



Human Resources Policy

Ziptrek Ecotours Tremblant

1. Context

Our company is committed to providing a safe, respectful, and stimulating work environment while integrating eco-friendly and sustainable practices.

This policy aims to clearly outline how our human resources management supports the health, well-being, and professional growth of our team members.

2. Goal

The purpose of this policy is to:

- Establish clear and consistent human resources management practices aligned with our values and sustainability commitments.
- Ensure a respectful, inclusive, and safe work environment.
- Provide fair and transparent working conditions.
- Incorporate sustainable practices into HR operations.

3. Equity, Inclusion, and Diversity:

Our organization views equity, inclusion, and diversity as essential pillars of our HR approach. We strive to create a workplace that is representative, respectful, and free from discrimination.

Diverse Recruitment

We post our job opportunities across several platforms to reach a wide and varied pool of candidates. This helps us build diverse teams and enrich our organization with multiple perspectives.

Fair Hiring Practices

Hiring decisions are based solely on skills, experience, and potential. We do not tolerate any form of discrimination based on age, gender, origin, sexual orientation, gender identity, social condition, or any other characteristic protected by law.



Awareness and Prevention

We offer training to employees and managers on respect, inclusion, and harassment prevention. These sessions help strengthen a culture of dignity and mutual respect within the workplace.

4. Health, Safety, and Well-Being

Employee health, safety, and well-being are top priorities. We implement concrete measures to prevent accidents, support our staff, and foster a positive and secure work environment.

Safety Training

Each new employee receives an onboarding session that includes CNESST-compliant health and safety training. This ensures that everyone understands the risks associated with their duties and adopts proper safety practices.

Regular Inspections

Supervisors regularly conduct safety inspections of courses and facilities to identify and correct potential risks before they lead to incidents.

Incident Reporting and Management

A clear procedure is in place for reporting and managing accidents or incidents, ensuring timely follow-up, rapid response, and effective prevention.

Work-Life Balance

We provide flexible scheduling options whenever possible to support a healthy balance between personal and professional life, helping reduce stress and improve overall well-being.

Supportive Environment

We promote a culture of listening and teamwork. Managers hold one-on-one meetings to discuss employee well-being and address individual needs.

5. Working Conditions and Labor Relations

We are committed to providing fair, clear, and transparent working conditions while maintaining harmonious workplace relationships based on trust and open communication.

Compliance with Labor Standards

We adhere to the Act Respecting Labour Standards regarding wages, hours, leave, and employee rights. All HR practices are compliant and regularly reviewed to reflect current legislation.



Seasonal Staff Management

Seasonal employees receive clear information on their schedules, duties, and rights. All expectations are explained at the start of employment to ensure understanding and consistency.

Employee Handbook

Each employee receives a handbook upon hiring. It outlines company policies, procedures, and expectations and serves as a reference throughout the employment period.

Open Communication

We encourage transparent communication through weekly team meetings, internal emails, and individual discussions. These channels promote collaboration, problem-solving, and team cohesion.

6. Sustainable Development and Eco-Friendly Practices

We integrate sustainable practices into human resources management to minimize our environmental impact and raise awareness among employees about responsible habits.

Paper Reduction and Electronic Signatures

We minimize paper use by prioritizing electronic documentation and digital signatures for contracts and administrative forms.

Sustainable Uniforms

All staff uniforms are selected for their durability and environmentally responsible maintenance.

Recycling, Composting, and Awareness

Recycling and compost bins are available throughout our facilities. Annual awareness sessions ensure ongoing participation and reinforce our sustainability efforts.

7. Training and Skills Development

Developing employee skills is essential to ensuring efficiency, safety, and job satisfaction. We provide structured and ongoing training opportunities to encourage professional growth.

Pre-Season Training

At the beginning of each season, employees receive comprehensive training covering safety, customer service, environmental protection, and operational procedures.



Ongoing Training

Additional training sessions are offered throughout the season based on identified needs (customer service, operations, supervision, etc.).

Advancement Opportunities

Employees interested in leadership roles may progress to team lead or supervisor positions upon completing the required internal training.

Versatility and Job Rotation

We encourage versatility by allowing employees to explore various roles (guest services, course operations, support functions), enhancing engagement and overall operational understanding.

8. Responsibilities

The success of this policy relies on the engagement of all organizational levels.

Management

The management team is responsible for implementing the policy, allocating necessary resources, and ensuring HR practices align with the company's objectives.

Supervisors

Supervisors act as role models, provide guidance, and ensure employee health, safety, and well-being.

Employees

Each employee is responsible for following this policy, contributing to a safe and positive workplace, and reporting any issues or unsafe conditions.

9. Communication and Review

To ensure effectiveness and ongoing relevance, this policy is communicated and reviewed through the following measures:

- The policy is given to every employee during onboarding and explained as part of training.
- It is displayed in common areas and available digitally.
- It is reviewed annually to maintain relevance and compliance.



10. Conclusion

This policy demonstrates our commitment to providing a safe, inclusive, equitable, and sustainable workplace. It defines clear practices, responsibilities, and expectations while fostering employee growth and well-being.

11. Official Management Commitment

The management of Ziptrek Écotours Tremblant commits to upholding and promoting all principles and practices outlined in this policy.

This commitment reflects our dedication to maintaining a healthy, safe, respectful, and responsible work environment, and to supporting the ongoing development and engagement of our employees.