

# COMPETITION SERVICES

2016-2017

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Operating Procedures Handbook



Steamboat Ski & Resort Corp.

## Steamboat Ski & Resort Corporation Culture Guide

Why do we exist? Our purpose & mission	<b>Share the Steamboat Dream</b>
What is most important?	-Our employees, our guests, our community
How will we behave?	-Welcoming & genuinely friendly -Caring deeply -Treating everyone better than they expect -Respecting people and our environment
How will we succeed? to work	-Providing a fun, safe, and rewarding place  -Delivering exceptional experiences -Adapting to produce superior results -Hiring and training for success so everyone is working toward the same goal

### COMPETITION SERVICES

2016 - 17 OPERATING PROCEDURES AND SUPPLEMENTAL HANDBOOK

#### MISSION STATEMENT

To enhance our guests' skiing experiences through competitive opportunity.

#### DEPARTMENT OBJECTIVES

- To provide employees with quality supervision.
- To provide employees with a safe work environment.
- To provide supervisors and employees with pertinent training.
- To be ready for a multitude of unknowns and react positively, in order to keep the experience of our customers, competitors, and sponsors at a high level.
- To establish a planning system whereby reacting to change becomes a smooth process.





The Competition Services Department operates full service race. It is the primary task of the Competition Services Department to help our skiing and snowboarding customers have fun during their time at Steamboat. If a customer wants to learn and improve their skills, they take a clinic; but when they enter the competition area, they go to have fun! It is our intention and responsibility to make the recreational skiing or riding experience a memorable part of their vacation or competition.

Beyond this basic function also lies the responsibility for the execution of any type of special event that may be scheduled during the season. Examples of competition services which we may be called upon to implement are amateur/professional ski competitions, either alpine, telemark, freestyle, or snowboard, trail or facility grand openings, and special promotions such as a World Cup competitions, Cowboy Downhill, the Junior Olympics, and special TV events.

As employees of the Competition Services Department our goals are to be:

1. *Safe*
2. *Educated*
3. *Professional*
4. *Competent*
5. *Willing*

**In today's ski resort environment, one of the most critical issues affecting a customer's decision whether or not to return to Steamboat is the service that we provide. EXCEED the CUSTOMERS' EXPECTATIONS.** *As members of the Competition Services staff, we have a great opportunity to have a positive effect on the customers' overall experience; and thereby ensure the success of Steamboat as a resort and as a community. It may be helpful for you to think of our role as more than being in the ski business. We are in the **vacation business**. The better job we do in making the customer's vacation successful, the better job we have done as employees. If there is ever any question in your mind as to what your role with the customer should be, take a moment to reverse the role. Think about how you like to be treated when you go on vacation. We should be outside mixing with customers when they are present. Remember to greet guests and welcome back returning guests. **Treat all of the customers, children, and adults exactly as you would like to be treated when you go on your next vacation!***

The management of the Steamboat Ski & Resort Corporation and the Competition Services department are genuinely concerned about your well being as an employee and as a person. We would like for your association with us to be a happy one, whether it is for one season or many. In order for this to happen, all parties must make a sincere effort. If you have a concern or suggestion, feel free to bring it to the attention of the department management. In return, if they have a concern or suggestion, it will be brought to your attention. This is done in an effort to maximize our potential and make the vacation experience enjoyable for the customer and the work experience enjoyable for you as an employee.

**LET'S ALL HAVE A GREAT SEASON!! HAVE FUN AND WORK HARD!!**



## **Punctuality**

Once you learn our daily routine, you will realize how essential it is for you to be at your assigned post when you are supposed to be there. There will be consequences for habitual tardiness. **No call/no shows will not be tolerated.**

## **Time Keeping and Assignment Sheets**

1. *You are required to check in and out using the electronic time clock located in the Snowsports School lounge.* You may not punch in more than five minutes before your scheduled work time; i.e. you are to **punch in between 7:40 and 7:45 am.** After punching in between 7:40 and 7:45 am, please go directly to the morning meeting.
2. **All full time and part time employees must punch in and out to receive credit for worked hours.**
3. Your daily assignments as well as other pertinent information will be addressed at our morning meetings. It is imperative that you are dressed and ready to go before the meeting at 7:45am or as required.
4. Lunch is paid time and can vary in length and time of day.
5. **Rule 1: If you want to eat, bring it to work with you. You won't have the opportunity to leave work to grab a bite.**
6. **In an effort to be efficient with labor dollars you may be given the opportunity to assist in another dept. This will help keep staffing levels at an optimal level, and allow you to get a full paycheck.**

## **Uniforms**

Your appearance reflects your attitude and your pride in your work. **A uniform also lets our customers and race officials recognize you as part of the crew while you're working on the race course. You must be recognizable at work.** Clean, functioning equipment and a neat uniform make a statement about you personally as a professional. You will be assigned a Competition Services uniform. (See SSRC employee handbook for details).

Uniform cleaning is available through the company uniform facility (2nd floor Gondola Building).

Regardless of outside clothing, your nametag must be worn on the outside garment, right side breast, at all times.

The additional parts of your uniform, not provided by the company, are a **knife and pair of pliers.** Each of these tools is used frequently throughout your shift and need to be handy at all times. You are responsible for bringing these to work everyday.

All employees are required to meet the skiing proficiency requirements of the job.

**AT NO TIME WILL THE UNIFORMS BE WORN OR USED OUTSIDE OF THE NORMAL WORK DAY OR AT ANY TIME OTHER THAN WHILE WORKING.** Violation will result in disciplinary action.

