



ENTERTAINMENT CRUISES

SHIPMATE GUIDE

This Shipmate Guide contains important information.

For purposes of this manual only, references to “us”, “we” or the “Company” are to the following subsidiaries of Entertainment Cruises Inc.: Premier Yachts, Inc. D.B.A Odyssey Cruises, Inc.; Mystic Blue Cruises, Inc.; Seadog Ventures, Inc.; Spirit Cruises, LLC, and Potomac Riverboat Company, LLC. You are employed by one of these subsidiaries, not by Entertainment Cruises Inc.

We encourage you to read it carefully and become familiar with its contents. We have prepared it as a guide for general policies, practices, benefits and basic information about the organization that should assist you during your employment. This Shipmate Guide is provided as a guide only and supersedes all previous shipmate guides, as well as other policies or presentations, oral or written, on the subjects covered. The Company may, from time to time, change, modify, or eliminate guidelines, policies, and standards described herein, even if they have not been communicated, reprinted, or substituted in this guide.

This Shipmate Guide highlights the important features of the Company’s current employment policies. It is not intended to completely describe all of the Company’s plans and policies. Many matters covered by this Shipmate Guide also are described in separate official documents. These official documents always are controlling over any statement made in this handbook or by any supervisor or manager.

THIS GUIDE AND ANY OTHER COMPANY GUIDELINES, POLICIES, OR PRACTICES ARE NOT INTENDED TO BE AND SHOULD NOT BE INTERPRETED AS AN EMPLOYMENT CONTRACT, BARGAIN OR AGREEMENT OR TO CONFER ANY CONTRACTUAL RIGHTS WHATSOEVER. YOUR EMPLOYMENT WITH THE COMPANY IS FOR NO SPECIFIED TERM OR DURATION, AND MAY BE TERMINATED AT WILL, AT ANY TIME – WITH OR WITHOUT CAUSE OR REASON– EITHER BY YOU OR THE COMPANY AT EITHER PARTY’S DISCRETION. NO REPRESENTATIVE OF THE COMPANY IS AUTHORIZED TO PROVIDE ANY SHIPMATE(S), INDIVIDUALLY OR ON A COLLECTIVE BASIS, WITH AN EMPLOYMENT CONTRACT OR SPECIAL ARRANGEMENT CONCERNING TERMS OR CONDITIONS OF EMPLOYMENT UNLESS THE CONTRACT OR AGREEMENT IS IN WRITING AND SIGNED BY CHIEF EXECUTIVE OFFICER OR CHIEF FINANCIAL OFFICER.

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WELCOME & COMPANY OVERVIEW

WELCOME

Welcome to Entertainment Cruises and congratulations on becoming a shipmate at the nation's largest dining and sightseeing cruise company! We are thrilled to have you onboard and truly excited to begin what we hope will be a long and mutually rewarding journey together.

Our Company is made up of a diverse group of dynamic, fun and friendly people like you, who are inspired by a shared commitment to excellence and dedicated to creating unforgettable memories for our guests. We are an organization that values our people and recognizes the importance of pride and satisfaction in the experiences we create through the work we undertake.

As a shipmate, your first responsibility is to become familiar with the contents of this guide. It includes an overview of our company policies and is meant as a general introduction to the organization. However, you should not think of it merely as a part of your orientation as a shipmate. The Shipmate Guide is meant as a reference guide for you, and we encourage you to review it from time to time to maintain your familiarity with our policies and procedures.

These policies are intended to apply everywhere we operate. In some cases, however, the law of the state or locality may impose policies that are different from those described herein. In those cases, we follow the applicable state or local laws.

ENTERTAINMENT CRUISES MISSION

Inspired by our commitment to excellence, we create unforgettable memories.

ENTERTAINMENT CRUISES HISTORY

The Entertainment Cruises of today is the latest chapter in the story of two entrepreneurial companies that started out as competitors, but ended up as partners in the nation's largest dining and sightseeing cruise company.

It began back in 1978 when a young businessman in Norfolk, Virginia, converted an old World War II landing craft into a dining cruise vessel on the historic Elizabeth River. The popular ship was christened Spirit of Norfolk and a new company called Spirit Cruises was born. Over the years, Spirit Cruises expanded its operations to include Boston, Chicago, New York, Weehawken (NJ), Philadelphia and Washington, DC. Spirit's fleet also grew, to 12 vessels, with three distinct cruise experiences: fun & festive Spirit Cruises, Elite Private Yacht Charters and a gourmet dining cruise called Bateaux New York, Spirit's own version of the glass-enclosed riverboats of Paris.

Now fast forward to the late 1980s and a young bar manager working for the Spirit of Chicago who had a vision of an upscale dinner cruise experience that featured first class service and elegance. Sketched out on the back of napkin, he called his vision Odyssey, and in May 1991, a brand new company - Premier Yachts - christened its first vessel the 600-passenger Odyssey I at Navy Pier in Chicago. By 1993, the original Odyssey I was relocated to Boston Harbor and a new, larger Odyssey II took over the Chicago berth. In 1995, Odyssey III joined the fleet as the only ship of its kind designed to cruise beneath the historic bridges spanning the Potomac River in Washington, DC. Over the next six years, Premier Yachts added four sleek speedboats branded Seadog I, II, III & IV to its fleet in Chicago, as well as a casual and fun dining vessel called Mystic Blue.

In January of 2006, a new entry was written in the logbooks of both Spirit Cruises and Premier Yachts as they came together under the umbrella of Entertainment Cruises Inc.

In 2007 the new company acquired Baltimore Harbor Cruises, followed by expansion to National Harbor in 2008.

In May of 2016, Alexandria, Virginia-based Potomac Riverboat Company. Joined the family of Entertainment Cruises. Potomac Riverboat Company, previously owned and operated by the Polak family, had served the Washington, D.C., area with private charters, sightseeing and water taxi cruises since 1974.

Most recently, Entertainment Cruises launched 4 brand new high speed, low wake environmentally friendly water taxis to the DC market. These taxis service Alexandria, Georgetown, the Wharf and National Harbor.

Today, with 40 vessels serving eight cities with seven unique cruise products, Entertainment Cruises is focused on creating even more superior dining, sightseeing and entertainment experiences for its guests. New ships, new cruise products, new ways to enjoy America's greatest waterways— they are all coming your way in the years ahead.

WELCOME ABOARD!

Odyssey Cruises

Boston, MA | Chicago, IL | Washington, DC

Odyssey Cruises is our exceptional and elegant dining cruise brand—creating unforgettable memories and spectacular events on the water. Guests enjoy delicious brunch buffets and served lunches and dinners along with great entertainment.

Spirit Cruises

Baltimore, MD | Boston, MA | Chicago, IL | New York, NY | Weehawken, NJ | Norfolk, VA
Philadelphia, PA | National Harbor, MD | Washington, DC

Spirit Cruises is the most vibrant dining cruise experience to hit our cities. Buffet meals, DJ's, dancing, lounge areas with onboard games, and a floating roof top lounge, make every cruise a fun celebration

Mystic Blue Cruises

Chicago, IL

Mystic Blue Cruises is Chicago's fun and casual dining cruise, offering bountiful buffets and lively DJ entertainment in a friendly and relaxed atmosphere.

Bateaux New York

New York, NY |

New York's sophisticated, European-inspired Bateaux New York is the unique dining cruise indulgence. All-glass ceiling and walls provide never-ending skyline views for intimate and upscale events.

Potomac Riverboat Company

Alexandria, VA | National Harbor, MD | Georgetown, Washington DC

Based in Alexandria, Virginia, Potomac Riverboat Company offers sightseeing tours, private charters and water taxi transportation. Potomac Riverboat Company has been serving the Washington, D.C. area for more than 30 year and recently joined the Entertainment Cruises family of companies in 2016.

Seadog Cruises

Chicago, IL

Seadog exhilarates in Chicago with exciting waterfront speedboat excursions and sightseeing tours. Combining thrilling rides and entertaining narrations, Seadog is great for all ages. The Seadog brand expanded in Chicago in May 2008 with the new Seadog Extreme, a vessel equipped with more horsepower and more speed than her siblings, thrilling guests with high speeds and full 180 / 360-degree spins.

Our Charter Vessels

Our ten charter vessels provide exclusive, one of a kind dining and group charters for distinctive and important events.

Seaport Elite II & Boston Elite- Boston, MA

Chicago Elite -- Chicago, IL

Atlantica & Manhattan Elite -- New York, NY

Freedom Elite --Philadelphia, PA

Capital Elite & National Elite -- Washington, DC and National Harbor, MD

Cherry Blossom-- Alexandria, VA

Virginia Elite -Norfolk, VA

SERVICE CULTURE

What is our identity in the fine dining & sightseeing cruise market?

The Company is recognized as the leader offering a premier product. We have reached this status because we believe in and adhere to the identity that we have chosen:

“Inspired by our commitment to excellence, we create unforgettable memories.”

How do we achieve and preserve this identity?

Our people make the difference. O.S.S. (Our Service System) helps us to create the best possible work environment and provide outstanding guest service. The Company shipmates are diverse, dynamic, upbeat, and friendly. Our core values emphasize respect for one another and appreciate our differences, teamwork, innovation, personal responsibility, integrity and honest communication. And above all, our most important obligation is to think and work safely.

We strive for excellence in both the hospitality product and the technical product of our operation. These two product concepts are equally important to the current and future success of the Company. As a team, we create unforgettable memories in a pleasant work environment that is attained by believing in and choosing to follow these six shared values:

***We will treat others with Respect
We will be Open and Honest
We will Help each other
We will Continually Improve
We will take Responsibility for our Actions
We will think and work Safely***

Furthermore, our shipmates help to create unforgettable memories by believing in and choosing to follow these five hospitality behaviors:

***Speak in Public Areas
Speak First and Last
10 and 5 Rule
Use the Guest’s Name
Hospitality Zone***

When excellence is consistently achieved, and when shipmates treat guests and each other according to the shared values, our identity is preserved, guests have unforgettable memories and shipmates have the opportunity to experience success.

DIVERSITY & INCLUSION

At Entertainment Cruises we value and respect diversity & inclusion. We do this by....

Recognizing and valuing the many ways in which we differ. Whether it's the color of our skin, our religious beliefs, our ethnic background or national origin, our sex or gender, our gender identity or expression, our sexual orientation, veteran's preference, our age, our marital status, or our disability, these differences offer a richness that enhance our organization and enable us to *Win Every Moment* and remain relevant and resonate with all Guest and Shipmates.

Demonstrating Our Shared Values which foster an environment to make each person feel welcome and empowered—those who are from different economic backgrounds; people of all religions and people with no religion; people of all colors and people who are a mixture of many; people with different political views; people at different levels within their career journeys, people of all genders and sexual orientations; people with physical, mental, and emotional challenges and people who learn in traditional ways and people who don't. An inclusive Entertainment Cruises is a company where all who work here believe the company belongs to them as much as it belongs to others.

This is the Entertainment Cruises we are creating.

GENERAL EMPLOYMENT INFORMATION

EQUAL EMPLOYMENT OPPORTUNITY

The Company is committed to offering equal employment opportunities. We strive to employ and promote the best qualified person for each job. The Company will provide equal opportunity and employment equity without regard to race, color, creed, religion, age, national origin, ancestry, citizenship status, sex, gender, gender identity or expression (including transgender status), marital status, sexual orientation, veteran status, physical or mental disability, genetic information or any other basis protected by applicable federal, state or local law. This commitment extends to all aspects of employment, including but not limited to: hiring, promotion, transfer, demotion, recruiting, advertising or solicitation, compensation, training, layoff or termination, access to facilities and programs, participation in social and recreational functions and use of employee facilities.

The Company will endeavor to provide reasonable accommodations to the known physical or mental limitations of any qualified shipmate or applicant, unless doing so will result in an undue hardship on the Company. If you believe you need assistance to perform your job duties because of a physical or mental condition, please contact the People Department.

All shipmates have a right to work in an environment free from discrimination due to race, color, creed, religion, age, national origin, ancestry, citizenship status, sex, gender, gender identity or expression (including transgender status), marital status, sexual orientation, veteran status, physical or mental disability, genetic information, or any other basis protected by applicable federal, state, or local law.

If you believe that you have been discriminated against in violation of this policy, you are encouraged to:

- Notify your supervisor/manager or any member of management with whom you feel comfortable
- Notify a Director
- Contact People Department at the Corporate Headquarters at [REDACTED]
- Contact Human Resources (People) /Payroll Hotline at [REDACTED] or via email at [REDACTED]
- Contact the Director of People directly at [REDACTED]

All complaints must be taken seriously. Complaints of discrimination will be investigated thoroughly and promptly as the Company considers appropriate. Shipmates must cooperate in all investigations conducted pursuant to this policy. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. There will not be retaliation against victims of and/or witnesses to discrimination who report such discrimination in good faith pursuant to this policy, or against anyone who cooperates in an investigation of discrimination pursuant to this policy in good faith. If, after investigation, the Company determines that discriminating conduct has occurred, we will take immediate action as determined by the Company in its reasonable discretion to address that conduct and attempt to make sure it does not occur again.

