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The Morey's Companies  
**Morey's Resorts**

Seasonal Associate Guidebook

(Revised 03/30/2026)

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## *TABLE OF CONTENTS*

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Statement of Employment Relationship	3
Welcome	4
Company Mission & Vision	5
Core Values	6
<b>SECTION 1 – ASSOCIATE POLICIES</b>	
Introduction	8
Anti-Harassment Policy	9
Anti-Drug Policy	11
Social Media Policy	14
Dispute Resolution Agreement	16
Associate Expectations	
Work Schedule	19
Payment Policy	20
Appearance Standards	21
Associate Conduct & Ethics	22
Employment Records	23
Company Property	23
Workplace Communication	24
Right to Be Free of Gender Inequality	26
Benefits and Privileges	27
Human Resources Team	28
<b>SECTION 2 – WORKPLACE SAFETY &amp; GUEST RELATIONS</b>	
Associate Safety	29
Severe Weather Policy	34
Guest Relations	35

**STATEMENT OF EMPLOYMENT RELATIONSHIP  
PLEASE READ CAREFULLY**

**Every associate of The Morey's Companies is an Associate-at-will.**

*In order to explain "Associate-at-Will," the law requires us to tell you that The Morey's Companies can fire you at any time, with or without notice and with or without cause.*

This is true no matter what may be stated elsewhere in this guide or in any other writing given you by The Morey Company. Likewise, you can quit at any time you want, with or without cause, and with or without notice.

This guide contains no promises of any kind and The Morey's Companies can, on its own, change or discontinue any policy in this handbook or other writing, or change any working conditions without having to consult anyone and without anyone's agreement. No one other than the Chief Executive Officer of The Morey's Companies can enter into any agreement with you that is contrary to this statement of employment relationship and, if any contrary agreement is made, it must be in writing and signed by the Chief Executive Officer. This is Morey's Resorts' current Associate Policy Guide and all prior guides and/or handbooks are void.

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*WELCOME TO*

***MOREY'S RESORTS & THE MOREY'S COMPANIES***

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Welcome to Morey's Resorts, one of The Morey's Companies. We believe this will be one of the most enjoyable summers of your life. We trust that your new position will live up to your expectations and your experience will be a rewarding one. We are sincerely proud of our associates and are glad that you have decided to join this fine team.

You are not alone on your journey. We place a high priority on teamwork, realizing that only through the combined efforts of our staff can we achieve our goals. Throughout this Guide, employees of the Company are referred to as associates. It is our intent to convey through the term associate, the value we place on those who work here and are a part of our team. We are associates with one another; partners, colleagues, and comrades, all working towards a common goal, the Company mission.

We are pleased to provide you with the Seasonal Associate Policies Guide. The Guide summarizes important policies on employment, communications and safety.

Please read this Guidebook carefully and keep it handy for future reference. If you have a question that is not answered in the Guide, we will be glad to provide counsel, guidance and assistance to you.

Once again, we look forward to working with you.

Zachary Morey  
Director of Hospitality, Morey's Resorts

## COMPANY MISSION STATEMENT

Provide a spectacular family recreation experience in an exceptionally safe, clean, friendly and unique environment.

## COMPANY CHALLENGE

We challenge you to make every day amazing for our Guests and for your fellow associates. Show pride in your work, choose your attitude and make their day.

## COMPANY VISION – EXCEEDING EXPECTATIONS

Morey's Companies' vision is to become a nationally unique and culturally authentic family recreation extravaganza; a place where families will connect through quality experiences and just plain "footloose and fancy-free" fun.

Exceeding guest expectations is the way we will achieve this vision. To exceed guest expectations, we must be industry leaders in delivering exceptional levels of safety and service to our guests. We also must work responsibly in our surrounding communities' best interests to develop and implement key community initiatives. Through these initiatives, along with the creative integration of the Boardwalk and Beach, we will create a "one of a kind" recreation environment far beyond anything previously experienced.

We must be a great place to work to become a great place to visit. Therefore, we will foster an atmosphere of integrity and respect in all our working relationships. We will select, reward, and give recognition to associates who share and demonstrate our values. Additionally, we will assure that our leaders support and energize all associates to improve themselves, the performance of the Company and the guest experience.

Through a caring staff working together with Company spirit, we will achieve all of the above and in the process create a Company that is admired by its guests, associates, shareholders and community.

## **THE MOREY'S RESORTS CORE VALUES**

### **INTEGRITY**

Guest safety is a core integrity issue for us.  
We are honest and truthful with each other.  
We treat our guests and each other in a fair and straightforward manner.  
We take personal responsibility and accountability for our actions and commitments.  
Doing the "right thing" is, first and foremost, our priority.

### **RESPECT**

We treat each other with dignity and respect.  
We trust and empower our associates to do their work.  
We encourage our associates to make decisions at the most appropriate level.  
Experience, knowledge, and skill dictates who leads, not position.  
Teamwork is a foundation of our success; therefore, we consistently work to remove "inter-departmental" boundaries.  
We care.

### **PERFORMANCE**

We expect to exceed industry standards in the financial performance of the Company.  
We recognize that only through strong financial performance can we grow and support important Company and community initiatives.  
We value change as essential to sustaining the Company's long term financial performance and security.  
We take initiative rather than waiting to be asked.  
We reward associates who contribute to the Company's success.  
  
We make guest focused versus inward focused decisions.

### **COMMUNITY**

We actively participate and lead in community betterments. We engage in activities that support our youth and our residents. We strive to raise the image of the Wildwoods in all that we do.

# **SECTION 1**

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## **Associate Policies**

## **INTRODUCTION**

This Associate Policies Section has been developed to serve as a file to contain official Employment Policies issued to associates of the Company. These Policy Guides serve as a checklist for associates to ensure that assigned work activities are conducted in conformance with Company approved policies, systems and procedures. These policies are to be supplemented by the exercise of good business and operational judgment by the user. All questions about the application or special problems should be directed to the associate's Supervisor or Manager. Revisions to these policies will be made in line with new or revised Company objectives, operating plans and business conditions.

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## **EQUAL OPPORTUNITY COMPANY**

The Company is an Equal Opportunity Employer. Our policy with respect to decisions affecting all terms and conditions of employment is to treat applicants and associates without regard to race, creed, color, sex, sexual orientation, religion, national origin, ancestry, age, marital status, disability, veteran status, genetic information or any other classification protected by applicable law, except where such considerations are bona fide occupational qualifications permitted by law.

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## **AMERICANS WITH DISABILITIES ACT**

It is the Company's policy to comply with all applicable Federal and/or State laws, statutes and regulations with regards to the Americans with Disabilities Act of 1990. We make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in undue hardship.

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## **UNITED STATES IMMIGRATION LAW**

To ensure compliance with the Immigration Reform and Control Act of 1986, the Company must verify each new associate's identity and legal permission to work in the United States. All offers of employment are conditioned upon the receipt of satisfactory evidence of an associate's identity and legal permission to work in the United States. The falsification of documents or failure to provide any documents required for verification of employment eligibility constitutes denial of employment or immediate termination of employment.

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## CONSCIENTIOUS EMPLOYEE PROTECTION ACT

This notice is to remind associates that the Conscientious Employee Protection Act, N.J.S.A. 34:19-1, et seq. makes it unlawful for a public or private employer to discharge, suspend, demote or take other retaliatory action against an associate who refuses to participate in unlawful or unethical activity and/or discloses unlawful activity to a supervisor or government agency.

