

GUIDELINES

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Welcome to Morey's Piers!

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 that your experience will be a rewarding one.

For over fifty years, we have worked hard to develop Morey's Piers into a world class facility. By doing so, we have gained a reputation for being one of the safest, cleanest, and friendliest places to visit. This season alone, over 3 million Guests will visit us and experience our tradition of excellence.

Realizing that it is never easy adjusting to a new company and a new environment, we have developed this Award Winning "Moreyentation" Program to help you through your transition period. Along your journey, you will learn about the history of Morey's Piers, our mission, and some of the details that will make your employment with us rewarding and enjoyable.

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.

Seasonal employment with Morey's Piers provides you with a unique experience in a safe, clean and friendly environment. We look forward to working with you this season!

Sincerely,

Will Morey
President / CEO



Statement of Employment Relationship

PLEASE READ CAREFULLY

Every employee of Morey's Piers is an employee at-will. In order to explain what this means, the law requires us to tell you that Morey's Piers can terminate 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 handbook or in any other writing given to you by Morey's Piers. Likewise, you can quit at any time you want, with or without cause, and with or without notice.

This handbook contains no promises of any kind and Morey's Piers 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 Morey's Piers 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 Piers employee guidelines and all prior handbooks are void.

EQUAL OPPORTUNITY COMPANY

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

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In this Guidebook you will find information that is essential to you having a safe and enjoyable working experience as a member of the Morey's Piers Team. Please pay special attention to the company policies section. We hope that you have a wonderful experience working as part of the team, and once again... Welcome, we are glad you are here!

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Our Mission

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

OUR 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.

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.
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.

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 dictate who leads, not position.
Teamwork is a foundation of our success, therefore, we consistently work to remove "interdepartmental" boundaries.
We care.

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.

OUR CHALLENGE

Morey's Piers IS the Safest, Cleanest, and Friendliest park in the world. We know this because we have the best people working with us... YOU! We also know we are the best Seaside Amusement Park in the world - without question!

We challenge you to make every day amazing for our Guests and for all of your fellow Associates. Let's show the world that we are the safest park, the cleanest park, and the friendliest park - only you can make this happen! Show pride in your work, choose your attitude, and make their day!

MOREY'S PIERS, A FAMILY TRADITION!

Today, Morey's Piers represents the largest seaside amusement center in the Western Hemisphere. The sprawling complex is actually a collection of four different amusement piers strung along Wildwood's five-mile long beach and two-mile long boardwalk, featuring over 68 rides of all descriptions, two full scale water parks, and a wide variety of other activities that can fill a vacation.

But when **established in 1969**, Morey's Piers had much simpler origins. In the 1950s and 1960s, brothers Bill and Will Morey were both successful entrepreneurs. Bill operated concessions along the boardwalk in Wildwood, while Will was a successful contractor and developer who took advantage of the development boom in Wildwood in the 1950s and 1960s, changing the face of the town by building the "Doo Wop"-style motels that now characterize Wildwood.

In 1968, the brothers spotted a giant 12-lane fiberglass slide operating near a shopping center in Fort Lauderdale, Florida. The brothers knew that such an attraction would be a successful addition to the Wildwood boardwalk and they started making plans to acquire one of their own. Given the size of the slide, the brothers could only find one location large enough to accommodate it. The construction of a new pier and the purchase of a struggling restaurant and miniature golf complex located on the boardwalk became the site of what is now Morey's Surfside Pier.

People flocked to the slide, which they called the Wipe Out. Their success continued through the 1970 season, and by 1971 they started adding more attractions including such favorites as the King Kong ride (1971), which consisted of a 40 foot tall fiberglass statue of King Kong around which airplanes circled. In 1972 they added The Haunted House.

In 1976, the Morey's purchased Marine Pier. The pier had been deteriorating for years and had just 12 rides. As a result, a renovation program costing in excess of \$1.5 million was launched for the 1977 season. An elaborate new front entrance along the boardwalk was



built, about half of the old rides were scrapped and several flashy new ones were added. Since theme parks were in vogue, the pier's name was changed to Mariner's Landing and it was given a nautical theme.

The debut of the Sea Serpent took the entire operation to a new level and the Moreys were intent on riding this positive momentum into 1985 by launching their largest expansion ever. A total of \$5 million was spent to add new signature attractions to both piers. Mariner's Landing was lengthened by 95 feet to accommodate a 156-foot tall Ferris wheel that immediately became a local landmark. In addition, old water slides were replaced by Raging Waters, a 2 1/2-acre water park.

By now Morey's Surfside Pier and Mariner's Landing had become so popular that many local competitors who had doubted the Morey's staying power in the early years, were starting to fall by the wayside. The Morey's purchased Fun Pier, but given its deteriorated state, the Morey's realized that its days as a major amusement pier were over. While they determined its long-term future, various other concessions were booked onto the pier.



WHERE IT ALL BEGAN. 1969 WIPE OUT (AKA THE GIANT SLIDE)



BILL & WILL MOREY - 1ST GENERATION FOUNDERS. 1995



THE GREAT NOR'EASTER OVERLOOKING OCEAN OASIS WATER PARK.

After spending several years studying alternative uses for the former Fun Pier, the Morey's decided to take advantage of the increasing interest in participatory attractions and redevelop the pier for 1993 as Adventure Pier. The pier had a totally different persona than Morey's Pier or Mariner's Landing, offering attractions such as three go cart tracks, bungee jumping, rock climbing, helicopter rides over the ocean and boat tag in which riders pilot small boats around a pool and shoot tennis balls at other boats.

In 1995, the Morey's eight-year quest to build a new signature roller coaster was at last realized. Seeking something that truly would stand out, an agreement was reached with Vekoma, a Dutch coaster manufacturer, to build the Great Nor'Easter, a 115-foot tall, 2,150 foot long steel roller coaster in which riders are suspended below the track. Installing the \$6 million ride on the tightly packed pier was a unique challenge in and of itself, and Vekoma had to work carefully to thread it over the waterslides, under the Zoom Phloom and above the Breakdance ride. Then in 1996, the Great White was built on what is now Adventure Pier.

Morey's celebrated the dawn of a new millennium by adding ten new rides for the 2000 season including the RC-48 roller coaster at Surfside Pier, and at Mariner's Landing Pier – Moby Dick, a fast side-to-side ride and the Maelstrom, a multi axial spinning ride that replaced the Enterprise.

The piers continue to evolve. Camp Kid-Tastrophe, a \$1.3 million water play area with 1,000 gallon water bucket, water cannons and fountains debuted at Raging Waters on Morey's Mariner's Landing Pier in 2001, while the Rock 'n Roll, a high speed spinning ride with cars resembling 1950s automobiles was installed on Surfside Pier.

In 2004, Morey's Piers' 35th anniversary season, Dante's Inferno underwent a major renovation, while



THE WILD WHIZZER FAMILY COASTER. 2018

Mariner's Landing's Dark River was transformed into Pirates of the Wildwoods.

In 2005, Morey's Piers hit the boardwalk by storm, installing two of the most exhilarating rides to ever hit the industry. AtmosFEAR, a 140 foot drop tower that offers riders extraordinary views of the island before shooting them downwards at over 50 M.P.H., and the Screamin' Swing which propels riders at over 50 M.P.H. along a 60 degree arc.

In 2012, "RipTide" came to Mariner's Landing along with a new LED light package for the Giant Wheel. Water park guests were able to relax at Raging Waters in the new "Adventure River," and race head-to-head down our new racer slide "Wipeout Racer" at Ocean Oasis!!

In 2013, Boat Tag was "reimagined" to include exciting sound, light, air, and water effects.

In 2014, the "Wave Swinger" was reintroduced as a brand new attraction swinging our Guests high above the beautiful Wildwood beach.

In 2015, "Kong" returned to the Wildwood Boardwalk, standing high above Surfside Pier, and Morey's Piers won the Golden Ticket award for Best Seaside Amusement Park!

In 2017 we completely retracked the Great Nor'Easter for a new, smoother ride experience!

In 2018, Guests found the new Wild Whizzer Coaster and refurbished Pirates of the Wildwoods ride on Mariner's Pier!

In 2019, our **50th Anniversary**, the new Runaway Tram Coaster will greet our guests on Surfside Pier! We've certainly come a long way since the Giant Slide, but it's Associates like YOU who make the difference for our Guests and keep them coming back.

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

At Morey's Piers, we care about our Associates and their well being. We also believe in rewarding exceptional service and promoting from the vast talent that lies within our company. As a result of these philosophies, Morey's Piers won the prestigious IAAPA Spirit of Excellence Award for producing the Best Employee Recognition Program in our industry!

FREE RIDES

Associates in good standing have free use of rides and attractions during operating hours. Some rides or attractions, which are not owned by Morey's Piers, may be restricted. Please see page 27 for specific procedures that must be followed when using your pass.

DISCOUNTS FOR FRIENDS AND FAMILY

Associates in good standing are eligible to receive limited discount admission vouchers, at the discretion of their manager. Each coupon can be exchanged for a discount off a water park or pier wristband, and is valid anytime during the season. The voucher can be given to family or friends. Selling of discount vouchers is cause for immediate termination of employment.

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 or family. **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 Store located behind the Tea Cups on Mariner's Pier, Art Box on Adventure Pier and the Kong store on Surfside Pier.

BUS TRIPS

Organized bus trips scheduled throughout the season to Niagara Falls and historic cities such as Boston, Philadelphia and Washington, DC. Dates and times are distributed in early summer. Tickets can be purchased through our Recruiting Office. Space is always limited, and you must have approval from your manager before you can purchase any tickets.

ASSOCIATE ONLY DINNERS AND PARTIES

Numerous private parties with food, beverages, and activities are provided free of charge. These benefits are for Associates in good standing only.



FREE INTERNET ACCESS

Associates in good standing have use of free internet access via Wi-Fi when available. Wi-Fi may be used only when and where cell phones and electronic devices are permitted to be used by Associates while on property. Please see the section in this handbook entitled "Important Associate Information" for specific policies regarding the use of cell phones and other electronic devices while on property and in uniform. The network name and password may change at any time. As of this writing: **Network Name:** Seasonal. **Password:** Sunshine1

Associates in good standing also have limited use of our company Internet room. Free Internet access is available on a first come, first served basis. The Internet room is located next to the Recruiting Office on Morey's Mariner's Pier.