## **Lockers**

Employees will be issued a locker and have access to boot and ski storage. You will need to provide your own lock for your clothing locker. Your locker should be locked at all times to prevent loss of personal property. Any missing property should be reported immediately to supervisors. **Loss of your uniform pieces, by any means, is your responsibility and can be expensive. Keep it secured.**

## **Ipod/Headphone Policy**

When working in uniform, non essential listening devices (ipods, MP3's, etc.) will not be permitted.

## **Helmet Policy**

Anytime when moving on snow, an approved helmet must be worn. Exceptions may be permitted by your supervisor.

- **Goggle Policy**

Goggles are to be worn over your helmet as designed by the helmet manufacturer. Part of being a professional race crew is following the safety and dress standards of this segment of our sport. "When world cup racers start wearing their goggles under their helmets, so will we."

## **Hat Policy**

Please refer to Steamboat Employee Handbook for policy.

## **Schedule**

Because of our ever-changing event calendar, flexibility in scheduling is important. Scheduled work time will generally be as follows:

Start between 7:00 - 8:00am (meet in meeting area)

Finish between 4:00 - 6:00pm

## **Skiing Proficiency Assessment:**

Your ability to quickly and efficiently move about on the hill is of the utmost importance as a race crew member. Within the race environment (just as with a racer) your ability to react, plan, and execute the job at hand will help ensure a safe and successful race. This requires that every team member's skiing ability be of a certain level of proficiency. Therefore, to complete your hiring process, we require all new staff and returning staff (at your supervisor's discretion) to pass a basic skiing assessment. You will be provided some general coaching opportunities from your supervisors to help you develop your skills as necessary.

## **Designated Routes to Work Areas - General:**



So that we can provide you with the safest possible route to and from your assigned work location, and to define the scope of your work responsibilities, we have developed a designated route for you to travel. In order for you to be within the course and scope of your employment and to realize coverage under our workers' compensation insurance program, it is required that you follow these routes. Should you elect at your own option to take an alternate route, you may do

so with the knowledge that you *may not have the protection of workers' compensation coverage*, and it will not be considered as part of your job. **All skiing must be done in a cautious, controlled manner as outlined in the Slope Wise skier responsibility code.** Skiing in the tree sections along the designated route is not considered part of that route; therefore, is a non-designated route.

*Injuries that occur, even on a designated route, due to a failure to adhere to safety regulations (reckless skiing, etc.) may be grounds for diminished benefits under the provisions of the workers' compensation insurance program.*

### **Designated Route to Bashor Race Area**

Before 8:00am, all Competition Services employees must board the Gondola through the Employee side door in the Lower Gondola Building and must present their employee pass for identification. After 8:00am, enter the employee/ski school line. From the Upper Gondola Terminal, the designated route is **Heavenly Daze** to **Jesse's Cut-off** to the top of the Bashor Race Area. If this route is not available, all skiing must be done on groomed intermediate or beginner trails.

### **Designated Routes to all Other Race Facilities or Assigned Work Locations**

When traveling to all other race facilities or assigned work locations, all skiing must be done on groomed intermediate or beginner trails.

### **Designated Routes to Events Held on Advanced / Expert or Mogul Trails**

When assigned to work a race event that is held on an advanced / expert or mogul trail, all employees must ski on groomed intermediate or beginner trails to the junction with the advanced / expert trail or mogul event site. At that point, skiing on the advanced / expert or mogul terrain must be done with caution and not at competition level.

As a representative of Competition Services and Steamboat Ski & Resort Corporation, you need to ski under control at all times and at a reasonable speed. You are a role model for the public.

Only cut lines when it is imperative that you get to your job and remember to ask to follow, not cut in front of, the front row of guests.



### **Race Area Neatness**

1. Because of the fast paced and extremely full schedule we have, organization and overall neatness must be a full-time concern of the Competition Services crew. The start area must remain clean both during and after each event.
2. Start and finish areas need to stay organized and neat!
  - Remember, everything has a place and there is a place for everything!
  - **Smoking is not permitted while at work.**

## The 2-Way RADIO LEADERSHIP

Prepared by JEC (Ted) Savage  
Updated September 2000

### HOW TO BROADCAST YOUR INTENTIONS

In Ski racing, other than your charming personality, the 2-way radio can be your most important, and most fragile, human resource tool. We depend on the radio to communicate our thoughts and important safety related commands. The way you use a radio, how your own radio personality comes across, and your understanding of the limitations that typical portable 2-way radio technology represents, will define how clearly and how convincingly you are understood.

#### “Can you hear me? I can hear you...”

Having something worthwhile to say is also important to the overall concept of having radios in the first place; **content makes a difference.**