Your employer has designated the following contact person to answer your questions or provide additional information regarding your rights and responsibilities under the Act:

Name:	The Morey's Companies Benefits Manager
Address:	3501 Boardwalk Wildwood, NJ 08260
Telephone:	(609) 729-0022

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## ANTI-HARASSMENT POLICY

It is the policy of MOREY'S RESORTS to prohibit harassment in the workplace based on sex, race, national origin, religion, age, color, physical or mental disability, sexual orientation, marital status, veteran status, and other legally protected classifications.

Harassment based on sex, race, national origin, religion, age, color, physical or mental disability, sexual orientation, marital status, veteran status, and other legally protected classifications exists in instances such as:

Negative statements, jokes, insults, threats and/or offensive pictures or drawings are directed to an employee because of his or her sex, race, national origin, religion, age, color, physical or mental disability, sexual orientation, marital status, veteran status and other legally protected classifications.

**Applicability:** *This policy applies to all employees and includes conduct engaged in by fellow employees, supervisors, outside vendors, Guests and others not directly connected to the company. This policy prohibits employees, supervisors, outside vendors, Guests and others not directly connected with the company from harassing Morey's employees in violation of this policy.*

## A. Sexual Harassment

Unwelcome sexual advances, requests for sexual favors and other verbal, physical or visual conduct of a sexual nature constitute sexual harassment when:

- Submission to such conduct is made a condition of employment; or
  - Submission or rejection of such conduct is used as a basis for employment decisions affecting the individual; or
  - Such conduct has the purpose or effect of substantially interfering with work performance or creating or maintaining an intimidating, hostile or offensive environment.
1. Sexual harassment may include a wide range of subtle and not-so-subtle behaviors. Depending on the circumstances, these behaviors may include, but are not limited to, repeated offensive or unwelcome sexual advances; subtle or overt pressure for sexual favors; sexual jokes; verbal comments or innuendo of a sexual nature; propositions or advances; graphic commentary about an individual's body, sexual prowess or sexual deficiencies; leering, whistling, touching, pinching or other physical touching; suggestive, insulting or obscene comments or gestures; display of sexually suggestive objects or pictures.
  2. Sexual harassment may include harassment between individuals of the same gender.

## B. Reporting

1. Morey's Resorts encourages the prompt reporting of all perceived incidents of harassment, regardless of who the alleged offender may be.
2. If you are a witness to or believe that you have experienced harassment based on your sex, race, national origin, religion, age, color, physical or mental disability, sexual orientation, marital status, veteran status, or other legally protected classification, then you should immediately notify the Operations Manager. If, for any reason you are uncomfortable speaking with the Operations Manager, you may report the incident to the Associate Resource Representative or the Vice President of Operations.
3. All reports of harassment will be investigated promptly and thoroughly by a person who is not involved in the alleged harassment. Confidentiality will be maintained throughout the entire investigation to the extent practical and appropriate under the circumstances to protect the privacy of the individual involved.
4. An employee will not be subject to retaliation, intimidation, or discipline as a result of reporting an alleged report of harassment or providing information in the connection with another's alleged report.
5. If Morey's Resorts' investigation confirms that harassment or other improper behavior has occurred, the company will take swift, appropriate action. Such action may include, for example, training, referral to counseling, or disciplinary action, such as warnings, reprimands, reassignment, suspension, or discharge.
6. The individual reporting the alleged incident will be informed of the results of the company's investigation.

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## **ANTI-DRUG POLICY**

### **DRUG/ALCOHOL POLICY**

Throughout this Policy, the terms “drugs” include any narcotics or other controlled substance other than tobacco.

### **DRUG/ALCOHOL USE PROHIBITED**

The Company prohibits the use of drugs and/or alcohol while on Company property or during Company work time including but not limited to the following activities:

- Possession of drugs and/or alcohol.
- Sale or distribution of drugs and/or alcohol.
- Use of drugs and/or alcohol.
- Being under the influence of drugs and/or alcohol.

Any Associate taking medication, prescription or nonprescription, which may affect his/her capacity to work safely must inform his/her Department Head prior to beginning work. For safety reasons, such an Associate may be required to perform duties other than those regularly assigned or to take sick leave rather than be permitted to work under the influence of the medication. The Company reserves the right to impose discipline up to and including discharge for failure to comply with this Policy.

### **DRUG/ALCOHOL TESTING**

#### ***Pre-Employment Testing***

All employment candidates in the following positions will be required to pass a pre-employment drug test as a condition of employment:

- Full-Time and Full-Time Variable applicants.
- Operations Seasonal Supervisory Position applicants.
- Park Services applicants who will operate machinery.
- All Facilities and Attractions position applicants.

Offers of employment will be contingent upon the applicant passing the drug test. As part of the application process, applicants for the jobs listed above will be required to consent in writing to the drug test and the disclosure of such tests to the Company.

### ***Random, Suspicion, Cause Testing***

Associates of the Company may be required to submit to a drug/alcohol test without prior notice in the following situations:

- Random selection from the pool of associates whose duties pose potential safety risks to coworkers or the public.
- Involvement in an on-the-job accident which results in personal injury or damage to Company property.
- Suspicion testing when, in the Company's judgment, there is reason to believe the associate may be under the influence of drugs/alcohol or may otherwise be suffering the effects of drug/alcohol abuse.

The Company reserves the right to impose discipline up to and including discharge to any associate who refuses to submit to drug/alcohol testing when requested to do so by the Company in the above circumstances.

### **TESTING PROCEDURE**

Prior to testing the applicant/Associate must read, complete and sign a HIPPA Form allowing the Company to obtain the results of the test. Applicants and/or associates may be asked to disclose what types of medications (both prescription and nonprescription), herbal supplements and vitamins they may have taken in the last 90 days.

All drug testing under this Policy will be done initially by way of a first-screen immunoassay test. Those initially testing positive will be re-tested, either by way of the "split" sample or otherwise, by a more reliable, sophisticated method, such as the gas chromatography/mass spectrometry (GC/MS) method. Samples will be tested only for drug use.

Alternate methods of drug testing may be utilized under this policy at the discretion of the Company. One alternative method utilized may be hair sampling. Hair samples are analyzed under microscope, and by using various chemical tests to determine illegal drug use in the ninety (90) days prior to the test date. Hair samples will be tested only for drug/alcohol use.

Alcohol testing may be done by way of a "breathalyzer". Such testing will not utilize "split" samples.

At any time during the process, applicants and/or associates may be asked to disclose medications (prescription and nonprescription), herbal supplements and vitamins they may be taking or have taken in the last 90 days which could have resulted in a "false positive". Finally, the Company will observe appropriate confidential standards through the entire testing process.

For purposes of this Policy, a positive test result for any drug will be determined by the testing laboratory's internal guidelines regarding the same. An alcohol test result will be considered positive upon a breathalyzer test showing a percent level great than 0.00 of blood alcohol.

## REHABILITATION

This section, entitled “Rehabilitation”, does not apply to applicants for employment.

Any associate who tests positive in a drug and/or alcohol test shall be suspended immediately for a minimum of three (3) business days. The Company may impose additional discipline up to and including discharge upon such associate as it determines appropriate.

The Company may also require any Full-Time and/or Full-Time Variable Associate testing positive in a drug and/or alcohol test to submit to the following rehabilitation procedure, for which the Company will grant leave of absence without pay as may be medically necessary and in accordance with the Family and Medical Leave Act, as applicable.