INTERNET ROOM USAGE POLICIES

- Only employees may use the Internet room.
- Employees must display their Associate ID while using the Internet room.
- NO food or drink in the Internet room at any time.
- The Internet room is open from 9 AM to 11 PM. (Internet room may be closed at any time, or discontinued, at Management's discretion.)
- Shirt and shoes must be worn at all times.
- Please limit Internet use to 30 minutes.
- Do not visit sites that would be disrespectful, vulgar, or contain any inappropriate material.
- When you are finished using the computer, please exit all programs and leave the computer powered ON.

Failure to follow these rules will result in suspension of Internet usage privileges.



PERFORMANCE EXPECTATIONS

To fully enjoy all of the Associate benefits and privileges available to you, you must have fun while working here! You must also embody our Keys to Extraordinary Guest Service: Safety, Service, Friendliness, and Cleanliness. These Keys are bound by our Core Value of Integrity. The following guidelines will assist you in providing Extraordinary Guest Service, while having fun and enjoying your employment experience with Morey's Piers:

GUEST SERVICE / FRIENDLINESS - Our Guests are not an interruption of our work; rather, they are the reason for it. Every Guest is important, and every Guest must be treated with courtesy and respect. You must make our Guests feel important by serving them willingly. Smile, make eye contact, and greet each Guest with a minimum of "Hi!". Assist the Guest as needed in an efficient and safe manner, and thank the Guest sincerely.

ATTITUDE - You must exhibit a positive, friendly attitude towards Guests, Management, and fellow Associates.

EFFICIENCY - You must do your job in a safe and efficient manner. Nobody likes to wait in line. By working as a team and efficiently operating our rides, slides, games, retail stores, and restaurants / food outlets, we enhance Guest service and safety for both our Guests and each other.

CLEANLINESS - RCP / NCO (Ride Cleaning and Polishing / Neat, Clean and Orderly)

Clean your attraction or work area as trained every day, and keep it clean throughout the day. If your duties include waxing or using polishing chemicals (RCP), consistently following procedures will keep you safe and our park clean. If you spot trash at any time, pick it up and throw it away. We are all responsible for upholding Morey's Piers reputation of being one of the cleanest amusement and water parks in the country. If your duties include sweeping, you must do so efficiently, keeping the area you are assigned completely clean. Remember to SMILE and be on the look-out for Guests who need your assistance!

TEAMWORK - Be friendly and courteous to all fellow Associates, working together for the benefit of the Company and the Team.

ATTENDANCE & PUNCTUALITY - Arrive to work at your scheduled time, fully dressed in your uniform and ready to go, every day. You must only take the amount of time allotted for each break. Taking only your allotted time will ensure that others will receive their break in a timely manner.

IN-SERVICE - If held by your department, you must attend at the scheduled time. This is generally one session per week during the peak season. In-service is continued training and is mandatory for all ride operations and water park Associates. Failure to attend a weekly in-service class may result in the immediate suspension of ride, water park, food discount, and retail discount privileges for 1 (one) week. Additional missed classes will result in additional loss of Associate benefits, reassignment to a different department or position, or termination of employment.

SAFETY - Adherence to Policies and Procedures: Follow Standard Operating Procedures and Guidelines at all times, on the clock or off. You must make Safety First in everything you do. Never jeopardize your safety or the safety of others. Report safety hazards and violations to management immediately.

IMAGE COUNTS - Take pride in your appearance. Follow Morey's Piers *Image Counts* guidelines at all times while in uniform and in Guest areas, on or off the clock, even when on break.

Additional criteria may be defined at any time, as deemed appropriate by management.



Important Associate Policies

OPEN DOOR POLICY

Good, prompt communication is a key to the success of any organization. We have established an “open door policy” to give all Associates an opportunity to voice any concerns they may have, or to offer opinions and suggestions regarding the operation of the park. You are encouraged to talk with your Supervisor, Manager, or Director about your concerns or suggestions. Feel free to communicate at any time with your supervisor or manager about suggestions for better operations and particularly about any potential hazards you may have noticed, either to our Guests or your own safety.

GRIEVANCE POLICY

Morey's Piers has established grievance procedures to give all Associates an opportunity to voice any concerns they may have. The purpose of this policy is to provide an avenue for the identification and solution of differences between an Associate and The Morey Companies regarding wages, hours, or working conditions. An Associate who pursues a grievance settlement should follow these steps:

- Associates should first raise any problems or grievances verbally with their Manager within five days of the incident or occurrence that gives rise to the problem.
- If this process does not settle the grievance, an Associate should consult verbally with their Director within five days of the meeting with his Manager.

Telephone Numbers: *Pier Director: (609) 729-3700 ext. 1127*
 Water Park Director: (609) 729-3700 ext. 1122
 Food/Beverage Director: (609) 729-3700 ext. 1172

- If the grievance is not resolved at the second level, an Associate may file a written grievance with a Human Resources Representative, located in the Human Resources Office. The Associate should attempt to file this grievance within ten days of the meeting with the Department Director. The Human Resources Representative or his or her designee will respond to the grievance, generally within seven days of the receipt.

CONSCIENTIOUS EMPLOYEE PROTECTION ACT

This notice is to remind The Morey Organization, Morey Facilities and Operations LLC, Morey Attractions LLC, and Seapointe Village Realty employees 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 employee 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:

Benefits Administrator
Address: 3501 Boardwalk, Wildwood, NJ 08260
Telephone Number: (609) 729-3700 ext. 1111

RIGHT TO SEARCH

The Morey Organization expressly reserves the right, at its sole discretion, to inspect all parcels, tool boxes, lunch boxes, purses and other similar items brought into or out of the workplace (including the 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.



ANTI-HARASSMENT POLICY

It is the policy of MOREY'S PIERS ("Morey") 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, and 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 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 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 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.

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 Associate 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 whether and 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 any and all of 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.

SEASONAL ASSOCIATE SOCIAL MEDIA POLICY

Morey's Piers respects 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's Piers 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 Morey's Piers.

- 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 Morey's Piers 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 Morey's Piers, its 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 Morey's Piers.
- 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 Morey's Piers.
- If you choose to identify yourself as a Morey's Piers 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 does not discriminate against Associates or FA who use these media for personal interests and affiliations or other lawful purposes.

MONITORING

Morey's Piers reserves 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 Piers 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 Morey's Piers, 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 violation of 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.

EMPLOYEE CLASSIFICATION & EXCHANGE MARKETPLACE NOTICE

EMPLOYEE CLASSIFICATION: SEASONAL AND PART TIME VARIABLE

Eligibility: As a Seasonal or Part-Time Variable Employee at Morey's Piers you will average less than 30 hours per week over a 12 month period and/or have a break in service of at least 14 weeks between seasons. As such, you are NOT eligible for company offered health insurance benefits.

In compliance with the Patient Protection and Affordable Care Act of 2010, please see below for information on the Health Insurance Marketplace:

NEW HEALTH INSURANCE MARKETPLACE COVERAGE OPTIONS AND YOUR HEALTH COVERAGE

We are circulating this Notice to all employees of The Morey Organization and the Pan American Hotel in accordance with the provisions of the federal Patient Protection and Affordable Care Act of 2010, a law that is commonly referred to as the Affordable Care Act or the "ACA." The purpose of this Notice is to advise you of certain provisions of the ACA. When key parts of the ACA took effect in 2014, there became a new way to buy health insurance: the Health Insurance Marketplace. To assist you as you evaluate options for you and your family, this notice provides some basic information on the new Marketplace and the health coverage offered by your employer.

What is the Health Insurance Marketplace?

The Marketplace is designed to help you find health insurance that meets your needs and fits your budget. The Marketplace offers "one-stop shopping" to find and compare private health insurance options. You may also be eligible for a new kind of tax credit that lowers your monthly premium right away. Access to health insurance coverage through the Marketplace is available during the designated open enrollment period. Visit Healthcare.gov for more information regarding open enrollment.

Can I Save Money on my Health Insurance Premiums in the Marketplace?

You may qualify to save money and lower your monthly premium, but only if your employer does not offer coverage, or offers coverage that doesn't meet certain standards. The savings on your premium that you're eligible for depends on your household income.

Does Employer Health Coverage Affect Eligibility for Premium Savings through the Marketplace?

Yes. If you have an offer of health coverage from your employer that meets certain standards, you will not be eligible for a tax credit through the Marketplace and may wish to enroll in your employer's health plan. However, you may be eligible for a tax credit that lowers your monthly premium or a reduction in certain cost-sharing if your employer does not offer coverage to you at all or does not offer coverage that meets certain standards. If the cost of a plan from your employer that would cover you (and not any other members of your family) is more than 9.5% of your household income for the year, or if the coverage your employer provides does not meet the "minimum value" standard set by the Affordable Care Act, you may be eligible for a tax credit. (An employer-sponsored health plan meets the "minimum value standard" if the plan's share of the total allowed benefit costs covered by the plan is no less than 60 percent of such costs.)

Note: If you purchase a health plan through the Marketplace instead of accepting health coverage offered by your employer, then you may lose the employer contribution (if any) to the employer-offered coverage. Also, this employer contribution –as well as your employee contribution to employer-offered coverage- is often excluded from income for Federal and State income tax purposes. Your payments for coverage through the Marketplace are made on an after-tax basis.

How Can I Get More Information?

For more information about your coverage offered by your employer, please check your summary plan description or contact your HR representative: Jeanine Grafe (609)729-3700 x1101.

The Marketplace can help you evaluate your coverage options, including your eligibility for coverage through the Marketplace and its cost. Please visit Healthcare.gov for more information, including an online application for health insurance coverage and contact information for a Health Insurance Marketplace in your area.

