

Ward Cove Dock Group

Personnel Policies and Procedures

Introduction

This manual provides a guide for how to act and make decisions as an employee of Ward Cove Dock Group, LLC (hereafter referred to as “the company”). Each of us is expected to read, understand and follow the policies and procedures within this manual.

Please take a few moments to familiarize yourself with this Personnel Policy and Procedure Manual. This manual will serve as your reference about the policies, benefits, procedures, and opportunities available to guide and assist you in performing to the best of your abilities, developing, and realizing your potential as one of our valued employees.

While the policies and procedures outlined in this manual should give you answers to most of the general questions you might have about your job or the company's programs and procedures, it cannot cover every situation that might arise. If you have questions about these guidelines or need further information about any subject, please consult with your supervisor.

In addition to the topics covered in this manual, there may be additional policies and procedures that govern your employment that are department or position specific (Tour Guide Handbook, Retail Handbook, etc.). These will be presented to you during your department orientation.

The president is the only employee that has the right to make exceptions to any policy or procedure. All exceptions will be approved in writing.

The information in this handbook is subject to change as statutes and regulations are modified, or at the company’s discretion, with or without notice. When those changes occur, we will try to inform you about any changes affecting your employment as soon as possible.

The format of this manual is as follows:

Purpose Describes:

- Why the company has this policy

Policy Describes:

- The “rules”
- How employees are expected to act under certain conditions

Procedure Describes:

- How policy is implemented
- Where to go to get information
- Timelines for prescribed events

Text that is *underlined and italicized* refers to an available form which can be provided to you through your supervisor or the administrative coordinator.

About Us

Ward Cove Dock Group, LLC dba The Mill at Ward Cove is a partnership of the Spokely Family of

Ketchikan through their company Power Systems & Supplies of Alaska LLC (PSSA), and the Binkley Family of Fairbanks through their company Godspeed, Inc. The property is privately owned by Power Systems & Supplies of Alaska LLC and leased to Ward Cove Dock Group, LLC, who operates the property.

The Spokely family are longtime Ketchikan residents. Dave Spokely began his career as a helicopter pilot in the 1970's and immediately fell in love with the spirit of Alaska. His son, Andrew, grew up helping at his grandparent's store, The Trading Post, one of the first shops in Ketchikan to recognize the potential of tourism. It was family owned and operated for almost three decades. In recent years, Dave and Andrew have begun several companies, including Full Cycle, Power Systems & Supplies and Remote Made Easy that provide service to all of Southeast, Alaska.

The Binkley family began a riverboat cruise tour in the 1950's which has now become one of the most popular highlights for travelers to the north. Over the years, their business grew from the Godspeed, a 25-passenger vessel, to the Discovery III, a 900-passenger vessel. Today, the Binkley grandchildren run the company which is flourishing. The Binkley's also operate several other major attractions; Gold Dredge 8, Wings Airways, Alpine Aviation and Premium Aquatics.

Ward Cove Dock Group, LLC, can best be described as a small, local, Alaskan family business. The Binkley and Spokely families are very involved in operations, and you may see them daily.

Our Mission Statement

The Mill at Ward Cove is a destination that creates authentic Alaskan experiences for our guests by connecting them to nature, culture, and history while serving our community through economic development and environmental stewardship.

Expectations

We know you can't meet our expectations if you don't know them. Here are the expectations, plain and simple:

- Have fun; over the course of the summer friendships develop that last a lifetime
- Work hard
- Be on time
- Project a friendly and professional attitude
- Have a pleasing personal appearance
- Be enthusiastic
- Be willing to share your knowledge of Ketchikan
- Make every guest (from the very first to the very last) feel welcomed

Ward Cove Dock Group Personnel and Administrative Policy and Procedure Manual

Revised August 2024

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SECTION Employment

SUBJECT 1.01 – Definitions of Employment and Employee Classification

PURPOSE To provide uniformity and equality in applying personnel policies and procedures

SCOPE All employees

POLICY The company maintains standard definitions of employment status and classifies employees for purposes of personnel administration and related payroll transactions.

DEFINITIONS:

- Exempt: Employees whose positions meet specific tests established by the Fair Labor Standards Act (FLSA) and Alaska State law and who are exempt from overtime pay requirements. These employees typically serve in management, supervisory, professional, and administrative positions.
- Non-exempt: Employees whose positions do not meet FLSA exemption tests and who are eligible for overtime pay at one and one-half times their regular rate of pay for hours worked in excess of 8 hours per day and 40 hours per week.
- Regular Full Time: Employees scheduled to work 40 hours or more per week, year-round.
- Regular Part Time: Employees scheduled to work less than 40 hours per week year-round.
- Temporary: Employees working for a determined period, not to exceed 6 months.
- Seasonal: Employees working during a specific period of the year (summer months, the holiday season, etc.).
- Initial Probation: Employees in the initial three-months of their employment or reemployment with the company.

PROCEDURE

At time of hire, all new employees receive an Offer Letter which specifies:

- Rate of pay
- Effective date of hire
- Classification as regular full time, regular part time, temporary, or seasonal
- Classification of exempt (salary) or non-exempt (hourly)
- Typical working hours
- Supervisor

Employment Agreement Guidelines

Exempt vs Non-exempt

Employees will be classified as either exempt or non-exempt. Cases in which the exempt/nonexempt status of any employee is in doubt, the Director of Finance will review duties and responsibilities against Fair Labor Standard Act exemption tests and reach a provisional decision.

Regular Full-time vs Regular Part-time vs Temporary vs Seasonal

Employees will be classified as regular full-time, regular part-time, temporary, or seasonal. This status designation is important for the purposes of determining retirement eligibility, paid leave, and holiday pay.

Wage Determination

The company maintains wage scales for all seasonal positions. Supervisors will negotiate pay rates according to these wage scales and their approved budgets.

Initial Probation

All full-time employees, initially hired or re-hired will be subject to a 3-month initial probation period. This period is meant to assess an employee’s ability to perform the duties assigned.

All seasonal employees, initially hired or re-hired will be subject to a 3-week or 120 hours initial probation period. This period is meant to assess an employee’s ability to perform the duties assigned.

Employee Agreement Change

Any changes to an employee’s classification will be documented on an Employee Agreement Change Form.

At-Will Employment Status

As an at-will employer, employees and company may terminate the employment relationship for any reason (that is, without establishing “just cause” for termination) and without warning,

Transition between Ward Cove Dock Group and a Subsidiary

An employee transitioning from employment under one company to employment under another will be considered continuously employed for purposes of benefits.

SECTION Employment

SUBJECT 1.02 – Equal Employment Opportunity and Affirmative Action

PURPOSE To maintain a business practice free from illegal discrimination

SCOPE All employees

POLICY No person shall be discriminated against in any employment practice because of race, color, national origin, religion, sex, marital status, pregnancy, parenthood, age, veteran status, sexual orientation, or disability.

PROCEDURE

The company makes every effort possible to receive and resolve complaints alleging discriminatory practices in employment relations. The company strongly encourages employees and applicants to bring questions, issues, and complaints to the attention of a supervisor or other company management. Following is the standard procedure to make and resolve allegations:

- An employee or applicant believing they have been discriminated against notifies management about the allegation.
- The employee receiving the complaint forwards that to the vice president of operations within 24 hours of receiving the complaint.
- The vice president of operations or their designee seeks additional information about the allegation. The individual making the allegation may be asked to file a formal complaint.
- Following are some of the actions the president may take:
 - Inquiries and/or Investigation into the allegation.
 - Mediation between parties involved.
 - Informal hearing.
- The vice president of operations makes the final determination and notifies the individual making the allegation in writing or through a meeting or both within 10 working days.

Employees not satisfied with the final determination may utilize the Grievance Procedure.

Employees and applicants shall not be subjected to harassment, intimidation, threats, coercion, or discrimination because of any role they may have played in a complaint proceeding.

SECTION Employment

SUBJECT 1.03 – Adherence to Americans with Disabilities Act (ADA)

PURPOSE To provide equal opportunities for all employees regardless of disability

SCOPE All employees

POLICY The Company offers equal employment opportunities for qualified individuals and makes reasonable accommodations for employees experiencing a disability.

DEFINITIONS The Americans with Disabilities Act (ADA) is a comprehensive federal civil rights law that prohibits discrimination and guarantees that people with disabilities have the same opportunities as everyone else to be employed.

PROCEDURE

For purposes of the ADA, individuals are considered to have a disability if they currently have a physical or mental impairment that substantially limits one or more major life activity, they have a history of such impairment, or they are perceived to have such impairment. ADA also prohibits discrimination on the basis of an individual's relationship to someone with a disability.

Reasonable accommodation is available to employees and applicants, as long as the accommodations do not cause undue hardship on the organization.

Individuals protected by the ADA should discuss their need for possible accommodation with their supervisor or a manager.

SECTION Employment

SUBJECT 1.04 – Employee Records

PURPOSE This policy provides guidance to employees about their privileges and obligations with respect to their own personnel records, and guides personnel responsible for producing and maintaining personnel records in the appropriate handling of those records.

SCOPE All employees

POLICY The company maintains three employee files for each employee. All information gathered about an employee, during their employment with the company, will be maintained in these files that ensure accuracy, privacy, and legal compliance.

PROCEDURE

Personnel Files

A personnel file is maintained for each employee. These contain confidential documents and are managed and maintained by finance. Access to this file is limited to finance personnel and the employee's supervisor when appropriate. Typical documents in a personnel file include the employment application, emergency contact, documented disciplinary action history, resume, policies and procedures acknowledgement form, current personal information, and written performance evaluations.

Payroll Files

Payroll files are also maintained; payroll files contain a history of the employee's jobs, departments, and

compensation changes. Access to the payroll file is limited to finance personnel.

Employee Medical File

The contents of the medical file are not available to anyone except finance designated staff and the employee whose records are retained in the file. Medical files receive the highest degree of safe storage and confidentiality. These files will include restrictions on work related to medical issues, workers compensation documentation, Americans with Disabilities Act inquiries and responses and Family Medical Leave Act (FMLA) documentation.

Changes to Personal Information

Updating personal information is imperative for tax reporting documents and emergency contacts. Employees update the employee self-service app whenever they have a change to their personal information.

Terminated Files

Personnel and payroll records for former employees will be combined and archived for seven years and then destroyed.

Personnel File Review

An active or terminated employee may view his or her personnel file by contacting finance personnel during normal business hours. Finance personnel will schedule an appointment during which the employee can view the contents of their file. No employee may alter or remove any document from his or her personnel file which must be viewed in the presence of a finance staff person. Copies of information in the file may be provided and will be paid for by staff making the request at a cost of 10 cents per copy

SECTION Employment

SUBJECT 1.05 – Background Checks

PURPOSE To ensure timely and accurate processing of employee terminations and to encourage positive employee/employer interactions

SCOPE All employees

POLICY All offers of employment at the company are contingent upon clear results of a thorough background check. Background checks will be conducted on all final candidates.

PROCEDURE

At time of application candidates will authorize a background check and attest to their criminal history.

Background checks will include:

Social Security Verification: validates the applicant's Social Security number, date of birth and former addresses.