#### LEARN THE CONTROLS

- **On/Off – Volume Knob:** Obvious, but the volume knob **only affects incoming sound** and turning it up **will not** boost your **outgoing** voice transmission. There are a lot of radios that get classified as the “don’t work” type because they never get turned on. Sad but true.
- **Squelch Control:** A non-existent English word that is a radio manufacturer’s term for an important control that they deliberately want to confuse you with. This technique has subsequently been adopted by the computer industry. Either a knob or a switch, the squelch control filters out the background static noise that would otherwise be heard when the channel is not being used. Most modern radios have an automatic squelch which can be bypassed by pressing a button to momentarily release the filtering action of the squelch setting when trying to listen to weak signals that keep cutting in and out. If the radio has a knob for squelch adjustment the setting should set just past the point where the radio becomes silent. Sadly, most spouses, or “significant others” are not available with this feature.
- **Push to Talk Button (PTT):** Normally on the side of your radio, find it and only use it when you want to transmit. Remember that you must wait a split-second **before** you begin to speak after “keying” the PTT transmit button. On certain radios that are linked to a repeater network, this delay before the repeater kicks-in may be a long full second, and **you must wait before you speak** or risk having the beginning of your transmission cut off. **Be brief.** When you are on air, you are tying up the channel and using battery reserves of your radio at a much higher rate. A typical but sometimes interesting issue with this button is when it inadvertently gets jammed if stuck into a backpack or hung on a wall with other equipment. This is less than ideal if you happen to have the radio with you in this condition when visiting the washroom. Other people on the same channel tend to learn more than they want to know in this circumstance. Most modern radios have a time limit on the transmit function, so when this happens, the channel is tied up for a minute or two, and then the radio automatically shuts off the transmission. It might also squawk a warning tone. If your radio often defaults to this auto-shut-down mode when you are speaking... chances are you’re talking way too much... This happens in Italy quite frequently.
- **Channel Selector:** Make sure you know what channel is being used and set the radio correctly. The local towing company is not interested in who is on course.
- **Speaker/Mic:** The most important factor in your **outgoing transmission quality** is the relative position of your mouth to the radio’s built-in microphone. Know where it is (not always on the obvious side) and **speak directly into it** at a distance of about 1 inch. Speak at a moderate pace, neither too slow or too fast, avoid slurring your words, and

**never shout** – increasing your voice level will only cause distortion of your voice by the microphone. Note that higher, constant pitched voices transmit best. In very cold conditions speaking directly into the Speaker/Microphone at close range might cause the speaker/mic to ice up. In this case try to speak across the face of the unit. Don't talk with your mouth full.

- **Antenna:** Like many things in life, regardless of type or size, antennas will give you the best performance if placed in **the vertical position**. Never bend it and tape it so that it can't poke you in the nose if you are wearing a chest pack radio holder. Doing this will drastically reduce radio performance and is the reason why cars have their antennas installed on the roof rather than the doors.
- **Battery:** Solar powered radios are not yet common and have problems operating in the dark. The nuclear powered radios are still in development since most of the beta-test users have turned green. Most radios have a battery that is attached to either the lower half, or the back of the unit. The method of attachment varies but you can be assured that it was designed by the same person who designed those "easy open" airline pretzel bags. At hatchet or small chain saw might help should you ever decide that taking the battery off would be a good idea. This of course would be useful if the battery is dead and you want to replace it with a recharged battery. The key word here is "recharged". Radio batteries are generally Nickel Cadmium in nature, meaning that they can be **recharged** hundreds of times, thereby avoiding the expense of buying new batteries. The down side is that rechargeable batteries fail rather abruptly when they reach the end of their charge. The discharge curve is very flat until it suddenly fails. This is why your radio might work well one instant and not the next. A weak or dead battery is the typical reason why you end up talking into an overpriced electronic paperweight rather than a functioning radio. Precautions to avoid rapid discharge of the battery include:
  - Keeping the volume knob turned down lower than full-blast
  - Limiting the duration of your transmissions
  - Keeping the battery as warm as possible. **Cold kills batteries.** In extreme conditions keep the radio inside your jacket, or use "Hot Shots" wrapped around or taped to the battery area of the radio.

Battery contacts can be cleaned by using a pencil eraser to remove oils and residue from the connectors, a simple reason why some radios function intermittently or fail in humid conditions.

### **INITIAL CONTACT PROCEDURE and TYPICAL MESSAGE**

Proper radio technique simply translates into being better understood. You will also spend less time "on the air", and subsequently leave the channel open for potentially more important messages. A typical routine contact might go like this:

**Sam its Matty...You got a copy?**  
**Yea Matty go ahead...**  
**I need 4 rolls of BNet to the top of bashor**  
**Copy**

Strict radio procedure is only a necessity when transmission conditions are difficult. In most cases when contact is established and you have developed a rapport with your jury members, you can dispense with the "overs" and "do you reads". It is however prudent to end all contacts with "out" so that others on the channel know you are finished and to use specific, pre-defined terminology to avoid misunderstanding.

### **SOME SUGGESTED RADIO TERMINOLOGY**

There is a big difference in the meaning of “GO” and “NO” but not much of a phonetic difference. Your choice of words could be confusing and cause a problem. Here are a few suggesting in radio terminology that will help avoid misunderstanding:

<b>RADIO WORD/PHRASE</b>	<b>INSTEAD OF</b>	<b>MEANING</b>
NEGATIVE	Nope	No
THAT IS CORRECT	Yup	Yes, Confirm
AFFIRMATIVE	As Above	As Above
ROGER	As Above	As Above
ACKNOWLEDGE my message	Eh? (CAN)	Confirm you understand
SAY AGAIN	Huh? (USA)	Repeat last message
GO AHEAD your message	Yeah, what...	Listening, proceed with
CORRECTION correct version is...	Oops...	I made a mistake,
DO YOU READ more, reply please	Are ya there?	Called you once or
STAND-BY moment	Wait a sec will ya...	Busy, please pause for a
HOLD the start (or START STOP)	Oh God... Sto...	Hold further racers at
CLEAR TO SEND	Let ‘em rip	Start or Restart the race
WILCO will comply	Okey Dokey...	Message understood,
OUT reply expected	...	My message ended, no
OVER reply expected	Huh, Eh	Message completed,
CHECK	Got it	Understood
CONTACT position	I see ‘em...	Visual contact at this
CONFIRM correct?	Is that right eh?	My version is... is that
VERIFY source	Who says?	Check info with the
READ BACK back to me	Get it?	Repeat this message
WORDS TWICE “(silence)”	... Ah, Ummmmm	Send every phase twice I have nothing to say

### **EMERGENCY PROCEDURES – KEY PHRASES**

Getting a message wrong about what time the box lunches are expected to arrive at the start is one thing, being able to quickly and effectively stop a racer at the start or at a yellow zone is quite another.