EMPLOYER HEALTH CARE COVERAGE

This section contains information about any health coverage offered by your employer. If you decide to complete an application for coverage in the Marketplace, you will be asked to provide this information:

Employer Name: The Morey Organization, Inc.
 Employer ID Number: 22-2130568
 Employer Address: 3501 Boardwalk, Wildwood, NJ 08260

Contact for information about health coverage:

Jeanine Grafe, Payroll/Benefits Manager
 609-720-3700 x1101
Jeanine.grafe@moreyspiers.com

EMPLOYEES AND OTHERS TO WHOM HEALTH COVERAGE IS OFFERED BY YOUR EMPLOYER
As your employer, we offer a health plan to some employees. Eligible employees are full-time and full-time variable Associates. Full-time variable Associates are those who work 6-12 months, with scheduled layoff(s) during the year and are reasonably expected to work at least 1,560 hours per year.

We offer coverage to spouses or civil union partners and to children to age 26 and, in accordance with New Jersey law, to children up to the age of 31 if certain conditions are met.

This coverage meets the minimum value standard, and the cost of this coverage to you is intended to be affordable, based on employee wages. (An employer-sponsored health plan meets the “minimum value standard” if the plan’s share of the total allowed benefit costs covered by the plan is no less than 60 percent of such costs (Section 36B(c)(2)(C)(ii) of the Internal Revenue Code of 1986)).

If you decide to shop for coverage in the Marketplace, HealthCare.gov will guide you through the process. The employer information you’ll enter when you visit HealthCare.gov to find out if you can get a tax credit to lower your monthly premiums is provided above.

Please note that, even if your employer intends your coverage to be affordable, you may still be eligible for a premium discount through the Marketplace. The Marketplace will use your household income, along with other factors, to determine whether you may be eligible for a premium discount. If, for example, your wages vary from week to week (perhaps you are an hourly employee or you work on a commission basis), if you are newly employed mid-year, or if you have other income losses, you may still qualify for a premium discount.

COST OF COVERAGE FOR THE LOWEST-COST PLAN THAT MEETS THE MINIMUM VALUE STANDARD

The following is information concerning the lowest-cost plan that meets the minimum value standard offered only to an eligible employee (for single medical coverage; this does not include family plans). This information accounts for employer wellness programs and provides the premium that the employee would pay if he/she received the maximum discount for any tobacco cessation programs and did not receive any other discounts based on wellness programs.

This is how much an eligible employee would have to pay in premiums every two weeks for single coverage under the employer’s policy ending 2/29/2020: \$47.10

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.

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. 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>.

This notice must be conspicuously displayed.



NJ EARNED SICK LEAVE – SEASONAL POLICY

Under NJ law, employees meeting certain parameters are eligible to earn sick leave (paid time off for illness). NJ requires earned sick leave to accrue at the rate of 1 hour for every 30 hours worked, up to a maximum of 40 hours of sick leave per benefit year. For purposes of the NJ Earned Sick Leave Act, the Company's benefit year is January 1st through December 31st.

Accrual of earned sick leave begins on the first day of employment. However, employees are not eligible to begin using sick leave until their 120th day of employment. Seasonal associates may use up to 40 hours of earned sick leave per benefit year.

Associates eligible to take leave under the NJ Earned Sick Leave Act must follow all payroll procedures as well as the rules related to whether the leave request is 1. Foreseeable (can be planned in advance) or 2. Unforeseeable (cannot be planned in advance).

1. Foreseeable Earned Sick Leave Requests:

- Associate must provide at least seven (7) days advance notice of intention to use earned sick leave and its expected duration.
- Notice must be communicated via Primepoint's Employee Experience.
- Associate must make reasonable efforts to schedule the use of such leave in a manner that does not unduly disrupt the operations of the Company.
- If you miss three (3) or more consecutive work days, you must submit medical documentation. This documentation must be provided to associate's manager immediately upon return to work (i.e. next scheduled shift).

2. Unforeseeable Earned Sick Leave Requests:

- Associate must provide notice as soon as practical of the intention to use earned sick leave and its expected duration.
- Notice must be communicated via Primepoint's Employee Experience.
- If you miss three (3) or more consecutive work days, you must submit medical documentation.
- If you request unforeseeable sick leave on a Blackout Date, you must submit medical documentation.
- When medical documentation is required, it must be provided to associate's manager immediately upon return to work (i.e. next scheduled shift).

ADDITIONAL INFORMATION:

- The Company will comply with all State laws and regulations governing NJ Earned Sick Leave.
- The following dates are Blackout Dates for 2019 and foreseeable earned sick leave may not be used on these dates:
 - August 19th through September 3rd
 - September 21st
 - September 28th
 - October 4th, 5th and 6th
 - October 11th, 12th and 13th
- Earned Sick Leave for tipped positions will be paid at the rate of minimum wage.
- Earned Sick Leave is not eligible for overtime pay.
- When requesting earned sick leave, the request must be for a minimum of four (4) hours.

- Associates who return within six months of their prior year layoff will be permitted to carry over up to 40 hours of unused earned sick leave into the next benefit year.
- The Company will not retaliate against associates: requesting and using earned sick leave; filing a complaint for alleged violations of the law; communicating with any person, including co-workers, about any violation of the law; participating in an investigation regarding an alleged violation of the law; or informing another person of the person's potential rights under the law.

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.

- a. **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.
- b. **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.
- c. **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.
- d. **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.**
- e. **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.

- f. **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.
- g. **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.
- h. **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.
- i. **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.
- j. **Term of Agreement.** This Agreement shall survive the termination of the Employee's employment with the Company.

PHOTO/VIDEO RELEASE

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

ON DUTY ENGLISH LANGUAGE REQUIREMENT

DEFINITION AND STATEMENT OF POLICY

Morey's Piers is a hospitality and customer service organization. Safety, Service, Friendliness and Cleanliness are our mission and values. The majority of our Guests are U.S. citizens, whose primary language is English. Therefore, we deem it a business necessity for our Associates to speak in English while on duty.*

Our workforce is multinational with 25-30 countries represented annually. For those staff members, English is their second language. English is the common language all of the nationalities and ethnicities working at Morey's Piers.

Whereas, Morey's Piers is a company with a multinational workforce, who need to work together as a team and have cooperative work assignments, it is required that English be used in the workplace while on duty. This is to ensure safe and efficient communications amongst the team members and with the guests. This requirement also allows our English supervisors to monitor orders, guest interactions, and ensure accurate communication between staff.

While English is required when as Associate is on duty, it shall be noted that when on break, Associates may speak in languages other than English.

**** - It is important to note, if a guest speaks a language other than English and you can assist them in their language, it is permissible to speak to that guest in a language other than English.***

Safety

OSHA (OCCUPATIONAL SAFETY & HEALTH ADMINISTRATION)

HISTORY

With the Occupational Safety and Health Act of 1970, the United States Congress formed the Occupational Safety & Health Administration to assure safe and healthful working conditions for men and women by setting and enforcing standards and by providing training, outreach, education and assistance.

OSHA provides guidelines, standards, and assistance to companies in the formation of Effective Safety and Health Programs.

BENEFITS OF EFFECTIVE SAFETY AND HEALTH PROGRAMS

- Reduce work related injuries and illnesses
- Improve morale and productivity
- Reduce worker's compensation costs

AREAS OF FOCUS

- Walking and Working Surfaces
- Emergency Action Plans
- Fire Prevention Plans
- Personal Protective Equipment (PPE)
- Hazard Communications
- Electrical
- Fall Protection
- Blood-borne Pathogens
- Lockout / Tagout

YOUR RIGHTS

- You have the right to notify your employer or OSHA about workplace hazards. You may ask OSHA to keep your name confidential.
- You have the right to request an OSHA inspection if you believe that there are unsafe and unhealthful conditions in your workplace. You or your representative may participate in that inspection.
- You can file a complaint with OSHA within 30 days of retaliation or discrimination by your employer for making safety and health complaints or for exercising your rights under the OSH Act.
- You have the right to see OSHA citations issued to your employer. Your employer must post the citations at or near the place of the alleged violations.
- Your employer must correct workplace hazards by the date indicated on the citation and must certify that these hazards have been reduced or eliminated.
- You have the right to copies of your medical records and records of your exposures to toxic and harmful substances or conditions.
- Your employer must post this notice in your workplace.
- You must comply with all occupational safety and health standards issued under the OSH Act that apply to your own actions and conduct on the job.

Job Safety and Health
It's the law!

OSHA
Occupational Safety and Health Administration
U.S. Department of Labor

EMPLOYEES:

- You have the right to notify your employer or OSHA about workplace hazards. You may ask OSHA to keep your name confidential.
- You have the right to request an OSHA inspection if you believe that there are unsafe and unhealthful conditions in your workplace. You or your representative may participate in that inspection.
- You can file a complaint with OSHA within 30 days of retaliation or discrimination by your employer for making safety and health complaints or for exercising your rights under the OSH Act.
- You have the right to see OSHA citations issued to your employer. Your employer must post the citations at or near the place of the alleged violations.
- Your employer must correct workplace hazards by the date indicated on the citation and must certify that these hazards have been reduced or eliminated.
- You have the right to copies of your medical records and records of your exposures to toxic and harmful substances or conditions.
- Your employer must post this notice in your workplace.
- You must comply with all occupational safety and health standards issued under the OSH Act that apply to your own actions and conduct on the job.

EMPLOYERS:

- You must furnish your employees a place of employment free from recognized hazards.
- You must comply with the occupational safety and health standards issued under the OSH Act.

This free poster available from OSHA –
The Best Resource for Safety and Health

Free assistance in identifying and correcting hazards or complying with standards is available to employers, without citation or penalty, through OSHA-supported consultation programs in each state.

1-800-321-OSHA
www.osha.gov

OSHA 3098 (12-08)



SAFETY FIRST!

At all times, and under all circumstances, safety is our first priority. We promise our Guests a safe and fun-filled day when they come to our parks. 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 to us as well. There is no place for horseplay, practical jokes, or absentmindedness on the job. We must constantly be on the lookout for any situation that may cause a mishap. In the event of an incident, know the location of the First Aid Station on your facility. If you see a way to help make your environment safer, please let your supervisor or manager know immediately. Perhaps you can stop an accident before it happens and we can all benefit from your attentiveness and foresight. You will receive very specific safety training on the individual rides, attractions and other locations for which you will be responsible. No one is to operate a ride, attraction, or any piece of equipment without the proper training. Attempting to do so is cause for immediate termination. If you are injured while working you must notify your manager immediately.