Prior Employment Verification: confirms applicant's employment with the listed companies, including dates of employment, position held and additional information available pertaining to performance rating, reason for departure and eligibility for rehire. This verification will be run on the past two employers or the previous five years, whichever comes first.

Personal and Professional References: calls will be placed to individuals listed as references by the applicant.

Educational Verification: confirms the applicant's claimed educational institution, including the years attended and the degree/diploma received.

Criminal History: includes review of criminal convictions and probation. The following factors will be considered for applicants with a criminal history: The nature of the crime and its relationship to the position. The time since the conviction. The number (if more than one) of convictions. Whether hiring, transferring, or promoting the applicant would pose an unreasonable risk to the business, its employees or its customers and vendors.

The following additional background searches will be required if applicable to the position:

Motor Vehicle Records: provides a report on an individual's driving history in the state requested. This search will be run when driving is an essential requirement of the position.

Credit History: confirms candidate's credit history. This search will be run for positions that involve management of company funds and/or handling of cash or credit cards.

SECTION Employment

SUBJECT 1.06 – Employee Separation

PURPOSE To ensure timely and accurate processing of employee terminations and to encourage positive employee/employer interactions

SCOPE All employees

POLICY Employee terminations will be handled consistently, pursuant to company guidelines. Either the company or the employee may terminate the employment relationship at any time with or without reason.

DEFINITIONS

Voluntary Termination

Employee and employer mutually agree to terminate the employment relationship. Reasons for voluntary termination might include:

- Resignation or retirement when an employee notifies their supervisor, they are leaving employment.
- An employee remains absent for three or more consecutive working days without notice to the company.
- An employee remains inactive for more than 3 months.
- An employee fails to return from leave of absence as arranged with the company.

Involuntary Termination:

A separation where an employee typically does not agree to the termination. Reasons for involuntary termination might include:

- Violation of employee standards of conduct, unsatisfactory job performance, or any other reason deemed by the company to warrant discharge.
- Reduction in Force due to financial or operational reasons resulting in the elimination of a specific position.

PROCEDURE

Voluntary Termination

When an employee voluntarily resigns, the following steps are followed:

- The employee submits a written resignation to their supervisor.
- The supervisor immediately begins the Termination Checklist, ensuring all steps are completed.
- All equipment, keys, paper or electronic files, and other company property is collected from the employee on or before their last workday.
- On or before the employee's last workday, the supervisor will complete the termination checklist and the Employment Agreement Change Form, submitting forms to finance for final paycheck processing.
- The supervisor will approve the employee's final time in the timekeeping system.
- The employee is paid with the next regular payday.
- Paid leave payout: refer to section 4.01

Involuntary Termination

When an employee is involuntarily terminated, the following steps are followed:

- The employee is notified of the termination.
- The supervisor notifies payroll immediately.
- The supervisor completes the Termination Checklist and Employment Change Agreement Form.
- Finance processes the employee's *final* paycheck within 3 business days of termination.
- When the employee is not eligible for re-hire, the reason must be documented in writing in the personnel file with the president's concurrence.
- No paid leave payout is processed unless approved by the president.

Personal Property

Terminated employees will remove any personal items from company property at time of termination. Personal items left in the workplace are subject to disposal following one week of termination.

Employee References

All reference requests will be directed to finance. The company's response to reference requests is to disclose only the employment dates, the job title of the last position held, and whether the employee is eligible for rehire.

SECTION **Standards of Conduct**

SUBJECT **2.01 – Employee Code of Ethics**

PURPOSE To assure ethical behavior in all employee conduct and ensure safety and excellent customer service

SCOPE All employees

POLICY Employees are expected to adhere to all company policies and procedures and laws and regulations governing actions. Acting ethically demonstrates the highest commitment to customers, the company, and other employees.

PROCEDURE

In demonstrating ethical conduct, employees will:

- Always keep the health and safety of every customer and employee at the forefront of all actions and decisions.
- Commit to full compliance with all state and federal laws, regulation, and requirements and the company policies and procedures.
- Perform assigned duties and responsibilities with the highest degree of integrity, safety, and professionalism.
- Be flexible to meet company and customer needs, stepping in and helping wherever and whenever needed.
- Demonstrate courtesy and respect to all and be supportive of co-workers.

- Follow standard and workplace safety precautions, warnings, and regulations in carrying out all duties. Report all environmental or safety hazards or concerns promptly.
- Devote full effort to job responsibilities during work hours and meet or exceed established job performance expectations.
- Resolve work-related issues and disputes in a professional manner and through established company policies and procedures.
- Report circumstances or concerns that may affect satisfactory work performance to management, including any inappropriate (safety, fraudulent, illegal, unethical) activities of other employees.
- Provide supervisor with immediate notification if he or she has been convicted for a violation of a criminal statute.
- Work cooperatively to achieve company and department goals and objectives.
- Ask questions when unsure and always strive to do the right thing.

This listing is not meant to be inclusive; rather a reminder of conduct routinely encountered in daily employment activities.

REPORTING CODE OF ETHICS VIOLATIONS

Any concerns about ethical violations will be submitted in writing by the reporting party. The reporting individual who reports concerns can expect no reprisal because of their reporting.

Staff should report first to their supervisor. If the issue is with the supervisor, they should submit their report to the vice president of operations or their designee. If the issue is with the vice president of operations, they should submit their report to the president or their designee. A written concern about a potential ethical violation will be investigated immediately by the vice president of operations, the president or their designee. The company reserves the right to suspend an employee during the investigational stage if the nature of the report is serious enough to warrant it. The following will guide investigations:

- The initial investigation will be completed within 5 working days from receipt of the reported violation.
- If the concern is found to be unwarranted, the reporting party will be informed, and the matter will be dropped. No notation will be placed in the personnel files.
- If the initial investigation results in verification of an ethical code violation, these procedures will be followed:
 - All investigational information will be documented.
 - If necessary, the company insurance carrier will be notified.
 - The employee involved in the ethical violation will be interviewed.
 - Appropriate disciplinary action will be taken; this action may include written warning, suspension or termination.
 - If the individual charged with the violation is a licensed professional, the violation shall be reported to the appropriate licensing board.
 - Situations that are deemed to be reportable either under the law, or the guidelines of regulatory agencies, will be reported as soon as possible to the appropriate company.
- The final written report will be completed within 5 days of completion of the investigation.

Making false accusations regarding code of ethics is a direct violation of company policies and procedures.

SECTION Standards of Employee Conduct

SUBJECT 2.02 – Confidentiality of Private Company and Employee Information

PURPOSE To ensure rights to privacy are respected

SCOPE All employees

POLICY All employees, will treat private company and employee information with the utmost of confidentiality. Private information will be shared within the company on an “as needed” basis and will not be shared outside the company. The only exception to this policy will be when an individual is legally required to report or release information.

DEFINITIONS

Confidentiality

Refers to the safeguarding, by a recipient, of information about the company or another person.

Privacy

The right of company or individual to keep information about themselves from others.

Private Information

Any information that, under the circumstances surrounding disclosure, a reasonable person would regard as confidential. This information includes:

- Company financial.
- Company marketing development and sales information including specific customer information, sales techniques, contracted or negotiated rates.
- Company tour numbers, and average yield.
- Company operating procedures and activities of the company including strategic and operational plans.
- Company relations and communications with outside entities.

- Employee health, disability and performance.
- Employee social security numbers and wage information.

PROCEDURE

Following are general guidelines employees are expected to follow regarding confidential information:

- Employees shall not reveal, divulge, or discuss company confidential information in their possession with other employees, competitors, persons or agencies without the permission of the president.
- Written employee records will be considered private and kept out of sight in secure locations.
- Employees will take reasonable precautions to hold sensitive conversations in private locations.
- Employees may disclose their own private information and may give permission to others to disclose.
- Employees will not email employee bank account or social security numbers outside of the company email network unless through a secure online portal.

SECTION Standards of Employee Conduct

SUBJECT 2.03 – Conflicts of Interest

PURPOSE To ensure the company’s best interest are at the forefront of all employee decisions and actions

SCOPE All employees

POLICY Situations of actual, perceived or potential conflicts of interest are to be avoided by employees.

DEFINITIONS

Conflict of Interest

When a person’s private interest interferes with or is at risk of interfering with the independent exercise of judgment to act in the best interest of the company.

Supervisory Relationship

Includes primary supervision and all who have oversight and evaluative input.

Family member

Is defined as current spouse, children, parents, grandparents, brothers, sisters and in-laws and includes “step” relationships.

Close personal relationship

Is typically one involving a consensual romantic or sexual relationship. This may also include a very close friendship and/or living situation whereby the supervisor is not perceived as being impartial or objective in their decision making about the supervisee.

PROCEDURE

Employees are expected to adhere to the highest ethical standards and make objective business decisions that promote the best interests of the company. As such, employees will avoid situations where their personal activities, interests, or relationships conflict with or may be perceived to conflict with the best interests of the company. The

following are some of the most common areas of concern:

- Familial or close personal relationship with a competitor, customer, or supplier of the company.
- Supervisor-subordinate familial or close personal relationships.
- Secondary employment.
- A charge or conviction of a misdemeanor or felony.
- Payments that may be perceived as bribes, kickback, etc.
- Agreements with competitors.

Relationships

An employee involved in any of the types of relationships or situations described in this policy will immediately and fully disclose the relevant circumstances to their supervisor or the vice president of operations for a determination as to whether a potential or actual conflict exists. If a potential or actual conflict is determined to exist, the company may take whatever corrective action appears appropriate according to the circumstances.

Secondary Employment

The company recognizes the rights of employees to engage in paid activities other than their employment with the company. Employees have an obligation to prioritize their employment with the company over any other paid activities. Prior to any other paid activity commencing, the employee must meet with their supervisor to discuss any concerns the other paid activity may pose. When the supervisor identifies potential concerns or conflicts of interest, the employee and supervisor will meet with vice president of operations for resolution. The following considerations will be made when an employee engages in other types of paid activities:

- Other work will not interfere with normal working time periods nor with the proper efficient discharge of the employee's duties.
- Employees must disclose those instances when they, their spouse, or other immediate family member is engaged in a business similar in nature to the company.
- Employees must disclose any activity involving compensation, including a retainer, commission, consulting fee, or any other fee arrangement.
- Other work will not be done during employee working hours at the company, in company facilities, or using company equipment or supplies.

Charge or Conviction of a Misdemeanor or Felony

Employee conduct reflects on the company. As such, whenever an employee has or is alleged to have committed an offense, it is important for them to notify their supervisor immediately. An employee who is charged or convicted of a misdemeanor or felony is required to notify their supervisor within seven days of the charge or conviction.

Depending on the circumstances of the charge or conviction and position held by the employee, the company may take action including reassignment of positions or duties and/or termination.

Payments Perceived as Bribes, Kickback, Etc.

The company does not make or tolerate any form of payment that may be perceived as bribes, kickback, etc. and prohibits any form of payment, directly or indirectly to a government official.

SECTION Standards of Employee Conduct

SUBJECT 2.04 – Attendance Management

PURPOSE To provide a method to manage employee attendance and maintain efficient operations

SCOPE All employees

POLICY All employees have the responsibility to maintain a good attendance record.