As leaders of the race jury, you should **make it crystal clear** what the exact phrases, words and procedures that jury members should use/will be **if essential actions are required**. The jury as a

whole should discuss what key phrases are, and this will reflect personal or regional preferences. In all cases, use what your jury is comfortable with, and practice the procedure before the training run or race gets underway. Avoid “go”, “no”, “what”, etc. and **demand clarity of meaning** and speech from your jury. Above all else, make sure your start referee can handle a radio in a professional manner, and if necessary instruct him/her in what you expect. **Test your start referee early in the event**, and make certain all members of the jury can effectively communicate with the start referee.

Split second reactions to messages sent to the start are incredibly important. The start referee, by virtue of his/her topographical position relative to the other jury members at the race site is also the natural relay person, and might play an important role in marginal radio conditions on a long DH course.

### **YOU ARE NOT ALONE...**

Jury deliberations on the radio can be picked up by anyone with a radio on the same channel, and more commonly by a unit such as a frequency scanner. At a major event you can bet your bindings that your conversations are being monitored by others involved with the race. You might want to govern your on-air comments accordingly and realize that potentially controversial subjects should be discussed off the air whenever possible.

### **THE RADIO IS NOT A TELEPHONE**

It doesn't even look like one, but some jury members just don't understand the difference. Most of us know this and thus I will not insult you with a discussion of this basic observation. In essence, **only one person can speak at a time**, thus the idea of being brief, and only talking when absolutely necessary.

### **DO'S and DON'TS**

#### **DO**

- Be brief and to the point. When the race is on, stay off the radio unless absolutely necessary.
- Listen before you begin your transmission, and always wait a split-second before you speak after keying the push to talk button.
- **Engage brain before mouth.** Think about how to best make yourself understood.
- Turn down your radio before entering the start area.
- Turn OFF your radio when entering the timing or results building/ shack/ tent/ igloo/ ditch
- Speak directly and clearly with an even tone into the mic at a distance of 1 inch.
- Acknowledge the receipt of all messages directed to you regardless of how trivial.
- Keep the battery as warm as possible to improve performance.

#### **DON'T**

- Talk too much. Only speak when absolutely necessary. Safety information must take priority.
- Use “over and out”. Swear.
- Loose the radio. Shout into the radio.
- Turn up the volume to the max. Drains the battery and causes distortion. Abuse the antenna.

Happy communicating... Ted, Out.

## **Radios**

Our radios must remain on the Competition Services channel or on a specified race channel. The only exception is to contact Ski Patrol in the event of an emergency. If you have to contact ski patrol be sure to identify yourself and your location and the nature of the injury.

**KEEP YOUR RADIO IN THE PROVIDED RADIO CHEST HARNESS AND WITH YOU.**

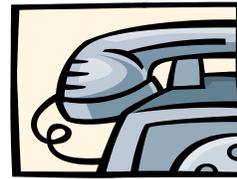
**If you start the day with a radio be sure to finish the day by returning the same radio to the charger in the office.**

### **Radio Channels**

- COMPSVS 1 – All (includes jury)
- COMPSVS 2 – Bashor
- COMPSVS 3 – Events
- COMPSVS 4 – Jury

E-Comm: in event of emergency, you can communicate with anyone else on the EComm channel in the event the repeater is lost.

SSWSC – 1& 2: Alpine, 3: Freestyle



## **Phone Procedure**

1. **Both Bashor start house and the timing house are on the same line.** **Therefore, the start house phone should always be answered first.** (The person assigned as the attendant for the pay to race course is also the phone operator in the Bashor start house.) Then, after four rings the timing shack should answer. Always answer the phone; the messages you take could be important.
2. When answering either phone, always say your location and *state your name* (example: start house, this is John.) This is common phone courtesy and should be done each time you answer the phone.

## **Temporary Rope Barriers and Closures**

All closures that are not permanent needing to be left overnight are to be constructed of fencing material. *No temporary closure constructed of rope and bamboo by Competition Services Staff shall be left on the trails after dark.* There is too much traffic on the hill after the race crew leaves, and the ropes are hard to see. Believe it or not there have been numerous instances of people skiing or otherwise getting the ropes in their mouth and adhering a permanent smile to their face.

The patrol shall confirm that there are no temporary rope closures left on the mountain while performing sweep.

# SAFETY

**We need you on the job—not in the hospital!!**

*Safety is a procedure where every act involves a thought process that evaluates a level of risk. How you react to this risk level will determine whether you are a safe or unsafe person.*

Competition Services and the Ski Area are more committed than ever before to your safety, and we require that all employees not only think about safety every minute of every hour of every day, but also to react appropriately.

**Below are a few things to consider:**

Will my actions...

- put **me** at risk?
- put other **people around me** at risk?
- cause **damage to product or property**?
- cause others with less skill to emulate my actions **putting them or those around them** at risk?