SAFETY IS EVERYONE'S RESPONSIBILITY! IF YOU SEE A HAZARD, LET SOMEONE KNOW!

Potential Hazards that could result in injury should be reported immediately to your supervisor. 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, or get hurt from it... REPORT IT! Ensure that the equipment you use is in good working condition and always follow proper operating procedures. Never operate any equipment when you have a question about the proper way to use and/or operate it, whether a ride, a vehicle, a kitchen device, or anything else. Remember: Good Housekeeping = Good Safety. Together we can maintain our record as one of the cleanest and safest parks in the world.

AUTHORITY TO SUSPEND OPERATIONS

Any Associate with approved control of a ride or attraction shall have the responsibility, and the authority, to stop the operation of their ride or attraction when, in his/her opinion, its continuation presents a threat to the safety of Guests or other Associates.

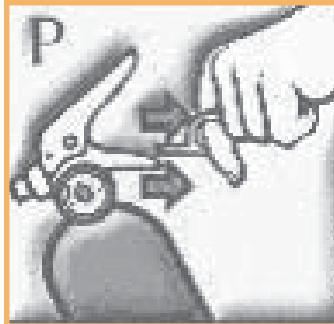
Management shall be notified immediately of the suspension and the operation will be resumed only with the approval of management.

PORTABLE FIRE EXTINGUISHERS

Portable fire extinguishers are always available and ready for emergency use. Portable fire extinguishers should only be used on small, controllable fires by persons knowledgeable about how to select and use them.

Portable fire extinguishers should be:

- Located where they are readily accessible. Never place materials in front of fire extinguishers.
- Maintained in ready-to-use condition.



WHEN USING A FIRE EXTINGUISHER USE THE PASS TECHNIQUE (PULL, AIM, SQUEEZE, SWEEP):

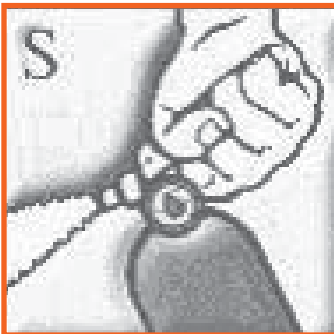
PULL the Pin

This unlocks the operating lever and allows you to discharge the extinguisher. Some extinguishers may have other seals or tamper indicators.



AIM

Point the extinguisher hose at the base of the fire. Stand approximately six feet away from the flames.



SQUEEZE

the lever above the handle: This discharges the extinguishing agent. Releasing the lever will stop the discharge.



SWEEP

from side to side: Moving carefully toward the fire, keep the extinguisher aimed at the base of the fire and sweep back and forth until the flames appear to be out.



WHAT TO DO IN AN EMERGENCY

1. Remain calm and remember your training.
2. Assess the situation:
 - Is there a danger of further injury to yourself or others?
 - What injuries are involved?
 - Can the individual walk to First Aid? If so, direct or bring them. If not, notify management.
3. Notify management:
 - If working on the piers:
Phone Dispatch at Extension 1500, state your location and problem, or
Go to the nearest ticket booth and inform the cashier of your location and problem.
 - If working at either Water Park:
Contact a Supervisor or Manager through the proper methods learned during training.
4. Assist management as directed.
5. Be prepared to give a statement to management and do not speak to anyone but management about the situation.

Important Associate Information

INCLEMENT WEATHER

As a general rule, Morey's Piers will only close in the event of heavy rain or thunderstorms that are expected to last all day. Our attractions usually re-open after the storm has passed. In the event of inclement weather, Morey's Piers and Beachfront Water Parks does not issue refunds. Refer all inquiries about refunds or rainchecks to Guest Services.

In the Event of Inclement Weather:

Updated information on park hours can be found here:

Water Park Information: www.myteamwave.com

Pier Information: (609) 729 - 3700 extension 1566 or WhenToWork

The message will be updated throughout the day if any changes are made to the operating schedule. If in doubt, always report for your scheduled shift! Assume that we are open as scheduled unless you hear different from the above information sources.

HOURS OF WORK

Associates are responsible for knowing when and where they are scheduled to work. Please check your schedule daily. As a general rule, Associates are not permitted to exchange shifts.

ATTENDANCE

In order for our parks to function properly, Associates must accept the responsibility for reporting to work, on their scheduled work days, at their scheduled times. Attendance will be an important factor in evaluating each Associate's performance. Our Guests and your co-workers are depending on YOU!!!

TARDINESS

Punctuality is a must at any job, and even more important when you are working with the public. You are required to be at work on time. If you find that you will be late for work because of an unforeseeable delay, you must speak with your supervisor / manager directly before your starting time. Please do not leave a message.

IMPORTANT PHONE NUMBERS

Emergency Outside of Work: 911

General Company Information: (609) 522 - 3900

Dispatch/Security: (609) 729-3700, Ext. 1500

Food/Beverage Department: (609) 729-3700, Ext. 1173

Games Department: (609) 729-3700, Ext. 1173

Pier Admissions Department: (609) 729-3700, Ext. 1630

Adventure Pier Ride Operations: (609) 729-3700, Ext. 1704

Mariner's Pier Ride Operations: (609) 729-3700, Ext. 1604

Surfside Pier Ride Operations: (609) 522-3701

Helpful Hint! Not showing up for work, arriving late, and taking extended breaks results in extra work for fellow Associates and can have a direct impact on the safety of all. Be there for your fellow Associates, and be on time!

SCHEDULE PREFERENCES

If you have a schedule preference, please discuss with your immediate supervisor. He or she will attempt to accommodate your request, if at all possible.

SCHEDULE CHANGES / REQUESTS

Schedule changes are not possible once a schedule has been posted. Our past experience indicates that changes made after the posting of a schedule leads to confusion and decreased efficiency. This may mean that a location will have to work in a shorthanded condition, which leads to an extra heavy workload for other Associates. However, we do realize that you may have a legitimate reason for requesting a change in shift or a special day off. All shifts or day off requests must be submitted to your immediate supervisor **NO LESS THAN TWO WEEKS (14 Days)** in advance of the affected schedule being posted. The approval of your request will be based upon the merit of the request, in addition to the effect it will have on your particular job assignment and coworkers.

Switching day(s) / shifts with another Associate will be allowed only with the consent of your manager.

Schedule changes/requests are rarely approved for the months of August, September or October. Please plan accordingly.

BREAK PERIODS

Please enjoy your break period, but return to your work location on time so others don't have to wait longer to receive their break. In addition, please do not engage in conversation or disturb any Associate who is on duty while you are on your break - doing so may cause a safety hazard and will result in disciplinary action. For this reason, break periods should be enjoyed in designated Associate break areas.

EATING AT WORK

Associates may eat during rest and meal periods in designated break areas only.

SMOKING / JUULING / VAPING / ETC. POLICY

Our Piers and Water parks are smoke free for both Guests and Associates. Smoking / juuling/ vaping / etc. is prohibited throughout the property except in designated areas. We are dedicated to providing a healthy environment for the general welfare of all our Associates and Guests. Designated smoking areas for Guests are located throughout our park. Associates are **NOT** permitted to smoke in designated Guest smoking areas at any time - doing so is cause for disciplinary action including termination. If you see a Guest smoking in a non-designated area, politely inform the Guest of our policy and point out the nearest designated Guest smoking area. If the Guest refuses to move to the designated smoking area, please call a supervisor for assistance.

DESIGNATED ASSOCIATE, TENANT, CONTRACTOR AND VENDOR SMOKING AREAS:

- Adventure Pier - Associate Smoking Break Area at back of pier.
- Mariner's Pier - Under the pier adjacent to the Maintenance Shop.
- Mariner's Pier Main Offices – on the roof by the Group Sales Area (be courteous, position yourself so smoke does not blow into the office, as that would violate the NJ SFAA).
- Raging Waters – Behind the Picnic Catering Kitchen, on the beach.
- Surfside Pier Maintenance Shop - Outside of south door of Maintenance Shop.
- Surfside Pier/Ocean Oasis – In the designated beach area next to the south side of the pier.
- 2701 - North side of Coaster Shop near center door, south side of Carpenter Shop, and the south side of the Maintenance Office.

Please keep these areas clean at all times and use the provided receptacles for smoking materials and trash. Do not litter the beach. These areas will be closed if they are not maintained in clean condition.

ASSOCIATE ID'S

At the beginning of your employment you will be issued an Associate Identification (ID) card. This card also serves as your season pass and wardrobe access card. You must keep your ID with you at all times; don't leave home without it! A charge of \$5.00 will be assessed to replace lost or stolen ID's.



"Lending" your ID to anyone for purposes of receiving free park admission, for internet access, or for receiving discounts as a Morey's Piers Associate is strictly prohibited and cause for termination. Associate ID's are not transferable and remain the property of Morey's Piers.

USING YOUR ASSOCIATE ID FOR PIER AND WATER PARK ADMISSIONS

GENERAL POLICIES

- Associates may only participate on rides and attractions when not in uniform, while OFF DUTY, and at times they are NOT SCHEDULED TO WORK, unless a test ride is part of the Standard Operating Procedure.
- Associate ID's do not allow Associates admission to rides or water parks. WRISTBANDS ARE MANDATORY!!! An Associate that allows anyone admission without a wristband will face disciplinary action up to and including termination.
- Ride privileges and all Associate Discounts are at the sole discretion of the Manager on Duty and can be suspended or revoked at any time, for any reason.
- ALL RULES AND REGULATIONS MUST BE FOLLOWED WHILE RIDING. Safety is our #1 Priority. Failure to obey rules will result in immediate termination.
- Associates are permitted ONE go-kart ride per day with a valid wristband.
- Sharing and/or transferring of wristbands is strictly prohibited. Associates caught sharing and/or transferring a wristband will face disciplinary action up to and including termination.

PIER ADMISSION PROCEDURES

- Associate will go to Guest Services, with their Associate ID, on any facility, to obtain their wristband.
- Associate will wait in line behind Guests until it is his/her turn in line.
- Associate will request admission (wristband) and will give the Guest Services Associate their ID. The Guest Service Associate will check ID and verify picture. If someone other than the Associate pictured on the card is attempting to use the ID, the ID will be confiscated and will be given to the Guest Services Manager.
- If the Associate is granted admission, the Guest Services Associate will scan the Associate ID and issue a wristband.