DEFINITIONS

Unexcused Absence: An unexcused absence is defined as any absence from work during scheduled working hours (including overtime), excluding absence for work-incurred injuries, illness, vacation, jury duty, death in the family, or previously approved leave of absence with or without pay.

Tardiness: When an employee arrives late or leaves early from a scheduled shift and/or the required working hours for their position.

PROCEDURE

For employees to successfully carry out their duties, they must be able to work during scheduled shifts, at scheduled times, and maintain an attendance record that supports quality and consistent work productivity. Employees are expected to work scheduled shifts according to the schedules developed by their supervisor. When employees want to deviate from the established schedule, they will discuss the proposal with their supervisor/manager for approval.

Supervisors will administer attendance standards and procedures outlined below, regardless of employee position, eligibility for leave benefits, or length of service.

Advance Notice

All employees are required to give as much advance notice, as possible, for tardiness or absence. If advance notice is not possible, notification by phone must be given by the employee to their supervisor.

Employee to Maintain Contact

When an absence will exceed what was originally scheduled, the employee is responsible for notifying their supervisor immediately. Any absence that is extended without notification will be considered unexcused.

Scheduling Absences

Employees who must be absent for personal reasons or medical appointments will be advised to schedule such appointments outside working hours, if possible. When the need for being absent from work is known in advance, the employee will notify the supervisor immediately.

Consistently Missing Work

Missing work on a consistent or excessively intermittent basis may become a performance issue. When the missed work is a result of a medical issue, the employee may be required to submit a doctor's note. When the employee qualifies for FMLA, the employee will work with finance to discuss options.

Notification Prior to Leaving Administrative Offices

In order for members of the management team to have a reliable and efficient way to locate team members during normal working hours, staff will notify the administrative coordinator when leaving or returning to the office or when working off-premises.

SECTION Standards of Employee Conduct

SUBJECT 2.05 – Dress and Personal Appearance

PURPOSE To establish guidelines for appropriate dress, appearance, and personal hygiene while conducting the work of the company

SCOPE All employees

POLICY The company establishes uniform requirements by department, depending on business operations. Employees are required to adhere to the uniform requirements of their department and maintain appropriate, professional, neat, and clean dress and appearance. Personal hygiene habits should not impact others.

DEFINITIONS

Tourist Season

The time of year when the company provides the majority of business services from late April through late October, beginning with the arrival of the first cruise ship of the season and ending with the last.

PROCEDURE

The nature of our work varies dramatically across positions and departments. As a result, what may be appropriate for one employee to perform their job functions, may not be appropriate for another. When uncertain, please seek guidance from your supervisor.

Depending upon position, the company will provide logo apparel that must be worn during work hours. One name tag is provided and are always to be worn on the left side. Employees are responsible for

maintaining their uniform. The company will also provide guidelines for non-logo apparel i.e., pants. During tourist season, employees will wear their logo apparel and follow the guidelines established for any non-logo apparel. Examples of apparel that is not appropriate to wear to work:

- Tattered jeans; tee shirts with holes; shirts displaying inappropriate advertising or writing including profanity or drug/alcohol related messages.
- Any revealing or provocative clothing.

Good personal hygiene habits must be maintained. Employees are expected to report to work clean and well groomed, including regular showering or bathing.

Piercings

Other than the ears and nose, you may not wear piercings on areas of the body that are visible outside their uniform. A nose stud is okay, but nose rings should be left at home. No stretched piercings (gauges).

Tattoo Policy

When wearing your uniform if any tattoos are visible check with your supervisor to ensure it meets our guidelines. Manager's discretion will be used on all visible tattoos.

SECTION Standards of Employee Conduct

SUBJECT 2.06 – Personal Property

PURPOSE To establish guidelines for personal property stored on company premises.

SCOPE All employees

POLICY The company is not liable for loss of, or damage to, personal property stored on premises unless such loss or damage is a direct result of company negligence and not the result of fault or negligence on the part of the owner.

PROCEDURE

Employees are responsible for the care and safekeeping of their personal property during the course of employment. The company does not insure the personal effects of workers against loss or damage whilst at work. Therefore employees should take due care of their personal belongings whilst at work. Employees are expected to make their own insurance arrangements for their personal property.

SECTION Standards of Employee Conduct

SUBJECT 2.07 – Violence, Abuse, Harassment

PURPOSE To establish the company’s position on harassment, violence, and abuse and promote a comfortable work environment

SCOPE All employees

POLICY All forms of violence, abuse and harassment are prohibited by the company. All employees are expected to conduct themselves in a manner which is not or will not be interpreted by another employee or group of employees to be offensive. Employees will not engage in any violent, abusive or harassing behaviors. Employees are expected to report any incidents of violence, abuse or harassment they have experienced or witnessed in the workplace. Confidentiality will be maintained to the extent permitted by the circumstances.

PROCEDURE

The following forms of workplace harassment, violence, and abuse are strictly prohibited:

Verbal or Physical Conduct That

- Has the purpose or effect of creating an intimidating, hostile, embarrassing or offensive working environment.
- Has the purpose or effect of unreasonably interfering with an individual’s work performance.

- Otherwise adversely affects an individual's employment opportunities.

Unwelcome Sexual Advances

Requests for sexual favors, sexually oriented physical conduct, communication or conduct of a sexual nature which is obscene, or which degrades others, or other conduct or communication of a sexual nature, when:

- Submission to the above conduct is made, either explicitly or implicitly, a term or condition of an individual's employment.
- Submission to or rejection of the above such conduct is used as the basis for employment decisions affecting such individual.
- The conduct or communication described above has the purpose or effect of unreasonably interfering with an employee's work performance, or creating an intimidating, hostile or offensive environment.
- The fact that someone did not intend to sexually harass an individual is generally not a defense to a complaint of sexual harassment. In most instances, it is the conduct and behavior of the actor, viewed objectively, which determines if the acts constitute sexual harassment.

Sexual Harassment may include but is not limited to:

- Unwelcome sexual flirtations, advances or propositions, including subtle pressure toward sexual activity.
- Requests or demands that another engage in sexual activity accompanied by implied or overt promises of preferential treatment concerning an individual's employment, Communications of a sexual content or connotation, in any medium or manner, which communications are abusive, offensive or degrading, for example, sexually oriented jokes, stories, remarks, or display of inappropriately suggestive objects or pictures.
- Any sexually motivated, unwelcome touching of another person's body, for example, pinching or patting another in a context which has sexual connotation or intentionally brushing against an employee's body.
- Sexual harassment refers to sexually oriented behavior or communication which is not welcome, and which is personally offensive, shocking or degrading. Sexual harassment does not include personal compliments welcomed by the recipients, or social interactions or relations freely entered into or among employees or with prospective employees.
- Sexual harassment includes misconduct in a sexual context or of a sexual nature which results in discrimination for or against an employee. Such practices would also include any job-related action that is based upon an individual's acceptance of, resistance to, or refusal of sexual overtures. This form of sexual harassment may be more difficult for employees to cope with when individuals offer or threaten to use the power of their position to control, influence or affect the career, salary or job of another employee in exchange for sexual favors, but is nonetheless prohibited and should be reported.

Psychological trauma may include but is not limited to:

Threats, obscene phone calls or texts, an intimidating presence, and harassment of any nature including stalking, shouting, or swearing.

Personal Injury may include but is not limited to:

Injuring another person physically or engaging in behavior that creates a reasonable fear of injury to another person.

Emotional distress may include but is not limited to:
Engaging in behavior that subjects another individual to extreme emotional distress.

Weapon misconduct may include but is not limited to:
Possessing, brandishing, or using a weapon of any kind.

Property damage may include but is not limited to:
Intentionally damaging property.

Threats may include but is not limited to:
Threatening to injure or harm an individual or to damage property.

Retaliation may include but is not limited to:
Retaliating against any employee who, in good faith, reports a violation of this policy.

If any of these employee behaviors are observed or experienced, they are to be **reported immediately** to a supervisor, manager, the director of finance, vice president of operations, or the president. In some cases, depending on the circumstances and level of immediate threat, local law enforcement may be called immediately.

All employees are expected to work actively to maintain a workplace which is free from unlawful discrimination in all departments and at all levels of employee relations. Employees are expected to conduct themselves in their daily activities in such a way as to ensure that no discrimination occurs in any action with respect to compensation, benefits, privileges, transfers, layoffs, returns from layoffs, training, and social programs.

Employees who have been subjected to harassment based on sex, age, race, religion, national origin, or disability, or who believe that another employee has received more favorable treatment due to such discriminatory behavior should immediately notify human resource personnel, the vice president of operations or the president. The employee's concerns will be promptly investigated and, to the extent reasonably possible, confidences will be preserved. The employee will not suffer retaliation for reporting such concerns.

The company understands the sensitive nature of sexual and other harassment concerns and charges, and is committed to receiving, processing and concluding them in strict confidence. However, to properly review, investigate and process any such charge, and depending upon the nature of any particular charge, disclosure of that charge may include more people than the person who was harassed and the person being charged with the harassment.

Depending upon the severity of the situation, the complainant may request the option of pursuing the matter using informal procedures. These informal procedures are primarily aimed at preventing or stopping offending behavior and are less concerned with determining guilt or innocence and imposing sanctions. For this reason, disciplinary action cannot be taken using informal procedures; undertaking disciplinary action requires a formal complaint.

Making false accusations regarding violence, abuse, or harassment is a direct violation of the company policies and procedures.

SECTION Standards of Employee Conduct

SUBJECT 2.08 – Substance Abuse

PURPOSE In compliance with the Drug-Free Workplace Act of 1988, the company has a longstanding commitment to provide a safe, quality-oriented, and productive work environment. Alcohol and drug misuse poses a threat to the health and safety of the company employees and to the security of the company's equipment and facilities. For these reasons, the company is committed to the elimination of drug and alcohol use and misuse in the workplace.

SCOPE All employees

POLICY The use of drugs and/or alcohol during work time is strictly prohibited. The company conducts pre-employment and random drug screenings for certain positions and in certain circumstances.

Definitions

Refusal to submit: Failure to cooperate and provide a drug or alcohol sample, after receiving notice of the test in accordance with this policy. A refusal will be treated the same as a positive test result. A refusal to test for alcohol occurs when a covered employee fails to provide an adequate breath for testing without a valid medical explanation after receiving notice of the requirement to be tested in accordance with the provisions of this policy or engages in conduct that clearly obstructs the testing process.

Use of Drugs: Includes being under the influence of drugs and partaking of drugs during work hours.

Under the Influence of Drugs: The state a person is in after he/she has taken drugs that interferes with sound judgement and acceptable behavior.

PROCEDURE

The company will conduct drug testing to all employees in certain situations.

Following are the types of screening:

- Pre-employment Required Screening: CDL drivers performing safety-sensitive functions for the company shall undergo third party administered testing for controlled substances and to be entered into the drug testing consortium.
- Pre-employment Optional Screening: Prior to employment in safety sensitive positions such as security, drivers, maintenance, tour guides, etc. The company may require an applicant to submit to a drug screen performed by a third-party administrator.