- Associate must seek rehabilitation and counseling from a Company-approved program.
- Associate must successfully complete the recommended treatment/rehabilitation program, including all its components.
- Associate must provide the Company with written evidence of such successful completion.
- Associate will be required to submit to and pass a drug/alcohol test at the conclusion of their rehabilitation program.
- Additional follow-up testing (personal random program) may be required by the Company, at its discretion, without notice and at the associate’s expense.

Associates may utilize the rehabilitation program only once. Associates testing positive at any time following completion of the rehabilitation program outlined above will be discharged.

The Company offers drug and/or alcohol assistance for associates in need. The Human Resources Staff will provide confidential referrals for associates who request it. If a referral to a treatment provider is necessary, costs may be covered by the associate’s medical insurance; but the cost of such services are the associate’s responsibility. An associate who voluntarily discloses a drug and/or alcohol problem may receive a leave of absence without pay, where necessary, for rehabilitation treatment.

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## SOCIAL MEDIA POLICY

The Morey's Companies respect the rights of associates and former associates (FA) to write blogs and use social media sites. Associates and FA must follow the guidelines set forth in the Social Media Policy below to provide a clear line between you as the individual and you as a Morey Companies associate or FA. The goal of this Policy is to preserve the goodwill and reputation of the Company. The social media use guidelines include, but are not limited to, video or wiki posting, sites such as Facebook, YouTube, Instagram, Snapchat, and Twitter, chat rooms, personal blogs or other similar forms of online journals, diaries or personal newsletters not affiliated with The Morey's Companies.

- Participating in social media while at work is prohibited, except for those specifically charged with contributing to the official Company blogs or social media pages that have an approved bona fide business purpose.
- Information or data concerning any of the Morey's Companies shall not be placed on or communicated through the Internet without the express consent of Company officers.
- Associates and FA must not post anything disparaging to The Morey's Companies, their reputation, any member of the management team or any co-worker. Names, photos and videos of managers, supervisors and coworkers should not be included on such sites without the express permission of the individual being named or posted online.
- Associates and FA are not permitted to use the Company's name or trademarks, copyrighted information or confidential information in any blog or other posting without the express prior consent of the Company officers.
- Associates and FA may not link from a personal blog or social media site to the Morey's Piers website.
- Associates and FA are personally responsible for their commentary on blogs and social media sites and may be held personally liable for commentary that is considered defamatory, obscene, proprietary or libelous by any offended party, not just The Morey's Companies.
- Associates and FA may not use blogs or social media sites to harass, threaten, discriminate or disparage against Associates, FA or anyone Associated with or doing business with The Morey's Companies.
- If you choose to identify yourself as a Morey's associate or FA, you must remember that your online presence reflects the Company. Furthermore, actions captured via images, posts or comments can reflect that of our Company. As such, you must make it clear that you are speaking for yourself and not on behalf of the Company. Personal blogs must conspicuously note that you are the copyright holder and are solely responsible for all content appearing on or through your blog.
- Morey's Piers and Resorts does not discriminate against Associates or FA who use these media for personal interests and affiliations or other lawful purposes.

## **MONITORING**

The Morey's Companies reserve the right to monitor blogs, chat rooms, social media sites and the like to verify compliance with the Social Media Policy. Associates and FA are cautioned that they should have no expectation of privacy while using the Internet. Your posting can be reviewed by anyone, including Morey's Piers. Furthermore, Associates and FA are cautioned that they should have no expectation of privacy while using company equipment or facilities for any purpose, including authorized blogging.

## **REPORTING VIOLATIONS**

Morey's Resorts strongly urges Associates and FA to report any violations or perceived violations of the Social Media Policy to Facility Management or the Recruiting Department. Violations include, but are not limited to, unfavorable opinions, negative comments or disclosure of confidential or proprietary information about The Morey's Companies, its Associates and FA, or you.

## **CONSEQUENCES**

Violation of the Social Media Policy as described above is considered serious misconduct. Depending on the nature of the conduct in question, it may also constitute a violation of the Company's confidentiality policies, intellectual property or other policies relating to appropriate workplace conduct. Associates violating the above policy in any manner may be subject to disciplinary action in the sole discretion of the Company, including but not limited to, termination of employment. Associates and FA may also be subject to civil and criminal liability under state and federal law, as well as common law liability.

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## DISPUTE RESOLUTION AGREEMENT

The Company and Employee agree to resolve certain types of civil claims and disputes in accordance with the provisions set forth in this section, which is hereafter referred to as the "Dispute Resolution Agreement." The goal of the Dispute Resolution Agreement is to provide a process for claims to be resolved fairly, promptly, efficiently and without undue embarrassment to any party. To achieve these goals, the Company and Employee agree to communicate and attempt to resolve claims and, if any claims are not resolved, to have those claims decided in arbitration as described below.

- 1. Claims Covered; Not Covered:** Employee and Company agree that all claims that arise out of or relate to Employee's employment by the Company or by any affiliate of the Company, including all claims that involve or relate in any way to Employee's hiring, the terms and conditions of Employee's employment or the termination of Employee's employment, will be resolved in accordance with the Dispute Resolution Agreement. The claims that are covered by this Dispute Resolution Agreement include but are not limited to: (1) all claims of employment discrimination, harassment or retaliation on the basis of race, sex, age, religion, color, national origin, sexual orientation, disability or veteran status, including claims under Title VII of the Civil Rights Act of 1964, the Age Discrimination in Employment Act, the Americans with Disabilities Act, the Immigration Reform and Control Act, the New Jersey Civil Rights Act, the New Jersey Law Against Discrimination and any other federal, state or local law or regulation concerning employment or employment discrimination; (2) all claims for wages or other compensation, including claims under the Fair Labor Standards Act and the New Jersey wage and hour laws; (3) all claims for violation of public policy, including claims under the New Jersey Conscientious Employee Protection Act; (4) all claims for breach of contract or tort; and (5) all claims against individuals or entities employed by, acting on behalf of, or affiliated with the Company or any entity related to the Company.

The only claims relating to Employee's employment that will not be subject to this Dispute Resolution Agreement are claims for statutory unemployment or worker's compensation benefits and claims relating to health or retirement benefits that are governed by the Employee Retirement Income Security Act. Any disputes concerning whether particular claims are covered by this Agreement or are subject to arbitration shall be submitted to arbitration and not filed in court.

- 2. Administrative Charges:** Nothing in this Agreement shall be interpreted to mean that Employee is precluded from filing any complaint or charge with the United States Equal Employment Opportunity Commission, the National Labor Relations Board, the New Jersey Division on Civil Rights, or any other similar federal, state, or local administrative agency.