WATER PARK ADMISSION PROCEDURES

- Associate may report to whichever water park they wish to visit.
- Associate must have their Associate ID with them when arriving at the water park.
- Associate will wait in line behind Guests until it is his/her turn in line.
- Associate will request admission (wristband) and will give the Guest Services Associate their ID. The Guest Services Associate will check ID and verify picture. If someone other than the Associate pictured on the card is attempting to use the ID, the ID will be confiscated and will be given to the Guest Services Manager.
- If the Associate is granted admission, the Guest Services Associate will scan the Associate ID and issue a wristband.

RECRUITING, WE'RE HERE TO HELP!

OUR LOCATION

Morey's Piers Recruiting Office is located in the Human Resource Center, next to the Internet Room, on Mariner's Pier.

OUR FUNCTIONS

We are here to offer assistance to all Morey's Piers employees, whether it's work or non-work related. We will do our best to assist you with any issue you may have during the course of the season. If we can't help you directly, we can definitely point you in the right direction. If you have work related concerns or suggestions, please stop in the office so we can listen, discuss, and resolve the issue in a timely and appropriate manner. If you want to go on one of our many organized bus trips to major metropolitan areas, you can purchase your ticket through the Recruiting Department. We are available to assist you in any way possible. If you are an Associate working with us in our J-1 Visa Program, we can assist in medical situations / emergencies, contacting your sponsor, housing issues, and provide you with information about Wildwood and the surrounding communities.

OFFICE HOURS

Daily 10am-5pm (Hours subject to change)

MANAGEMENT, WE'RE HERE TO HELP TOO!

OUR LOCATION

Management offices are located on each facility. Most Directors and Operations Managers have specific office hours because we spend so much time in the park. Please note your manager's specific office hours or feel free to make an appointment.

OUR FUNCTIONS

The management of each facility is here to help you have a great summer! If you have an issue that is not being solved by your immediate supervisor, please don't let it go. We can assist with issues concerning your schedule, the performance of fellow teammates and supervisors, ride assignments, or just about any work related concern or suggestion. The most important thing to remember is that we want to help. If something about your job at Morey's Piers is troubling you, please speak with us. While management tries very hard to be proactive, we can't fix what we don't know about. In general, concerns should be brought to the attention of management starting with your immediate supervisor. If the situation is unresolved, please bring your concern to the attention of your facility or department manager.

We are here to help you have the best summer of your life! Talk to us!

KEEPING YOURSELF CONNECTED

Today you can keep connected with Morey's Piers, network with friends, find out about upcoming events, and look up important information, policies & procedures through a variety of company and social network sites. Visit us at:



go to www.facebook.com/MoreysPiers



go to www.twitter.com/MoreysPiers



go to www.youtube.com/user/themoreyspiers



go to www.moreyspiers.com/TEAM



go to www.instagram.com/moreyspier

PAY INFORMATION

Our work week begins on Monday and ends on Sunday: Paychecks are distributed bi-weekly on Friday's at Wardrobe on Mariner's Pier. You will need to show your Morey's ID, and no other Associate may pick up your check unless previous arrangements have been made in writing with your manager. Paychecks will not be available for early pick-up. If your paycheck is lost, stolen or destroyed, complete a paycheck problem form. Replacement of a paycheck will take three days and a canceled check charge may be assessed to you.

W-2 FORMS/ TAX INFORMATION/ UNEMPLOYMENT

At the end of the season, please save your last pay stub for your records. Morey's Piers is unable to provide copies of pay stubs or pay records to you or Employment Student Services. All W-2 forms will be available online by January 31st. If you do not receive your W-2, please contact us at : summer.jobs@moreyspiers.com. We are only able to approve unemployment benefits for employees that work until our operating season is complete and no further work hours are available.

PERSONAL INFORMATION

If you have any medical conditions such as allergies, diabetes, hypoglycemia, etc. it is extremely important that you let management know, in writing, upon hiring. This will not affect your job with us. We need this information in the event of an emergency.

CHANGES IN PERSONAL INFORMATION

If your name, address, phone number or other vital information changes while you are employed, please notify us in writing. Forms are available from your supervisor. This is important in case you need to change your tax status and in providing you with year-end tax information.

IMPORTANT FINAL PAYCHECK: TAX REFUNDS/UNIFORM RETURNS

It is very important that Morey's Piers has a correct, permanent mailing address on file for each employee (we suggest you use your parent's address if you are a college student living away from home during the school year). This is the address we will use for final paychecks as well as Tax Refund paperwork. Please complete a "Paycheck Error" form if your address or any other information is incorrect.. Hold onto your final pay stub for tax refund purposes. We will not re-issue pay stubs; however, you will receive a W-2 to claim your taxes by late February.

If you are a J-1 Visa Associate, and do not receive your final paycheck, you must inform Morey's Piers Recruiting Department: summer.jobs@moreyspiers.com by Oct. 30th. All missing paycheck issues must be resolved before the next calendar year. Checks will be mailed in bulk to your agent for distribution. Please make sure we have your agent recorded in our database.

We **MUST** have a Social Security number on record for all Associates. If you get a letter from Social Security that your number cannot be processed, please make sure to resolve the issue immediately. If you are a J-1 Visa Associate, you must resolve any issues concerning your social security number before you leave the United States. Failure to have a Social Security number may result in difficulties claiming back your taxes.

All uniform items provided to you by Morey's Piers must be returned to wardrobe within 48 hours of your last day of employment. Failure to return uniform items may disqualify you from consideration for future employment with Morey's Piers.

INJURIES AT ASSOCIATE EVENTS

Injuries sustained during off hours are not covered by workers' compensation. Your participation in the recreational activities offered such as (but not limited to) volleyball games, softball games, soccer games, parties and trips are voluntary. Your participation is not required.

LEGAL ISSUES

At times, some members of the public bring lawsuits against Morey's Piers, its owners and agents. So that we may properly defend ourselves, we request that you not answer any questions with regard to incidents or operating procedures without approval from management. You may even be called at home during the off-season. If this occurs, do not answer questions without first calling your Operations Manager, Director, or the Vice President/COO.

MEDIA AND PUBLICITY

Sometimes a representative of the media may ask questions or desire comments concerning events or incidents that have occurred at our facilities. It is important that you politely refer the individual to your manager. 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.

CAMERAS, VIDEO AND THE INTERNET

You will make many new friends while you are employed with Morey's Piers. You will also take many pictures, and perhaps even video, to remember the amazing summer you are about to have. However, to ensure the safety of our Guests and Associates, NEVER take video or pictures while on duty or while riding any ride. In addition, posting pictures and video on the internet, which were taken while you are on duty, is not permitted. Violation of these policies may result in termination of employment.

PERSONAL ELECTRONIC DEVICES/CELL PHONES/BACKPACKS/PERSONAL ITEMS

These items are not permitted to be brought to any work location. Use a locker or leave them at home. Cell phones and personal electronic devices are not permitted to be used while in uniform and in view of Guests. They are not permitted to be at any job location at any time. Violation of this policy will result in significant disciplinary action, up to and including termination.

BICYCLE, SKATEBOARD, SKATE, AND HOVERBOARD POLICY

- **ASSOCIATES SHALL NOT RIDE BICYCLES (or other wheeled vehicles) ON ANY PIER, OR INSIDE ANY WATER PARK, AT ANY TIME!!!** Please walk your bicycle at all times when on company property. There are no exceptions to this policy. Riding your bike on a pier or inside a water park, at any time, may result in immediate termination.
- Each facility has a designated bicycle parking area where Associates may leave and secure their bicycles while they are at work.
- Morey's Piers assumes no responsibility for any bicycles stolen or damaged while left on company property. We strongly suggest the use of a sturdy lock.
- Any bike found, locked or unlocked, in an area not approved for Associate bicycle parking will be removed.
- Select Full-Time Associates are permitted to ride bicycles on the piers when utilized to complete their job duties.

PLEASE NOTE: Bicycles are only permitted on the main Wildwood Boardwalk between 5:00 a.m. and 10:30 a.m. You may be ticketed and fined by Wildwood Police if you attempt to ride your bicycle on the main boardwalk at any other time.

PROFESSIONALISM

- You must act in a professional, safe manner at all times while on our property.
- Using foul language, theft of company or Guest property, or any other unacceptable behavior may result in immediate termination.

Personal Safety and Protection

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HAZARD COMMUNICATION

WHAT IS SDS?

SDS (Safety Data Sheets) are documents provided by the manufacturer of the agent (chemical, cleaning solution...) that you will be using. On the SDS you will find ingredients and potential hazards Associated with using the agent. In addition you will find information on the proper Personal Protection Equipment (PPE) that must be worn while using the product.

It is important that Associates know how and where to obtain SDS for their work location. Associates must understand how to use an SDS and read the appropriate label on the container in which the chemical was transported. Be sure to learn the location of SDS documents for your facility. Your Management team will assist you.

Morey's Piers utilizes **MSDSonline**, a web-based provider of on-demand safety management products and services, to provide up-to-date SDS documents to our Associates. SDS documents can be viewed at SDS kiosks located in facility operations Associate areas, computers in the Internet Computer Room outside of the Recruiting office, and other locations identified to you by your management team. To access SDS documents, click on the MSDSonline desktop icon and follow the instructions.

LABELING AND MARKING SYSTEMS

Any time a substance is transferred from one container to another (e.g. cleaning chemicals from a container into a spray bottle) the transport vessel must be labeled. Do not use an unknown substance that does not have a label on it. All Cleaning Supplies must be labeled, including spray bottles. If the label is missing, DO NOT use the substance. Notify your supervisor immediately.

GHS (GLOBALLY HARMONIZED SYSTEM) LABELING PICTOGRAMS

GHS Labels		
		
Oxidizers - Can burn without air, or can intensify fire in combustible materials.	Explosives - May explode if exposed to fire, heat, shock, friction.	Corrosives - May cause skin burns and permanent eye damage.
		