- Random Screening: When driving under a commercial driver's license program the employee will be entered into the drug testing consortium pool for random drug testing. The third party administrator will notify the employer if any employees have been randomly selected to be tested. The employer will notify the employee at any time during the quarter to submit to an alcohol and drug test. This type of test collection will be done within 24 hours from notification.
- Post-accident CDL Driver: When driving under a commercial driver's license program and involved in an accident where a citation is issued or involves a human fatality, the employee will submit to an alcohol and drug test. This type of test collection will be done within two hours per DOT requirements by a third-party administrator.
- Post-accident other: Depending on the severity and circumstances of the accident, the department manager/director may require the employee to have a post-accident drug/alcohol test. This type of alcohol and drug test collection will be done within two hours and may be done onsite or at a third-party administrator site.
- Reasonable Suspicion: A test will be performed when a trained supervisor or manager observes physical, behavioral, speech, and performance indicators of probable use of drugs or alcohol. This type of alcohol and drug test collection may be done onsite or at a third-party administrator site.
-
- Return-to-duty testing: Is required after a violation of drug and alcohol rules. A safety sensitive positions cannot return to any DOT regulated position before being tested and may be subject to unannounced testing at least 6 times in first 12 months. These tests must be conducted under direct observation by a third-party administrator.
-

The administrative coordinator is the designated employer representatives and are the contact liaison between the drug testing facility and the company. All drug test results will be kept confidential. All employee results will be filed in the confidential medical file.

Prohibited Conduct

The following conduct is prohibited:

- The use, possession, manufacture or distribution or sale of an illegal drug, controlled substance, marijuana, or drug paraphernalia on or in company-owned property or while on company business or during working hours.
- Storing any illegal drug, controlled substance, or drug paraphernalia, in or on company-owned or supplied property (including vehicles).
- Reporting to work, working, or acting or appearing on behalf of the company while under the influence of illegal drugs or a controlled substance whose use is unauthorized.
- Failing to notify the employee's supervisor before beginning work that the employee is taking medications or drugs which may interfere with the safe and effective performance of duties.
- Refusing to immediately submit to a drug or alcohol test when requested by the company, in accordance with this policy.
- Violating any criminal drug or alcohol law or statute while working.
- Failing to notify the company of any arrest or conviction under any criminal drug or alcohol law or statute by the next workday following the arrest or conviction.
- Tampering with, adulterating, altering, substituting, or otherwise obstructing any drug or alcohol testing process required under this policy.
- Consuming, using, or being under the influence of a prescription medication that interferes with the employee's ability to perform their work safely and effectively.
- Refusal to take a required drug or alcohol test, a positive drug or alcohol test, or engaging in conduct which otherwise violates this policy.
- Being under the influence of any substance while performing a safety sensitive activity.

Testing Procedure

The following procedures will be followed when testing an employee:

- All substance use tests will be conducted at a facility using recognized procedural safeguards and confidentiality requirements.
- The designated employer representative will order drug testing under pre-employment required, post-accident, reasonable suspicion, and random required screening. The manager/director will order under pre-employment optional, post-accident CDL, reasonable suspicion, and post-accident other equipment.
- When a drug test has been ordered, the designated employer representative will supply employee with directions for drug testing.
- Employee will follow the directions in a timely manner.

Screening Results

Positive Screen Result: In instances of a positive test result the employee is immediately notified of the test result and relieved of all safety sensitive duties. Depending on circumstances, position, job duties, and business needs, a positive test result may result in termination of the employee. For safety sensitive positions subject to DOT and FMSCA regulations, the results will be reported to the appropriate agencies.

Negative Screen Results: There is no need to notify employee, results are filed appropriately.

On Call

In the event an employee is on call for a safety sensitive position, they will refrain from using prohibited substances while on call. For those employees that typically do not have an on-call duty time, if they are called in and have utilized substances that will impair their ability to perform their job according to this policy, the employee will let their supervisor know why they are not able to be called in to work.

Notification when taking prescribed medications

When a physician prescribes medication for an employee that may impair the employee's ability to work safely or the employee is in doubt whether it will impair their work, the employee must discuss the situation with their supervisor before working under the influence of the prescribed medication. Any medical issues discussed will be kept confidential.

Self-Disclosure

When an employee is experiencing or at risk of experiencing substance related issues, it is incumbent on them to discuss the challenges with their supervisor or a manager/director. The company is committed to supporting employees through the challenges by potentially (depending on circumstances, position, job duties, and business needs):

- Offering time away from work.
- Providing referrals.
- Temporarily reassigning positions and/or job duties.

SECTION Standards of Employee Conduct

SUBJECT 2.09 – Telephone and Music Device Use

PURPOSE To provide guidelines for using company and personal telephones and personal music devices

SCOPE All employees

POLICY Employees will use company and personal telephones and personal music devices, during work time, in a way that is most effective to conduct company business and does not interfere with the provision of services.

PROCEDURE

Safety, operations, and customer services are the focus of employees always during their working hours. As such, employees will adhere to the following guidelines regarding cell phones and personal music devices:

- No electronic devices may be used while operating any tour or Company equipment.
- Hold personal calls, both incoming and outgoing, to emergencies and keep them as brief as possible. Personal emergency calls should be limited to five minutes.
- Outside of emergencies and work-related calls, cell phones should be put away during the working day. This means that employees are not checking non-work-related emails or texts, social media, electronic gaming, or any other phone application.
- When an employee finds it necessary to use their personal cell phone during working hours, they will work with their supervisor to take an approved non-work break.
- Services take priority over personal phone calls during work.
- Personal long-distance calls are not to be made on company telephones.

SECTION Standards of Employee Conduct

SUBJECT 2.10 – Other Matters of Employee Conduct

PURPOSE To ensure comfortable environments for employees and customers

SCOPE All employees

POLICY Employees will maintain comfortable work and customer environments by following established guidelines.

PROCEDURE

Smoking

The company maintains a smoke free environment (including e-cigarettes) in certain locations. Employees will follow these guidelines:

- No smoking in any enclosed space, including, but not limited to: vehicles, watercraft and other equipment, offices, and the Welcome Center.
- No smoking within one hundred feet of fuel facilities or fuel operations.
- No smoking around or near customers.
- Smoke only in approved smoking areas as identified by your supervisor.
- Smoke only during breaks (ensure supervisor concurrence regarding taking a break).
- Cover uniform apparel when smoking to limit the smell of smoke on uniform.
- Dispose of cigarette butts and other paraphernalia in appropriate trash receptacles.
- Be cognizant and courteous of others at all time.

Firearms

Employees will not bring any firearms into Company locations or within Company property except as explicitly authorized in writing by both their supervisor AND the president. All authorizations will specify an allowable duration of time, with an end date and may contain restrictions. To obtain authorization, an employee will:

- Request authorization from their supervisor
- Request authorization from the president
- Obtain a Concealed Carry Permit from the State of Alaska

Written authorizations and permits will be submitted to finance for filing. Once completed an employee is authorized to carry according to the authority granted above.

Solicitation and Literature Distribution

All solicitation and literature distribution to customers will be work related, under normal operating guidelines. Employees may solicit their co-workers in non-direct ways that do not cause others to feel obligated. These might be posting a general notice, sending an email, and or make an announcement.

SECTION Standards of Employee Conduct

SUBJECT 2.11 – Employee Animals in the Workplace

PURPOSE To promote a safe and professional work environment

SCOPE All employees

POLICY Employee pets are prohibited on Company property.

PROCEDURE

The company is responsible for assuring the health and safety of all employees. In keeping with this objective, the company does not permit employees to bring their household pets to work

SECTION Wages and Payroll

SUBJECT 3.01 – Timekeeping, Paydays, and Records

PURPOSE To ensure employees are paid accurately and timely

SCOPE All employees

POLICY Employees are accurately paid on a regular schedule and provided wage earning records in a timely manner.

PROCEDURE

The company maintains an on-line timekeeping system. At time of hire, employees are set up with a profile in this system and given login credentials. Non-exempt (hourly) employees are expected to clock in at the beginning of their work shift and out at the end. When employees take breaks, they are expected to note that by clocking in and out. When an employee neglects to clock in or out timely, they will notify their supervisor about the error and ask that it be corrected. Timeclock entry is expected of all non-exempt

employees. Supervisors are responsible for verifying time entries for finance.

Paydays are on the 20th for the period worked 1st through 15th and the 5th for the period worked 16th through 31st of the preceding month. When a payday falls on a weekend or holiday, the payday will be on the next office day just following. Employees may choose to be paid either by direct deposit or paycheck.

Employees electing paper paychecks: Paychecks will be distributed to supervisors for pickup on payday after 11:00 am. Any employee-requested exceptions (e.g., check to be mailed or picked up by someone other than the employee) must be made, by the employee, to finance personnel to first confirm the employee's identity.

Pay stubs for direct deposit employees will be available in the employee self-service system. Employees are expected to review their wage statement provided with every paycheck/direct deposit. Any under or overpayment of hours worked, or wages paid should be reported to finance personnel immediately and will be corrected the next pay period. Lost or stolen paychecks should be reported immediately so finance may issue a stop payment. Employees will be charged \$30 fee for the stop payment and a reissued check. W-2s will be issued by January 31 each year. Terminated employees' will be mailed to the address on file.

SECTION Wages and Payroll

SUBJECT 3.02 – Calculation of Compensation and Deductions

PURPOSE To accurately and consistently calculate employee pay and deductions

SCOPE All employees

POLICY The company complies with the overtime provisions of the Fair Labor Standard Act and State of

Alaska regulations governing wage and hour standards. Exemption from these provisions will be

claimed for an employee only when it can clearly be established that the employee's duties and

responsibilities meet the requirements for exemption. Required and/or employee authorized

deductions are made each pay period.

PROCEDURE

The company work week begins at 12:00 a.m. Sunday morning and ends at 11:59 p.m. Saturday night. Each working day begins at 12:00 a.m. and ends at 11:59 p.m.

As necessary, employees may be required to work overtime as required and authorized by their supervisor. Overtime is calculated at one and one-half times the employee’s normal hourly rate of pay, for all hours worked more than 8 per day and/or 40 per week. Note that overtime is only calculated on time worked, not on PTO or holiday pay.

Off the clock work is prohibited for all non-exempt employees. When an employee feels they are being pressured to work off the clock, they will report this to a department manager or the vice president of operations.

An exempt employee’s salary will be prorated for the number of days they have worked in a given period when they are taking leave without pay.

Regarding breaks, Alaskan employers are required to provide break periods of at least 30 minutes for minors ages 14 through 17 who work 5 or more consecutive hours and are going to continue to work. Employers must also allow adequate break time for breast feeding mothers to express breast milk. Employers are not required to give breaks for employees 18 and over. As such, the company does not offer paid breaks, except when required to do so as noted above.

SECTION Employee Benefits

SUBJECT 4.01 – Personal Time Off (PTO)

PURPOSE To provide a traditional time-off benefit that will provide for a restful break in year-round routine.
and support the company’s goals of attracting and retaining quality employees.

SCOPE All full-time employees, not classified as temporary or seasonal.