We are asking that you ski and ride safely to and from your designated work area. Please adopt a safety conscious attitude on the job for everyone's benefit and ski and ride within the Skier Responsibility Code.

## Aggressiveness in the Race Area

Ski racing is inherently a high-risk activity and extra caution is required when you are in a racecourse. Only those setting NASTAR Handicaps should be going at "race speeds" in the race area. At no other time should employees "on the clock" be putting themselves in jeopardy by being too aggressive or at a competitive level.

Injuries that occur, even on a designated route, due to a failure to adhere to safety regulation (reckless skiing, etc.) may be grounds for diminished benefits under the provisions of the workers' compensation program.

## SNOWMOBILE USE

Some employees are required to use snowmobiles and Rangers as part of their duties. These employees must attend and pass the company snowmobile training session.

While operating a snowmobile or Rangers, all rules of the road are in effect (as if you were driving your car on the road). Use proper designated routes and follow speed limits. If your reaction is to slow down when you spot on-coming traffic, then you were going *too fast*. Always park these vehicles in a safe spot ie: behind a fence or building, or where skiers and snowboarders are not likely to come in contact with the parked vehicle. If need be, erect a temporary barrier to create a "safe zone".

When assisting our guests with these machines use extreme caution. Never allow an injured guest to board these vehicles unless directed to do so by your supervisor or the Ski Patrol. Contact Ski Patrol if you happen upon an injured guest and remain with the injured party until Patrol arrives.

Be aware of a fully loaded ranger and the hill you will be driving.  
Hauling a trailer can also change the way a snowmobile or a ranger reacts.

**Snowmobiles and rangers will go where you steer them. The operator must be super aware of conditions and the limits of the machine as they travel on the slopes and trails.**

#### Snowmobile Rules and Guidelines

- Snowmobiles must be parked in designated places. At all times, snowmobiles should be out of the way of skiers and traffic. When possible, snowmobiles should be parked behind fence or a structure.
- Snowmobiles are PROHIBITED from any area in which a race or training is in progress.
- Speed limit is 20 mph.
- When choosing to use a snowmobile, first ask yourself, can I complete this task on my skis? If the answer is yes, then ski instead.
- When traveling on a snowmobile, consider the least congested route, particularly when traveling against traffic, and plan snowmobile use at slow times.
- While operating a snowmobile, all staff must wear a helmet and reflective vest and carry a radio. NO EXCEPTIONS.
- Remember, it's impossible to be too cautious!

#### GROOMING CATS

At times we will be working working in close proximity to Sno-cats. Extreme caution should be exercised at all times around any heavy equipment.

- **Do not approach ANY Snow-cat until you have made eye contact with the operator.**
- Wait until operator has lowered blade and tiller to snow surface and stay clear of both at all times. When operator has opened his door you can approach the machine.
- Follow operators' instructions about entering if you need to ride in the cab.

#### WINCH CATS

Winch cats are one of the most potentially dangerous machines you will encounter on a ski area. Accidents involving winch cats usually result in great bodily harm or even death. Any area a winch cat is operating will have a caution banner and strobe placed at the top of the slope. An "all call" message will be broadcast on the company radio network proceeding winch cat operation. We will only work in an area where a winch cat is operating if absolutely necessary.

- Do not enter any area where a winch cat is operating unless accompanied by or with permission from your Supervisor.
- Ski down the side of the slope as far away from the winch cable as possible.
- Make sure the operator knows you are there.
- Stay below and to the side of the slope where the winch cat is operating.
- Winch cable may be buried in the snow and pop up at any time.
- Stay well away from “Pick Point” and winch cable

### **WORKERS' COMPENSATION**

Workers' compensation insurance is discussed in full detail in the Steamboat Ski & Resort Corporation Employee Handbook, and it is your responsibility to follow the required reporting procedures. It is important that you report your injury, regardless of severity, to the supervisor immediately.

Additionally, participation in torchlight parades, parties, and employee races are not covered. Also not covered are clinics not directly required as part of your job.



## Code of Conduct

### What Is Expected

- Be responsible
- Treat others with respect
- Be considerate
- Abide by the Colorado Skier Safety Act, Responsibility Code and Colorado laws
  - Space Not Speed--literally you should not be able to touch someone with a 10-foot pole.
  - Respect closures, signage and barriers.
  - It's the individual's responsibility to understand and abide by all rules, laws, and closures.
- Understand and follow Steamboat's SlopeWise & ParkWise Safety Initiatives.

### What Will Not Be Tolerated

- Offensive, obscene, derogatory, reckless, and abusive behavior, language, gestures, actions, or clothing; for example, but not limited to:
  - Inappropriate behavior
    - Failure to show pass/ticket when requested by mountain personnel
    - Profanities
    - Preventing others from entering gondola cabin by closing doors
    - Ridiculing guests, employees, or other individuals
    - Cutting others into lift lines or forcing your way through lift lines, especially on powder days
    - Unauthorized use of a pass or ticket. *This is theft of services and punishable under Colorado law.*
  - Reckless or careless skiing and boarding
    - Skiing/riding in aggressive manner which could be perceived as threatening to other participants
    - Same behaviors as above in groups or packs
    - Jumping or knocking over signs
    - Going under or over ropes, barriers, or signs
    - Moving barriers, ropes, bamboo, or other signage
    - Unauthorized use of staff lines
    - Skiing/riding under the influence of alcohol or drugs as well as skiing/riding with open container(s) is prohibited.
- Acts in any manner that endangers or may endanger the safety of individual or any other person.
- Violates the law or Colorado Skier Safety Act.