Gases Under Pressure - Gas released may be very cold. Gas container may explode if heated.	Flammable if exposed to ignition sources, sparks, heat. Some substances may give off flammable gases.	Toxic to aquatic organisms and may cause long lasting effects in the environment.
		
Toxic material which may cause life threatening effects even in small amounts and with short exposure.	May cause serious and prolonged health effects on short or long term exposure.	Irritant - May cause irritation (redness, rash) or less serious toxicity

"CAUTION TAPE"

From time to time, certain areas of our piers and water parks will be blocked off with a yellow or red plastic tape with the word "CAUTION," "DANGER," or "WARNING" on it. For your safety, areas blocked off by this special tape are restricted and should not be entered without explicit instructions from your supervisor.



EYE PROTECTION

EYE INJURIES

Protection of the eyes from injury by physical and chemical agents while on the job is vital. Eye injuries ranging from mild irritation to blindness occur in the United States workplace at an estimated rate of 1,000 per day. About nine of ten such injuries could have been prevented by wearing protective eye wear. Some common eye hazards include flying particles from grinding, sawing, etching or other machine operation, and splashing from chemicals.

PROTECTIVE EYEWEAR

Protective eyewear is considered an “optical instrument” and must be carefully selected, fitted and used. Do not rely on regular glasses or contact lenses to protect your eyes. Use the right eye protection for the job. Eye protection, at minimum, shall meet all designated safety standards, be properly fitted and kept in good condition.

COMMON TYPES OF PROTECTIVE EYEWEAR

Safety Glasses

- Look more like normal glasses, but have impact resistant lenses
- Have extra strong frames
- Available in prescription form
- May have side shields, cups or tinted lenses for added protection



Safety Goggles

- Like Safety Glasses, are impact resistant
- Protect against hazards from many directions
- May have indirect ventilation to protect from splash hazards



If you get something in your eyes...

- ➡ ***All First Aid locations have Eyewash stations.***
 - ➡ ***Flush eyes for a full 15 minutes with clean water if chemical contact occurs.***
 - ➡ ***Notify your supervisor immediately.***
 - ➡ ***Obtain prompt medical attention for any eye injury or serious irritant.***
-

HAND PROTECTION

Protect your most valuable tools - your hands.

Hand injuries are among the most common of all injuries received in the workplace. When working with machinery, do not wear rings, jewelry, or loose clothing and do not take shortcuts with established safety procedures. Wash hands thoroughly with soap and water after touching irritating substances.

When using gloves as a means of hand protection, make sure the gloves fit properly and are comfortable to wear. More importantly, make sure the work gloves are the right gloves for the job being performed. Work gloves come in many styles and types, so make sure you know which type to use before you begin.



LOCKOUT / TAGOUT

WHAT IS LOCKOUT / TAGOUT?

Lockout / Tagout is a program to protect Associates who maintain and service equipment.

NO person, at any time, should implement Lockout / Tagout procedures unless they have been trained and authorized to do so, which requires completion of Lockout / Tagout training and knowledge of the specific Lockout / Tagout procedure for the piece of equipment.

LOCKOUT

Lockout is the use of a special lock system to prevent power from being accidentally turned on during equipment maintenance or repair. This may be electrical power, or power such as hydraulic, compressed air, or coiled spring.

TAGOUT

Tagout is the use of a special tag to warn employees that something is not permitted to be used. The affected equipment may be a specific ride vehicle or light switch. A tag may also be used in conjunction with a lock to identify the hazard or the lock owner.

WHEN A LOCKOUT / TAGOUT IS IN PROCESS:

- Do NOT touch or remove a lock or tag.
- Do NOT remove a lock or tag without authorization.
- Do NOT attempt to operate a machine that has been locked or tagged.
- Stay clear of locked or tagged machinery until you are notified that the power is back on and all Associates are clear of the area.

After a Lockout / Tagout, make sure all guards are back in place, and all tools are removed from the machinery before operating any equipment.

LOCKOUT / TAGOUT GRAPHICAL PROCEDURES:

Attraction specific Lockout / Tagout Graphical Procedures are in place for each attraction operated on our facilities. These procedures are documented in graphical form with a copy kept at each attraction at all times. An example is located to the right of this text.

Description: Wild Whizzer		Equipment #: 120104	
Pier: Mariner's Landing		Rev'n: 0	Date: 5/22/18
		Origin Date:	5/22/2018

3 **Isolation Points to be Locked and Tagged**

NEXT AUDIT DUE:

MAR 2018

MAR 2019

MAR 2020

MAR 2021

MAR 2022

MAR 2023

MAR 2024

MAR 2025

South Side View

North Side View

South Side View

ALWAYS PERFORM A MACHINE STOP BEFORE LOCKING OUT DISCONNECTS					
ID	Source	Device	Location	Method	Check
E-1	Electrical 400V	Padlock	Isolation point on Cabinet in center of the ride.	Move E-1 disconnect to off. Lock out.	Attempt restart at CP-1.
E-2	Electrical 400V	Zip tie Tagout device	Isolation point on Cabinet in center of the ride.	Move 1st breaker from left E2 to off. Lock out.	Attempt restart at CP-1.
E-3	Electrical 240V	Breaker lockout device	Isolation point in Waveswinger Electrical Room West MLER6, in panel DP3D	Move breaker E3 to off. Lock out.	Attempt restart at CP-1.
			Kinetic Energy RPM	Be sure to wait until all moving parts have come to a complete stop. If necessary, use a block or chain to prevent equipment from moving while servicing.	

DANGER

OPENING A GUARD DOES NOT CONSTITUTE A LOCKOUT
Any machine modifications must be shown in procedure. Contact safety department to update procedure.

DANGER

ESC
 866-773-7541

Safety Is Your Responsibility!

SLIPS, TRIPS AND FALLS

DO...

- ✓ Check for hazards that may be encountered while walking on any surface.
- ✓ Take short steps when slippery conditions exist.
- ✓ Correct hazards when possible or immediately report them to a supervisor.
- ✓ Be sure you are able to see around any object that you might be carrying.
- ✓ Keep work areas free of litter and obstacles at all times.
- ✓ Be sure mats and carpets lie flat on the floor.
- ✓ Use Caution signs / cones to barricade slippery areas.
- ✓ Wear closed toe, closed heel, non-slip shoes and keep them tied securely.
- ✓ Secure electrical cords to the floor and post caution signs.
- ✓ Clean up spills, water, oil and other liquids from the floor immediately.

DON'T...

- ✓ Run or act in an unprofessional manner.
- ✓ Carry oversized, over weight loads, especially while using stairs.
- ✓ Stand on chairs, boxes, tables, or other objects to reach high objects.
- ✓ Lay hoses, cords, or any other item across walkways at any time without proper warnings in place.

LIFTING SAFETY

LIFTING OBJECTS (OR CHILDREN) FROM GROUND LEVEL

DO...

- ✓ 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 too bulky.

DON'T ...

- ✓ Twist at the waist. Rather, use your feet to change direction.

LIFTING OBJECTS FROM OVERHEAD SHELVES

DO...

- ✓ Use a step stool or ladder to avoid overreaching.
- ✓ Test the weight, then slide the object toward you and hug it close as you lower it.
- ✓ If possible, hand the object to a coworker before descending the ladder or stool.

DON'T ...

- ✓ Attempt to lift more than you can comfortably carry.

HEAT STRESS

Excessive heat from vigorous activity or hot and humid weather can place abnormal stress on the body. The following guidelines can help you keep cool and avoid the dangerous consequences of heat stress:

WATER - Drink water before you become thirsty. Thirst does not appear until you are already dehydrated. Replenish lost body fluids by drinking plenty of cool water throughout the day. Drinking a glass of water every thirty minutes is recommended.

NUTRITION - A well balanced diet is essential when engaging in strenuous activity. Substitute light meals for hot, heavy meals which add heat to your body.

ALCOHOL - Avoid alcohol consumption because it interferes with the body's ability to adjust to heat and contributes to dehydration.

MEDICATIONS - Any medication can interfere with the body's ability to respond to heat. You should discuss any medications you are taking with your physician.

ILLNESS - Many long term illnesses such as heart, lung, or kidney disease can interfere with your ability to tolerate heat. Even short term illnesses such as the flu or stomach viruses can affect your performance. Any questions you may have about your tolerance to heat should be discussed with your physician.

KNOW YOUR LIMITS - Many heat injuries occur because people push themselves beyond their limits.

KEEP YOURSELF HEALTHY AND HYDRATED

DO...

- ✓ Pace yourself and avoid overexertion.
- ✓ Whenever possible, wear hats and loose cotton fabrics to help stay cool.
- ✓ Take breaks in cool shaded locations.
- ✓ Get medical attention if heat-related symptoms appear, such as:
 - Muscle cramps
 - Weakness
 - Dizziness / nausea
 - Perspiration stops, with dry hot skin

DON'T....

- ✓ Substitute soft drinks, energy drinks, tea, or coffee for water.
- ✓ Take salt tablets. A normal diet usually supplies all the salt you need to replace salt lost through perspiration.

BLOOD-BORNE PATHOGENS- HIV & HBV

ABOUT HIV - The Human Immunodeficiency Virus (HIV) is the virus that causes AIDS (Acquired Immune Deficiency Syndrome). HIV makes people sick by attacking the immune system and preventing it from fighting infection.

ABOUT HEPATITIS B VIRUS - Hepatitis B Virus (HBV) is a potent blood-borne virus that attacks the liver, causing illness and sometimes death. But HBV is one of the few serious infectious diseases that can be prevented with safe, effective vaccine.

TRANSMISSION OF BLOOD-BORNE PATHOGENS SUCH AS HIV AND HBV - Both HIV and HBV can only be transmitted through body fluids. Examples include:

- Blood
- Vomit
- Urine
- Semen

Universal Precautions to Prevent Infection:

DO...

- ✓ Treat blood and body fluids as if they are infectious. Call Park Services to clean and sanitize the area.
- ✓ Protect yourself when appropriate with latex gloves and pocket mask (for CPR).
- ✓ Bandage cuts, scrapes and broken skin.
- ✓ Wash hands and exposed areas with soap and water immediately after exposure.
- ✓ Discard sharp objects in the appropriate containers.
- ✓ Notify your supervisor if you think that you may have been exposed.