- 3. Waiver of Class Action and Representative Action Claims:** Employee and the Company agree to bring any dispute in arbitration on an individual basis only, and not as a class or collective action.
- 4. WAIVER OF TRIAL BY JURY:** THE PARTIES UNDERSTAND AND FULLY AGREE THAT BY ENTERING INTO THIS AGREEMENT, THEY ARE GIVING UP THEIR RIGHT TO PROCEEDINGS IN THE PUBLIC COURT SYSTEM, INCLUDING THEIR CONSTITUTIONAL RIGHT TO A TRIAL BY JURY AND THEIR NORMAL RIGHTS OF APPEAL FOLLOWING THE RENDERING OF A DECISION (EXCEPT FOR JUDICIAL REVIEW OF ARBITRATION PROCEEDINGS). THE PARTIES ANTICIPATE THAT BY ENTERING INTO THIS AGREEMENT, THEY WILL GAIN THE BENEFITS OF A FASTER AND LESS EXPENSIVE DISPUTE RESOLUTION PROCEDURE.
- 5. Pre-Conditions to Arbitration:** Before Employee pursues any claim in arbitration, Employee agrees that he or she will first advise the Company in writing and in detail of any claim Employee believes he or she has and of the basis for the claim and will provide all supporting documents or statements available to Employee. This submission, which is hereafter referred to as the "Claim Notice," must be provided to both the Company's Director of Human Resources (the "Director") and the Company's General Counsel. The Company and Employee agree that, after the Employee submits the Claim Notice, Employee will meet with the Director or, at the Company's option, the President of the Company, and will attempt in good faith to resolve Employee's claim. If any dispute presented by Employee in accordance with this sub-paragraph 5(c) cannot be resolved within thirty (30) days after Employee provides the Claim Notice, at the request of either Employee or the Company, a trained mediator will be engaged to assist in resolving the claim and Employee and Company agree to meet with and cooperate with the mediator in attempting to resolve Employee's claims. Employee will select the mediator from a list of at least five trained mediators provided by the Company. At Employee's request, the Company may, in its sole discretion, agree to a different mediator proposed by Employee or to the selection of a mediator through the Employment Practices procedures of the American Arbitration Association (the "AAA"). The Company will pay all expenses of the mediator. If any claim of Employee is not resolved through mediation, Employee may proceed with arbitration.
- 6. Requesting Arbitration; Selection of Arbitrator:** If either party requests arbitration, the Company will provide Employee with a list of at least five trained arbitrators, all of whom shall be retired New Jersey Judges, and Employee will select one as the arbitrator. The Company and Employee will then jointly engage the arbitrator. At Employee's request, the Company may, in its sole discretion, agree to a different arbitrator proposed by Employee or agree to the selection of an arbitrator through the Employment Practices procedures of the AAA. The Company will be responsible for the payment of all administrative fees relating to any arbitration before the AAA.

**7. Mediation and Arbitration Proceedings:** All mediation and arbitration proceedings will take place in Cape May County and will be confidential in nature. Employee and the Company both agree that they will respect the privacy and confidentiality concerns of the other and that they will not in any way publicize the disputes that exist between them or attempt to embarrass the other. The arbitrator will be required to apply and follow the law of New Jersey and federal law to the extent applicable and will decide all claims in writing and in a reasoned decision. The arbitrator will also be required to conclude all arbitration proceedings and issue a written decision explaining his or her findings and conclusions within six (6) months of when arbitration was first requested, unless the parties both agree to a longer period. The award of the arbitrator shall be final and binding on both parties and judgment may be entered upon it in accordance with applicable law in any court having jurisdiction.

**8. Representation by Counsel:** Employee will have the right to be represented by an attorney in all aspects of the dispute resolution process set forth in this Paragraph 5, including in the submission of the Claim Notice, in meeting with the Director or the President of the Company, in any mediation and in arbitration.

**9. Arbitration Award; Remedies:** Employee and the Company will each be responsible in the first instance for their own attorneys' fees and other expenses relating to the dispute resolution process, except that the Company shall pay the cost of any mediator, as noted in sub-paragraph 5(c) and shall pay all administrative fees of any AAA proceedings. If either party prevails on a statutory claim which requires the prevailing party to be awarded reasonable attorney's' fees or other litigation costs, the arbitrator shall award such fees and costs in accordance with the law.

**10. Term of Agreement:** This Agreement shall survive the termination of the Employee's employment with the Company.

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## **PHOTO/VIDEO RELEASE**

By agreeing, the associate hereby gives Morey's Resorts, their assigns, licensees, and legal representatives the irrevocable right to use - and to authorize others to use - all pictures, portraits, photographs and/or video footage that contain images of the associate without compensation, in all forms and media and in all manners, including composite or distorted representations, for advertising, trade, or any other lawful purpose. The associate expressly waives any right to inspect or approve the finished version(s).

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## ASSOCIATE EXPECTATIONS

### A. WORK SCHEDULE

#### HOURS OF WORK

Associates are responsible for knowing when and where they are scheduled to work, which is determined by their supervisor. Hours assigned and worked per week may vary throughout the year. The Company reserves the right to change the work week and schedule. Associates must check their schedule weekly and even daily. As a general rule, Monday-Sunday schedules are made available on the Friday prior.

#### ATTENDANCE

For our hotels to function properly, associates must accept responsibility for reporting to work, on their scheduled workdays and their scheduled times. An associate's presence on the job is most important to serve the public. Excessive absenteeism will result in disciplinary action.

When an associate is ill or has a critical emergency, he/she must telephone the supervisor as soon as possible. This should always be at least 1 hour before the scheduled start. If an associate must leave the work area during a shift, he/she must notify the supervisor and get permission.

#### TARDINESS

Punctuality is a must at any job, and even more important when working with the public. An associate is required to be at work on time. If the associate will be late for work because of an unforeseeable delay, he/she must speak with the supervisor **before** the starting time. **Please do not leave a message – call until a supervisor is reached directly.**

#### TIME CLOCK

Associates must clock in at the scheduled start of each working shift and clock out at the end of the assigned shift, and clock in/out for any break over 20 minutes in person. If you forget to clock in, the associate has the responsibility to see the supervisor. If moving between hotel properties, the associate must clock in/out at each hotel.

#### SCHEDULE CHANGES

Associates are only permitted to exchange shifts with the permission of their supervisor. No authorization of schedule change shall be granted if it results in overtime for the associate. To avoid any misunderstandings, schedule change requests should be made in writing at least one week prior to publishing the schedule.

#### BREAKS & MEALS

Associates must schedule their breaks with their supervisor and return to work on time. Taking excessive breaks is grounds for disciplinary action. Please do not talk with any associate on duty while on break. Associates may eat in designated areas only and are expected to clean up after themselves and discard any trash. Please do not litter.

## **B. PAYMENT POLICY**

### **PAY HOURS & OVERTIME**

The nature of hourly work is one whereby associates are remunerated for all hours worked, limited to a 40 hour work week. The management of Morey's Resorts may require associates to work beyond their normal scheduled shift or weekly hours. Unless an associate is exempt from overtime, he/she will be paid overtime pay for overtime work, in accordance with Federal and/or State laws. Eligibility for overtime pay is based on **weekly** work time totaling more than 40 hours. An attempt will be made to provide advance notice of overtime work, when it is feasible to do so, but this will not always be possible. A supervisor's prior approval must be given before any overtime can be worked. Unauthorized overtime results in disciplinary action.

### **PAYMENT SCHEDULE**

All Seasonal associates are paid on a bi-weekly basis. Our bi-weekly pay cycle begins on Monday and ends two Sunday's later. Paychecks for the period ending on Sunday are dated for deposit and issued the following Friday.

### **PAYCHECKS**

An associate's rate of pay is personal and should be treated as highly confidential information. Any changes in an associate's rate of pay will normally become effective on the first day of the pay period after approval. Federal and State laws require legal deductions be made on an associate's behalf for federal and state income tax, FICA (social security), Medicare, State disability, unemployment and NJ paid family leave (SDI/SUI). A garnishment of wages is a court order requiring the Company to remit part of an associate's wages to a third party.

Associates may make arrangements, in writing, to allow someone else to pick up their paycheck. Any problem with a paycheck must be reported to the Morey's Resorts Administrator. Except in cases that involve a significant amount, adjustments will be made in the next pay. If the problem is a result of an associate's error or negligence, he/she will not be paid until the next pay period for that shift regardless of the number of hours. If a paycheck is lost, stolen or destroyed, the associate must contact the Morey's Resorts Administrator.