### Consequences

Failure to comply with SlopeWise Code of Conduct will result in suspension and/or termination of skiing/riding and/or general access to the Steamboat Ski Resort and possibly other Intrawest Resorts. The resort reserves the right to terminate privileges on a first offense if it determines, in its sole discretion, that such action is appropriate. Especially egregious behavior could mean that an individual, whether passholder, ticket holder or employee, is banned from the slopes for up to two years or more. It is the individual's responsibility to understand, abide, and adhere to all the rules, laws, or statutes of the resort, city, county, and state.

## **COMPETITION SERVICES ORGANIZATION**

### **Full time Bashor Race Position**

The members of the Competition Services Department will be the mainstay of the daily Bashor Area operation. Full-time work will begin in December and extend until the mountain closes, as well as 2-5 days of tear down and cleanup after the mountain closes. A typical work week will involve approximately 30 to 40 hours, generally from 7:45am to 4:00pm, four days a week. During certain competitions full-time race personnel will have to be ready to work at 7:00am and at times work until 5:30pm.

The day-to-day job functions will vary, in part, due to the various races held at Bashor. These members generally will have a superior knowledge of race operations and be able to assist new and hybrid staff members with learning race procedures. The Bashor race area supervisors will be the primary ones responsible for the management of the Bashor staff.

### **Bashor / SnowSports School Hybrid Position**

These members will work for both the SnowSports School and the Race Department. Hybrid members may work all days in a week teaching, all days with the Race Crew, or a combination of the two. This will change based on the needs of each week. Full-time work will begin in December and extend until the mountain closes. A typical work week will involve approximately 30 to 40 hours, generally from four to five days a week. When working for Race Crew, the hours will generally be 7:45am to 4:00pm. During certain competitions members will have to be ready to work at 7:00am and at times work until 5:30pm.

The day-to-day job functions will vary, in part, due to the various races held at Bashor. Staffing will usually be for NASTAR, special ski club races, and Steamboat Training Center, as well as competitions held elsewhere on the mountain. The Bashor race area supervisors will be the primary ones responsible for the management of the Bashor staff.

### **Bashor Temp Position**

A select number of temp employees will be assigned to work with the Bashor crew. Each member will work one day each week for the duration of the ski season. Additional days will be required during select weeks. This commitment will fulfill the 140-hour requirement for your season pass. The Bashor race area supervisors will be the primary ones responsible for the management of the Bashor staff.

### **Set-Up Position**

This position involves base area set up and tear down and maintenance of fencing systems for Kids Vacation Center, terrain parks, and Snowsports School. Set up employees also assist Competition Services as directed by managerial staff. The set up crew will also manage the set up and breakdown of fencing for the night skiing operation. Set up staff will be assigned additional tasks at night to help clean the office/lockers/meeting area. The Comp Services manager will oversee set up staff.

### **Special Event Position**

We will be hosting a variety of Special Events this season and our goal is to have a professional group to produce these events. Full time employees will work 4-5 days a week, approximately 30-40 hours. Temp employees will work 4-6 days a month. The Special Events Supervisor will head this Special Events team.

## **Job Duties**

Job duties include, and are not limited to:

1. Starter
2. Assistant starter
3. Guest Services
4. **Course Maintenance**
5. Computer operator
6. Timer and announcer
7. Scoreboard and medal handout
8. Judging

Outlined above are specific jobs you may be assigned on a daily basis. In addition, you will be responsible for overall upkeep of the Race Area to include.

1. Shoveling starts and features
2. Fencing (straightening and overall looks)
3. Barrier (straightening and overall looks)
4. Pay-To-Race upkeep
5. Banner placement and upkeep
7. Start and finish line upkeep
8. Shack clean up
9. Timing setup
10. Course setting, forerunning, pacesetting (based on experience and knowledge)
11. Wiring

**REMEMBER:** Everything has a place and there is a place for everything. We are very tight on space and organization is a must!

Specific areas in need of upkeep may be mentioned from time to time. As a whole you will be expected to know what the race area should look like and be able to do the duties outlined above without daily reminders. The above duties will be described ad nauseum on our training day.

## **Certification for Competition Services Alpine Staff**

Certification Policy: Any staff member or applicant may pursue R.M.S.R.O. or U.S.S.A. certification.

Reimbursement Eligibility: Full-time paid staff are eligible for reimbursement for participation in this certification program after one year of service. Part-time staff are encouraged to participate at their own expense.

First Year Certification:

1. Attend Competition Official (CO) clinic

Continuing Education:

1. After acquiring CO certification, race crew members may pursue certification in one or more of the following categories:
  - a. Chief of Race
  - b. Chief of Course
  - c. Chief of Timing & Calculation
  - d. Referee
  - e. Race Administrator
  - f. Data Management