PREVENTING HARASSMENT

The Company is committed to providing and maintaining a workplace free of harassment of any kind. Because harassment is often a violation of the law, *the Company will strictly enforce a policy prohibiting harassment of any kind of or against our job applicants, contractors, interns, volunteers, or shipmates by another shipmate, supervisor, vendor, customer, or any third party.*

Harassment is unwelcome visual, physical or verbal behavior based on a protected characteristic. Generally, any ethnic, religious or racial slur or any other verbal or physical conduct relating to a person's race, color, creed, religion, age, national origin, ancestry, citizenship status, marital status, veteran status, physical or mental disability, genetic information, or any other basis prohibited by applicable federal, state, or local law, will

constitute harassment when such conduct creates or contributes to an intimidating or offensive, or hostile work environment and/or interferes with a person's ability to perform their work.

Whether a specific action is harassment may depend on the circumstances, and so it is impossible to give a complete list of things that are not allowed. Do not assume that behavior that is not offensive to you is acceptable to others; harassment is often defined by the person receiving it.

The following types of conduct are prohibited when related to a protected characteristic:

- Telling or using any other communication or conduct that is negative or downgrading to any shipmate, guest, or vendor
- Talking about co-workers, guests, or vendors in unprofessional terms
- Making insulting, degrading, threatening or otherwise offensive or hostile comments, graffiti, posters, writings, gestures or actions
- Starting or perpetuating rumors, false statements or gossip
- Anything else that reasonably could be thought by another shipmate, guest or vendor as causing or contributing to an uncomfortable, hostile or offensive workplace

The display, or transmission, of inappropriate images, messages or communications including the use of voice mail, e-mail systems, text messaging, or social networking sites that may be construed as harassment or disparagement of others based on a protected characteristic is prohibited.

All harassment is unacceptable in the workplace and in any work-related settings such as business trips and business-related social functions, regardless of whether the conduct is engaged in by a supervisor, co-worker, client, customer, vendor, or other third party.

Any victim or witness of harassment in violation of this policy is urged to come forward to report the offending conduct. If you believe that you have or another shipmate has been subjected to harassment in violation of this policy, whether by a manager, supervisor, guest or vendor or any other person in the work environment, you should promptly file a complaint about it in any of the following ways:

- Notify your supervisor/manager or any member of management with whom you feel comfortable
- Notify a Director
- Contact People Department at the Corporate Headquarters at [REDACTED]
- Contact Human Resources (People) /Payroll Hotline at [REDACTED] or via email at [REDACTED]
- Contact the Director of People directly at [REDACTED]

Any shipmate who is either unsure of the appropriate person to whom to raise an issue of perceived harassment or who has not received a satisfactory response within five (5) business days after reporting any incident of perceived harassment should contact the Director of People directly at [REDACTED].

The Company cannot overstress the need for immediate action by the shipmate. It becomes more difficult to determine exactly what happened and to restore a proper workplace environment if a shipmate waits before raising an issue. Furthermore;

- No shipmate is to assume that any act of harassment in violation of this policy is already known
- No shipmate is to assume that any act of harassment in violation of this policy is "OK", unimportant or approved by the Company
- No shipmate is to assume that any individual, including any supervisor or manager, is exempt from this policy prohibiting harassment

All complaints must be taken seriously. Any Company representative who receives a complaint must immediately report it to the Director of People at the Company Headquarters for investigation, even if the shipmate does not wish to make a formal complaint. Failure to do so may result in disciplinary action up to and including termination of employment as determined by the Company in its reasonable discretion.

Complaints of harassment will be investigated thoroughly and promptly as the Company considers appropriate. Shipmates must cooperate in all investigations conducted pursuant to this policy. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. There will not be retaliation against victims of and/or witnesses to harassment who report such harassment in good faith pursuant to this policy, or against anyone who cooperates in an investigation of harassment pursuant to this policy in good faith. If, after investigation, the Company determines that harassing conduct has occurred, we will take immediate action as determined by the Company in its reasonable discretion to address that conduct and attempt to make sure it does not occur again.

PREVENTING SEXUAL HARASSMENT

Sexual harassment in the workplace is against the law, and the Company strictly enforces a policy prohibiting harassment based on sex or gender, including on the basis of gender identity, gender expression, transgender status, or sexual orientation of any kind of or against our job applicants, contractors, interns, volunteers, or shipmates by another shipmate, supervisor, vendor, customer, or any third party.

Sexual harassment is any unwelcome conduct, such as unwelcome or unsolicited sexual advances, requests for sexual favors, conversations regarding sexual activities and other verbal or physical conduct of a sexual nature when:

- Submission to that conduct or those advances or requests is made either explicitly or implicitly a term or condition of an individual's employment; or
- Submission to or rejection of the conduct or advances or requests by an individual is used as the basis for employment decisions affecting the individual; or
- The conduct or advances or requests have the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

While it is not possible to list all the circumstances which can be considered sexual harassment, the following are some examples, which, if unwelcome, may contribute to a claim of sexual harassment (depending on all circumstances, including the severity and frequency of the conduct):

- Sexual advances, whether it involves touching or not
- Requests for sexual favors in exchange for actual or promised job benefits such as favorable reviews, salary increases, promotions, increased benefits, or continued employment
- Any threat to a shipmate that refusing to submit to sexual advances would adversely affect the shipmate's employment, evaluation, wages, advancement, assigned duties, shifts, or any other term or condition or career development
- Sexual jokes
- Use of epithets, written or oral references to sexual conduct, gossip regarding one's sex life, comments about an individual's body, or comments about an individual's sexual activity, deficiencies, prowess or sexual orientation
- Displaying, or transmitting electronically, sexually suggestive objects, pictures, or cartoons
- Leering, whistling, brushing against the body, patting, standing too close, sexual gestures, suggestive or insulting comments
- Inquiring into one's sexual experiences
- Discussion of one's own sexual activities
- Assault or coerced sexual acts
- Use of inappropriate or slang nicknames such as but not limited to, "honey", "sweetie", "babe", etc.

- Other verbal or physical conduct of a sexual nature that has the purpose or effect of unreasonably interfering with a shipmate's work performance by creating an intimidating, hostile, humiliating, or sexually offensive working environment

Romantic relationships between shipmates who are in some type of reporting relationship often lead to claims of sexual harassment. For this reason, the Company prohibits relationships where one shipmate is either in a supervisory role or has some workplace authority over the other.

Inappropriate conduct may be sexual harassment even if the shipmate did not intend to harass. It is the type of conduct, not the intent, which is important. In addition, both males and females are liable for sexual harassment; it can occur where both the harasser and the victim are of the same or opposite gender. Harassment may involve, but is not limited to, co-workers, supervisors, guests, or vendors. Regardless of who initiates such harassment, it is prohibited.

All sexual harassment is unacceptable in the workplace and in any work-related settings such as business trips and business-related social functions, regardless of whether the conduct is engaged in by a supervisor, co-worker, client, customer, vendor, or other third party.

Any victim or witness of sexual harassment in violation of this policy is urged to come forward to report the offending conduct. If you believe you or another shipmate have been subjected to sexual harassment in violation of this policy, whether by a manager, supervisor, guest, vendor or any other person(s) in the workplace, you should promptly file a complaint about it by:

- Notify your supervisor/manager or any member of management with whom you feel comfortable
- Notify a Director
- Contact People Department at the Corporate Headquarters at [REDACTED]
- Contact Human Resources (People) /Payroll Hotline at [REDACTED] or via email at [REDACTED]
- Contact the Director of People directly at [REDACTED]

Any shipmate who is either unsure of the appropriate person to whom to raise an issue of perceived sexual harassment or who has not received a satisfactory response within five (5) business days after reporting any incident of perceived sexual harassment should contact the Director of People directly at [REDACTED].

The Company cannot overstate the need for immediate action by the shipmate. It becomes more difficult to determine exactly what happened and to restore a proper workplace environment if a shipmate waits before raising an issue. Furthermore:

- No shipmate is to assume that any act of sexual harassment in violation of this policy is already known
- No shipmate is to assume that any act of sexual harassment in violation of this policy is "OK", unimportant or approved by the Company
- No shipmate is to assume that any individual, including any supervisor or manager, is exempt from this policy prohibiting sexual harassment

All complaints must be taken seriously. Any Company representative who receives a complaint must immediately report it to the Director of People at the Company Headquarters for investigation, even if the shipmate does not wish to make a formal complaint. Failure to do so may result in disciplinary action up to and including termination of employment as determined by the Company in its reasonable discretion.

Complaints of sexual harassment will be investigated thoroughly and promptly as the Company considers appropriate. Shipmates must cooperate in all investigations conducted pursuant to this policy. The Company will strive to maintain confidentiality of information revealed in the investigation as much as possible, and release

information arising out of the complaint or investigation only on a need-to-know basis. Shipmates should be aware, however, that certain information may have to be disclosed for an effective investigation to be conducted. If, after the investigation, the Company determines that sexually harassing conduct may have occurred, the Company will take swift and appropriate action as determined by the Company in its reasonable discretion. These measures may include, but are not limited to, counseling, suspension, or immediate termination.

All shipmates are protected from retaliation as a result of reporting sexual harassment in good faith or participating in an investigation of a complaint of harassment in good faith. If any shipmate feels that they are being retaliated against because of a report or because of participation in the investigation, the shipmate should report immediately to one of the persons named above. Also, if a shipmate feels the sexual harassment is recurring or is continuing after discipline has been imposed or that retaliation is occurring because of the report or the discipline imposed, the shipmate should report this immediately to one of the persons named above.

In addition to being a violation of this policy, sexual harassment and retaliation against an individual because the individual filed a complaint of sexual harassment or because an individual aided in an investigation of a complaint of sexual harassment are unlawful. Individuals who engage in conduct that rises to the level of a violation of law can be held personally liable for such conduct.

FRATERNIZATION

The Company is committed to providing an enjoyable and professional working environment for every shipmate. To accomplish this the Company makes every effort to ensure that its facilities are free from any form of harassment prohibited by the Company's Preventing Harassment and Preventing Sexual Harassment policies, and that all employment opportunities are based on merit and sound business decisions, and not on factors such as favoritism or romantic relationships.

Inappropriate personal or romantic relationships involving shipmates and managers can result in:

- Allegations of sexual harassment
- Opportunities for a conflict of interest

For these reasons, the Company expects all its managers and supervisors to:

- Maintain professional and businesslike relations with shipmates at all times
- Refrain from entering into a romantic or sexual relationship with any shipmate who directly or indirectly reports to them

Any manager or supervisor who violates this policy will be subject to disciplinary action up to and including termination of employment.

We also discourage any fraternization among non-supervisory shipmates. The Company expects all shipmates to use their best judgment to avoid workplace strife and ensure professional relationships with other shipmates. Any conduct engaged in outside of work that affects shipmate's performance at work can be the basis for disciplinary action.

NEPOTISM

A member of a shipmate's family will be considered for employment by the Company if the applicant possesses all of the qualifications for employment. A family member may not be hired, however, if the employment would:

- Create either a direct or indirect supervisor/ subordinate relationship with a family member
- Create either an actual conflict of interest or the appearance of a conflict of interest

These criteria will also be considered when assigning, transferring, or promoting a shipmate. For purposes of this policy, "family" includes: the shipmate's spouse, domestic/same-sex committed/civil-union partner, brother,

sister, father, mother, children, step-family, father-in-law, mother-in-law, brother-in-law, sister-in-law, daughter-in-law, son-in-law, aunts, uncles, cousins, nieces, nephews and any other member of the shipmate's household.

If shipmates begin dating one another, become members of the same family or members of the same household, they may continue employment as long as there is not a direct or indirect supervisor/subordinate relationship between shipmates; or an actual conflict of interest or the appearance of a conflict of interest.

Should one of the above situations occur, it is the responsibility of the senior shipmate to inform management. The Company will attempt to find a suitable position within the Company to which one of the affected shipmates may transfer. If accommodations of this nature are not feasible, the shipmates will be permitted to determine which one of them will resign.

SOLICITATION AND DISTRIBUTION

We try to create a work environment where shipmates have the time, tools and support necessary to perform their jobs without distraction. Therefore, we have adopted certain rules regarding solicitation and distribution as it may cause co-shipmates to neglect their own work, interfere with the work of others, or make shipmates feel uncomfortable or coerced.

Under this policy, shipmates may not, under any circumstances:

- Solicit for any cause during work time or solicit other shipmates who are on work time
- Solicit for any cause in guest service areas during periods when such areas are open to guests
- Distribute literature of any kind during work time or distribute literature of any kind to other shipmates who are on work time
- Distribute literature at any time for any cause in working areas, including but not limited to all guest service areas

Work time includes the time a shipmate is scheduled to work, but does not include authorized breaks or meal periods or other times when you are not responsible for performing your tasks. Shipmates that are not scheduled to work may not solicit other shipmates during work time. Prohibited solicitation includes promotion of membership and subscriptions for any public or private enterprises. We strictly prohibit any non-shipmate from entering onto non-public premises the Company owns or controls to solicit or distribute literature to its shipmates.

BULLETIN BOARDS

Bulletin boards are reserved for business related communication such as announcements, legally required and Company approved communication. If your workplace allows you to post notices on the bulletin board designated for shipmates, those notices must be approved in advance by your manager and contain only information about charitable organizations or items for sale.

APPEARANCE GUIDELINES FOR OFFICE SHIPMATES

The Company observes a Business Casual Dress policy as our dress during regular office hours for primarily office shipmates. You are required to adhere to this policy with the exception of "jeans days" as approved by management. There may be times when more customary business attire would be appropriate.