### **W-2'S AND FINAL PAYCHECK**

At the end of the season, associates should save the last pay stub for their records. If an associate does not receive the last paycheck, it is his/her responsibility to notify the Morey's Resorts Administrator by the end of October. It is also very important that Morey's Resorts have a correct, permanent address on file for each employee. Before leaving work, associates should write out their permanent address and give to the supervisor or the Morey's Resorts Administrator.

All W-2 forms will be mailed by January 31<sup>st</sup>. If W-2 forms are not received by late February, please contact the Morey's Resorts Administrator. Morey's Resorts is only able to approve unemployment benefits for employees that work until our season is complete and no further work hours are available.

## C. APPEARANCE STANDARDS

### GROOMING

The Company believes that associate appearance is a direct extension of our company's image. The professionalism of our associates should be evidenced in their personal appearance projecting a welcoming and guest friendly attitude. As such, it is important that all associates maintain a neat, clean and well-groomed appearance while dressed appropriately for the type of work they perform. This includes the expectation of regular bathing/deodorant and avoiding excessive perfume/cologne.

### UNIFORMS

Associates are expected to wear the Company prescribed uniform for their department. Associates should consult their manager with questions regarding the specific dress standards for their position. Finally, management reserves the right to determine acceptable associate dress and grooming.

**Front Desk** – Uniform shirt, khaki pants/capris/knee length shorts or skirts (no cargo shorts), closed toed shoes (no sneakers)

**Housekeeping** – Uniform shirt, white pants, closed toed shoes

**Maintenance** – Uniform shirt, clean khaki or navy-blue pants/knee length shorts, closed toed shoes

## D. ASSOCIATE CONDUCT & ETHICS

### PERSONAL BUSINESS & CELL PHONES

Associates should use personal cell phones and other media devices only when on break and out of the view of the public. These items are discouraged during regular work hours. Please ask family and friends to call only in emergencies. Associates are not permitted to visit with family and friends on hotel premises. Associates are also not permitted to socialize on hotel premises during non-working hours.

### SMOKING

The New Jersey Smoke-Free Air Act (NJ SFAA) prohibits smoking in essentially all workplaces and places open to the public, effective April 15, 2006. Consistent with the law, our properties are smoke free for both guests and associates. Smoking is prohibited throughout the property. We are dedicated to providing a healthy environment for the general welfare of all our associates and guests.

These no smoking rules are always in effect for all facilities. Everyone on our facilities, including, but not limited to: guests, associates, contractors, vendors and third parties must adhere to this policy.

Effective November 1, 2009, associates will not be permitted to smoke during work time other than during their regular break schedule. Smoking may occur only during official breaks per department policy.

## **DISCIPLINARY ACTION**

The Company generally uses a policy of progressive discipline to correct unacceptable associate behavior and performance. Associates may be reprimanded verbally or in writing. However, progressive discipline is not appropriate in every case and the Company will review each case on its own facts. As explained earlier in this handbook, every associate of this Company is at-will and the Company can terminate any associate at any time with or without notice.

## **VOLUNTARY TERMINATIONS**

Associates who voluntarily terminate their employment with The Company are asked to give the Company at least two (2) weeks written notice of their resignations. An associate who resigns must return all Company property, settle all outstanding debts with the Company and complete all required termination paperwork.

## **E. RIGHT TO SEARCH**

The Morey Organization expressly reserves the right, at its sole discretion, to inspect all parcels, toolboxes, lunch boxes, purses, and other similar items brought into or out of the workplace (including the hotels, amusement piers, water parks, or accompanying facilities), whether by employees, independent contractors or others. The Company also reserves the right, at its sole discretion, to search all lockers within its facilities, and all vehicles parked on its property. An employee's refusal to consent to a search requested by the Company may result in disciplinary action up to and including termination.

## **F. EMPLOYMENT RECORDS**

### **PERSONAL INFORMATION**

Important events in each associate's history will be recorded and kept in the associate's personnel file. Performance reviews, change of status records, recommendations, corrective action warnings and educational records are examples of records maintained. All new associates are required to complete an employment application. Associates are responsible for notifying the Morey Resorts Administrator of changes in address, telephone number, and/or family status (births, marriage, death, divorce, legal separation, etc.) as income tax status (where your W-2 will be sent) and group insurance may be affected by these changes.

### **REFERENCES**

Reference requests shall go to the Morey's Resorts Administrator, in order to confirm dates worked and re-hire status. Should an associate wish the Company and/or a representative of the Company provide additional information in response to reference requests, they must complete the Reference Authorization Request and submit it to HR. HR will alert the appropriate company representative and file the signed authorization in the associate's personnel file. Once the Company representative writes the reference, or completes any forms associated with the reference, a copy should be forwarded to HR for inclusion in the personnel file.

## **G. COMPANY PROPERTY**

### **KEYS, TOOLS & EQUIPMENT**

Equipment such as keys, tools and appliances issued to associates while on duty remain the property of Morey's Resorts and must not be destroyed, altered, or defaced. All equipment should be properly maintained and returned at the completion of the job or when employment terminates. Loss, destruction or defacement of hotel-issued property shall result in disciplinary corrective action up to and including termination. The hotel may withhold from the employee's check or final paycheck the cost of any items not returned when required. The hotel management may also take all action deemed appropriate to recover or protect its property.

### **ACCESS TO HOTEL PROPERTY**

For the safety, security and comfort of co-workers, guests and customers, all associates are required to enter and exit work through the designated entrances on the property. Employees are to wear uniforms or show their associate identification badges in plain view on hotel property.

### **PARKING**

As a courtesy to our hotel guests and visitors, employees should park in designated areas assigned by your supervisor. In season, please do not park in the spaces in front of the hotel properties. The hotel is not responsible for property lost, stolen, or damaged in the designated associate parking areas.

## **H. WORKPLACE COMMUNICATION**

### **COMPUTER, INTERNET, E-MAIL, PHONE**

The content of e-mail, voicemail or internet downloads for any file may not contain anything that would be reasonably considered offensive or disruptive to any employee. Offensive content would include but is not limited to sexual comments or images, racial slurs, gender specific comments, any comments that would offend someone on the basis of their age, sexual orientation, religious or political beliefs, national origin, disability, or any other protected class. Violation of this policy could result in disciplinary action, up to and including termination.

Personal use of hotel telephones for long-distance and toll calls is not permitted. The use of hotel postage is not permitted for personal correspondence.

Electronic communication systems now take many forms -- computers, electronic mail ("E-Mail"), telephones, voice mail, cell phones, pagers, handhelds, PDAs, and other similar devices. These communication systems are common and effective communication tools for businesses. It is important for associates who use these systems to recognize and adhere to the same standards of business conduct that apply to more traditional forms of written and spoken communication regardless of whether using Company-provided or their own E-Systems. The same good judgment, tact, and common sense should be used with E-Systems.

- The hotel management provides and maintains the electronic communication, messaging agents and electronic facilities.
- All messages and files created, sent, received or stored within the system should be relevant to Morey Resorts and will remain the property of the hotel.
- The hotel management reserves the right to retrieve and review any message or file or data composed, sent or received.
- Although an associate can delete or erase a message or file, it is possible to recreate the message. Therefore, ultimate privacy of messages cannot be assured to anyone.
- Although electronic mail and may allow the use of passwords for security, confidentiality cannot be guaranteed. Furthermore, all passwords are known to the IT department of Morey Resorts as the system may need to be accessed by the hotel in the absence of an employee.
- The Company reserves the right to remove such items downloaded or imported without the Company's approval.
- Users may subscribe to or access only the services that are specific to their area of responsibility or as directed by management. The user's Department Head must approve use or access to any service that involves additional cost to the Company in advance.
- Users may not subscribe or access any services, chat rooms, blogs, newsgroups, mailing lists or bulletin boards which offer services which are or may be considered personal, Facebook.com, MySpace.com, gambling services, job search information or postings, pornography, or information or products of a sexual, lewd, obscene, or offensive nature. Use of the Company's Internet facilities to access these services and other such services is **STRICTLY PROHIBITED**.

