a distraction, be offense, or violate the Company’s anti-harassment or discrimination policies. Large or offensive tattoos must be covered at all times. The Company reserves the right to restrict any visible tattoo that detracts from the Company’s image and/or negatively reflects on the Employee’s professionalism. Visible tattoos may not violate the Company’s Anti-Harassment or Discrimination policies and may not, otherwise, be of a vulgar, offensive, or controversial nature. The Company reserves the right to require that an Employee’s detracting or negatively reflecting tattoo be covered or concealed while in the workplace. Facial tattoos are generally prohibited.

Dress Code:

- Nametags. All Team Members are required to wear a name tag. Team Members should ensure their uniform has their name tag, either worn on the right-side of their chest or in the appropriate name tag position of their uniform. Team Members should speak with their Supervisor if they need a replacement nametag or if they want to be called by a name that differs from their nametag. Non-MMSA related pins, badges, buttons, insignias, advertising messages, and large logos are prohibited.
- Clothing, Generally. Employees are expected to dress professionally and appropriately for their circumstances and job function. Clothes should be clean and not too tight, baggy, or small. Pants, including snow pants, and shorts must be worn appropriately around the waistline. Shirts must be tucked in at all times unless they are designed to be worn untucked (e.g., hemmed). Loose clothing determined to present a health or safety hazard may be required to be tied down or pulled back. Exposed midriffs are not permitted. If allowed by your department, shorts may be worn, however shorts more than 4” above the knee and cut-offs are not allowed. Damaged, soiled, ripped, patched, frayed, un-hemmed, pet hair covered, baggy, excessively tight/revealing, or worn-out clothing is prohibited. Undergarments (e.g., boxers, underwear, bra-straps, or other intimate apparel) should not be visible. No aspect of an Employee’s attire should violate any Company policy, including the Anti-Harassment Policy.

- Unacceptable Attire. Unacceptable attire includes but is not limited to leggings, athletic wear (outside of doing an athletic activity), miniskirts, bare midriffs, bottoms that do not fit properly and fail to cover private areas, spaghetti strap tops or dresses, sweatshirts, distressed denim, fatigue motif scrubs, sheer or see-through apparel, and non-uniform hats or caps.
- Non-Uniformed Positions. In jobs where uniforms are not required, personal attire should be selected for conducting business in an appropriate and professional manner.
- Uniforms, Generally. Uniforms are to be worn only for work and all Employees are responsible for complying with the Uniform Agreement. Employees in uniformed positions should wear the appropriate Company-issued uniform(s) while on-duty. Unless otherwise determined by your department, pants should be black, blue, or tan. Uniform items must be neat, clean, and wrinkle-free. When wearing your uniform jackets, soft shells, and vests the top layer must be zipped to the chest to present a neat appearance. Outdoor pants must be fitted and not excessively baggy. Pant hems should not drag on the ground creating wear and tear. If you need assistance with the length of your pant, contact the Uniform Department. Base layers are optional and should be black or white. Hems hanging out the bottom of your jacket or hoodies hanging over the top of a jacket are prohibited. Employees are expected to return their uniforms at the end of their employment in good condition.
- Cleaning and Repair. Employees are responsible for their uniforms once issued. Employees who are furnished with clothing are expected to arrange for regular cleaning according to departmental standards. Damaged uniforms must be taken to the Uniform Department immediately for repair and possible replacement. Uniforms that are torn or otherwise are in disrepair should be turned in for repair.
- Lost, Stolen, or Intentionally Damaged Uniforms. If any uniform piece is lost, stolen, or intentionally damaged, Employees may be charged for the repair or value of the uniform.
- Uniforms, Prohibited Conduct. Unless commuting or on official Company business, Employees are prohibited from wearing uniforms while “off the clock” and/or away from the resort. Employees are not allowed to wear their uniform on a scheduled day off or free skiing. Uniforms and clothing issued by the Company may never be worn while smoking or consuming alcohol (aside from Company-wide events such as Opening Day Toast), on or off Company premises.
- Hats and Beanies. Hats and beanies may display either an official MMSA logo/message or be plain without other brand promotional logos. All headwear must be clean, in good repair, display the current Company logo, and worn in the way it was designed for (e.g., baseball-type hats are to be worn with the bill to the front, not turned up or worn backwards).
- Helmets and Facemasks. Helmets should have a solid color (and in no event more than two colors) and must be without stickers or other adornment. Employees are expected to read and comply with the Employee Helmet Policy as well. Facemasks should not be worn while interacting with guests.
- Footwear. All Employees that are outside must wear shoes that have appropriate tread. Open-toed and open-heeled shoes are generally only appropriate for office personnel while in an office environment.

Smoking, Toothpicks, and Gum:

- Smoking. Mammoth Resorts is a Smoke-Free Workplace. Smoking/vaping is prohibited within 50 feet of an entrance, exit, or operable window of all buildings. Employees are not permitted to smoke or chew tobacco while at work or in their uniform.
- Toothpicks & Gum. Employees are not permitted to chew on toothpicks or gum while on duty.

Accommodations & Non-Discrimination:

- Accommodations. The Company will consider reasonable accommodations to these guidelines for sincerely held religious beliefs and other protected statuses.
- Non-Discrimination. Questions regarding restrictions of grooming or dress code standards historically associated with race, religion, or other protected class, including but not limited to, hairstyle, headdress, attire, and/or forms of head, facial, and body hair must be immediately directed to Human Resources.

Questions, Final Determinations, and Failure to Follow Policy:

If a Team Member has any questions regarding this PAR, they should talk to their Supervisor or Human Resources. Failure to comply with this PAR may result in disciplinary action, up to and including, termination of employment. Unless otherwise prohibited by law, final determination on the acceptability of personal appearance at work is up to the Team Member's Department and Human Resources.