POLICY Employees, who have met the paid leave eligibility requirements, are encouraged to take personal
leave as paid time off from work. Paid leave has no monetary value unless or until it is used by the
employee.

DEFINITIONS

Full-time Status: A full time employee maintains their full-time status if they work 40 hours per week during that pay period.

PROCEDURE

Accrual Amounts and Timing

Year

- 1 3.33 hours per pay period, up to 10 days accrued per year
- 2 4.0 hours per pay period, up to 12 days accrued per year
- 3 4.33 hours per pay period, up to 13 days accrued per year
- 4 4.66 hours per pay period, up to 14 days accrued per year
- 5 5 hours per pay period, up to 15 days accrued per year

Paid leave will accrue but be unavailable to employees during their initial six months of employment. Upon completion of six months of employment accrued leave will be activated and transferred to the employees' leave plan.

Eligibility for accrual of PTO will be based upon maintaining full-time status. Employees who are not scheduled to work due to paid time off will maintain their full-time status when they utilize their paid leave in full day increments for any day they are not working.

When a part-time employee's status changes, they will begin accruing PTO immediately or after six months from date of hire.

Employees placed on disciplinary probation or suspension without pay as a part of a corrective action plan will not accrue paid leave and may not use any earned but unused personal leave except as noted in the corrective action plan.

A previously terminated employee or one changing status (FT/PT), within 3 months of the change date, will be reinstated to paid leave at the accrual rate they previously held.

Maximum Personal Leave Time Accumulated

Although you may carry over unused personal leave time from year to year, there is a cap on the amount of personal leave time you accumulate. This encourages you to use your personal leave time and allows the company to manage its financial obligations responsibly. Once you reach your cap, you will not accumulate any more personal leave time until you use some of the time and drop below the cap. After your balance goes below the cap, you will begin accruing personal leave time again. However, you will not receive retroactive credit for time worked while you were at the cap limit. Personal leave time accrual is capped at 15 days.

Management of Personal Leave Time

Personal leave must be arranged around the demands of an employee's position. Personal leave during the season (April through mid-October) is limited to a maximum of two or three days. Exceptions may be granted by the supervisor.

Approvals

Employees request leave through the timekeeping program and supervisors approve. Leave is not guaranteed until the supervisor has approved it. Leave will be granted on a "first come" basis, depending upon business needs.

In emergency situations and periods of illness, it is expected that employees will notify their supervisor as soon as they are aware that they must miss a scheduled shift for any reason.

Utilization

The maximum number of leave hours used in any payroll period will not exceed the total number of working hours in that pay period, factoring out overtime worked.

Termination and Personal Leave Payout

Leave may not be used to satisfy notice. Employees who provide their supervisor with the required minimum notice prior to termination will be eligible to receive pay for their accrued but unused personal leave up to a maximum of 80 hours. Any remaining personal leave hours above this will be forfeited. For non-exempt employees, the required minimum notice means a 14-calendar day notice prior to termination. For exempt employees, required minimum notice means a 14-calendar day notice prior to termination. Leave taken during the notice period does not count as part of the notice.

If termination occurs prior to the completion of the initial three-month probationary period, there is no personal leave to pay out. Employees being terminated by the company will not receive any paid leave pay out, unless an exception is made by the president or their designee, in writing.

SECTION Employee Benefits

SUBJECT 4.02 – Leave of Absence without Pay

PURPOSE To allow employees to receive extended time away from work

SCOPE All employees

POLICY Leave without pay may be authorized for a length of time depending on the employee's position.
and program/company status.

DEFINITIONS

Full-time Status: A full time employee maintains their full-time status if they work 40 hours per week during that pay period.

PROCEDURE

All unpaid leave will be requested and approved in the timekeeping system. In emergency situations, verbal requests will be made at the earliest possible time with supervisors entering the approved request into the timekeeping system.

Employees choosing to take a leave of absence without pay are encouraged to utilize their paid leave balance. For those employees who are not utilizing PTO as substitute for work time to maintain full-time status, the employee benefits will be affected in the following ways:

- Employee will not accrue PTO
- Employee will not receive holiday pay
- Employee will not receive insurance incentive

SECTION Employee Benefits

SUBJECT 4.03 – Holidays

PURPOSE To provide a competitive time-off benefit and to recognize traditional holidays

SCOPE All full-time employees, not classified as temporary or seasonal

POLICY Eligible employees will receive holiday pay at 8 hours per day for all holidays observed

DEFINITIONS

Full-time Status: A full time employee maintains their full-time status if they work 40 hours per week during that pay period.

PROCEDURE

The company observes the following holidays for all regular full-time employees:

<u>Holiday</u>	<u>Date Observed</u>
Thanksgiving Day	Fourth Thursday in November
Day after Thanksgiving	Following Friday
Christmas Eve (half day)	December 24
Christmas Day	December 25
New Year's Day	January 1
Martin Luther King Day	3 rd Monday of January

When an employee does not maintain full-time status for any given pay period, they will not be eligible for holiday pay that pay period.

Exempt Employee Floating Holidays

Due to the nature of our business, especially during the busy tourist season, employees are often required to work holidays. As such, the company provides exempt employees three floating holidays. Whenever

practical, exempt employees will observe these holidays on Memorial Day, Fourth of July, Labor Day. When an exempt employee will be observing their floating holiday on a day other than these, they will notify their supervisor in writing. When they observe the floating holiday, they will note that on their timesheet entry in the time keeping system.

SECTION Employee Benefits

SUBJECT 4.04 – Insurance Incentive

PURPOSE To provide a competitive benefit and promote the wellness of employees

SCOPE All full-time employees, not classified as temporary or seasonal

POLICY Eligible employees will receive a fixed monthly stipend to help cover the cost of health insurance at a rate determined annually by the president.

PROCEDURE

Regular full-time employees are eligible for the stipend the first of the month, following the date of hire. The payroll team will add an insurance incentive stipend to the employees' wages.

When an employee terminates the stipend will be prorated by the number of days employed in the terminating month.

SECTION Employee Benefits

SUBJECT 4.05 Retirement Plan

PURPOSE To provide employees the opportunity to invest in their retirement and to provide a competitive employment benefit

SCOPE All employees

POLICY The company maintains a 401K plan for employee retirement contributions. The company may match the employee contributions in the 401K plan at a rate determined annually.

PROCEDURE

The company will determine the organization's matching contribution on an annual basis.

Employees will be eligible for employer match on the first day of the month after completing six months of service, providing that they are an eligible employee on that date.

After completing six months of service employees will receive retirement plan information for review and introduction to the plan web site. If interested in enrolling, employees will receive an enrollment guide booklet. If employees choose to decline enrollment, they are still eligible to enroll anytime thereafter.

When an employee elects to enroll, they will do so on the plan's website, seeking assistance from payroll personnel as needed. Employee elective deferral changes are also initiated on the plan's website.

Newly enrolled employees' elective deferrals and changes will become effective as soon as administratively possible, typically the next paycheck after receipt of enrollment paperwork.

You will become vested in – which means you will earn ownership of – the employer matching contribution according to this schedule:

Years of Service	Vested %
Less than 1	0%
1	15%
2	60%
3	100%

A previously non-eligible, terminated employee being re-hired is eligible to participate in the plan

immediately upon 1,000 hours of service. Hours from prior years employment are counted towards the hours of service.

A previously eligible, terminated employee being re-hired is eligible to participate in the plan immediately upon re-hire.

SECTION Employee Benefits

SUBJECT 4.06 Family and Medical Leave Act

PURPOSE To support employee's during family and medical needs that require an employee to take time off work

SCOPE All employees who are eligible according to the eligibility criteria below

POLICY The company will comply with all provisions of the Federal Family and Medical Leave Act (FMLA).

FMLA leave will be unpaid unless covered by paid personal leave.

Employees must use available

paid personal leave before using unpaid leave, and such paid personal leave will run concurrently with FMLA leave.

PROCEDURE

Employees who have been with the company greater than 12 months and who have worked at least 1,250 hours during the 12 months prior to the start of FMLA leave are eligible to receive FMLA leave.

Reasons for and Amount of FMLA Leave

FMLA may be taken by eligible employees for the following purposes:

- The birth of a child or placement of a child with the employee for adoption or foster care.
- To care for a spouse, child, or parent who has a serious health condition.
- For a serious health condition that makes the employee unable to perform the essential functions of his or her job.
- Qualifying Exigency Leave: For any qualifying exigency/urgent need arising out of the fact that a spouse, child, or parent is a military member on covered active duty or call to covered active-duty status.
- Military Caregiver Leave: Provides 26 weeks of FMLA leave during a single 12-month period to care for a covered service member with a serious injury or illness, when the employee is the spouse, son, daughter, parent, or next of kin of the service member.

Married co-workers: If two spouses both work for the company, they are limited to a combined total of 12 weeks of FMLA leave (combined total of 26 weeks for military caregiver leave).

FMLA leave is granted for a maximum of 12 weeks (or 26 weeks in a case involving leave to care for a recovering service member) in a rolling 12-month period. The company uses the "rolling" 12-month method to establish the 12-month period, with the exception of military leave. At any time, eligible employees will be entitled to 12 weeks of leave, less the amount of FMLA leave taken in the immediately preceding 12 months. Employees may take leave on a continuous basis or intermittently or on a reduced leave schedule if it is medically necessary. An employee who takes intermittent or reduced schedule leave

may be transferred to an alternative position temporarily if it better accommodates the leave schedule.

Requesting Leave and Procedure

Finance is the FMLA Administrator and maintains detailed procedures, far too lengthy to include here. All employees requesting FMLA leave must provide verbal or written notice of the need for the leave to your supervisor or to human resource personnel. You do not have to specifically ask for FMLA leave but you do need to provide enough information, so the company is aware it may be covered by the FMLA. Human Resources personnel follows up as necessary.

Following are some of the topics that human resources personnel will discuss with any employee contemplating FMLA:

- How an employee formally requests leave.
- Privacy and Leave request forms.
- Medical Certification.
- Scheduling FMLA and tracking of leave used.
- Paid Leave during FMLA.
- Other employment prohibited while on leave.
- Resolution of Disputes.
- Return from leave and position assignment.

SECTION Employee Benefits

SUBJECT 4.07 Military Leave of Absence

PURPOSE To support employee service in the U.S. Armed Forces

SCOPE All employees who are eligible according to the eligibility criteria below

POLICY The company will comply with the Uniform Services Employment and Reemployment Rights Act (USERRA). An employee who is called to active duty or is required to attend training or field exercises in a branch of the U.S. Armed Forces will be granted a leave of absence according to applicable state and federal law.

PROCEDURE

All employees are eligible to receive leave under USERRA as long as they provide advance notice of military service to their supervisor. Notice may be either written or oral.

The supervisor, in conjunction with human resources personnel, will review return to work, reemployment requirements and rights of reemployed persons with the employee. These requirements and rights will conform with applicable state and federal laws in place at the time of leave.

SECTION **Employee Benefits**

SUBJECT 4.08 - Liability Insurance

PURPOSE To protect customers and staff in the event of an accident or lawsuit

SCOPE All employees

POLICY Liability insurance will be provided for all employees subject to the terms, conditions, and exclusions of the applicable policy.