While the hotel encourages employee use of the internet, its use is restricted to:

- Communication with employees, vendors or clients regarding matters in an employee's assigned duties,
- Acquiring information related to or designed to facilitate the performance of regular duties,
- Facilitating performance of any task or project in a manner approved by an employer's supervisor.

#### **OPEN DOOR POLICY**

Good, prompt communication is the key to the success in any Company. The Company has established an "open door policy" to give all associates the opportunity to voice any concerns they may have. You can also offer suggestions regarding the operations of the hotel. You are encouraged to talk with your supervisor or the hotel Operations Manager about your concerns or suggestions. Feel free to communicate at any time about any potential hazards you may have noticed, either to our Guests or your own safety.

#### **GRIEVANCE POLICY**

Morey's Resorts has established grievance procedures to give all Associates an opportunity to voice any concerns they may have. The purpose of this policy is to identify and solve any differences between an employee and Morey's Resorts regarding wages, hours or working conditions. The following steps should be followed by an associate wishing to pursue a complaint under this policy.

1. Associates should first raise any problems or grievances verbally with their Immediate Supervisor within five (5) days of the incident or occurrence
2. If this process does not settle the grievance, an associate should consult verbally with their Operations Manager within five (5) days of the meeting with their Immediate Supervisor
3. If the complaint is not resolved at the second level, an associate may file a written complaint with a Human Resources Representative, located in the Human Resources/Recruiting Office on Mariner's Pier. The associate should attempt to file this complaint within ten (10) days of the meeting with the Operations Manager. The Human Resources Representative or his/her designee will respond to the complaint, generally within seven (7) days of the receipt.
4. The Company encourages all complaints to be handled at the department/property level. However, the following exceptions are recognized. In these cases, an associate may bring a complaint to the Human Resources Representative without first meeting with his or her Immediate Supervisor or Operations Manager:
  - The Associate believes that a violation of federal, state or local law has occurred or is about to occur.
  - The Associate believes that a safety hazard exists which threatens the health of an associate or a guest.
  - The complaint directly involves the Operations Manager.

#### **PUBLICITY**

Sometimes a representative of the media may ask questions or desire comments about the Company in general or concerning events or incidents that have occurred at our facilities. It is important that you politely refer the individual to the Operations Manager or Director of Hotel Operations. NEVER make any statements or volunteer information to the media without the approval of management. This will avoid misinformation and speculation that may cause damaging effects to our company and/or other individuals. When sufficient information has been gathered, you will be kept informed.

#### **LEGAL ISSUES**

At times, some members of the public bring lawsuits against The Company, its owners and agents. So that we may properly defend ourselves, we request that you not answer any questions regarding incidents or operating procedures without approval from management. You may even be called at home. If this occurs, do not answer questions without first calling your Operations Manager, Director of Hotel Operations, or Chief Operations Officer.

#### **BULLETIN BOARDS**

There are official posting areas located in the back office and or clock in location of all resort properties. These bulletin boards are used to communicate important Company information. All posted items must be approved in advance by management. You are responsible for regularly reading the information posted on the Bulletin Board. This includes but is not limited to labor laws, required postings, and messages from management.

## **RIGHT TO BE FREE OF GENDER INEQUITY OR BIAS IN PAY, COMPENSATION, BENEFITS OR OTHER TERMS AND CONDITIONS OF EMPLOYMENT**

*New Jersey and federal laws prohibit employers from discriminating against an individual with respect to his/her pay, compensation, benefits, or terms, conditions or privileges of employment because of the individual's sex.*

### **FEDERAL LAW**

Title VII of the Civil Rights Act of 1964 prohibits employment discrimination based on, among other things, an individual's sex. Title VII claims must be filed with the United States Equal Employment Opportunity Commission (EEOC) before they can be brought in court. Remedies under Title VII may include an order restraining unlawful discrimination, back pay, and compensatory and punitive damages.

The Equal Pay Act of 1963 (EPA) prohibits discrimination in compensation based on sex. EPA claims can be filed either with the EEOC or directly with the court. Remedies under the EPA may include the amount of the salary or wages due from the employer, plus an additional equal amount as liquidated damages.

Please be mindful that in order for a disparity in compensation based on sex to be actionable under the EPA, it must be for equal work on jobs the performance of which requires equal skill, effort, and responsibility, and which are performed under similar working conditions.

There are strict time limits for filing charges of employment discrimination. For further information, contact the EEOC at 800-669-4000 or at [www.eeoc.gov](http://www.eeoc.gov).

### **NEW JERSEY LAW**

The New Jersey Law Against Discrimination (LAD) prohibits employment discrimination based on, among other things, an individual's sex. LAD claims can be filed with the New Jersey Division on Civil Rights (NJDCR) or directly in court. Remedies under the LAD may include an order restraining unlawful discrimination, back pay, and compensatory and punitive damages.

Another State law, N.J.S.A. 34:11-56.1 et seq., prohibits discrimination in the rate or method of payment of wages to an employee because of his or her sex. Claims under this wage discrimination law may be filed with the New Jersey Department of Labor and Workforce Development (NJDLWD) or directly in court. Remedies under this law may include the full amount of the salary or wages owed, plus an additional equal amount as liquidated damages.

Please be mindful that under the State wage discrimination law a differential in pay between employees based on a reasonable factor or factors other than sex shall not constitute discrimination.

There are strict time limits for filing charges of employment discrimination. For more information regarding LAD claims, contact the NJDCR at 609-292-4605 or at [www.njcivilrights.gov](http://www.njcivilrights.gov). For information concerning N.J.S.A. 34:11-56.1 et seq., contact the Division of Wage and Hour Compliance within the NJDLWD at 609-292-2305 or at <http://lwd.state.nj.us>.

AD-290 (1/14)

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## WHAT'S IN IT FOR ME? ASSOCIATE BENEFITS AND PRIVILEGES

### FREE RIDES

Associates in good standing have free use of rides, attractions and waterparks during operating hours. Some rides or attractions may be restricted. An employee ID card must be present to redeem these benefits.

### DEPENDENT PASSES

Associates in good standing are eligible to receive season passes for up to 4 dependents at a discounted rate of \$50 per person including a spouse and grandchildren.

### FOOD & RETAIL DISCOUNTS

Associates in good standing are eligible to participate in our Food and Beverage Discount Program. This program includes an employee menu; a special menu offered at a highly discounted cost to **associates only**, that is available at select outlets at Morey's Piers. Look for the employee menu, posted near the time clock, to see which outlets offer employee menu items as well as details on pricing. Again, these items are available to Associates only and shall not be purchased for friends, family, or other employees who do not have their ID with them. **You must present your Associate ID Card at the time of purchase.**

In addition to the employee menu, associates are eligible for 15% off all other menu items not on the employee menu, not including alcohol. This discount may also be applied to other members of your party if you are dining with them. To be eligible for the 15% discount, **the associate must be present and dining with their guests, and the Associate must present their Associate ID Card at the time of purchase.**

Associates in good standing are also eligible for discounts of up to 15% for merchandise purchases at The Morey's Store located behind the Tea Cups on Mariner's Pier, Art Box on Adventure Pier and the Kong store on Surfside Pier.