APPEARANCE GUIDELINES FOR SHIPBOARD & TICKET OFFICE SHIPMATES

All shipmates are expected to maintain a crisp, neat appearance. The following guidelines should be considered in determining your personal appearance. Appearance guidelines for specific positions may be assigned by management based on health code, sanitation and safety reasons. Shipmates working in Food & Beverage departments must also abide by the Company's Grooming and Uniform Guidelines.

- Hair should always be clean, neat, and well-maintained. Hair to be of a natural color. While in food service areas, hair must be pulled back, off shoulders, and confined as required by law

- Nails must be clean, trimmed, and equal in length.
- Jewelry should be kept simple. Earrings should remain subtle with two permitted in each ear. Facial piercings and ear gauges/plugs are not permitted. Two rings per hand are permitted with the exception of a wedding set.
- Only mild perfume/cologne should be worn (if any)
- Make-up should be simple and not overly done
- Facial hair must be neatly trimmed and groomed
- Visible tattoos are not considered to be in the best interest of our Company's appearance. If you have any visible tattoos, you should take all the necessary steps to conceal them.

UNIFORMS

Certain positions require a uniform—shipmates are required to adhere to the Company's uniform policy. Shipmates working in Food & Beverage departments must also abide by the Company's Grooming and Uniform Guidelines. Shipmates reporting for their shift with incomplete uniforms may not be permitted to work. The Company will comply with applicable regulations.

MEALS

Onboard Dining Boat Shipmates who work a minimum of one cruise will be offered one meal per day. The meal will be offered "family style" between the lunch cruise and the first dinner cruise. If a moonlight cruise is planned in addition to the typical lunch and dinner cruises, a second "family style" meal will be offered between the dinner and moonlight cruise.

Soft drinks may be consumed during working shifts, but must be consumed away from the Guest areas. The company will comply withal federal and state regulations.

LOCKERS

Lockers may be available for shipmate use on a day-to-day and first-come-first-serve basis. They are the property of the Company and for business use only. They should contain only work items and personal hygiene goods. Key or combination locks are allowed. Lockers are subject to inspection without notice. Do not bring or leave valuable personal items in these lockers.

GUM AND TOBACCO USE

Smoking, including use of e-cigarettes, and chewing tobacco is prohibited at all times in all areas of our facilities, including private offices. Compliance with this smoking policy is mandatory for all shipmates and persons visiting the Company, with no exceptions. As a shipboard shipmate, you may not chew gum or tobacco on the ship or in public areas around the ship during work hours. As a shipboard shipmate, you are permitted to smoke or chew tobacco only in designated areas and not on the ship during work hours. Shipmates who violate this policy are subject to disciplinary action. Any disputes involving smoking and any shipmates with questions should discuss their issues/concerns with management. Shipmates will not be subject to retaliation for reporting violations of this policy in good faith.

WORKING AT THE COMPANY

BACKGROUND CHECK POLICY

The Company requires a criminal background check for all shipmates upon hire and/or promotion once a conditional offer of employment/promotion has been extended by the hiring manager in accordance with and subject to applicable law. Re-hires with a twelve (12) month break in service or greater, will also be required to have a background check in accordance with and subject to applicable law. Although a disqualification is possible, in accordance with federal, state, and local laws, a previous conviction does not automatically disqualify an applicant from consideration for employment with the Company. Depending on a variety of factors (for example, the nature of the position, the nature of the conviction, age of the candidate when the illegal activity occurred), the candidate may still be eligible for employment with the Company. If an applicant attempts to withhold information or falsify information pertaining to previous convictions, the applicant will be disqualified from further employment consideration in any position with the Company. A refusal to sign the Disclosure Authorization Form will be considered unsatisfactory and therefore subject to termination to the extent permitted by applicable law.

An offer of employment and the applicant's first day of work in the position may be extended to an applicant prior to the completion of the criminal background check. The applicant's continued employment is contingent upon the satisfactory completion of the criminal background check to the extent permitted by applicable law. Certain positions may require a more comprehensive background check due to the nature and responsibilities of the position. The same rules above apply to these background checks.

SHIPMATE PERSONNEL FILES

You are able to review and/or receive a copy of your own personnel file as required by applicable law.

In general, sensitive information regarding a shipmate's performance or conduct will be released only to Company officials with legitimate need to know the information. Information regarding a current or former shipmate will be released to third parties in accordance with Company policy and applicable law. Written authorization from the shipmate is required for all pay rate inquiries. Verifications of employment and/or income are handled by a third party, InVerify, as described below.

When you were hired you provided us with the information we needed to place you on the Company's payroll (your name, Social Security Number, address, etc.). Since it is important for us (as well as yourself) to keep your records accurate, please report any changes promptly to your manager and complete necessary paperwork.

VERIFICATION OF EMPLOYMENT AND/OR INCOME

All verifications of employment and/or income are handled through an HR service partner company- InVerify [REDACTED]. If you need your employment or income verified for any reason, including but not limited to applications for loans, mortgages, housing agencies, social service benefits, etc., please direct the verifier to the InVerify website or contact via phone [REDACTED]. The verifier will need your consent to retrieve this information. Your consent includes our Company code ([REDACTED]), your social security number and your Income Key if verification of income is requested. Your Income Key will be the last 4 numbers of your social security number combined with the first three letters of your last name. There is also a self-serve platform that you as an employee can access with registration. You will have the option to manage your Income Key, download "Employee Only" copies of verification reports, create an Immigration letter, and run a "usage" report to determine who has executed a verification report on your profile. If you have any questions about this service, please contact the People Department.

EMPLOYMENT CLASSIFICATIONS

All shipmates fall within one of the following classifications:

Annual, Full-Time: Shipmates in our Sales, Administration, Food & Beverage Management, Marine Management, and HQ support teams who work in a full-time capacity in year-round positions.

Seasonal/Variable Hour: Seasonal/variable hour frontline shipmates are part of our Food & Beverage, Marine and Reservation teams and work exclusively or primarily during peak activity periods and may work variable hours during the non-peak periods. Seasonal/variable hour sales and administrative staff support HQ and cities during peak seasons as well.

In addition to the above classifications, shipmates are categorized as either “**exempt**” or “**nonexempt.**” Pursuant to federal and state wage hour laws, exempt shipmates do not receive overtime pay. Shipmates classified as exempt generally receive a salary which is intended to cover all hours worked including any hours worked in excess of 40 in a workweek or overtime as otherwise mandated by applicable state law.

Shipmates will be informed of their initial employment classification and status as exempt or nonexempt upon commencing employment. If a shipmate changes position during their employment as a result of a promotion, transfer or otherwise, management will inform the shipmate of any change in their job classification.

In reference to this guide and for further clarification the following are department sub-categories for seasonal frontline shipmates but are not all-inclusive:

- **Food & Beverage (F&B):** bartender, cook 1, cook 2, dishwasher, server, server assistant, restaurant supervisor, galley supervisor, hosts/floor captain
- **Marine:** captain, mate, deckhand
- **Sales & Guest Service:** ticket office supervisor, ticket office agent, contact center sales representative
- **Interns:** applicable for all departments

Although frontline shipmates are the very heart of our front line staff and the quality of the guest experience depends critically on them, we cannot guarantee automatic rehire. For purposes of equity and fairness, each frontline shipmate must submit a new application if the shipmate has not worked for twelve (12) months.

PERFORMANCE REVIEWS AND SELF APPRAISALS

We are committed to giving you feedback to help you perform your job to the best of your ability. Performance reviews provide you and your manager with a good opportunity to discuss how you are doing in your position.

You can talk to your manager about any concerns you have or about your performance at any time. Keep in mind that you do not have to wait for your manager to initiate a discussion. Annual, full-time shipmates will generally receive a performance evaluation at least once a year. All annual full-time shipmates will be asked to complete a self- appraisal before meeting with their supervisor. These evaluations will allow you and your supervisor an opportunity to assess your current performance, develop future goals and objectives, and create a plan to achieve them. You will receive a copy of your evaluation, and a copy will be filed in your personnel records.

As a Company Shipmate, you have equal opportunity to advance to other positions. There are a variety of ways to develop your skills to grow and advance within the Company. Therefore, we encourage you to set your own professional goals and to let your manager know of your interest in growth. Since you have been hired for a specific position, no guarantee can be made for future advancement. Advancement or promotion decisions are based on your ability to perform a given job (as shown by your past or present performance) and the needs of the business, which may change over time.

PERFORMANCE MANAGEMENT

The Company promotes and preserves a safe, productive, and pleasant work environment, which enables shipmates to achieve their highest level of productivity and self-fulfillment. We require shipmates to meet the

standards of performance and conduct which have been established for their jobs. If your performance is unsatisfactory, we will generally provide you with an opportunity to improve, if possible.

Through our performance management process your manager will decide what action is appropriate by considering such factors as your work history, and the seriousness of your offense. Performance Management actions may include verbal counseling, written notice of concern, written warning, and/or termination of employment. The action taken will be appropriate to the problem behavior as determined in the sole discretion of the Company.

If a shipmate is presented with performance management documentation that the shipmate disagrees with and would like to appeal the documentation, the shipmate should complete a statement within 7 days of receiving the documentation and send to [REDACTED]. Following the receipt of an appeal, a member of the People Department will conduct a confidential investigation, gathering information in discussion with the Shipmate, the Supervisor, and where necessary other informed parties. A recommendation for resolution will be put forward by the People Department to the Supervisor, General Manager and Shipmate.

SHIPMATE TRANSFERS

We recognize that the opportunity to transfer to another position, in your home city or to another city, is one of the best ways to continue your personal and professional growth and development.

To be eligible for consideration you must:

- Meet the minimum qualifications for the position; and
- Have a successful performance review for your current position on file.

If you would like to be considered for an open position, and meet the eligibility requirements for a transfer, contact your current supervisor or department head to express your interest and apply for the position. After your request has been approved, your department head will forward your request to be considered for the opening to the hiring manager.

BREAKS IN SERVICE

A twelve (12) week or greater break in service (i.e. no reported hours) generally constitutes separation of employment, unless the shipmate is on FMLA or other legally protected leave.

SEPARATING FROM THE COMPANY

It is the policy of the Company to employ individuals "at will" which means that:

- The shipmate has the right to resign at any time;
- The Company may terminate the individual's employment at any time (involuntary termination).

A termination of employment is considered voluntary when you:

- Give notice of your intention to resign from the Company;
- Fail to report to work as scheduled for three (3) consecutive shifts without notification; or
- Fail to return to work or contact your manager at the end of an approved leave of absence.

If you plan to resign, we ask that you:

- Notify the Company in writing; and
- Submit the notification to your manager at least two weeks prior to the anticipated last day of employment.

All company property must be returned in its original condition upon separation or as otherwise requested by the Company.

TIME, ATTENDANCE & COMPENSATION

WORK SCHEDULE AND ATTENDANCE

We expect you to be punctual and attend work regularly so that we can meet the expectations of our guests. You are expected to remain at work for the entire work schedule. Although regular and punctual attendance is extremely important, we also recognize that there will be times when you must miss work due to an illness, personal reasons, or family reasons. If you will be late or unable to report to work, you must personally:

- Speak with your immediate manager/department head as far in advance **before** your scheduled reporting time
- Inform your manager/department head of the expected length of any absence
- Speak with your manager/department head every day that you are absent, unless specifically instructed otherwise such as during an approved leave of absence

Asking another shipmate, friend or relative to give this notice is improper and constitutes grounds for disciplinary action. In all cases of absence or tardiness, you must provide an honest reason or explanation for missing work. If you fail to do so, you will be subject to disciplinary action up to and including termination of employment. If you fail to provide proper notification for three consecutive scheduled shifts, we generally will consider that you have voluntarily resigned.

The Company reserves the right to require, at any time, a medical clearance or verification from your physician, to the extent permitted and in accordance with applicable law. Such documentation will routinely be required when you are absent for more than three consecutive working days for a medical reason. Absenteeism/tardiness because of a legitimate reason or injury may be taken into account when reviewing your attendance records.

The following factors may be considered for attendance/tardiness issues:

- Whether the occurrence of your tardiness/absenteeism is excessive or if it affects delivery of service and guest satisfaction;
- Your reason(s) for tardiness/absence;
- Your record of tardiness/absenteeism

Excessive absenteeism or tardiness, including a pattern of absence, will result in disciplinary action up to and including discharge. In evaluating shipmate attendance and otherwise administering this policy, the Company does not consider absences/tardiness protected by applicable federal, state, or local law.

BUSINESS HOURS

Work schedules vary depending upon department, position and location. Each annual full-time shipmate is expected to work not less than an eight (8) hour day exclusive of a one-hour unpaid lunch break. Standard office hours are to be determined at the discretion of Management. As an annual full-time shipmate, longer hours may be required from time to time. Additional meal and/or rest periods are provided to all shipmates to the extent required and in accordance with applicable law. Management will inform shipmates of their scheduled hours as well as any meal and/or rest periods.

ACCOMMODATION TO EXPRESS BREAST MILK

The Company will provide a reasonable amount of break time to accommodate a shipmate desiring to express breast milk for the shipmate's infant child, to the extent required by and in accordance with applicable law. The break time, if possible, must run concurrently with rest and meal periods already provided to the shipmate. If the break time cannot run concurrently with rest and meal periods already provided to the shipmate, the break time will be unpaid.

The Company will make reasonable efforts to provide shipmates with the use of a room or location other than a toilet stall for the shipmate to express milk in private. This location may be the shipmate's private office, if applicable. The Company may not be able to provide additional break time if doing so would seriously disrupt the Company's operations. Please speak to the Director of People if you have questions regarding this policy.