## NASTAR Operating Procedures

### SPECIFIC OPERATIONS PROCEDURE OUTLINE DAILY SET UP

- 7:30am Dressed in Uniform
- 7:45 Punch in and attend meeting in Race Dept. Lounge - staff not present at start of meeting will be considered and recorded as late!
- 7:55 Load Gondola
- 8:20 I. Ski Heavenly Daze to upper start for maintenance of start and fences.  
II. Ski to start house to follow Competition Services daily checklist.
- A. Everyone contributes to the start set up.
    - 1. Clear and groom start of any accumulated snow
    - 2. All banners up
    - 3. All fences up
    - 4. Canopy and table out
    - 5. Signs, wand, launch pads, and headset in place
    - 6. Poles out of bin and ready to set course
  - III. Course Sets.
    - A. Pay to Race and NASTAR set with appointed staff according to supervisor, remaining staff will head to finish for setup.
      - 1. Utilize proper starts and finishes according to your supervisor's instruction.
      - 2. Cycle gate bags back to start, drills to finish for fencing needs.
    - B. Ensure all gate bases are at or below snow surface, standing vertical, and directing racers straight into the center of the finish line.
  - IV. Finish Area
    - A. Finish set up
      - 1. All banners out and up properly!
      - 2. Fences laid in place so that the driller can drill when finished with courses.
      - 3. NASTAR timing equipment set up, computers started, and tested.
      - 4. Return drills to start. They do little good if left at the finish.
      - 5. Time permitting, workers:
        - Slip courses
        - Repair any GS gates and panels
        - Check that poles are straight and not leaning into hill or broken
  - V. Tear Down
    - A. Start areas and finish after completion of the day's races
      - 1. Tear down courses, cycle gates back to start.
      - 2. Tear down fences and banners - roll and store.
      - 3. Remove outdoor timing equipment and store in respective area in the timing house.
      - 4. Send results to NASTAR after race completion, turn off computers.
      - 5. Prepare starts for following day.
      - 6. Tear down upper start fence at 3:00pm.

Before leaving race area at the completion of day make sure:

1. ***You have your radio!***
2. Drill batteries are charging.
3. Timing gear and P.A. system are shut down.
5. All doors and windows are closed and locked.
6. Bring your radio to office for charging. One drill to office.

### NASTAR REGISTRATION CHECK LIST

1. **Personally greet the customer** and assist them in completing the registration cards.
2. Collect cards.
3. **COLLECT MONEY.**
4. Hand out bibs.
5. Data input on start or finish shack computer.

**STEAMBOAT TRAINING CENTER** – The Steamboat Training Center is an electronic race course located at the Bashor Race area along side the NASTAR course. Skiers may race all day every day. The cost is \$1 per run or racers may purchase an 8 run card for \$5. The Steamboat Training Center is open from 9:00am - 3:00pm 7 days per week when daily NASTAR is running.

There are a few groups who are allowed to run the Steamboat Training Center (pay to race) course at no charge: Steamboat Springs Winter Sports Club members, Colorado Mountain College Ski Team members, racers 65 years of age and older, Snowsports School classes, and any company employee. These racers may participate for free depending upon our paying clientele. If there is a line of paying customers, please ask the “free” racers to return when there is no line or to pay for their run. In addition, racers 65 and older may participate in NASTAR races free of charge.

SnowSports school instructors may bring their classes through the STC course at no charge. It is our responsibility to inform the instructors that they should not participate during unsafe conditions. *We* are responsible for awareness of safety.

### **NASTAR - National Standard Race**

- Quarter million racers at over 160 areas nation wide.
- Nature Valley sponsors NASTAR.
- Daily NASTAR runs most days from 10:30am - 1:30pm.
- Daily NASTAR, Ski and Snowboard School NASTAR and group NASTAR's account for about 60% of our Competition Services revenue and labor budget.

### **How it works:**

1. Pacesetter (with pre-established handicap) establishes par for the course.
2. Racers run against par time and establish their own handicap based on what percentage they are behind par time.
3. Then racers can win Platinum, Gold, Silver, and Bronze NASTAR medals based on their handicap, age and sex.

### **Calculating Handicaps**

1.  $PAR\ TIME = \frac{Pacesetter's\ Time}{Pacesetter's\ Handicap}$       example:  $\frac{29.63\ (Local\ Pacesetter's\ time)}{1.06\ (Local\ Pacesetter's\ Handicap)}$   
= 27.95 PAR TIME
2.  $Racer's\ Handicap = \frac{Racer's\ Time}{PAR\ TIME}$

## **Race Rules-Giant Slalom Technical Data**

Vertical Drop:

Men's Courses (250-400m.):

Women's Courses (250-400m.):

For Olympic Winter Games, FIS World Ski Championships, and FIS World Cup the minimum vertical drop is 300m (men and women).

Children's Courses

Children I (12 & under)      maximum 250m

Children II (13 & 14)      maximum 250m with two and maximum 300m with only 1 run

### **The Gates**

A giant slalom gate consists of 4 poles and 2 flags.

The gates must be alternately red and blue. The banners are to be at least approximately 75cm wide and approximately 50cm high. They are fastened between the poles so that the lower edge of the flag is at least 1m above the snow and must be capable of tearing or breaking away from the pole.

The gates must be spaced at least 4m and at most 8m wide. The distance between the nearest poles of two successive gates must not be less than 10m. For closed gates, the flags should be approximately 30cm wide and approximately 50cm rounding up or down of the decimals. Children: 13%-15% of the vertical drop.

### **The Courses**

General Characteristics of the Courses:

The terrain should be undulating and hilly. The course should normally have a width of roughly 40m. The inspector of the course decides whether this width is adequate and if necessary can order it to be widened. He can also permit a width of less than 40m depending on line and terrain requirements as long as the areas of the course before and after the narrow part enable this.

### **Preparation of the Course**

The course must be prepared as for the downhill race. The race of the course where gates are set and where competitors have to turn must be prepared as for a Slalom event.