PROCEDURE

The company maintains liability insurance for all operations. This insurance provides protection against claims resulting from injury and damage to people and/or property. Company employees are covered for professional services within these policies. Questions regarding the company's liability insurance should be directed to the Director of Finance.

SECTION **Employee Benefits**

SUBJECT 4.09 –Tour Privileges & Employee Discount

PURPOSE To offer employees a discount on merchandise and an opportunity to experience our tours and services.

SCOPE All employees

POLICY The company provides space available tours to employees and encourages its employees to use and enjoy its merchandise at a discounted rate.

PROCEDURE

Space Available Tours

All current employees have access to tours operated by the company on a space available basis. While an employee will be off duty during the tour, professional conduct will be maintained. Employees must not be in uniform.

Current employees will also have access to four complimentary tickets per season to give friends and

family members. Employees should work with their department manager/director on procedures to sign up for these benefits.

A maximum of two employees will be accommodated per tour departure. Departmental managers/directors must request space from the tour sales and operations manager at least 48 hours prior to the tour request. The tour sales and operations manager will confirm seats on a space available basis. Confirmation may occur at the last minute.

To request more than two employee or complimentary tickets on a departure or a group departure, departmental managers/directors must request space from the vice president of operations a minimum of one week in advance. The vice president of operations will confirm seats on a space available basis. Confirmation may occur at the last minute.

Employee Discount

All employees are eligible to receive a 20% discount on most merchandise. Excluded merchandise is at the discretion of the president. The employee must be present at the time of purchase. The eligible employee must pay for purchases. Purchases may not be made with someone else's check, debit card or credit card.

Any violation or abuse of this Employee Discount Policy may result in disciplinary action up to and including termination of employment. Such a violation or abuse must be reported to an immediate supervisor or manager immediately.

SECTION Employee Performance

SUBJECT 5.01 - Job Descriptions and Performance Standards

PURPOSE To provide a process by which the job performance of each employee is appraised for purposes of
quality assurance and professional development

SCOPE All employees

POLICY Job descriptions and performance standards shall be maintained for all positions. They will reflect
minimum qualifications, reporting relationships and essential job duties. Job descriptions and
performance standards shall be available for review by anyone.

PROCEDURE

Job descriptions and performance standards may be reviewed and revised as appropriate. The president or their designee approves all job descriptions and performance standards.

Performance Reviews

Supervisors will typically execute a performance review approximately six months after hire for regular full time employees and annually thereafter. Supervisors will contact human resources personnel for job-based Performance Review Forms.

The review and feedback process will conclude with an employee development plan and/or training plan. Completed forms should be sent to finance to be added to the employee's personnel file.

SECTION Standards of Employee Conduct

SUBJECT 5.02 – Corrective Action

PURPOSE To set forth supervisory guidelines for a corrective action process aimed to document and correct employee performance

SCOPE All employees

POLICY Whenever an employee's performance, attitude, work habits or conduct is unacceptable to the Company's business practices, corrective action shall be taken. Corrective action may take the following forms:

- Written Warning.
- Disciplinary Probation.
- Suspension without pay.
- Termination of employment.

In most instances, corrective action will proceed in the order set forth above. Depending on the circumstances, including the nature and seriousness of the specific incident and the employee's past performance and conduct, a specific incident may justify combining or bypassing one or more of the above forms of corrective action.

PROCEDURE

A supervisor should seek guidance from the vice president of operations, director of finance, or designee, when a potential disciplinary action progresses beyond written warning. The following formal disciplinary measures will be in written format and a signed copy of the disciplinary action in the employee's personnel file. In each case, the employee and supervisor will meet to discuss the disciplinary action, the facts as presented and expectations for future performance. Employees are always welcome to respond in writing to a disciplinary action.

Written warning

A written warning is issued when an employee fails to meet set performance expectations.

Disciplinary Probation

Disciplinary Probation is corrective action deemed appropriate for an employee's serious lack of performance or misconduct. During the period of disciplinary probation, the employee will not accrue personal leave and may not use any earned but unused personal leave and is ineligible for leave without pay unless the employee provides a satisfactory explanation to his or her supervisor of the legitimacy of the reason(s). Disciplinary probation may be for any period not to exceed six months. During the disciplinary probation period, the employee must show the improvement necessary to remain employed. If the employee fails to correct his or her performance or repeats the unacceptable conduct during the disciplinary probation period, the employee may be terminated from employment. All disciplinary probation actions will be approved by the president.

Suspension without Pay

Suspension without pay is a form of corrective discipline used when it is deemed that a written warning is not strong enough and termination is too strong. Suspension without pay may be for disciplinary reasons or to conduct an investigation into the allegations the behavior and/or actions of the employees are in conflict with the company. Granting of suspension without pay is at the sole discretion of the president.

During a suspension without pay, an employee may not use any earned personal leave, receive holiday pay or personal leave accrual.

Termination of Employment

Employment with the company is based on the mutual consent of the employee and the company. Accordingly, either the employee or the company may terminate the employment relationship at any time, with or without reason.

Notification to Payroll Personnel

The supervisor immediately notifies finance personnel when an employee has been suspended or terminated.

Keep Confidential

Supervisors will keep confidential all action taken regarding employee conduct. Exceptions may be made while seeking advice from their manager, director of finance or the vice president of operations. Claims of wrong-doing may be investigated, depending upon the claim.

Employees are expected to engage in professional conduct following a corrective action. This includes not undermining the company or supervisor with negative talk to other employees. Such conduct would basis for further corrective action. Employees are encouraged to follow the employee grievance procedures if they feel it is necessary.

SECTION Employee Communication

SUBJECT 6.01 – Company Structure and Lines of Authority

PURPOSE To clarify lines of authority and communication in the company

SCOPE All employees

POLICY The company employment agreements and job descriptions will clearly designate an employee's primary supervisor.

PROCEDURE

The company maintains an organizational chart that delineates reporting responsibilities. The company's president and vice president of operations assumes responsibility for hiring and performance management of most directors. They in turn, recruit, hire and directly supervise key management positions in the organization.

Each department director or manager has general oversight into the hiring, recruiting and supervisory efforts of their designated service area.

All employees are expected to use lines of authority by first going to their immediate supervisor to address issues related to their position. Employees are also expected to follow the company "Conflict Resolution" and "Grievance Procedures" for guidance on how to address issues of concern.

SECTION Employee Communication

SUBJECT 6.02 – Conflict Resolution

PURPOSE To provide an informal avenue to support employees in resolving conflicts in the most effective and expedient manner possible

SCOPE All employees

POLICY When an employee has an interpersonal conflict, issue or concern with a peer, or supervisor, they are expected to seek to resolve the conflict informally prior to utilizing the grievance procedure. When the concern involves a breach of policy or procedure, the employee has a duty to report the potential violation.

PROCEDURE

Concern not involving Policy and Procedure:

- Employees are always encouraged to communicate directly with the person with whom they have the issue or concern.
- When they are not comfortable communicating directly with that person, they are encouraged to seek support and advice from their supervisor.
- Their supervisor will advise them regarding how they might appropriately communicate their issues and concerns directly with the person of concern.
- When the employee is still unable to resolve the issue, they may request that the Department manager/director or designee act as a mediator and facilitate a meeting with the person(s) involved in the conflict. Prior to mediation, the manager/director may choose to meet separately with individuals involved in the conflict.

Concern involving a potential Policy and Procedure Violation:

- Employees are encouraged to discuss their concerns with the supervisor of the employee who has engaged in the misconduct.
- When an employee is not comfortable communicating directly with that supervisor, they are encouraged to discuss their concerns with a company director, within their department.
- When an employee is not comfortable communicating directly with somebody else within their department, they are encouraged to discuss their concerns with any other company director, the director of finance, the vice president of operations or the president.

SECTION Employee Communication

SUBJECT 6.03 – Employee Grievances

PURPOSE To find fair and equitable solutions, at the lowest possible level, to problems which may arise between employees and/or the company

SCOPE All employees

POLICY Employees may utilize the company’s formal grievance procedure if they have failed to resolve the issue of concern through more informal measures.

DEFINITION

Grievance: means any alleged violation of company policy, federal, state or local law or regulation.

Employee: refers to any current employee or employee terminated within 14 days preceding grievance filing.

PROCEDURE

Grievances should be resolved, if possible, quickly, informally and at the lowest level possible. The employee is expected to discuss it with their immediate supervisor and attempt to resolve it informally. When it cannot be resolved informally, the following procedure shall be followed.

Step I – Department Manager or Director

The employee shall submit their grievance in writing to the department manager or director. The written grievance shall contain a description of the alleged violation, the policy or law involved, and the corrective action desired. A meeting between the department manager or director and the employee shall be held within ten calendar days after the grievance is received. The meeting will be attended by a neutral third party designated to provide notes of the meeting. The department manager or director shall respond to the employee in writing within ten calendar days of the meeting.

Step II - Vice President of Operations

If not satisfied with the program manager or director’s response, the employee may, within ten calendar days of receiving the response, present the written grievance to the vice president of operations or designee who shall meet with the employee within ten calendar days for the purpose of resolving the grievance. The vice president of operations or designee shall respond in writing to the grievance within ten (10) calendar days after the step II meeting. The vice president of operations decision is final.

SECTION Employee Communication

SUBJECT 6.04 – Agreement to Arbitrate Disputes

PURPOSE To provide a process for resolving disputes

SCOPE All employees

POLICY In the event of any dispute arising under or involving any provision of the Personnel Policy and Procedures, the employee and the company will submit the dispute to binding arbitration within one year of the dispute first arising.

PROCEDURE

The employee and the company will apply the provision of the Federal Arbitration Act, 9 U.S.C. Section 1 and following, if applicable, or the provisions of the State Code of Civil Procedure, if the Federal Arbitration Act does not apply to Employee's employment. If Employee and Company are unable to agree on a neutral arbitrator, the company will obtain a list of arbitrators from the Federal or State Mediation and Conciliation Service. First the Employee and then the company will alternately strike names from the list until only one name remains and the remaining person shall be the arbitrator. Arbitration proceedings shall be held in a location mutually convenient to the Employee and the company.

Following an arbitration hearing, the arbitrator shall issue a written opinion and award, which shall be signed and dated. The arbitrator's opinion and award statement shall decide all issues submitted and shall set forth the legal principles supporting each part of the opinion. The arbitrator shall be permitted to award only those remedies in law or equity that are requested by the parties and that the arbitrator determines to be supported by the credible, relevant evidence.

Employee and the company agree that arbitration shall be the exclusive forum for resolving all disputes arising out of or involving Employee's employment with the company or the termination of that employment (with the exception of claims for workers' compensation, unemployment insurance and any matter within the jurisdiction of the State Labor Commissioner). If the company does not receive a written request for arbitration from Employee within one year from the date of the Employee's termination, Employee agrees that he/she shall have waived any right to raise in any forum any claim arising out of the termination of Employee's employment.

Employee and the company shall each bear their own costs for legal representation at any such arbitration and shall bear jointly the cost of the arbitrator, court reporter, if any, and any incidental costs of arbitration.