OVERTIME

When operating requirements or other needs cannot be met during regular working hours, shipmates may be scheduled to work overtime hours. When possible, advance notification of these mandatory assignments will be provided. Overtime assignments will be distributed as equitably as practical to all shipmates qualified to perform the required work. The opportunity to work overtime is at the discretion of management and is based on departmental needs. Any overtime must be authorized in advance by management. Working overtime without authorization may result in disciplinary action, up to and including termination of employment.

Non-exempt shipmates that work overtime will be compensated at the rate of one and one-half times the normal hourly wage for all time worked in excess of forty (40) hours each week, unless otherwise required by applicable law. In certain city operations where applicable and allowable by law, shipmates working as hourly seaman are paid at regularly hourly rate for any overtime hours worked.

TIMEKEEPING POLICY

Accurately reporting time worked is the responsibility of every shipmate paid on an hourly or salaried/non-exempt basis ("non-exempt shipmates"). Time worked includes all time that a shipmate spends performing the duties of their position.

Nonexempt shipmates must accurately record the time they begin and end their work, as well as the beginning and ending time of each meal period. They must also record the in and out time for any split shift or departure from work for personal reasons. Nonexempt shipmates may never work off the clock or remain clocked in when they are not working. "Off-the-clock" work is time spent by an shipmate performing work that is not reported to the Company as time worked.

The department manager will review the time record before submitting it for payroll processing. It is the shipmate's responsibility to ensure accurate time recording. In the event of an error in reporting time, immediately report the problem to the department manager.

Altering, falsifying, tampering with time records or recording time on another shipmate's time record, or clocking in or out for another shipmate may result in disciplinary action, up to and including termination of employment.

PAYROLL

As a Company shipmate you will receive your paycheck bi-weekly (weekly if required by applicable state or local law). Check with your immediate supervisor for your pay schedule.

- Hourly/non-exempt and salaried/non-exempt shipmates- Workweek begins on Monday morning and ends on Sunday evening.
- Salaried/exempt shipmates- Workweek begins on Saturday morning and ends on Friday evening.

Shipmates must personally pick-up their own paychecks and sign a check log verifying receipt, unless the shipmate is paid electronically (i.e. via direct deposit). A photo ID may be required unless the individual distributing the paychecks knows the shipmate.

Direct deposit features are available to electronically deposit your paycheck, or a portion thereof, into your checking or savings accounts. This ensures that funds are deposited into your account regardless of whether you are sick, on vacation or traveling on business, and offers you several advantages:

- Minimal delays in receiving your paycheck due to delivery services outside the control of the Company
- Eliminates lost or stolen checks
- Eliminates holds placed by the banks on out-of-state checks
- Eliminates the need to physically transfer sums of money between financial institutions
- Encourages savings

The date of posting will normally be made on the pay date. Shipmates will be given a notification of deposit receipt, which details earnings and withholdings in lieu of a paycheck.

Shipmate payroll stubs itemize deductions made from gross earnings. By law, we must withhold from your paycheck applicable federal, state, and local income taxes, as well as Social Security taxes. The amount withheld for income taxes depends on the number of withholding exemptions you claim. Similarly, we must withhold any amount required by law, such as child support, pay garnishment, tax levies, or bankruptcy orders. You can authorize certain additional deductions, such as those for shipmate benefit plans. Payroll stubs also itemize any voluntary deductions such as a shipmate's portion of health, dental, or life insurance premiums and/or voluntary contributions to a 401(k) or pension plan, to the extent applicable. If applicable, payroll stubs will also differentiate between regular and overtime pay received.

Shipmates who believe there is an error in their pay should bring the matter to the attention of their Supervisor immediately, so that the Company can investigate and resolve the matter quickly and amicably.

SAFE HARBOR POLICY FOR EXEMPT SHIPMATES

Exempt salaried shipmates receive a salary which is intended to compensate for all hours worked for the Company. This salary will be established at the time of hire. While it may be subject to review and modification from time to time, such as during salary review times, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work you perform.

Under federal and state law, your salary is subject to certain deductions. For example, absent contrary state law requirements, your salary can be reduced for the following reasons:

- Full day absences for personal reasons
- Full day absences for sickness or disability
- Full day disciplinary suspensions for infractions of our written policies and procedures
- Family and Medical Leave absences (either full or partial day absences)
- To offset amounts received as payment for jury and witness fees or military pay
- The first or last week of employment in the event you work less than a full week

Your salary may also be reduced for certain types of deductions such as your portion of health, dental or life insurance premiums; state, federal or local taxes, social security; or, voluntary contributions to a 401(k) or pension plan.

In any work week in which you performed any work, your salary will not be reduced for any of the following reasons:

- Partial day absences for personal reasons, sickness or disability
- Your absence on a day because your employer has decided to close a facility on a scheduled work day
- Absences for jury duty, attendance as a witness, or military leave in any week in which you have performed any work
- Any other deductions prohibited by state or federal law

However, it is not an improper deduction to reduce a shipmate's accrued paid time off (PTO), sick or other forms of paid time off banks for full or partial day absences for personal reasons, sickness or disability.

If you believe you have been subject to any improper deductions, you should immediately report the matter to your supervisor. If the supervisor is unavailable or if you believe it would be inappropriate to contact that person (or if you have not received a prompt and fully acceptable reply), you should immediately contact the Director of People.

Every report of improper deductions will be fully investigated and corrective action will be taken where appropriate for any shipmate(s) who violates this policy. In addition, the Company will not allow any form of retaliation against individuals who report alleged violations of this policy or who cooperate in the Company's investigation of such reports. Retaliation is unacceptable, and any form of retaliation in violation of this policy will result in disciplinary action, up to and including discharge.

TIP REPORTING POLICY

If you receive tips, whether received from guests or other shipmates, you are required to report 100% of the amount you receive by entering them in to our onboard time clock at the end of each cruise. This requirement applies to all shipmates even if they are only temporarily filling in for a tipped shipmate position. This is a requirement mandated by the IRS. Shipmates can use IRS Publication 1244, an Employee's Daily Record of Tips and Report to Employer, to record tip income for one year (visit <https://www.irs.gov/pub/irs-pdf/p1244.pdf>). Use this Record to log the amount of tips received, dates tips were received, and how tips were received. Should your income tax return be questioned by the IRS, this would serve as your backup. Underreporting could result in you owing substantial taxes, penalties and interest.

BENEFITS

CRUISE BENEFITS

Each front line shipmate (after a 30 day waiting period) may cruise once per year with one additional complimentary guest. Shipmates may add up to two additional guests at a 50% discount off of our cruise prices. Complimentary tickets are not available for Saturday dinner cruises or special cruises (such as July 4th, Valentine's Day, etc.). Any drinks purchased on-board should be paid for at the time of the cruise. Shipmates must cruise with their party to get the benefit and must request their reservation at least 24 hours in advance. Shipmates are prohibited from booking their own reservations or from requesting reservations or tickets from the ticket booth. Reservations are to be made by contacting the city Administrative Manager or the Contact Center supervisor. The Contact Center supervisor will call the city Administrative Manager to verify shipmate qualifications. Any amounts owed for a reservation must be paid for at the time of the reservation. All guests, including all shipmates must board with a ticket and be on the manifest.

BENEFIT PROGRAMS

The benefit plans we offer are tailored to meet the shipmate and business needs within the industry. Depending on your employment classification, the Company offers various benefit plans.

Seasonal/Variable Hour Shipmates Only:

Eligibility for Company medical coverage is determined after your first initial eleven (11) months of employment. If you average thirty (30) or more hours worked per week in that eleven (11) month period and are still in good, active standing with the Company, you will be eligible for Company health care coverage. This coverage is effective for twelve (12) months. If your employment is terminated during this twelve (12) month timeframe, your health care coverage will end on the last day of the month of termination.

Ongoing eligibility is determined on a recurring, annual basis for all active, hourly shipmates (regardless if initially eligible) using a twelve (12) month measurement period (January - December of each year). Eligible shipmates will have worked an average of thirty (30) or more hours per week during this period. If determined eligible, you may either enroll or waive Company health coverage for a twelve (12) month duration effective March 1st. If your employment is terminated during this twelve (12) month timeframe, your coverage will end on the last day of the month of termination. Please note that if you elect to enroll in coverage, you are responsible for your portion of health care coverage for the entire twelve (12) month timeframe.

Annual, Full-Time Shipmates Only:

More detailed information regarding shipmate benefits can be found in the Benefit Guide.

All Shipmates:

The descriptions of the insurance benefits contained herein merely highlight certain aspects of the Company's plans for your general information only. The provisions of the plans, including eligibility and benefits provisions, are summarized in the summary plan descriptions ("SPDs") (which may be revised from time to time) for the plans. Additionally, the official plan documents are available for your review upon your request from management. In the determination of benefits or other matters under each plan, the terms of the official plan documents shall govern over the language of any descriptions of the plans, including the SPDs.

Further, the Company (including the officers and administrators who are responsible for administering the plans) retains full discretionary authority to interpret the terms of the plans, as well as full discretionary authority with regard to administrative matters arising in connection with the plans and all issues concerning benefit eligibility and entitlement.

No part of a report of a marine casualty investigation shall be admissible as evidence in any civil or administrative proceeding, other than an administrative proceeding initiated by the United States, 46 U.S.C. §6308.

While the Company intends to maintain these benefits, it reserves the absolute right to modify, amend or terminate these benefits at any time and for any reason.

If you have any questions regarding your benefits, please contact the People department. Your Supervisor is also available to respond to your questions.

LEAVES OF ABSENCE

We provide Leave of Absence from work for a variety of reasons. For further information and the eligibility requirements, please consult with your manager or contact the People Department. Some Leaves of Absence may be job-protected under applicable federal, state or local law. Please refer to the applicable State Supplements and/or Benefit Guide for additional Leaves of Absence policies.

JURY DUTY LEAVE

The Company realizes that it is the obligation of all U.S. citizens to serve on a jury when summoned to do so. All shipmates will be allowed time off to perform such civic service as required by law. You are expected, however, to provide the Company with proper notice of your request to perform jury duty and with your verification of service. You also are expected to keep management informed of the expected length of your jury duty service and to report to work for the major portion of the day if you are excused by the court. If the required absence presents a serious conflict for management, you may be asked to try to postpone your jury duty. Annual, full-time shipmates will be paid at their regular rate of pay for time off taken for jury duty for up to two (2) weeks. A copy of the shipmate's supporting documentation from the court should be submitted to the Payroll office. Additional pay for time spent on jury duty service will be provided in accordance with applicable state law; however, annual, full-time exempt shipmates will be paid their full salary for any week in which they perform authorized work for the Company. Any pay provided for time spent on jury duty leave is not counted as hours worked for purposes of calculating overtime.

MILITARY LEAVE

All shipmates are eligible for military leave in accordance with applicable federal and state law.

If you are called into active military service or you enlist in the uniformed services, you will be eligible to receive an unpaid military leave of absence. To be eligible for military leave, you must provide management with advance notice of your service obligations unless you are prevented from providing such notice by military necessity or it is otherwise impossible or unreasonable for you to provide such notice.

If you are required to attend yearly Reserves or National Guard duty, you can apply for an unpaid temporary military leave of absence not to exceed the number of days allowed by law (including travel). You should give management as much advance notice of your need for military leave as possible so that we can maintain proper coverage while you are away. Annual, full-time shipmates will be paid 50% of their regular pay for time off taken to serve in the Reserve Services of the United States for up to two weeks per calendar year. A copy of the shipmate's supporting documentation reserve duty orders should be forwarded to the Payroll office.

Provided your absence does not exceed applicable statutory limitations, you will retain reemployment rights and accrue seniority and benefits in accordance with applicable federal and state laws.

Please ask management for further information about your eligibility for Military Leave.

FAMILY MEDICAL LEAVE ACT OF 1993 (FMLA)

The Company has adopted leave policies that comply with the Family and Medical Leave Act of 1993 (FMLA) and any applicable state laws regarding family and medical leaves.

Eligibility requirements

An eligible shipmate is one who:

- Has been employed for at least 12 months;
- Has completed at least 1,250 hours of service during the 12 months prior to their leave request*; and
- Is employed at a worksite where 50 or more shipmates are employed within 75 miles

**Special hours of service requirements apply to airline flight crew employees.*

Basic Leave Entitlement

The FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave in a 12 month period to eligible shipmates for certain family and medical reasons. The 12 month period is determined on a “rolling” 12 month period, dating back from the time the shipmate requests leave. FMLA may be taken for any one, or for a combination, of the following reasons:

- To care for the shipmate’s child after birth, or placement for adoption or foster care;
- To care for the shipmate’s spouse, son or daughter, or parent (but not in-law) who has a serious health condition; and/or
- For the shipmate’s own serious health condition (including any period of incapacity due to pregnancy, prenatal medical care or childbirth) that makes the shipmate unable to perform one or more of the essential functions of the shipmate’s job.

Leave to care for the shipmate’s child after birth, or placement for adoption or foster care must be taken within one (1) year of the child’s birth or placement.