## **THE HUMAN RESOURCES TEAM**

For Human Resources related issues or concerns, please feel free to direct your questions or concerns to any of the following individuals:

### **MOREY'S RESORTS**

**Zachary Morey** – Director of Hospitality / Morey's Resorts

**Nikki McCabe** – Operations Manager of The Blue Palms Hotel

**Steven Galman** – Operations Manager of the Starlux Hotel

**Geoff Christmas** – Operations Manager of The Port Royal Hotel

**Josh Lair** – Operations Manager of The Pan American Hotel

**Vivian Sinnerard** – Morey's Resorts Administrator

### **THE MOREY'S COMPANIES**

**Geoff Rogers** – Vice President / Chief Operations Officer

**Denise Beckson** – Vice President / Chief Administrative & External Affairs Officer

- Drug/Alcohol Policy
- EAP/Counseling Program
- Anti-Harassment Policy/Administration
- Employment Law
- Grievance Process
- Policy Administration and Management

**Jeanine Grafe** – Benefits Manager / Payroll

- Employment Law
- Grievance Process
- Policy Administration and Management

**Trish Lyons** – HR Support

- **Drug/Alcohol Policy**

**Tania Hamaneyeva** - HR & Recruiting Manager

**Bianca Woodland** - HR & Employee Experience Manager

**Tim Lovett** - HR Operations Manager

**Robbie Matteucci** - Government Affairs & HR Research Analyst

While the above lists are specific areas of focus/expertise, associates should feel free to contact any member of the HR Team.

## **SECTION 2**

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# Workplace Safety Guidelines & Guest Relations

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## ASSOCIATE SAFETY

We promise our guests a safe and fun-filled stay when they come to our hotels. We want every guest to leave happier...just as sound and healthy as when they arrived. We strive to provide safe working conditions for our associates. We observe the safety laws of the government within whose jurisdiction we operate. No one will knowingly be required to work in an unsafe manner. Safety is every associate's responsibility, and all associates are expected to do everything reasonable and necessary to keep the Company a safe place to work. Associates are responsible for reporting any unsafe conditions or safety violations to their supervisor. Personnel are responsible to know all safety regulations dealing with the line of work they are doing.

**At all times and under all circumstances, safety is our first priority.**  
**At no time, under any circumstance should you sacrifice your safety or the safety of our guests for any reason.**

Your health and safety are vitally important. There is no place for horseplay, practical jokes or absentmindedness on the job. In the event of an incident, know the location of the First Aid Station at your facility. **If you are injured while working, you must notify your manager immediately.** If either a guest or another associate is injured, you must fill out an Incident Report Form. These can be found at the front desk of each property.

### SAFETY RULES

- Know how to perform a job safely. Use only recommended job procedures. If you are unsure of the proper way to perform an activity, ask your supervisor.
- Use approved climbing tools only, such as ladders and step stools. Do not use chairs, tables, boxes, etc.
- Do not operate electrical equipment with wet hands.
- Never block a fire exit.
- Promptly report to your supervisor potentially hazardous conditions:
- You are responsible for obtaining the correct answer or clarification if you do not know or understand a safety rule.
- Maintenance personnel are responsible to know all safety regulations dealing with the line of work they are doing. A more detailed safety manual will be provided separately to applicable personnel.

## **POTENTIAL HAZARDS**

If you see a hazard, let someone know. If someone can trip on it, knock it over, hit their head on it, get a splinter from it, fall from it, fall out of it, get cut from it, REPORT IT!

Ensure the equipment you use is in good working condition. Remember, good housekeeping = good safety. Safety is everyone's responsibility.

Avoid potentially hazardous situations:

- Look for wet or slippery floors and take short steps in slippery conditions.
- Use "Caution" signs and/or cones to barricade slippery areas.
- Immediately clean up spills, water, oil, and liquids from the floor.
- Wear closed toe, closed heel, non-slip shoes and keep them tied securely.
- Keep halls and walkways free of equipment, litter and obstacles.
- Don't stand on chairs, boxes or tables to reach high objects.
- Be sure you can see around any object you are carrying.
- Don't carry oversized, overweight loads, especially on the stairs.
- Be sure mats and carpets lie flat on the floor.
- Secure electrical cords to the floor and post warning signs.
- Never lay hoses, cords or other items across walkways without warning signs.
- Report any exposed wiring or defective equipment.
- In excessive heat, drink water, take breaks in shade and wear a brimmed hat.
- Never run or engage in horseplay, practical jokes or unsafe behaviors.

## **WHAT TO DO IN AN EMERGENCY**

- Remain calm.
- Assess the situation. (Is there danger? What injuries are involved? Can the individual walk to first aid? If so, direct them; if not, notify management.)
- Notify Management (call on a cell phone or go to front desk) & assist as necessary.
- Be prepared to give a statement to management and do not speak to anyone but management about the situation.

## **SECURITY**

You must ensure the security of the hotel property, its associates and guests.

- Immediately report any suspicious or unusual activity to your supervisor.
- Do not give out credit card numbers or guest information of any kind to callers, even if they claim to be a credit card company verifying names, numbers and expiration dates.
- Never give out or call out the name and room number of a guest. Their identity and room number should remain anonymous.
- All keys given to you in the course of employment are company property. Protect and use them with care, and always return them to their proper place.
- When not at the front desk, never use a passkey to open a room for a guest who claims to have misplaced his or her keys. If you are requested to do so while on the "floor," send the guest to the front desk, explaining courteously that for their own protection you are unable to assist them, but the front desk will.

- If you are room attendant servicing a room, guests shall not be allowed in the room. The door shall be closed and blocked with the housekeeping cart. Should a guest enter the room while you are servicing it, immediately exit the room and notify your supervisor. The supervisor will be responsible for following-up with the guest to complete service.
- If you see any police, reporters, inspectors, investigators, etc. on the property, refer them to the manager and offer to escort them to the manager. Keep them in sight and notify your supervisor.

## **SANITATION**

You must maintain the cleanliness of all areas of the hotel property in compliance with Federal, State, Local and hotel health and sanitation regulations.

- You must be conscious of removing litter from work areas and also from any public areas of the property.
- Keep common areas cleaned – first impressions are important!
- You must always scrub your hands before leaving the restroom.
- You must wash hands before and after handling any food or beverages.

## **FIRES**

Know the location of exits, fire alarm boxes, fire extinguishers, and first-aid kits located in each facility. Portable fire extinguishers are available and ready for use. They should only be used on small, controllable fires by people who know how to use them. Avoid placing materials in front of fire extinguishers. Use the PASS technique with fire extinguishers:

- PULL the pin: unlocks the operating lever and allows use to discharge it
- AIM: point the extinguisher at the base of the fire; stand 6 feet from flames
- SQUEEZE the lever: this discharges the agent and releasing stops the discharge
- SWEEP from side to side: keep aimed at the base of the fire and sweep until out

## **EYE AND HAND PROTECTION**

- Wear protective eyewear (safety glasses or goggles) for grinding, sawing or splashing chemicals
- Flush eyes for a full 15 minutes with clean water if chemical contact occurs
- Notify your supervisor and obtain prompt medical attention for any eye injury □ When working with machinery, do not wear rings, jewelry or loose clothing.
- Wash hands thoroughly with soap and water after touching irritating substances
- If wearing protective gloves, make sure they fit and are right for the job

## **LIFTING SAFETY**

- Stand with feet at shoulder distance apart
- Slightly bend your knees
- Bend forward at the hips, not at the waist
- Raise yourself using your hip and leg muscles
- Get help if the load is too heavy or bulky
- Use your feet to change direction instead of twisting at the waist
- From overhead shelves, test the weight then slide object toward you and hug it close as you lower it (or hand the object to a coworker before descending).