DON'T...

- ✓ Break, bend or recap used needles or other sharp objects.
- ✓ Eat, drink or store food in an area with potential exposure.
- ✓ Smoke, put on makeup or handle contact lenses in an area with potential exposure.
- ✓ Touch blood or bodily fluids without proper training and proper Personal Protection Equipment.

TRANSPORTATION SAFETY

Hitch-hiking (accepting or soliciting transportation from someone you do not know) is very dangerous. Under no circumstances should you resort to this method of transportation. Should you need a ride, please use public transportation, such as the bus or trolley; or call a Taxi, Uber or Lyft in the Wildwood area.

BEACH SAFETY

Wildwood beaches have posted curfews. Please do not visit the beach during closed hours. Also, you should never swim without beach lifeguards on duty.

SUN SAFETY

1. Do not sunbathe.
2. Avoid unnecessary sun exposure.
3. When outdoors, use sunscreens rated SPF 15 or higher. Apply them liberally, uniformly, and frequently.
4. When exposed to sunlight, wear protective clothing and UV-protective sunglasses.
5. Stay away from artificial tanning devices.
6. Examine your skin head to toe at least once every three months.
7. Understand these facts:
 - Year-round sun protection is important.
 - The sun's harmful ultraviolet (UV) radiation can penetrate many types of clothes.
 - Sunlight can go through automobile and residential windows.

WATER SAFETY TIPS

Rip currents are the most threatening natural hazard along our coast. They pull victims away from the beach. The United States Lifesaving Foundation has found that 80% of the rescues performed by ocean lifeguards involve saving those caught in rip currents.

A rip current is a seaward moving current that circulates water back to sea after it is pushed ashore by waves. Each wave accumulates water on shore creating seaward pressure. This pressure is released in an area with the least amount of resistance, which is usually the deepest point along the ocean floor. Rip currents also exist in areas where the strength of the waves are weakened by objects such as rock jetties, piers, natural reefs, and even large groups of bathers. Rip currents often look like muddy rivers flowing away from shore.

Rip currents are sometimes mistakenly called "rip tides" or "undertows." Rip currents are not directly associated with tides and they do not pull people under.

Try to avoid swimming where rip currents are present, but if you become caught in one, DO NOT PANIC, swim parallel to the shore until the pull stops and then swim back to shore. If you are unable to return to the beach, tread water and wait for lifeguard assistance.

Stay at least 100 feet away from piers and jetties. Rip currents often exist alongside of fixed objects in the water. Be aware of ocean conditions. Lifeguards are trained to identify potential hazards. Ask a lifeguard about the conditions before entering the water.



NOAA. "Rip Current Safety." NOAA. 24 Jan. 2005 < <http://www.ripcurrents.noaa.gov/overview.html> >

➡ **STAY SAFE!**

1. *Always swim or surf at a beach patrolled by lifeguards.*
 2. *Swim near a lifeguard.*
 3. *Never swim alone.*
 4. *Read and obey all signs.*
 5. *Follow regulations and lifeguard directions.*
 6. *Don't swim under the influence of alcohol or drugs.*
 7. *Tide conditions change regularly, check before you enter the water.*
 8. *Protect your head, neck, and spine - don't dive into unfamiliar waters. Feet first, first time.*
 9. *If you are in trouble, call or wave for help.*
 10. *Use at least 15+ sun screen and wear a shirt and a hat.*
-

Important Guest Information

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GUEST SERVICES

Each facility has a Guest Services area where Guest concerns, comments, and problems can be directed. If you are unable to resolve a Guest-related problem, you can always direct the Guest to Guest Services for further assistance and follow-up.

LOST ITEMS / LOST AND FOUND

Lost items should be brought to the Guest Services area of the facility where the item was found as soon as possible. Theft of lost items is grounds for immediate termination.

HOLDING PERSONAL ITEMS FOR GUESTS

As a general rule, we do not hold or watch Guests' items while they use our rides / attractions. If you choose to hold a Guest's item, and the item is lost or damaged, you will be held personally responsible for the loss.

FIRST AID

There is a First Aid station located at each facility. All minor injuries can be directed there. In the event of a more serious injury, contact your supervisor IMMEDIATELY. He or she will contact an EMT if necessary. First Aid is primarily for Guest and Associate Injuries. It is not equipped to assist employees with common personal illness or discomfort such as headaches, sore throats, heartburn, upset stomach, toothaches, etc. These issues should be handled by your doctor or with over the counter medication available at area drug stores. The Recruiting Department can assist you with the scheduling and transportation of non-emergency medical appointments.

RESTROOMS

Morey's Piers has limited public restroom facilities on property. Public restrooms can be found at the following locations:

- Under the Sea Serpent Roller Coaster on Mariner's Pier
- At the back of the pier, next to the Great Nor'Easter Roller Coaster on Surfside Pier
- Under the Great White Roller Coaster Station on Adventure Pier
- In both Water Parks (for water park Guests only)

ATM MACHINES

ATM machines are located on each pier at Guest Services and various other locations.

LOCKERS

Lockers are available, for a nominal fee, for Guest use at all three Piers and both Water parks.

SELFIE STICKS

If you notice a Guest using an extended "Selfie Stick" while visiting one of our piers or water parks, politely inform the Guest that for the safety of all Guests, extended selfie sticks are not permitted at any time. Contact a Supervisor or Manager directly if you need assistance, or if the Guest requests further explanation of the policy.



DRONES (UNMANNED AIRCRAFT SYSTEMS)

Drones are NOT permitted to be used on or around our piers or water parks. If you see a drone flying over or near any pier or water park, please notify your supervisor immediately.

TICKET CARDS AND WRISTBANDS

In order for Guests to use our pier attractions, they must either pay with tickets from their Ticket Card, OR be wearing a Wristband valid for that day. Morey's Piers no longer accepts paper tickets for admission to our rides and attractions. Old paper tickets can be exchanged for a Ticket Card at any Guest Services.

DO NOT ALLOW GUESTS TO RIDE WITHOUT SWIPING THEIR VALID TICKET CARD OR VALID WRISTBAND AT THE RIDE ADMISSION SCANNER. DOING SO IS CONSIDERED THEFT AND WILL RESULT IN TERMINATION. Both Ticket Cards and Wristbands can be purchased at any ticket booth located throughout the facilities.

ASSOCIATE USE OF TICKET CARDS

Ticket Cards are not permitted to be used by any Associate, at any time. Lost/found ticket cards (and any other lost item), must be turned over to your supervisor or Guest Services immediately. If a Guest wants to give you his or her card, for whatever reason, ask them to bring the card to Guest Services.

Our water parks are General Admission. This means that Guests must pay at the entrance to the park.

PIER SECURITY AND LOST CHILDREN/PARENTS

If you notice a Guest or group of Guests doing something inappropriate or unsafe, harassing another Guest or Associate, or if a Guest asks for security, immediately call dispatch by dialing 1500 from any pier phone. If a phone is not available, go directly to any ticket booth or Guest Services to report the problem. Always state your location and problem. In all cases, Associates are not to get into a physical confrontation with another Guest. You are not trained in the use of physical force. If you find a lost child, please bring him or her directly to Guest Services or immediately contact dispatch. If a parent tells you they have lost their child, please contact dispatch.

WATER PARK SECURITY AND LOST CHILDREN/PARENTS

If you notice a Guest or group of Guests doing something inappropriate or unsafe, harassing another Guest or Associate, or if a Guest asks for security, immediately 1. Call Guest Services from any water park phone or 2. Use the appropriate whistle code to request assistance. Follow this same procedure for lost children or parents.

SWIM DIAPERS

For the safety of our Guests and Associates, children under 3 years of age, or diaper wearing individuals must wear an approved swim diaper while visiting either of our two Water Parks. Swim diapers can be purchased at both Water Parks for a nominal fee, and are included free with a paid admission for children under 3.

WATERPROOF CAMERAS

Are permitted in the Water Parks, but MUST have a strap or mounting device if used on slide. Head mounts are not permitted while riding water slides.

WATER SHOES

All Shoes, including Water Shoes, are not permitted on any water slide.

ALCOHOLIC BEVERAGE SERVICE AT BOTH WATER PARKS, SURFSIDE PIER AND MARINER'S PIER

Morey's Piers serves alcoholic beverages at multiple locations (each with defined consumption areas). Only guests of the legal age (21 years of age) may purchase and consume alcoholic beverages.

- **Jumbo's Grub & Pub/Jumbo's Garden** (restaurant located on Mariner's Pier; open to the public)
- **Pigdog Beach Bar & BQ** (beach bar/restaurant located on the beach behind Raging Waters Water Park on Mariner's Pier; open to the public)
- **Raging Waters Water Park** on Mariner's Pier (open to water park guests only)
- **Rendezvous Beach** (catering area located adjacent to Raging Waters Water Park on Mariner's Pier; open to catered groups who have purchased an alcohol beverage package only.)
- **Joe's Fish Company** (bar/restaurant located on Surfside Pier; open to the public)
- **Ocean Oasis Water Park + Beach Club** on Surfside Pier (open to water park guests only).
- **Stubborn Brothers Beach Bar** (beach bar/restaurant located at the end of Surfside Pier and Ocean Oasis Water park; open to the public)
- **Wilhelm's Bier Garten** (beer garden located on Mariner's Pier; open to the public)

As a condition of the alcohol beverage license, and to ensure safe and responsible service, Morey's Piers has an Alcoholic Beverage Management Plan. The plan addresses several components, including controls that ensure compliance with all regulations and restrictions. This plan mandates strict supervision by management to assure no service to underage patrons, zero tolerance of inappropriate behavior resulting from the consumption of alcoholic beverages, and no carrying of alcoholic beverages outside the consumption service areas.

All locations have defined consumption areas as to where the alcohol may be purchased and consumed.

- At **Joe's, Jumbo's & Stubborn Brother's**, alcoholic beverages must stay within the restaurant zone at all times.
- At **Pigdog** the area designated for alcohol consumption is within the fenced beach area and marked with signage.
- At **Raging Waters**, the entire water park is designated for alcohol beverage consumption.
- At **Rendezvous Beach**, the entire catering area is licensed for alcohol beverage consumption.
- At **Ocean Oasis**, the entire water park is designated for alcohol beverage consumption.
- At **Wilhelm's**, the area designated for alcohol consumption is within the area of the planters and marked with signage.