### **Course Setting**

In setting a Giant Slalom the following principles should be observed:

The skillful use of the ground when setting a Giant Slalom is, in most cases, even more important than for a Slalom course, since combinations play a less important role owing to the prescribed width of the gates and the greater distances between them. It is therefore better to set primarily single gates, while exploiting the ground to the utmost.

Combinations can be set mainly on uninteresting terrain.

A Giant Slalom consists of a variety of long, medium, and small turns. The competitor should be free to choose his own line between the gates. The full width of a hill should be used wherever possible.

### **Inspection of the Course**

The course will remain closed for training on the day of the race. The final gate set must be at least one hour before the start. The competitors are allowed to study the course after its final setting, either by climbing in skis or by slowly skiing alongside the course. The Jury decides the method of inspection. Skiing through a gate or practicing turns parallel with those required by gates on the course is forbidden. Competitors must carry their start numbers.

## **Race Rules-Parallel Giant Slalom Technical Data**

### **Definition**

The parallel race is a competition where 2 or more competitors race simultaneously side-by-side on 2 or more courses. The setting of the courses, the configuration of the ground, and the preparation of the snow are to be as identical as possible.

### **Vertical Drop**

The vertical drop of the course must be between 80 and 100m. There must be between 20 and 30 gates, excluding the start and finish. The run time of each race should be between 20 and 25 seconds. Children II: Maximum 80m and 15-22 gates.

### **Choice and Preparation of the Course**

Choose a slope wide enough to permit 2 or more courses, preferably slightly concave (permitting a view of the whole course from any point). The terrain variations must be the same across the surface of the slope. The course layouts must have the same profile and the same difficulties.

Over the full width of the chosen slope, the snow must be consistently hard, similar to course preparation for Slalom, so that it is possible to offer equal race conditions on both courses.

A lift next to the course is essential to ensure that the races are run smoothly and rapidly.

The course must be entirely closed off by barriers. It is recommended to fence off reserved places intended for trainers, competitors, and servicemen.

### **The Courses**

Each course is designated by a series of gates, poles, or curve markers; each gate marker is composed of 2 slalom poles with a banner measuring approx. 30cm wide by approx. 70cm high, stretched between them and fastened in such a way so as to tear or break away.

In the case of only 2 courses, poles and flags are red for the course on the left going down and blue for the other course. If there are more than 2 courses, the organizer must use

different colors for the other courses such as green or orange. The bottom of banners must be at least 1 m above the snow.

The same course setter establishes the courses and makes sure they are identical and parallel. He must ensure that the course flow is smooth and that there is variety in the curves (very pronounced curves) and that the course causes rhythm changes. In no case should this event resemble a long straight run from top to bottom.

The first gate in each course must be placed no less than 8m from the start and no more than 10m.

Shortly before the finish line, after the last gate marker, the separation between the 2 tracks must be well defined so that they direct each competitor towards the middle part of the respective finish.

### **Distance Between the Two Courses**

The distance between 2 corresponding markers (from turning pole to turning pole) must be *no less than 6 m and no more than m*. The distance between the starting gates must also be the same.

### **False Starts**

Sanctions will take place:

- If the competitor does not have at least one ski tip touching the hinged gate
- If the competitor does not have both ski poles in the marked places

### **Start Command**

Before the starter gives the command of either “Ready-Set” or “Attention Pret or “Achtung-Bereit” and the subsequent firing of the starting gun which opens the hinge gates, he must first ensure that the competitors are ready by asking the competitor starting in the red course “Red ready?” or “Rouge prêt?” or “Rot fertig?” and then the competitor in the blue course “Blue ready?” or “Bleu prêt?” or “Blau fertig?” Only after both competitors have answered, “yes”, “oui” or “ja” the starter can give the start command.

If one or both starting machine gates have clearly been blocked through a mechanical fault, the start must be repeated.

### **Finish**

The finish areas must be symmetrical. The line into the finish must be parallel with the line of the start posts.

2 poles connected by a banner, forming the finish, mark each finish line. Each of these must be at least 7m wide. The inside poles of the areas are placed side by side.

It is necessary to set up visually separate finishes, approaches, and exits.

## **SPECIFIC PROCEDURES FOR RACES**

- A. STARTER: Send racers onto racecourse as follows:
1. Check that assistant starter has put racers in order.
  2. Inform timer of next racer.
  3. Send racers out of gate. NASTAR start cadence: Racer Ready, 3-2-1-GO!!
  4. Assist timid and/or first-time racers (NASTAR).
- B. ASSISTANT STARTERS
1. Answer questions and assist people with their bibs.
  2. Put people in bib order.
  3. Data Entry
- C. COURSE MAINTENANCE
1. **Straighten and/or replace poles and panels as needed.**
  2. **Slip soft snow off courses.**
  3. **Shovel ruts.**
  4. **Police course.**
  5. **Safety and Protection.**
- D. GATEKEEPER - Same as course maintenance and you will be assigned specific gates to monitor. Document faults.
- E. TIMER AND ANNOUNCER
1. Operate timing computer.
  2. Set tempo for race.
  4. All races time to the hundredth of a second.
  4. Record times.
  6. Announce times to competitor and score taker.
- F. SCOREBOARD
1. Record times.
  2. Answer questions.

## **SPECIAL EVENTS**

10% of our budget goes to the other various events we staff during the season. These include:

- USSA/FIS Sanctioned Events
- Club fun and obstacle race
- Marketing promotions, such as Cowboy Downhill
- Training opportunities and lane space
- Race Clinics

**Thank the guest for playing with us.**