Military Family Leave

Eligible shipmates with a spouse, son, daughter, or parent on covered active duty or called to covered active duty status (or has been notified of an impending call or order to covered active duty) in the Reserve component of the Armed Forces in support of a contingency operation or Regular Armed Forces for deployment to a foreign country may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, caring for the parents of the military member on covered active duty and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement which permits eligible shipmates (spouse, son, daughter, parent or next of kin of a covered service member) to take up to 26 weeks of leave to care for a covered service member with a serious injury or illness during a single 12-month period (one time basis only). A covered service member is a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is on the temporary retired list, for a serious injury or illness. These individuals are referred to in this policy as “current members of the Armed Forces.” Covered service members also includes a veteran who is discharged or released from military services under condition other than dishonorable at any time during the five year period preceding the date the eligible shipmate takes FMLA leave to care for the covered veteran, and who are undergoing medical treatment, recuperation or therapy for a serious injury or illness. These individuals are referred to in this policy as “covered veterans.”

The FMLA definitions of a “serious injury or illness” for current Armed Forces members and covered veterans are distinct from the FMLA definition of “serious health condition” applicable to FMLA leave to care for a covered family member.

Job Benefits and Protection

If applicable, during FMLA leave, the Company must maintain health coverage under any “group health plan” on the same terms as if the shipmate had continued to work. If paid time off is substituted for unpaid leave, the Company will deduct the shipmate’s portion of any applicable health plan premium as a regular payroll deduction. If the shipmate’s leave is unpaid, the shipmate must make arrangements with the People Department prior to taking leave to pay their portion of any applicable health insurance premiums each month. If the shipmate’s premium is more than thirty (30) days late, the applicable coverage may cease without further notice.

Upon return from FMLA leave, most shipmates must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms.

The use of FMLA leave cannot result in the loss of any employment benefits that accrued prior to the start of a shipmate's leave.

Upon returning from FMLA, shipmates are required to work 30 days from the date of return to ensure continued benefit coverage. If the shipmate fails to work the 30 days following, benefits will be cancelled retroactively to the last day worked.

Definition of Serious Health Condition

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the shipmate from performing the functions of the shipmate's job, or prevents the qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Use of Leave

A shipmate does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Shipmates must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the Company's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

Substitution of Paid Leave for Unpaid Leave

If applicable, shipmates are to use accrued paid time off (PTO) or sick time (if the reason for leave is covered by the sick time policy) while on unpaid FMLA leave. The substitution of paid time for unpaid FMLA leave time does not extend the length of FMLA leaves and the paid time will run concurrently with a shipmate's FMLA entitlement.

Upon written request, the Company will allow shipmates to use PTO to supplement any paid disability, Jones Act, or Workers' Compensation benefits. Receipt of disability benefits or Workers' Compensation benefits does not extend the maximum amount of leave time to which a shipmate is eligible under the FMLA.

Shipmate Responsibilities

Shipmates must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days' notice is not possible, the shipmate must provide notice as soon as practicable and generally must comply with the Company's normal call-in procedures.

Shipmates must provide sufficient information for the Company to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the shipmate is unable to perform job functions; the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Shipmates also must inform the Company if the requested leave is for a reason for which FMLA leave was previously taken or certified. Shipmates may also be required to provide medical certification and periodic recertification supporting the need for leave.

Employer Responsibilities

The Company must inform shipmates requesting leave whether they are eligible under the FMLA. If they are, the notice must specify any additional information required as well as the shipmates' rights and responsibilities. If they are not eligible, the Company must provide a reason for ineligibility.

The Company must inform shipmates if leave will be designated as FMLA-protected and the amount of leave counted against the shipmate's leave entitlement. If the Company determines that the leave is not FMLA-protected, the Company must notify the shipmate.

Unlawful Acts by Employers

FMLA makes it unlawful for the Company to:

- Interfere with, restrain, or deny the exercise of any right provided under the FMLA;
- Discharge or discriminate against any person for opposing any practice made unlawful by the FMLA or for involvement in any proceeding under or relating to the FMLA.

If you believe that the Company has violated either of these obligations, please report your concerns to the Company's People Department.

Enforcement

Shipmates may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against the Company.

FMLA does not affect any Federal or State law prohibiting discrimination, or supersede any State or local law, which provides greater family or medical leave rights.

For more information on FMLA leave and/or to apply for FMLA leave, please consult your manager or the People Department.

NON-FMLA MEDICAL LEAVE

If you are ineligible for any other Company leave of absence, and/or have exhausted all other leave entitlements, the Company, under certain circumstances, may grant you a non-FMLA medical leave of absence ("medical leave") without pay. A written request for a medical leave should be presented to management at least 30 days before the anticipated start of the leave if possible. Your request will be considered on the basis of staffing requirements and the medical reason. The Company may require submission of medical certifications at various times during the leave.

The length of the medical leave of absence will be based on medical certification. When you anticipate your return to work, please notify management of your expected return date. This notification should be made at least one week before the expiration of your leave or as soon as possible.

Shipmates are to use paid time off or sick time while on unpaid medical leave. The substitution of paid time for unpaid leave time does not extend the length of leave and the paid time will run concurrently with any medical leave granted. Upon written request, the Company will allow shipmates to use PTO to supplement any paid disability, Jones Act, or Workers' Compensation benefits. Receipt of disability, Jones Act, or Workers' Compensation benefits does not extend the length of any medical leave granted.

During a medical leave, shipmates will not earn paid time off or be paid for holidays, as permitted by applicable law. If applicable, the Company will continue health insurance coverage during a medical leave if employees submit their share of the monthly premium payments to the Company or insurance carrier in a timely manner, to the extent permitted and in accordance with the applicable plans.

No part of a report of a marine casualty investigation shall be admissible as evidence in any civil or administrative proceeding, other than an administrative proceeding initiated by the United States, 46 U.S.C. §6308.

Upon completion of your medical leave, the Company will attempt to return you to your original job, or to a similar position, subject to prevailing business considerations. Reinstatement, however, is not guaranteed, unless required by law.

Failure to advise management of your availability to return to work, failure to return to work when notified, or your continued absence from work beyond the time approved by the Company, will be considered a voluntary resignation of your employment.

SHIPMATE CODE OF CONDUCT & EMPLOYMENT POLICIES

Shipmates must exhibit the highest ethical standards and are prohibited from engaging in unethical behavior while on the clock and while they are on board as guests on our products. Shipmates must report instances of unethical behavior by calling the Corporate People Department or reporting it to city management; reports can be made anonymously. All calls will be investigated thoroughly and in a timely manner. To make our Code work, all shipmates and leadership must be responsible for promptly addressing ethical questions or concerns raised by shipmates and are responsible for taking the correct course of action.

SHIPMATE CONDUCT EXPECTATIONS

The way we conduct ourselves is critical in setting the right tone for our guests and our fellow shipmates. In order to achieve successful partnerships, teamwork is essential. To achieve this, we have established a list of appropriate shipmate conduct guidelines.

As a *Company* shipmate, you are expected to:

- Conduct yourself in a professional manner while on duty, when in a recognizable uniform, or when in vicinity of the Company vessels or offices while either on or off duty. This includes refraining from using profane language in the presence of guests, or committing or threatening to commit injury to a guest or shipmate.
- Hold yourself accountable for the behavior of your guests while cruising on our products with your friends and family. If guest behavior is unacceptable, you will be held responsible for their actions, up to and including termination.
- Participate in creating a drug-free work environment in accordance with our Drug and Alcohol policy. This means you will not possess, distribute, sell or purchase illegal drugs, and you will not work under the influence of alcohol or illegal drugs or otherwise violate the Company's policy on drugs and alcohol.
- Participate in creating a work environment free from sexual, racial, and/or other illegal or prohibited types of harassment and discrimination in accordance with our Equal Employment Opportunity, Preventing Harassment and Preventing Sexual Harassment policies.
- Participate in creating a healthy, safe work environment. Comply with all health, safety, fire prevention and security rules. Report all injuries and accidents immediately to your supervisor. Shipmates are required to report to the Marine Operations Manager if they observe unsafe practices or violations of Company safety policies. Do not bring firearms, knives or other illegal and/or deadly weapons to work. Ensure that your behavior does not endanger the life or well-being of yourself, a guest or fellow shipmate.
- At the direction of your supervisor, complete lawfully assigned work. You can resolve all issues with instructions given and tasks assigned with your supervisor.
- Report to work on time according to the established schedule. Return on time from lunch and authorized breaks. Notify your supervisor before your scheduled work time if you expect to be late or absent. Avoid excessive absenteeism or tardiness.
- Notify your supervisor if you leave work other than for a break, lunch or the end of your scheduled workday.
- Accurately report your time worked and tips you receive.
- Maintain and use Company property according to specified guidelines and instructions. Do not willfully alter, damage or destroy Company property.
- Maintain the highest ethical standards at all times. Properly secure Company funds, records and property. Be sure to obtain proper approval to use Company funds, property or services. Do not falsify, alter, forge or steal Company funds, records, property or data.
- When you receive confidential information concerning operation of the Company's business, guests, vendors, or shipmates in accordance with the Company's policies regarding confidential information, keep it confidential. Do not release confidential information about the Company, shipmates, or guests without proper authorization.

This is not a complete set of conduct guidelines and your supervisor may establish additional guidelines. Additionally, the Company may at any time change or establish additional guidelines. Failure to follow the shipmate conduct guidelines may result in disciplinary action, up to and including termination.

RETALIATION

The Company strictly prohibits any form of retaliation against a shipmate who in good faith makes a complaint, raises a concern, and/or provides information in an investigation or proceeding regarding any conduct that the shipmate reasonably believes to be a violation of the Company's Code of Conduct, policies and/or applicable laws.

To further define retaliation, no shipmate should be discharged, suspended, threatened, harassed, intimidated or coerced as a result of making a good faith complaint or assisting in the handling or investigation of a good faith complaint.

The Company takes all complaints of retaliation very seriously and any such complaint will be promptly investigated. If retaliatory behavior is concluded, disciplinary action will be taken, up to and including termination.

DRUG AND ALCOHOL POLICY

The Company is committed to creating a safe workplace free from drugs and alcohol. Drugs and alcohol adversely affect workplace safety, productivity, and shipmate health. Therefore, all shipmates are expected to be free from any substance, whether legal or illegal, that can negatively affect job performance or risk the health and safety of shipmates and the public, except when the use is pursuant to a licensed medical practitioner's instructions and the licensed medical practitioner authorized the shipmate to report to work. Shipmates who violate this policy will be subject to disciplinary action up to and including immediate termination.

If you are under the influence of drugs and/or alcohol, you may endanger the safety of our guests and other shipmates. Therefore, the Company has a zero tolerance for any involvement with alcohol, unauthorized controlled substances, inhalants or drugs on Company property, while on Company time (including breaks and meal periods) whether or not on Company property, or while representing the Company. Involvement means unlawful or unauthorized manufacture, consumption, possession, sale, attempted sale, purchase, distribution, dispensation or being under the influence. This rule also prohibits consumption of alcohol or any unauthorized controlled substances at the end of an event or on the Company premises at the end of a workday. The sole exception to this policy is the reasonable and responsible consumption of alcohol for those shipmates who are guests or hosting guests at Company/guest sponsored events.

The off-duty use of alcohol or drugs which adversely affects shipmate's on-duty performance will not be tolerated. Shipmates may not report or return to work under the influence of unauthorized controlled substances, drugs or alcohol. Employees must notify their supervisor within five (5) days of any felony conviction or entry of a guilty plea of a felony resulting in incarceration or probation under any criminal drug statute, law, regulation or ordinance. Failure to report any conviction or guilty plea may result in disciplinary action, up to and including termination of employment.

If a doctor gives you a prescription for medical treatment, you should ask your doctor whether use of that drug would affect your ability to work safely and effectively. If you are told by your doctor that the prescribed drug you must take may affect your job performance, you must inform your supervisor/manager or city management so that accommodations can be made, if appropriate. You are not required and should not reveal details of any underlying medical diagnosis or any information of a genetic nature. This does not extend any right to report to work under the influence of medical marijuana or to use medical marijuana as a defense to a policy violation or a positive drug test, to the extent you are subject to any drug testing requirement, to the extent permitted by and in accordance with applicable law.

Applicants and shipmates may be subject to drug and/or alcohol testing to the extent permitted and in accordance with applicable law. Applicants and shipmates subject to drug and/or alcohol testing will be directed to a Company-designated facility where the testing will be administered. Individuals who test positive, refuse to be tested, or attempt to alter or tamper with a sample or any other part of the testing process will be subject to disciplinary action up to and including immediate termination, subject to applicable law. An individual with a diluted result will be required to take a second test. If the second test is a diluted result, it will be considered a negative result. Information concerning drug and/or alcohol test results, or violations of this policy will be treated as confidential information.

Shipmates are subject to testing at the direction of management in certain circumstances in accordance with applicable state law, including:

Pre-Employment

- Applicants/shipmates may be required to pass a drug test as a condition of employment
- Refusal to submit to testing or an attempt to alter or tamper with a sample, the applicant shall be disqualified from further consideration

Reasonable Suspicion

- All shipmates will be tested for drugs and alcohol when there is reasonable suspicion that the shipmate has violated the Company's Drug and Alcohol Policy
- Under no circumstances will the shipmate be allowed to drive to the testing facility or take public transportation. A member of supervision/management must escort the shipmate; the supervisor/manager will make arrangements for the shipmate to be transported home.