Employee and the company hereby agree that nothing contained herein shall preclude either party from obtaining injunctive or other equitable relief to restrain violations of this agreement or applicable law or to preserve the status quo pending the arbitration of any disputes subject to this section. Employee and the company hereby agree that this section shall survive the termination of Employee's employment and shall survive the termination and/or expiration of this Agreement.

SECTION Employee Communication

SUBJECT 6.05 – Representation of the Company

PURPOSE To ensure representation of the company’s business, mission, policies, and procedures are conveyed accurately to the public

SCOPE All employees

POLICY All employees will follow Company guidelines when dealing with the media or representing the Company in a written or verbal manner.

PROCEDURE

Media Contacts

Only the president, or their designee, may communicate with the media. Media inquiries will be referred to the individuals noted above so they may respond appropriately to publication deadlines.

Other Contacts

Prior to representing the company publicly, an employee will seek approval from the president. This includes but is not limited to the following types of communications:

- Public meetings.
- Public forums.
- Letters of support.
- Emails to public or community officials.
- Requesting cash donations.
- Other types of company comments.

Employees who take part in political activity and/or take a public stand on political and legislative issues must make clear that they are acting and speaking as an individual citizen and not as a representative of the company, including when an employee does not have company permission, the employee will clarify that they speak only as a community member.

SECTION Employee Communication

SUBJECT 6.06 – Response to Governmental Investigation and Audits

PURPOSE To provide guidance on how to handle any unannounced visits by government representatives

SCOPE

All employees

POLICY The company will respond appropriately to and not interfere with any lawful audit, inquiry, or investigation. Employees will remain courteous and professional when dealing with investigators or agents and follow company guidelines.

BACKGROUND

Federal and state law enforcement and regulatory agencies routinely conduct interviews to gather information during audits, inquiries, and investigations. It is important the company responds to any official requests for information consistently and appropriately.

PROCEDURE

Employees will immediately notify the vice president of operations or the president when notified of impending visit, investigation, or phone interview by a government investigator or auditor.

Visits to any Company facility

- If an individual arrives at a company facility and identifies themselves as a government auditor, investigator or other representative treat them with respect and courtesy. Request identification and the reason for the visit. Write down the relevant details related to the individual's credentials, including company and contact information.
- Ask the individual to wait in an unused office or a location where business is not conducted.
- Immediately contact the vice president of operations or the president who will identify the employee(s) responsible for responding to the agent's questions.

SECTION Health and Safety

SUBJECT 7.01 – Identifying and Reporting Health and Safety Incidents, Issues, and/or Concerns

PURPOSE To protect the health and safety of all employees and customers

SCOPE

All employees

POLICY Health and Safety incidents, issues, and/or concerns will be

reported through standardized reporting processes.

PROCEDURE

Safety is everyone’s responsibility. Employees will report any unsafe conditions or circumstances to their supervisor to prevent accidents.

Employee Related Injury, Illness, or Incident

For job-related injuries or illnesses, medical attention should be sought as needed. Fellow employees should provide assistance and take emergency measures prior to transport to outside medical facilities when necessary. When emergency medical assistance is needed, dial 911 immediately. The following steps are followed for all workplace injuries or illnesses:

- Seek medical attention as necessary.
- Employee immediately notifies their supervisor of a work-related injury or illness
- Supervisor notifies the business office within 24 hours.
- Employee fills out Workers Comp Form 07-6100 and submits to finance personnel within 24 hours.
- The Director of Finance or their designee acts as the worker’s comp administrator. The worker’s comp administrator or their designee notifies insurance carrier within 24 hours.

Customer Related Injury, Illness, or Incident

Each cruise line company has requirements for the reporting of a customer related injury, illness, or incident. The following steps are followed for all customer related injury, illness, or incident:

- Seek medical attention as necessary.
- Employee immediately notifies their supervisor and the tour manager.
- Supervisor or tour manager notifies vice president of operations.
- Director of finance and administration notifies insurance carrier.
- Supervisor secures the appropriate incident reporting form, per cruise line specific reporting requirements.
- Supervisor documents the accident with photos of the area and equipment being used.
- Supervisor fills out their section of the form.
- Supervisor secures the customer’s input on their section of the form.
- Supervisor forwards the form to the tour manager.
- Tour manager completes all forms and submits them to the cruise line, with approval from vice president of operations.

SECTION Information Technology and Other Company Assets

SUBJECT 8.01 – Information Technology Hardware and Software

PURPOSE To maximize the capacity of information technology (IT) hardware and software and to enhance the productivity of Company employees

SCOPE All employees

POLICY IT hardware and software is maintained for Company business

related purposes. All information or data processed on Company owned or controlled technology equipment belongs to the company. Only authorized employees shall install or reconfigure information technology hardware and software.

DEFINITIONS:

IT Hardware

Includes, but is not limited to computers, company phones, cell phones, data storage devices, video conferencing equipment.

IT Software

Includes, but is not limited to computer programs, email servers, DVDs, CDs, audio, and video files.

Confidential Information

Includes but is not limited to business information and employee records.

PROCEDURE

The company identifies personnel to perform IT administrative responsibilities including hardware and software purchasing protocols, user credentials, network security, among others.

SECTION Information Technology and Other Company Assets

SUBJECT 8.02 – Internet Access and Network Use

PURPOSE To maximize the capacity of company purchased internet service and company networking hardware to enhance business activities and the productivity employees

SCOPE

All employees

POLICY Employees are responsible for effective and ethical use of the internet and internal network. The first obligation as a user is to protect Company information assets. The assets that comprise the Company network are business assets and should not be considered personal assets. IT hardware, software, and Internet services have been purchased for company business use. They are not to be used for personal gain or advancement of individual views.

PROCEDURE

General principles of network and internet use for business purposes:

- Material that would be considered inappropriate, offensive, or disrespectful to others will not be accessed or stored.
- Employees will protect the security of confidential information by keeping passwords secure and not sharing accounts with others. Employees should take all necessary steps to prevent unauthorized access to this information, being especially cognizant of passwords and account access when performing work remotely.
- Use only network services you have authorization to access.
- Do not send material classified as confidential via the Internet without prior approval.

Specifically, the Network and Internet should not be used:

- For personal gain or profit.
- To represent yourself as someone else.
- To provide information about employees or customers to persons or businesses not authorized to possess that information.
- When it interferes with your job or the jobs of other employees.
- When it interferes with the operation of the Network or Internet for other users.
- To execute any form of network monitoring which will intercept data not intended for the employee.
- To upload, or download, large files for personal use. This includes, but is not limited to, music files from sites like iTunes, Internet radio, video files from sites like YouTube, programs, and pictures.

Although the company's internet and network system are meant for business use, personal usage is allowed when it is reasonable and does not interfere with work. Use of these must not interfere with employee productivity.

SECTION Information Technology and Other Company Assets

SUBJECT 8.03 – Email Communication

PURPOSE To maximize the capacity of email communication to enhance the productivity of Company employees, to ensure security of assets, and to ensure communications remain free of harassment

SCOPE All employees

POLICY Email capability is provided to certain employees for the purpose of aiding in work-related communication. Employees will use this tool in a responsible, effective and lawful manner.

PROCEDURE

The company considers email an important means of communication and recognizes the importance of proper email content and speedy replies in conveying a professional image and delivering good customer service.

When communicating via email, remember:

- Do not send or forward emails containing libelous, defamatory, offensive, racist or obscene remarks. When you receive an email of this nature and consider it harassment or an ongoing nuisance, please report it to your supervisor.
- No form of chain letter will be sent using Company assets.
- Do not send e-mail so that it appears to have come from someone else.
- Do not automatically forward your e-mail to a non-Company e-mail address.
- Do not open email attachments or click on hyperlinks in an email from unsolicited or unknown senders.
- Do not email confidential information without the proper encryption or appropriate releases.
- Do not use company email to promote non-work-related religious or political viewpoints.

Although the company's email system is meant for business use, personal usage is allowed when it is reasonable and does not interfere with work.

SECTION Information Technology and Other Company Assets

SUBJECT 8.04 – Use of Social Media for Business Related Purposes

PURPOSE To establish requirements regarding the appropriate use by employees of social media for business reasons

SCOPE All employees

POLICY Only approved employees are allowed to post on any social media for business related purposes.

Employees will not post confidential customer or the company proprietary information.

DEFINITIONS:

Social media may take many different forms including, but not limited to: internet forums, chat rooms, blogs and micro-blogs, online profile, wikis, podcasts, pictures, videos, instant messaging, music-sharing and voice over IP. Examples of social media include Facebook, Twitter, Wikipedia, LinkedIn, YouTube, Match.com, Second Life, Flickr, and Yahoo groups.

PROCEDURE

Employees who have been authorized by department managers or directors to utilize the company social media presence are representing the company and will follow these guidelines when posting information or responding to posts:

- When you post or comment on social media always state your name or be speaking as a representative of the company.
- Always act consistently with the company mission and core values.
- You are accountable for what you write, produce, or record. Participation in social media within an employee’s role at the company must be taken seriously.
- Reply to comments quickly and courteously when a response is appropriate.
- When posting company materials and information do not share third party copyrighted publications, logos or other trademarked images. If you do use someone else’s material, give them credit. In some cases, you may need their written permission.
- Write what you know. Write and post about your area of expertise and what you have been approved to share.
- Before you engage in any social networking that identifies yourself as an employee of the company or identifies the company, please consider whether you are damaging the company’s reputation. If you are uncertain consult your supervisor.
- Be respectful of other employees by not disclosing personal or contact information or posting photographs of coworkers or supervisors without their prior permission.

SECTION Information Technology and Other Company Assets

SUBJECT 8.05 – Company Property, General Office Equipment, Supplies and Furniture

PURPOSE To guide the use of Company property, equipment, supplies and furniture and the employee’s responsibilities for equipment maintenance

SCOPE All employees

POLICY Company property, equipment, supplies and furniture are provided to aid in the performance of work-related activities.

PROCEDURE

Personal Use

Company assets are utilized to meet the business needs of the company most effectively. Employees will not use company assets for personal purposes unless authorized by the department manager or director who oversees the asset.

Subject to Search

Periodic general inspections of these areas may be conducted by the vice president of operations or upper management without notice, without employee consent and without a search warrant. Items that are used to disrupt or interfere with the company's objectives may be seized temporarily by the vice president of operations or a manager. Such items will be returned to the employee upon request at the conclusion of a search unless they are contraband. Contraband items (including weapons or illegal substances) will not be returned to the employee and will be turned over to the police.

Purchasing and Disposal

All equipment, furniture and supplies are purchased through standard company protocols. Employees are responsible for obtaining any training necessary to use equipment properly. As maintenance or repair is noticed, employees are responsible for notifying the administrative coordinator immediately. When equipment is no longer needed or useable, employees will notify the administrative coordinator who will either redistribute or dispose of the equipment or furniture appropriately.

Personal Property

Employee personal property, including vehicles, boats, trailers, among others, will not be stored on company property unless specifically authorized by the president. In those instances when permission has been granted, appropriate authorizations and releases will be obtained. Employees may be required to leave keys in the event the property needs to be moved.