## **UNIVERSAL PRECAUTIONS TO PREVENT INFECTION**

HIV (Human Immunodeficiency Virus that causes AIDS) and HBV (Hepatitis B Virus) can only be transmitted through body fluids (i.e. blood, semen, vaginal secretions).

- Treat blood and body fluids as if they are infectious.
- Bandage your own cuts, scrapes and broken skin before working.
- Wash hands and exposed areas with soap and water immediately after exposure.
- Protect yourself when appropriate with latex gloves.
- Discard sharp objects in appropriate containers.
- Don't eat, drink, store food, smoke, handle contacts, or put on makeup in an area with potential exposure.
- Notify your supervisor if you think you may have been exposed to infection.

## **GUEST ACCIDENTS AND INCIDENTS**

In the event a guest, associate, client or visitor is injured at our property, make the person as comfortable as possible and report the incident immediately to your supervisor or the manager on duty. For your own safety and the safety of others, do not attempt to administer medical aid to the injured person unless you are currently certified to do so. Your supervisor or manager will determine whether medical assistance is needed and if an ambulance should be called for transport to an emergency clinic or hospital.

If you witness the accident, write a brief summary of what you saw (see the **Guest Incident Form** at the front desk) and turn it into your supervisor or manager while the event is still fresh in your mind. Failure to report incidents can result in a violation of legal requirements and may lead to difficulties in processing insurance/benefit claims.

- DO NOT accept liability for the incident;
- DO NOT agree to pay for any medical service, transportation or treatment;
- DO NOT provide any information to the third party about any condition that may have attributed to the incident or provide information to anyone without prior authorization from the hotel management.

## **ACCIDENTS ON THE JOB & WORKER'S COMPENSATION INSURANCE**

As an associate of Morey's Resorts, you are covered by workers' compensation insurance. This insurance provides medical, surgical, and hospital treatment in addition to payment for loss of earnings that result from work related injuries. Gross negligence (such as horseplay) on the part of the associate is a violation of company policy and any resulting injuries will not be covered. **You are expected to report any personal injury immediately, no matter how small or minor, to your supervisor.**

You must follow the directions of your supervisor in treating a work-related injury. For example, **go to Cape Regional Urgent Care in Wildwood** in non-life threatening emergencies. Do not go to the hospital emergency room, unless your life is in danger. Take the appropriate paperwork with you so that you won't be billed directly. After your visit, follow-up with the hotel administrator and turn in any paperwork regarding your injury, treatment and work status. Failure to follow hotel policy and procedures concerning this benefit shall result in further disciplinary corrective action, up to and including termination. In addition, hotel management does not tolerate fraudulent claims and will investigate and act accordingly. The hotel administrator will follow up with the injured employee and keep them informed of worker's compensation status.

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## **WORKPLACE VIOLENCE**

The Company strives to provide a safe and secure environment for all associates and guests. As such, threats, threatening behavior, acts of violence against associates, guests or other individuals or willful damage to property (both Company and individual) will not be tolerated. Violations of this policy may lead to disciplinary action up to and including the following: suspension, termination, arrest and prosecution.

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## **SEVERE WEATHER AND EMERGENCY POLICY**

There are times when the operation of our facilities are affected by severe weather or an emergency, (i.e. snow, ice, hurricane, etc.) In the event of severe weather, the Company may decide to alter the work schedule.

In case of severe weather, the Company will make every attempt to update communication in as timely a manner as possible and will continue to update as conditions change.

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## **GUEST RELATIONS**

### **KEYS TO EXTRAORDINARY GUEST SERVICE**

The bare minimum service level at Morey Resorts is actually our Mission Statement:

**Provide a spectacular family recreation experience in an exceptionally safe, clean, friendly and unique environment.**

To provide extraordinary guest service:

1. Make eye contact and smile!
2. Immediately greet and welcome each and every Guest
3. Seek out Guest contact
4. Display appropriate body language at all times (no slouching, leaning, etc)
5. Thank each and every Guest
6. Provide immediate service recovery – resolve each situation before the Guest can react negatively, and therefore turn a negative into a positive

### **THE TOTAL GUEST EXPERIENCE**

We provide a total Guest experience, imparted by a team that values integrity in everything we do:

- Safety – our #1 priority at all times
- Service – exceeding Guest expectations is vitally important to our success
- Friendliness – smiling, being outgoing, and treating our Guests as we wish to be treated creates a positive working environment and brings back our Guests
- Cleanliness – a neat, clean, orderly operation is a cue to Guests that we care about our hotel, each other and our Guests.

### **COST OF A DISSATISFIED GUEST**

- 96% of unhappy Guests don't complain (that's 1 of every 26 that will)
- One unhappy Guest may tell up to 20 other people
- A happy Guest tells just 5 people
- For every one complaint received, there can be 26 other Guests with concerns, 6 of whom may have serious complaints
- Of those who voice a complaint, 95% will do business again if the issue is resolved quickly
- It costs five times as much to attract a new Guest as to keep an old one

- **Service**
  - Make serving others your #1 priority. Be proud of what you do and where you work
  - Immediately serve any Guest that comes to you
  - Work efficiently so guests don't have to wait
- **Attitude**
  - Choose your attitude – How you think about Guests is how you treat them
  - Relish the chance to make someone's day and look for ways to do it
  - Think positive, be positive
  - Come to work each day up to the challenge of serving Guests
- **Consistency**
  - Stick to your high service standards – guests return when they like what happened last time
  - Treat people the way you want to be treated, every day, all day
  - Don't let your mood control you – you control your mood
- **Teamwork**
  - Make each other look good. Everything you do ends up in front of the Guest.
  - Help your coworkers at every opportunity
  - Work with a common goal
  - Be on time, all the time.



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## Morey's Resorts Guidebook Receipt Acknowledgment Form & Agreement

I acknowledge that a copy of the Seasonal Associate Guidebook (the "Guidebook") of Morey's Resorts has been made available to me. I understand that I am responsible for reading and complying with the contents of the Guidebook.

**I agree as follows:**

- I have reviewed and understand the **Drug/Alcohol Policy, Anti-Harassment Policy, Social Media Policy, and Dispute Resolution Agreement** described in the Guidebook. I understand that these policies and agreements apply to all Associates of the Company.
- I am an employee at-will, which means that the Company can terminate me at any time, with or without cause, and with or without notice. I can quit at any time, with or without cause and with or without notice.
- I will uphold Morey's Resorts mission at all times and conduct myself in a manner that reflects its values. I will adhere to the uniform standards outlined in the Guidebook. Failure to comply with Company policies may result in disciplinary action.
- No one other than the Chief Executive Officer of the Company can enter into any agreement with me that is contrary to this Agreement, the Dispute Resolution Agreement and the Guidebook. If any such contrary agreement is made with me, it must be in writing and signed by the Chief Executive Officer.
- I understand that the Guidebook is only a source of information about the Company, and therefore is subject to change at any time without prior notice. The provisions of the Guidebook may be amended or canceled at any time at the management's sole discretion.

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Printed Name:** \_\_\_\_\_

**Facility:** \_\_\_\_\_

**Department:** \_\_\_\_\_