Post-Accident/Incident on Vessels

- May be required when the shipmate causes or contributes to an accident resulting in an injury to the shipmate or another individual where it is believed that drugs and/or alcohol may have played a role
- May be required in the event of an injury requiring medical care, damage to Company property or equipment, or a near miss situation that could have resulted in injury or damage where it is believed that drugs and/or alcohol may have played a role
- The shipmate must seek medical treatment first (if applicable); subsequently, post-accident/incident drug and/or alcohol testing must take place within two (2) hours following the accident, if not sooner
- Under no circumstances will the shipmate be allowed to drive to the testing facility or take public transportation

Job-Specific per DOT Regulations

- Marine shipmates (including but not limited to captains, mates, deckhands, engineers, and marine managers), and other shipmates, whose primary job is the safe operation of our vessels and the safety of our guests and other shipmates are subject to drug testing pursuant to U.S. Department of Transportation (DOT) regulations
- In addition to pre-employment drug testing, Marine shipmates are subject to random testing, testing for cause and testing on other occasions as prescribed by DOT regulations
- An individual drug test will consist of the DOT/USCG regulated tests (marijuana, cocaine, opiates, amphetamines, phencyclidine (PCP) and alcohol)
- An individual with a diluted result will be required to take a second test. If the second test is a diluted result, it will be considered a negative result under the DOT/USCG regulations

Failure to abide by the Company Drug and Alcohol Policy will result in disciplinary action, up to and including termination, in accordance with applicable state law.

The Company maintains a policy of non-discrimination and will endeavor to make reasonable accommodations to assist individuals recovering from substance and alcohol dependencies, and those who have a medical history which reflects treatment for substance abuse conditions. However, shipmates may not request an accommodation to avoid discipline for a policy violation.

WORKPLACE VIOLENCE

We are strongly committed to providing a safe workplace. The purpose of this policy is to minimize the risk of personal injury to shipmates and damage to Company and personal property.

All shipmates are prohibited from engaging in any physical confrontation with a violent or potentially violent individual. The Company expects and encourages all shipmates to exercise reasonable judgment in identifying potentially dangerous situations. Experts in the mental health profession state that prior to engaging in acts of violence troubled individuals often exhibit one or more of the following behaviors or signs: over-resentment, anger and hostility; making ominous threats such as bad things will happen to a particular person, or a catastrophic event will occur; sudden and significant decline in work performance; irresponsible, irrational, intimidating, aggressive or otherwise inappropriate behavior; reacting to questions with an antagonistic or overtly negative attitude; discussing weapons and their use, and/or brandishing weapons in the workplace; overreacting or reacting harshly to changes in Company policies and procedures; personality conflicts with co-workers; obsession or preoccupation with a co-worker or Supervisor; attempts to sabotage the work or equipment of a co-worker; blaming others for mistakes and circumstances; and/or demonstrating a propensity to behave and react irrationally.

Prohibited Conduct

Threats, threatening language or any other acts of aggression or violence made toward or by any Company shipmate WILL NOT BE TOLERATED. For purposes of this policy, a threat includes any verbal, written or physical harassment or abuse, blogging or other forms of social media or technology in which attempt at intimidating or instilling fear in others, menacing gestures, flashing of weapons, stalking or any other hostile, aggressive, and injurious and/or destructive action undertaken for the purpose of domination or intimidation. Prohibited conduct includes that done through blogs or other forms of social media or technology. Shipmates are prohibited from bringing any type of weapon onto Company property, to the extent such prohibition is permitted under applicable law.

Procedures for Reporting a Threat

All potentially dangerous situations, including threats by co-workers, should be reported immediately to any other member of management with whom you feel comfortable. Reports of threats may be maintained confidentially to the extent maintaining confidentiality does not impede our ability to investigate and respond to the complaints. All threats will be promptly investigated. No shipmate will be subjected to retaliation, intimidation or disciplinary action as a result of reporting a threat in good faith under this policy.

If an investigation confirms that threat of a violent act or violence itself has occurred, the Company will take swift and appropriate action.

If you are the recipient of a threat made by an outside party, please follow the steps detailed in this section. It is important for us to be aware of any potential danger in our facilities. Indeed, we want to take effective measures to protect everyone from the threat of a violent act by a shipmate or by anyone else.

SAFETY

Thinking and Working Safely is not just a shared value but it is a condition of employment. Shipmates are required to always act in a safe manner and report any unsafe or potentially unsafe conditions or violations of Company

safety policies to a supervisor, manager, or Captain. Shipmates that continually act in an unsafe way will be subject to additional safety training and/or disciplinary action, up to and including termination.

Shipmates are required to:

- Follow the safety instructions of the Captain and crew
- Be alert for hazards and act professionally
- Keep floors & stairs clean, dry and clear of debris
- Do not cross into roped off area
- Always use the gangway to board and exit the ship
- Wear only approved, slip resistant shoes – no open toed shoes
- Use proper lifting technique
- Immediately clean up spills and broken glass
- Report all accidents to your supervisor; no incident is too small
- Assist guests at all times
- Pay particular attention to guests with special needs; elderly guests, children, guests with disabilities
- Do not run, sit on railings, or misuse safety equipment
- Be cautious while on the stairs or walking the decks
- Only assigned shipmates are to be behind the galley hot line
- Always separate glass from other garbage. Never put glass into the trash can
- Enter the galley through the “in” door. Exit through the “out” door
- Use the “up” stairs and “down” stairs when applicable
- Make sure you make your presence known: ex. “Behind You”
- Control access to the vessel
- Look for suspicious behavior
- Be alert to unclaimed bags or packages
- Question unfamiliar people
- Report unknown persons, suspicious behavior or unclaimed packages to the Captain on Duty

ACCIDENT AND INJURIES

If you are injured or become ill due to a work-related incident, you are required to immediately report the incident to your supervisor. Your supervisor will complete an accident report and file with the appropriate insurance carrier. Maritime law and/or state law—not Company policy—determine whether you receive compensation under the Jones Act or Workers’ Compensation benefits. Failure to follow Company procedures may affect your ability to receive Workers’ Compensation or Jones Act benefits.

ENVIRONMENTAL AFFAIRS

The Company is committed to providing a safe workplace, to be an environmentally responsible neighbor in the communities where the Company operates, and act promptly and responsibly to correct incidents or conditions that endanger health, safety, or the environment. Shipmates are required to act responsibly with regard to environmental affairs and the health and safety of our vessels, our shipmates and our guests.

SANITATION

Sanitation is a public trust and should be shared by everyone. All shipmates must maintain the highest standards of personal hygiene and sanitary work in order for us to meet our obligation of serving safe food and beverages, as well as providing a safe and healthy working environment. Health and proper hygiene practices include, but are not limited to:

- Not reporting to work if sick or symptomatic
- Following proper hand-washing procedures
- Include adherence to local, city and state laws and departments that govern food safety and sanitation

- Wearing proper protective equipment as required (i.e. gloves, hair restraints, etc.)
- Eating/drinking, using tobacco, chewing gum in designated areas only

It is also crucial that shipmates utilize methods for proper storage and protection against contamination. Best practices to accomplish this includes, but not limited to:

- Store chemicals away from food storage areas
- Ensure chemicals are listed correctly on Material Safety Data Sheets (MSDS), used in the correct manner, and are properly labeled
- Store food items properly; ensure they are logged and labeled with date/time stamps, and expired food product is removed immediately

Shipmates are responsible for reporting any unsanitary conditions to a supervisor or manager. All shipmates are required to abide by all sanitation guidelines outlined by supervision/management—see your manager for specific sanitation guidelines for your department.

REPORTING CONCERNS RELATED TO SAFETY, ENVIRONMENTAL AFFAIRS & SANITATION

All shipmates are required to report any incidents or conditions that endanger health, safety, or the environment. These concerns must be reported using any of the below points of contact:

- Notify your manager/supervisor, Captain or operation management
- Email the Safety Hotline at [REDACTED]
- Notify Corporate Headquarters at [REDACTED]
- Contact the Human Resource (People)/Payroll Hotline at [REDACTED] or via email at [REDACTED]

THEFT, FRAUD, AND ABUSE

The Company is committed to the prevention and elimination of theft, fraud and abuse. We provide shipmates with an opportunity to report instances of theft, fraud, and abuse confidentially by calling the Corporate People Department or reporting it to the city management. You can remain anonymous if you wish. All calls will be investigated thoroughly and retaliation towards a shipmate that reports suspected theft, fraud and/or abuse will not be tolerated.

SEARCH, INSPECTION, & THEFT INVESTIGATION

To protect our shipmates, their personal property, and company property, we have put the following procedure in place. It is Company policy, when deemed necessary by management, for authorized persons to search and inspect both company property and personal items including vehicles brought onto company property. An example of necessary searches may include but not be limited to a shipmate or a guest reporting something missing. Refusal to cooperate in a search, inspection, or investigation pursuant to this policy may result in a disciplinary action up to and including termination.

Decision to Search and Conducting Search

- Under most conditions, the following shipmates or outside services shall be involved in a decision to conduct an unannounced search:
 - Department Director
 - City Management
 - Director of People
 - Executive Management
 - On-Duty Security Officers
- A minimum of two authorized persons are required to conduct an unannounced search. One person shall conduct the search, and the second shall witness the inventory. Items found and identifying locations shall be noted.

- One of the authorized people conducting the search must be of the same gender as the person whose belongings are being searched.

USE OF COMPANY FACILITIES

The Company facilities should be used by shipmates only for approved business purposes. Shipmates on Company premises are expected to abide by Company policies and in no way engage in inappropriate behavior in violation of any Company policy or applicable law, such as illegal activity, threatening or violent behavior, sexually explicit behavior, or behavior that would be considered discriminatory or obscene, to any shipmate or other person. Shipmates that misuse or damage facilities may be held responsible and are subject to disciplinary action, up to and including termination.

PERSONAL USE OF COMPANY RESOURCES AND VISITORS

Personal use of Company resources such as envelopes, paper, copiers, etc. is prohibited. Personal use of postage machines is a convenience provided to shipmates. All such use must be reimbursed.

As proud as we are of our jobs, you may not bring guests, family or friends to work while in a “work” capacity. This applies to all shipmates.

If you are not scheduled to work or not cruising as a paying guest, you should not go aboard the ship unless authorized by your manager.

Any use of cell phones while on duty is also subject to the Cell Phones, Tablets & Other Electronic Communication Devices policy. International and long-distance personal phone calls from Company phones are prohibited.

Office Shipmates:

From time to time, it is necessary to make a personal phone call during business hours. These calls should not interfere with your work schedule or the schedule of your co-workers. Please keep these calls to a minimum. International and long-distance personal phone calls from Company phones are prohibited.

COMPANY USE OF RECORDING DEVICES

Due to the nature of the business, shipmates may be tape recorded, videotaped or photographed for business use at any time, to the extent permitted and in accordance with applicable law. Pictures taken on-board can be used in promotional materials. If a shipmate objects to this, the shipmate must immediately contact their supervisor and/or the Director of People. Shipmates should not expect privacy in work-related areas as a result of this policy. The Company will comply with any state and federal laws that may apply.

PROTECTION OF PERSONAL INFORMATION

The Company philosophy is to safeguard personal shipmate information in its possession to ensure the confidentiality of the information. Additionally, the Company will only collect personal information that is required to pursue its business operations and to comply with government reporting and disclosure requirements. Personal information collected by the Company includes shipmate names, addresses, telephone numbers, e-mail addresses, emergency contact information, EEO data, social security numbers, date of birth, employment eligibility data, benefit plan enrollment information, which may include dependent personal information, and school/college or certification credentials. All pre-employment inquiry information and reference checking records conducted on employees and former employee files are maintained in locked, segregated areas and are generally not used by the Company in the course of its business operations.

Personal shipmate information will be considered confidential and as such will be shared only as required by applicable law and with those who have a need to have access to such information. All hard copy records will be maintained in locked, secure areas with access limited to those who have a need for such access. Personal

shipmate information used in business system applications will be safeguarded under Company proprietary electronic transmission and intranet policies and security systems. This includes but is not limited to secure authentication protocols with user IDs, passwords with expirations, encryptions and when feasible, the Company will perform updates and tests of its firewall. Please see the Information Technology Services (IT) Policy for more details. Participants in Company benefit plans should be aware that personal information will be shared with plan providers as required for enrollment or claims handling or record keeping needs. The Company will perform due diligence in ensuring the third-party providers can properly protect the information.

Please note that, for scheduling purposes, the Company may disclose and post contact information on various internal communication sources, including but not limited to Company bulletin boards, email communications, and the internal Company communication systems, such as the Shipmate Access Site and Intranet. Contact information for such purposes is limited to personal email address and phone number.

The Company will ensure all terminated shipmates do not have access to any of the Company's systems. Furthermore, the Company will ensure that active shipmates only have access to applicable and necessary information in accordance with applicable laws.

The Company will provide formal training and compliance changes as applicable by state and federal regulations.

If a shipmate becomes aware of a material breach in maintaining the confidentiality of the shipmate's personal information, the shipmate should report the incident to one of the following:

- Director
- City Management
- Director of People
- Executive Officer

If at any time, there is a breach in access to personal information, the Company will document the situation and implement procedures to prevent a similar breach. Furthermore, the Company will notify the designated agencies as required by state or federal law. The Company has the responsibility to investigate the incident and take appropriate corrective actions. Please be aware that a standard of reasonableness will apply.