Short Term Parking of Personal Vehicle

The company designates employee parking for each of its locations. Employees will speak with their supervisor to identify these locations. These designated employee parking areas are solely for the purpose of work. The company is not responsible for loss or damage to employee vehicles or contents while parked on or off Company property.

Security

When you observe suspicious activity or persons on Company premises, please inform your supervisor or the Director of Facilities and Port Operations.

SECTION Information Technology and Other Company Assets

SUBJECT 8.06 – Operation of Company-Owned Vehicles

PURPOSE To ensure the safety of employees and customers while riding in company-owned vehicles and to ensure the use of company vehicles is consistent with state laws, licensing guidelines, and insurance company requirements

SCOPE

All employees

POLICY All employees driving company-owned vehicles will go through the vehicle orientation process, be approved as a company driver and follow all procedures.

PROCEDURE

Approved Driver Process

The company maintains a standard protocol for authorizing employees to become an approved driver. Only employees who are 18 years of age or older and have completed the full process will be allowed to drive company-owned vehicles, only drivers 21 years of age or older may transport guests. Following are the steps to become an approved driver:

- The employee's job duties require them to use a company-owned vehicle for business related purposes.
- The employee's Department of Motor Vehicle driving record may be obtained.
- Supervisors train employees on their department specific vehicle orientation.
- The employee signs the Rules of Driver Conduct Form.

Commercial Motor Vehicle Driver

- In addition to the approved driver process, the employee's Department of Motor Vehicle driving record will be obtained.
- Drivers must have a safe driving record for the past three years.
- Drivers must maintain an updated Medical Examiner's Certificate (MEC) in order for their commercial driver's license to be valid.
- The company will do pre-employment queries on new employees and annual queries on all employees in the company through the FMSCA Clearinghouse to check for any drug or alcohol violations and do verify if employees have completed any return to duty, follow process if needed. The employee must consent to the query and receive a status of not prohibited before operating a commercial motor vehicle.
- The company will perform an annually query the Clearinghouse for each driver they currently employ.

Vehicle Guidelines

- **Parking:** The vehicle will be parked in a Company designated area each night unless a multi-day company trip has been planned.
- **Refueling:** An account will be established at a local filling station and a key card assigned to the vehicle. Drivers are responsible for refueling any vehicle with $\frac{1}{4}$ of a tank or less.
- **Cleanliness:** Drivers are responsible for making sure the inside of the vehicle is clean and all garbage is taken out after each use. Leave vehicle in as good or better condition than found.
- **Drugs and Alcohol:** Do not transport illegal drugs or alcohol. All legal medication must be kept locked in the trunk or glove box.
- **Texting and Cell Phone Use:** Texting is strictly forbidden while the vehicle is in motion. Phone calls may be made when specific to tour operations and are of limited duration.
- **Pets:** Pets of any kind are not allowed in company vehicles at any time. Certified service animals are not considered pets and will be allowed in the vehicles as required by driver or passengers.
- **Smoking and Tobacco Use:** Smoking and tobacco use is not allowed in company vehicles at any time. This includes E-cigarettes.
- **Food and Drinks:** (bottled water is an exception) - refrain from consuming any food or drinks while driving a company vehicle.
- **Vehicle Checks:** Check your vehicle daily before each trip and check the vehicle visually each time

before driving. Check lights, tires, brakes, fuel level, and steering. Promptly report all damages or defects to the maintenance manager or mechanic. Confirm registration and insurance is current and report any discrepancy to the administrative coordinator.

- **Distractions:** Employees must avoid activities that can take their hands off of the steering wheel or eyes and attention off of the road, including, but not limited to: reading, taking notes, looking up phone numbers, drinking, playing music, and changing radio stations. Employees are never permitted to use headphones while driving. While transporting guests, music must be limited to local radio stations and played at a reasonable level. If requested to turn off music by guests, drivers will abide.
- **Adherence to Law:** Drivers must operate the vehicle in accordance with all state and federal laws, ordinances, and regulations, including those related to use of cell phones. Drivers must assume sole responsibility for all fines or traffic violations arising out of the operation of a company vehicle.
- **Seat Belts:** All drivers and passengers in a motor vehicle are required to use a safety belt. Drivers will be responsible for themselves and any child under 16 who is not wearing a safety belt and/or secured with appropriate aged safety seats. All other passengers are responsible for themselves.
- **Safe Driving/Weather:** Drivers must always use reasonable and safe driving practices, including operation of the vehicle at speeds appropriate for the traffic, weather, and road conditions. Drivers have discretion at any time to stop driving or not to begin a trip based on weather conditions, including heavy rain, fog, ice and/or snowy conditions that limit visibility and the driver's ability to safely operate the vehicle.
- **Unauthorized Passengers:** Drivers may not transport hitchhikers or other unauthorized passengers.
- **Allowed Drivers:** Company vehicles are to be driven by authorized drivers ONLY, except in emergencies, or in case of repair testing by a mechanic. Other employees and family members are not authorized to drive company vehicles.
- **Business Purpose:** Company vehicles are to be driven for company business ONLY. Personal use of company vehicles is prohibited, unless approved by the vice president of operations.
- **Driver's License and Traffic Conviction:** Immediately report to your supervisor when your driver's license has been revoked or suspended and discontinue driving duties. Immediately report all arrests and traffic convictions to your supervisor
- **Security of Vehicle:** Drivers are responsible for the security of company vehicles in their care. The vehicle engine must be shut off, ignition keys removed, windshield wipers turned off, dome lights turned off, headlights turned off, and vehicle doors locked whenever the vehicle is left unattended.

Safe Driving Practices

Drivers must follow these general practices at all times:

- The use of a vehicle when the driver is under the influence of intoxicants and/or legal or illegal substances is forbidden and is sufficient cause for disciplinary action, including dismissal.
- Promptly report any mechanical difficulties or repairs needed and do not drive a vehicle that may be unsafe.
- Do not take chances. To arrive safely is more important than to arrive on time.
- Assess the weather and avoid driving when conditions are hazardous.
- Drivers should be mentally and physically rested and alert prior to each trip.
- Drivers must have a valid driver's license for the type of vehicle to be operated, follow any restrictions listed on the license, and always keep the license(s) with them while driving.
- All traffic laws and driving procedures adopted by the company must be obeyed.

Accident Reporting

All drivers will report accidents promptly to the police and their supervisor, including accidents of vandalism or glass breakage that occurred while the vehicle was parked. A blank incident report will be kept in the vehicle at all times for documentation. The driver will summon the police to the accident scene

if any bodily injury, a second vehicle or damage to private property is involved. Driver will take a picture of the insurance card of the other driver when two or more vehicle accident occurs. Drivers will be instructed to not admit any fault or liability at the accident scene. The driver must stop after an accident and/or must report an accident.

SECTION Business Related Expenses and General Fiscal Responsibilities

SUBJECT 9.01 – Business Related Purchases

PURPOSE To ensure all purchases are within budgetary guidelines and appropriate for business related purposes

SCOPE All employees

POLICY Employees will make purchases for company purposes according to the authorization limits and budgetary guidelines established.

PROCEDURE

Annual operating and capital expenditure budgets are approved by the board of directors. Once finalized, directors and managers may make spending decisions up to \$1,000, when the expenditure falls within approved budget line items for which they have been granted authority. The director or manager will seek approval via email from the vice president of operations for expenditures above \$1,000 and the president's approval for expenditures above \$5,000. The vice president of operations, directors, and managers must ensure the amount to be committed, when added to year-to-date figures, will not exceed the annual line-item budget.

The president retains approval for any expenditure that exceeds or was not included in the budgets.

Employees that do not have purchasing authority will receive approval from their department manager or director prior to making any purchases.

Once approvals have been obtained, the employee will work with finance on the appropriate means for purchase.

- On account with a vendor: The employee will submit the receipt and a description to the accounting manager for payment to the vendor.
- With a credit card: In this case the employee works with the administrative coordinator to issue payment.
- Employee Funds: When an employee finds it necessary to make expenditures, outside the above, they may utilize their own funds. After purchase, the employee will submit receipts to finance with a description to substantiate payment. Reimbursement will be paid on the next AP check run.

The company maintains a fleet of vehicles which employees should utilize whenever driving on company business. When an employee has been authorized to drive their own vehicle for company business, they may seek reimbursement for the miles driven by filing a Mileage Reimbursement Form. They are maintained and submitted on a monthly basis. The company reimburses according to established IRS mileage reimbursement rates in effect at the time of travel.

SECTION Business Related Expenses and General Fiscal Responsibilities

SUBJECT 9.02 – Travel Arrangements and Expenses

PURPOSE To ensure travel for business related purposes is authorized and consistently arranged

SCOPE All employees

POLICY The company maintains a traveling protocol that all employees are expected to follow when traveling for work related purposes. Appropriate expenses incurred during authorized travel will be reimbursed once the travel has been completed and the necessary paperwork submitted.

PROCEDURE

All company travel requires pre-authorization by the department manager or director.

Once authorizations have been secured, the employee follows these steps:

- Employees work with the administrative coordinator to establish trip information.
- The administrative coordinator completes the travel arrangements and submits booking details to employee.
- When employees have paid for travel expense themselves, they will submit receipts to finance with a description. Reimbursement will be paid on the next AP check run.

SECTION Business Related Expenses and General Fiscal Responsibilities

SUBJECT 9.03 – Cell Phone Use and Reimbursement

PURPOSE To reimburse employees for the business use of their personal cell phones

SCOPE All employees

POLICY The company will reimburse employees for the business use of their personal cell phones when having a cell phone is a condition of employment or when the company routinely uses the personal phone to conduct business.

PROCEDURE

Employees required to maintain a cell phone as a condition of their employment or whose phone is routinely used to conduct company business will discuss the business-related needs with their supervisor. A written Cell Phone Reimbursement Agreement signed by both the employee and the department manager or director will be completed. Cell phone reimbursement will be paid to the employee in their paycheck.

At any point in time, the supervisor may reassess the business-related need of the cell phone use and payment amounts may be changed or eliminated.

Standard reimbursement amounts will be determined by the president and noted on the cell phone reimbursement agreement.

Employee Policy and Procedure Receipt & Acknowledgement

By signing this statement, I acknowledge that I have received a copy of the personnel policies and procedures manual issued by my employer, Ward Cove Dock Group, LLC (the company). I acknowledge it is my responsibility to read and comprehend the information contained in this manual and to consult with my supervisor/manager if I have any questions concerning its contents.

I understand and agree:

- This manual is intended as a general guide to personnel policies at the company and it is not intended to create any sort of contract between the company and any one or all of its employees.
- This manual states the company’s policies and procedures in effect on the date of publication.
- The company may modify any or all of these policies, in whole or in part, at any time, with or without prior notice. and
- In the event the company modifies any of the policies contained in this manual, the changes will become effective immediately upon issuance of the new policy.

I further understand and agree that my employment with the company may be terminated by me or by the company at any time, for any reason permitted by law.

I understand that as an employee of the company I am required to review and follow the policies set forth in the personnel manual and I agree to do so. I acknowledge the manual is available for my review at www.wardcoveak.com/hired, through the employee self-service app and available in hard copy at my place of work.

Employee Name: _____

Signature: _____

Date: _____