CONFIDENTIAL, PROPRIETARY, AND INSIDE INFORMATION

The internal business information of the Company, including but not limited to, confidential information and trade secrets, represent Company assets that each shipmate has a continuing obligation to protect. Confidential information includes, but is not limited to, financial information (unrelated to wages and other terms and conditions of employment), information regarding guests, business plans and strategies, and marketing strategies. Such information should not be disclosed to any third party, especially firms or individuals that do business with the Company or that compete with the Company except under normal business communications and relationships. At no time, shall any confidential and proprietary information be communicated on any social media or blog website without an officer of the Company's prior approval.

Shipmates may learn information about the Company which, if known to the public, might affect the decision of an investor to buy, sell, or hold securities issued by the Company. Shipmates may not disclose inside information to anyone, either inside or outside the organization, who does not have a legitimate business need to know it.

PAYMENT CARD INDUSTRY DATA SECURITY STANDARDS (PCI DSS)

Shipmates that have access to guest credit card information are required to comply with Payment Card Industry Data Security Standards (PCI DSS). Confidential Information includes Cardholder Data, which consists of the Primary Account Number (PAN), the cardholder name, the service code, and the expiration date. All Shipmates must:

- Only use your authorized access to Confidential Information in the performance of the duties assigned to you.
- Avoid disclosure of Confidential Information to unauthorized persons without the appropriate consent or permission or except as permitted under applicable Company policy and/or Federal or State law. Your obligation to avoid such disclosure will continue even after you leave the employment of the Company.
- Promptly report any and all violations or suspected violations of information technology or security policies to your immediate supervisor and the Director of IT or the CFO. Report any inappropriate or non-essential access to Confidential Information.
- Maintain all personal computer system logins and passwords assigned to you in confidence. Do not disclose passwords to any other person or authorize others, whether in the employ of the Company or not, to use your passwords and account information for any purpose.
- Utilize your computer(s) in a secure fashion; do not allow unauthorized individuals to use your workstation or laptop. Always lock or logout of your workstation when leaving it unattended. In addition, select secure passwords that will be changed regularly. Passwords will not be written down and stored in an insecure fashion.
- Never require nor request that individuals send Confidential Information via an insecure method (e.g. e-mail).
- Never send Confidential Information over the internet to a third party, unless for an authorized and approved business purpose. If you send Confidential Information to an authorized third party, only use secure connections and any Confidential Information will be encrypted.
- Never send documents containing Confidential Information through postal mail, except on applications or on forms when required by law.
- Do not post, copy, enter or otherwise provide Confidential Information to any unauthorized third party applications or websites. This includes but is not limited to, social media sites, survey services, cloud storage providers, cloud based document editors or third party e-mail systems.
- When using Company provided systems, or approved third party systems, which provide web based access to Confidential Information, do not use mechanisms that automatically remember your password.
- Comply with all controls established by the Company's IT Department for the use of Confidential Information maintained within any computer systems.
- Exercise care to protect Confidential Information against accidental or unauthorized access, modifications, disclosures, or destruction.
- If you store or travel with any Confidential Information, whether in electronic or physical form, take appropriate security measures to prevent damage, loss or theft. This includes the use of encryption on any files containing Confidential Information that are stored on a laptop or removable media.
- When discussing Confidential Information with other employees in the course of your work, exercise care to keep the conversation private and not be overheard by others who are not authorized to have access to such Confidential Information. Do not store nor leave printed or written Confidential Information in plain sight of third parties.
- Any violation of this Agreement may result in immediate termination of your access to computer systems and could constitute just cause for disciplinary action including termination of employment regardless of whether criminal or civil penalties are imposed.

COMPANY RIGHTS TO INTELLECTUAL PROPERTY

Shipmate must assign to the Company or its designees, all of the Shipmate's right, title, and interest in such Intellectual Property, to the extent permitted and in accordance with applicable law. For purposes hereof, "Intellectual Property", shall mean all discoveries, inventions, improvements, formulas, ideas, devices, writings, or other similar things, including but not limited to, software, recipes, notes, records, reports, sketches, drawings, designs, plans, photographs, videos, processes, memoranda, and other tangible information relating to such Intellectual Property, whether or not subject to protection under any applicable patent, trademark, or copyright laws, which Shipmate shall conceive or develop solely or jointly with others in the course of or within the scope

of Shipmate's employment by the Company, or which relates directly to the business of the Company of the Company's actual or anticipated research and development, or which was conceived or created using the Company's material or facilities, whether during or after working hours, whether when working at any remote location or on a Company site is the exclusive property of the Company.

OUTSIDE EMPLOYMENT

Second jobs are discouraged if they affect, in any way, your ability to perform your job duties with the Company. If you have a second job, including self-employment, and we determine that your outside work interferes with your job performance and with your ability to meet our job requirements or schedule availability, you may be required to terminate the outside employment or your employment with the Company. No preference or special consideration will be given to you because you hold a second job.

Employment that creates a conflict of interest as defined by the Conflicts of Interest policy or significantly competes with the business of the Company is prohibited.

If you want or need to engage in outside employment that may violate this policy, you must submit a written request to your manager and receive approval from city management or Company Executive.

CONFLICTS OF INTEREST

Shipmates are prohibited from engaging in any activity, practice, or conduct which conflicts with, or appears to conflict with, the interests of the Company, its guests, or its suppliers as it pertains to the operation of the Company. Since it is impossible to describe all of the situations that may cause or give the appearance of a conflict of interest, the prohibitions included in this policy are not intended to be exhaustive and only include some of the more clear-cut examples.

Shipmates are expected to represent the Company in an ethical manner. Thus, shipmates have an obligation to avoid conflicts of interest and to refer questions and concerns about potential business conflicts to their supervisor.

Shipmates may not engage in, directly or indirectly either on or off the job, any conduct which conflicts with, or appears to conflict with, the interests of the Company such as conduct that is competitive to the operations of the Company. Prohibited activity also includes any illegal acts in restraint of trade.

Shipmates may not accept any employment relationship with any organization that does business with, or competes with, the Company. This prohibition on employment includes serving as an advisor or consultant to any organization of that type, unless the activity is conducted as a representative of the Company.

Shipmates must disclose any financial interest they or their immediate family have in any firm that does business with the Company or that competes with the Company. The Company may require divestiture of the interest if it considers the financial interest to be in conflict with its best interests.

Any conflict of interest must be disclosed to the VP of People & Development. Failure to do so may result in discipline, up to and including termination.

GIFTING POLICY

Shipmates and their immediate family may not accept gifts, except those of nominal value (\$50 or less), or any money, special discounts or loans from any person or firm doing, or seeking to do, business with the Company. The meaning of gifts for the purposes of this policy includes the acceptance of lavish entertainment and free travel and lodging. Any gifts exceeding \$50 but less than \$200 may be accepted upon the approval of city management

and General Manager or Vice President. Acceptance of gifts exceeding \$200 requires approval by both the VP of People & Development and Chief Financial Officer or Chief Executive Officer.

Shipmates may not give, offer, or promise, directly or indirectly, anything of value to any representative of guest, of a potential guest, or of a financial institution in connection with any transaction or business that the Company may have with that guest, potential guest, or financial institution.

PROCUREMENT AND SUPPLIER INTERACTIONS

Shipmates must strive to conduct all business with honesty, fairness, and integrity. In doing so, shipmates must not conduct any transactions resulting in personal benefit. Shipmates must also exercise skill and good judgment to obtain the maximum value for each dollar of expenditure and keep all purchasing negotiations and pricing confidential.

U.S. GOVERNMENT AFFAIRS

All dealings with international, federal, state or local government agencies should be handled by Company senior management. Inappropriate dealings with any government official can place the Company, shipmates, and potentially the government official in jeopardy.

Shipmates are strictly prohibited from:

- Offering, promising, giving, requesting, receiving or agreeing to receive money, gifts, loans, favors, “finder’s fees” or anything of value to or from any government official or employee, in order to influence their judgment in the conduct of their government duties, to obtain or retain business for the Company or to give the Company an advantage in the conduct of business
- Making payments of any kind to agents or other intermediaries if they know or have reason to know that they will pay all or part of such payments to accomplish what the Company is prohibited from doing directly
- Entertaining any government official, employee, agent, or intermediary on behalf of the Company, except routine lunches or dinners occurring during the regular course of business, and then only to the extent this is not a violation of a law or policy of the particular government agency involved

ANTITRUST LAWS

Antitrust laws are designed to preserve our competitive free enterprise system and the belief that the public interest is served by vigorous competition (i.e., competition free from collusive agreements among competitors). Violations of antitrust laws could result in severe adverse effects on the Company’s resources and reputation.

Examples of antitrust violations include: joint activity of agreement (express or implied) with competitors to allocate customers (guests), markets or territories; to fix or restrain competition with respect to prices, terms, or conditions of sale; and to abstain from competition or to boycott any individual or entity. There should be no discussions, agreement or understanding with competitors concerning prices, pricing policies, allocations of customers (guests), markets or territories, volume of production, or terms or conditions of sale of the Company or any other firm. All shipmates are expected to abstain from any activity that might violate any of the antitrust laws and regulations regarding the above or even give the appearance of a possible violation.

FOREIGN CORRUPT PRACTICES ACT (FCPA)

Shipmates must comply with the FCPA, the U.K. Anti-Bribery Act, and similar foreign laws in conducting business internationally. In general, these laws make it unlawful to bribe foreign officials to influence, obtain or keep business, and the U.K. law extends that prohibition to prevent bribery of a foreign official to gain any business advantage. Shipmates that conduct international business must abide by the following guidelines:

- Company funds should not be used for any purpose which would be in violation of any law or regulation of any applicable country

No part of a report of a marine casualty investigation shall be admissible as evidence in any civil or administrative proceeding, other than an administrative proceeding initiated by the United States, 46 U.S.C. §6308.

- Shipmates should not make, promise to make or authorize payment of money, or anything of value, directly or indirectly, to foreign officials, political parties, or candidates for political office to obtain, retain, or direct business to any person, or to influence any act or decision of such official in carrying out their official duties, or to gain any advantage in conducting business
 - Shipmates should not make payments prohibited by these standards through any other party retained, directly or indirectly, by the Company. If a shipmate has reason to believe that a payment given to an agent or consultant has or may be used in an improper way, the shipmate must immediately notify the CFO.
 - Shipmates may be asked by a government or customs official for a payment to “expedite” an approval or “bring your request to the top of the pile.” Such facilitation payments, sometimes known as “grease payments” are prohibited.
-

INFORMATION TECHNOLOGY (IT) POLICIES

COMPANY-PROVIDE ELECTRONIC RESOURCES & INFORMATION

The Company owns and has the right to specify the use of all Company provided electronic resources and information. This includes but is not limited to computers, laptops, Company issued tablets or smart phones, fax machines, telephones, printers, copiers, all email and instant message communication, and electronic documents, all internet sites and access as used from Company resources or provided through a Company data connection. No shipmate has any property interest in the electronic resources or communication owned by the Company.

General Usage Rules

Shipmates are eligible to use the electronic resources but may do so only in accordance with this policy. Shipmates obtaining access to the Company's electronic resources must have a request by the shipmate's manager in writing for said shipmate and agree to abide by this policy.

The Company's electronic resources are corporate assets which are intended for legitimate business purposes. Personal use is not forbidden, as long as it does not include uses requiring substantial expenditures of time, does not interfere with performance or operations, is not used for commercial profit, involve illegal activity, sexually explicit material, or those that would be considered discriminating, threatening, harassing, or obscene, to any shipmate or other person in violation of the Company's policies regarding discrimination, harassment, and workplace violence, or other uses that would otherwise violate any Company policy or applicable law.

It is prohibited to download, install, execute, or otherwise use software on any Company resource without prior approval from the IT Department. In the event that unauthorized software is found it will be removed without notification.

Electronic Communication

All electronic communication exchanged between shipmates both internally and externally, are property of the Company. You should carefully consider the electronic material you send. Some general guidance regarding usage includes:

- Company-related correspondence must be conducted via Company provided email systems and instant message systems
- Shipmates should use a Company authorized signature in email messages
- Shipmates must not engage in illegal conduct, or send or receive messages of discriminatory, harassing or threatening nature in violation of the Company's equal employment opportunity, harassment and workplace violence policies

Authorized shipmates should be aware that email messages are not secure and can be potentially accessed by others. There is no guarantee of delivery and they may be tampered with by a third party. They may also be intercepted, incorrectly addressed or easily forwarded to third parties.

For shipmates who are provided a Company email account, the size of each shipmate's mailbox storage space is determined by National IT with consideration for optimal performance and security for all shipmates. National IT will communicate allotted mailbox storage space when an email mailbox is issued to the shipmate. National IT may change the size of allotted mailbox storage space at any time. All email sent or received by authorized shipmates is kept on company approved and provided storage until it is deleted by the shipmate or until the mailbox exceeds its allotted storage space on the server. If the size limit is exceeded, old email may be deleted by IT Department to make room for new email. It is the shipmate's responsibility to manage their email to stay within communicated limits. In addition, under most circumstances, it is recommended that email over 1 year old should be deleted.

Internet Usage

Materials should not be downloaded, copied or used from the internet without a clear understanding of the rights to make use of the materials. Shipmates are prohibited from downloading large files or streaming videos or music that might affect the internet performance for other users. Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, threatening, or harassing to any shipmate or other person in violation of the Company's equal employment opportunity, harassment and workplace violence policies.

Security Rules

Security password features have been put in place to reduce potential unauthorized access to the Company network. Network login passwords must be changed every sixty (60) days; network login passwords cannot be reused. All passwords created by authorized shipmates must be at least seven characters long, must contain at least one upper and one lower case alphabetic character and at least one non-alphabetic character. Non-alphabetic characters include numbers (0-9) and punctuation (example: Wed6%0L). They should not be similar to previous ones used or sequential (example: Password1, Password2). Passwords should not be sent via email, written down, stored near a computer, or shared with fellow shipmates or persons outside the Company.

Shipmates are prohibited from disabling anti-virus software running on Company- provided computer equipment as provided and maintained by the IT Department. In certain circumstances, the Company may permit users to access the Company network remotely. This may include shipmates, vendors, and other third parties. This access can only be approved by the IT Department. In some cases the Company may provide equipment to facilitate remote access. If you are issued a portable resource (laptop, tablet, etc.) for this access, your responsibility is to ensure the availability and security of your portable resources at all times.

All the supplied equipment and software and the information stored in them are resources within the meaning of this policy. All data stored on Company equipment, regardless of issue or ownership, is the property of the Company.

Any exchange of Company or guest data from a remote location using the Company network must be conducted using one or more security features or procedures approved by the IT Department.

Wireless Access

1. All wireless access points on the Entertainment Cruises network must be approved and centrally managed by National IT. The addition of new wireless access points within in a company facility will be managed at the sole discretion of National IT. Non-sanctioned installations of wireless equipment is strictly forbidden.
2. Access point broadcast frequencies and channels shall be set and maintained by National IT. Any device or equipment found to be interfering with access point signals may be subject to relocation or removal, including cordless phones, microwave ovens, cameras, light ballasts, etc.
3. All computer equipment and devices used to connect to the company's network must display reasonable physical security measures. Shipmates are expected to secure their personal devices
4. Use of the wireless network is subject to the same guidelines found in the General Usage Rules and Internet Usage sections of this guide.

Monitoring and Compliance

The Company retains the right to monitor and audit all use of the Company's electronic resources, regardless of where such use is initiated, and to access all files and messages stored on or processed through the Company's electronic resources.

Shipmates failing to conform to this policy or any other instructions provided for operation, security and maintenance of electronic resources provides a basis for disciplinary action, which may include revocation of the privilege to use resources, dismissal without notice, being held personally responsible for the cost of repair, in addition to any further disciplinary or other actions the Company may deem appropriate.

SOCIAL MEDIA ACTIVITIES POLICY

The Company respects the rights of its shipmates to use social media channels as a form of self-expression. Social media channels may include, but are not limited to blogging, wiki postings, microblogs, message boards, chat rooms, electronic newsletters, online forums, social networking sites, such as Facebook Twitter and Instagram, personal blogs or other similar forms of on line journals, diaries or personal newsletters not affiliated with the Company.

It is important that all shipmates are aware of our guidelines when operating on the internet as an identifiable employee of the Company. The following guidelines serve as advice for you on social media use and behavior and what may result in disciplinary action up to and including termination.

Social Media Activity Guidelines:

1. *Be Responsible*- Make sure what you are saying does not reveal any confidential Company information in violation of any applicable Company policy or agreement.
 - a. If you participate in the social media space, we encourage you to exercise good judgment and common sense.
 - b. You are responsible for maintaining the confidentiality of the Company's private or confidential information, including but not limited to, development of systems, processes, products, internal reports, or other non-public information. This information cannot be shared on social media.
 - c. Use reasonable and appropriate etiquette, the same as you would offline.
2. *Representation of the Company*- Anonymous profiles lend themselves to more negative content
 - a. You are an important ambassador for our Company's brands, and you can promote them as long as you disclose that you are affiliated with the Company.
 - b. If you express a political opinion or an opinion regarding the Company's actions and also identify yourself as a shipmate of the Company (or if it can be inferred that you are a shipmate of the Company), be transparent that your thoughts and opinions are your own and not a reflection of the Company.
 - c. Do not use Company email addresses to register on social networks, blogs or other online tools utilized for personal use.
3. *Be Respectful*
 - a. Be respectful of your audience. Refrain from using ethnic slurs, personal insults, maliciously false statements, discriminatory comments, or engaging in other behavior that would violate the Company's policies about discrimination and harassment.
 - b. Respect copyright. Do not claim authorship for content that is not yours. Do not use the copyrighted material, trademarks, publicity rights, or other rights of others without the necessary permissions of the rights holder(s).
 - c. Shipmates may not use the Company's logos, photographs or trademarks for commercial purposes or to endorse any product or service.
4. *Restraint*- Before you post/repost, pause and reread
 - a. Do not comment on work related legal matters on behalf of the Company unless you are an official spokesperson for the Company.

- b. Do not comment on or speak with reporters about the Company's stories on behalf of the Company unless you are an official spokesperson for the Company.
- c. Engaging in activity that violates any Company policy will result in disciplinary action.
- d. Remember to operate with the highest amount of integrity.
- e. Be cognizant of your role within the Company. As a Supervisor, it is important to refrain from fraternizing with shipmates who work for you.
- f. When in doubt, do not post or repost.

Management will address performance issues if a shipmate's social networking usage affects job performance and completion of assigned duties.

The Company strongly urges shipmates to report any violations or possible or perceived violations to management or the Director of People. The Company investigates and responds to all reports of violations or questionable usages of social networking and blogging. Failure to comply with the policy may lead to disciplinary actions up to and including termination of employment.

Nothing in this policy or guidelines is designed to interfere with, restrain, or prevent shipmate communications regarding wages, hours, or other terms and conditions of employment.

PERSONAL MOBILE DEVICES

Shipmates, who have a company predetermined position which requires access to Company resources on their mobile device, may be granted access to connect their personal mobile device to the Company's network to access mobile applications, websites, email, documents or Citrix applications, subject to the following policies:

- Mobile Devices including iPhone, Android, Blackberry and Windows phones, iPads, Android and Windows tablets are allowed as long as they are on the approved mobile devices list or approved by National IT.
- Rooted (Android) or jailbroken (iOS) devices are strictly forbidden from accessing the network.
- Access to the Company's resources is intended for business use and limited to one personal device. National IT may approve additional devices based on business need.
- Personal mobile devices must follow Company security guidelines. These guidelines may be automatically enforced. These guidelines include, but are not necessarily limited to the following.
 - In order to prevent unauthorized access, devices must be password protected using the features of the device and a strong password is required to access the Company network.
 - The device must lock itself with a password or PIN if it's idle for a maximum of five minutes.
 - After five failed login attempts to access company provided applications or information, that access will be locked out.. Contact IT to regain access.
 - Lost or stolen devices must be reported to the Company within 24 hours. Shipmates are responsible for notifying their mobile carrier immediately upon loss of a device.
- Issues related to connecting to Company resources are supported by IT. Employees should contact the device manufacturer or their carrier for operating system, wireless connectivity or hardware-related issues.
- The shipmate's personal device may be remotely wiped to remove all Company information if 1) the device is lost, 2) the shipmate terminates employment with the Company, 3) IT detects a data or policy breach, a virus or similar threat to the security of the Company's data and technology infrastructure. IT will attempt to only destroy Company related data, but, in order to protect Company data, may erase all phone data if necessary or unavoidable. Shipmates are responsible for taking precautions to prevent data loss on their device, such as backing up photos, text messages, or other personal data.
- Shipmate use of Company resources with personal devices must follow the Company's general IT policies as outlined in this Shipmate Guide.
- The company reserves the right to disconnect devices or disable services without notification.

- IT will arrange for proper job provisioning and configuration to connect personal devices to corporate resources

CELL PHONES, TABLETS, & OTHER ELECTRONIC COMMUNICATION DEVICES

Non-Marine Crew

The personal use of cell phones, tablets, and other electronic communications devices by non-marine shipmates while on duty is prohibited unless the shipmate is on break or permission has been granted by the shipmate's supervisor for specific job functions or in cases of personal emergency. Shipmates are prohibited from using cell phones, tablets, and other electronic communication devices while they are driving a car, cart, bicycle or any other type of vehicle for a Company-related task.

Marine Crew

Marine Crew, which is defined as members of the Marine Department holding the positions of captain, mate or deckhand, are not to use cell phones, tablets and other electronic communications devices while on duty unless specifically permitted to do so by the Master in the case of serious personal emergency or when instructed by the Master as outlined below.

Vessel Operator Restricted Use Policy: The use of cell phones, tablets and other electronic communication devices by the Vessel Operator are prohibited during certain critical times or while performing certain duties as outlined below, whether the vessel is underway or at the dock. An exception is made to this rule when a cell phone is required to complete the drill or exercise. For the terms of this policy, the vessel operator is defined as the licensed Master or designated Mate/Senior Deckhand on watch.

Critical Times/Duties:

- While getting underway or landing the vessel
- During times of heavy traffic (commercial and/or recreational)
- During times of difficult maneuvering or making a lock
- During times of severe weather
- During any period of high risk or increased demands on the operator (e.g. refueling)
- During safety & security drills and exercises
- During MARSEC Levels II or III
- While at the helm (steering, maneuvering, course plotting, etc.)
- While performing lookout duty

Allowable Use:

The licensed Master is allowed use of the cell phone, tablet, or other electronic communication device for business related dialogue as long as the designated Mate/Senior Deckhand is on watch on the bridge at the time and use is not during any of the critical times/duties as outlined above.

Personal Emergency – in the rare case of a serious personal emergency:

- The Master at their discretion may use a cell phone, tablet or other electronic communication devices as long as the designated Mate/Senior Deckhand is on watch on the bridge at the time and use is not during any of the critical times/duties as outlined above
- The Master at their discretion may allow limited use of cell phone, tablet, or other electronic communications devices by a marine crew member in the case of a serious personal emergency

Master's Responsibility

No part of a report of a marine casualty investigation shall be admissible as evidence in any civil or administrative proceeding, other than an administrative proceeding initiated by the United States, 46 U.S.C. §6308.

The safe operation of the vessel is the responsibility of the Master on watch; use of any electronic communications equipment in meeting this responsibility at any time including emergency situations such as incident reporting or requests for emergency assistance, is at the discretion of the Master.

NAME: _____

Deckhand 2nd Day Orientation Worksheet

***Must be taken through the ship by either a Captain or a Mate.**

GENERAL SHIP INFO:

- Importance of OSS to our customers and employees
- Clocking In/Out
- Scheduling/Requesting Time Off/Responsibilities
- No Call, No Show policy (always call in!)
- Policies (Cell Phone, Eating, Drinking, etc)
- Language (i.e. Ship terminology)
- Crew Appearance (Uniform, Posture, ID tag, etc)
- Attitude (Customer Relations, Teamwork); No Cursing
- Gangway Etiquette (Security, Station, Assistance, Problems, etc)
- Rain Gear & Float Coats
- Deck Watch
- Off Limit Areas (Passengers, Crew, Staff)

VESSEL SAFETY EQUIPMENT:

- General Alarm
- Emergency Lights & Flash Lights
- First Aid Boxes
- Fire Axe
- Life Rings & Float Light
- Fire Extinguishers & Fire Stations
- Spot Light at Mid Ship Door
- Passenger Life Jackets (Adults, Children)
- Crew Life Jackets (also location of work vests)
- Man Overboard (Platform, Davit, Life Sling, Rescue Lines, Boat Hook)
- Ventilation Shut Down
- Fuel Shut off Valves
- Escape Hatches
- PA System
- Hailer
- Portable Radios & Communication
- Safety Painted/Striped Areas

DISCUSSION INFO:

- Drills: Security, MOB, Fire, Anchor, Abandon Ship
- Emergency Line Cleating
- Emergency Lighting
- Loss of Generator
- Bilge: Crawling in, Pumping out, Cleaning out, Pollution Signage & Clean up
- Vessel Safety (Ops leading by example at all times)
- Accidents: Responding to, Whom to notify, Passenger vs. Employee, Disney Technique, On Dock vs. On Vessel, Sick Passengers
- Vessel Cleanliness: Quick clean vs. thorough clean, Cleaning up before end of cruise
- Patrols: Safety, Shoe, Roach, Spider, Chewing Gum, Trash, etc. during cruises
- Vacuum Maintenance
- Deckhand Duties: Pre-cruise, Boarding, Cruise, Disembarking, Post-cruise
- Always ask questions if you are unsure about something!

NAME: _____

OPERATIONS STAFF:

- Marine Operations Manager – Ryan Nadeau**
- 1st Captain – [REDACTED]
- Captain – [REDACTED]
- Part Time Captains – [REDACTED]
- Chief Mate – Bob Enloe
- Mates
- Deckhands

FOOD & BEVERAGE STAFF:

- Food & Beverage Director – [REDACTED]**
- Restaurant Managers – Candy Ginn, [REDACTED]
- Galley Managers – [REDACTED]
- Restaurant Supervisors – [REDACTED]
- Galley Supervisors – [REDACTED]

OFFICE STAFF (do walk thru of office if possible):

- General Manager – Jolene Price-Thompson**
- Administrative Manager – [REDACTED]**
 - Administrative Assistant – [REDACTED]
- Director of Sales – [REDACTED]**
 - Corporate Sales – [REDACTED]
 - Corporate, Government
 - Tour & Travel, Kiddies, Students – [REDACTED]
 - Social Civic, Military – [REDACTED]
 - Colleges, Class, Churches
 - Weddings – [REDACTED]
 - Social Civic – [REDACTED]
 - Birthdays, Special Occasions, Seniors, Family Reunions
 - Sales Assistants – [REDACTED]