There are **additional control measures** in place for guests of the legal age consuming alcohol. For the following areas, all guests consuming alcoholic beverages will be issued a **brightly colored wristband** upon verifying the guest is of the legal drinking age.

- **Ocean Oasis Water Park + Beach Club** on Surfside Pier (water park guests only)
- **Stubborn Brothers Beach Bar** (located at the end of Surfside Pier and Ocean Oasis Water park; open to the public)
- **Raging Waters Water Park** on Mariner's Pier (water park guests only)
- **Pigdog Beach Bar & BQ** (located on the beach behind Raging Waters Water Park on Mariner's Pier; open to the public)

For the following area, all guests consuming alcoholic beverages will be issued a **hand stamp** upon verifying the guest is of the legal drinking age.

- **Wilhelm's Bier Garten** (located on Mariner's Pier; open to the public)

Additional notes:

- If you notice a Guest with an alcohol beverage who is not within a defined consumption area, politely ask that they return to the consumption area, if the Guest refuses, inform a Supervisor or Manager immediately.
- If you notice a Guest who may be over-intoxicated, inform a Supervisor or Manager immediately.
- For safety reasons, **glass bottles** are strictly prohibited, and not served at or permitted inside either Water Park, Rendezvous Beach, Stubborn Brothers or Pigdog.
- At **Ocean Oasis**, in order to enter the WaterLilies adult sitting pool/swim up bar, guests must be 21 years of age and be wearing the brightly colored age verification wristband obtained from a bartender/server, even if they are not consuming alcoholic beverages.

The Reason We Are Here... Our Guests!

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HOW DO I PROVIDE EXTRAORDINARY GUEST SERVICE?

As a member of the Morey's Piers Team, Guest Service is one of your most important responsibilities. In essence, while we are performing each of our many daily duties, we are acting as ambassadors for Morey's Piers.

1. Make eye contact and smile!

- Smiling doesn't cost you anything and makes you feel better! It also induces relaxation, reduces stress, and makes others around you feel better.
- You transfer your mood to everyone around you. Choose your attitude, and transfer something positive!
- Remember, you do not get a second chance to make a first impression!

2. Immediately greet and welcome each and every Guest.

- Every greeting should start with an enthusiastic, Hi!/Hello!/Hey! or some other friendly phrase.
- Follow every greeting with a sincere welcome:
 - How are you today?
 - Are you having a good time?
 - How may I help you?
- If you are busy operating a ride or taking care of something for another Guest, say: "I apologize for the delay, but someone will be right with you."
- If you are speaking with another Associate and a Guest approaches, immediately turn your attention to the Guest and say, "Hi! How may I help you?"
- All verbal and non-verbal communication should communicate a message that says:
 - We're excited that you are here today!
 - We're proud of Morey's Piers!
 - This is an exciting place to be!
 - YOU are our most important Guest!



3. Seek out Guest contact.

- Look for opportunities to help our Guests. Make their day!
- Assist Guests by taking photos. Get into the frame yourself.
- Remember, you have permission to inject fun into your day, as long as it's safe and our Guests are having fun as well.

4. Provide immediate service recovery.

5. Display appropriate body language at all times.

- The look of boredom and laziness: leaning, sitting, slouching, arms crossed, etc. DO NOT do these things.
- The look of interest, approachability, and a good work ethic: Standing straight and tall, head up, smiling, arms at your side.
- Ask yourself "Do I appear approachable?" Body language is very important.
- Do not lean on anything while working. Instead, show your attentiveness by standing straight with proper posture.
- If sitting, immediately rise when a Guest approaches
- Carry yourself with pride.

6. Thank each and every Guest.

- "Thanks! Have a great day!" That's about as easy as it gets, and it really will make their day!

GUESTS WITH DISABILITIES

Most of you will come into contact with a Guest who has a disability sometime during the season. Be sensitive to their needs and accommodate them as much as possible. When assisting a Guest with a disability:

- Treat them with the same level of respect and communication that you show others.
- Address the Guest and not the Guests that may be accompanying them.
- Do not worry when you use a common expression such as, “It was nice seeing you” to a Guest who is blind or, “I’ll walk you to your destination” to a Guest in a wheelchair.
- Offer basic assistance when appropriate, but wait to act until the offer is accepted by the Guest.
- Do not touch a person with a disability unless you are told to do so; one exception is greeting people by shaking their hands.
- Avoid using phrases like, wheel-chair bound, confined to a wheelchair, handicapped or crippled. Instead, put the person first, say “A Guest using a wheelchair, or a Guest with a speech impediment.”

AUTISM

Autism is a developmental disorder that appears in the first 3 years of life, and affects the brain’s normal development of social and communication skills. You will come into contact with Guests who have autism throughout the course of your employment.

Children with autism typically have difficulties with social interaction and both verbal and non-verbal communication. They may be overly sensitive in sight, hearing, touch, smell or taste, have unusual distress when routines are changed, perform repeated body movements, show unusual attachments to objects, and may seem like they are not listening or understanding directions. When assisting Guests with autism or any other disability, it is important to be patient and attentive to their needs.



COMMON GUEST QUESTIONS

Where are the restrooms?

Morey's Piers restrooms are located under the Sea Serpent on Mariner's Pier, next to the Great Nor'Easter Coaster on Surfside Pier, under the Great White loading station on Adventure Pier, inside both water parks (for water park Guests only). Handicapped accessible restrooms are available at each location. Additional public restrooms are located on the boardwalk adjacent to Surfside, Mariner's, and Adventure Piers.

Where can I buy ticket cards?

Multiple ticket booths are located on each pier. You will learn their locations during your facility tour.

Is Morey's Piers Smoke Free?

Yes. Our water parks and piers are smoke free environments. Designated smoking areas are listed on the park map.

Why do the rides have height requirements?

To ensure Guest safety!!! Most rides have height requirements. They are set by the ride manufacturer, the State of New Jersey, and Morey's Piers. Height requirements are required by law and must be strictly enforced at all times.

Can I take responsibility for my child's safety even though he doesn't meet the height requirement?

No. Height requirements are required by law and must be strictly enforced at all times.

Where can I buy water?

Water is available at most food outlets on all three piers and in employee break areas.

How many water parks are there and what's the difference between them?

We have two completely different water parks! The water park on Surfside Pier at 25th street (Ocean Oasis Water park and Beach Club) provides a tropical resort atmosphere with upscale amenities including alcoholic beverage service. The water park on Mariner's Pier at Schellenger Ave (Raging Waters Water park) has a pirate theme and more areas for children to play. Both water parks offer a variety of dining and private cabana rental options.

Where can I purchase a season pass?

Season Passes are available at any Guest Services.

Where is First Aid?

First Aid is located next to the Great Nor'Easter station on Surfside Pier, behind the Mini Scooter Bumper Cars on Mariner's Pier, in Guest Services under the Great White station on Adventure Pier, and in both water parks.

Has anyone ever been injured here?

People can expect minor injuries (such as scraped knees and elbows, bumps, and bruises) to occur in any place where large groups of people gather. Heeding all signs and verbal warnings is the best way to prevent injury.

Are there public phones available?

No, there are not.

Is every ride and attraction included with a Season Pass or Wristband?

No. While most rides are included with Season Passes and Pier Wristbands, certain rides and attractions - such as all Go Kart tracks, Boat Tag, and other designated attractions are not included. These are considered additional pay attractions and are not included in our Wristband or Season Pass programs.

Where is Lost and Found?

Guest Services. All lost and found articles should be given to a Supervisor and forwarded to Guest Services.

Where is the closest ATM?

ATMs are located at Guest Services on each Pier, as well as the large ticket booths at the front of Surfside Pier and Mariner's Pier.

Are ride tickets valid year after year?

Yes. All paper tickets must be brought to Guest Services where we will place them on a Ticket Card.

What happens if it rains? Can I get a refund?

Management will make decisions on ride and park closure based on the intensity and duration of storms. Send Guests with questions about refunds and rainchecks to Guest Services for more information and do not make any further comments.

EXTRAORDINARY GUEST SERVICE SCRIPTS

Situation: A Guest's child does not make the height requirement of your ride.

Response: I'm sorry, but you're not quite tall enough to go on this ride, but you can go on my favorite ride, the...! I'm sure that you will like it, I just love the way it (Name something that it does: goes up in the air, spins really, really fast, etc.) Then, tell the guardian about our Official Height Measurement program.

Situation: A Guest looks lost.

Response: Stop, smile, make eye contact, and say "Hi, can I help you find something?" If you encounter a lost child, keep the child with you and immediately call Dispatch or directly notify a Supervisor.

Situation: You just finished answering a Guest's question and they are ready to be on their way.

Response: Simply make eye contact, smile, and say "Have a great day!"

Situation: You need to greet every Guest that boards your ride (or visits your game, or approaches your food outlet, etc).

Response: Smile, make eye contact, and try some of the following greetings...

"How are you today?"

"Hi!"

"Is this your first time on this ride?"

"How are you enjoying Morey's Piers?"

"Good Afternoon!"

Situation: A Guest is complaining to you about something that you cannot solve.

Response: After listening to the Guest, restate his/her problem, and if you can't solve it, smile and say, "I'm sorry. Please allow me to call a supervisor to assist you. It will only be a moment." Then immediately make the call.

Situation: A Guest gets grease on his/her clothing from your ride.

Response: Make eye contact and sincerely say "I am so sorry. We will take care of that for you. Please allow me to call a supervisor to assist." Then immediately make the call. Do not load any more Guests until the supervisor investigates the cause of the grease stain.

Situation: A Guest did not enjoy the ride and asks for their tickets back.

Response: Smile, make eye contact, and say, "I'm sorry. We do not want you to be dissatisfied. Please allow me to call a supervisor to assist." Then immediately make the call.

Situation: A Guest is unhappy with the food or drink they purchased or prize they just won.

Response: Smile, make eye contact, and say, "I'm sorry. Please allow me to replace that for you." Immediately replace the item. If you don't have another identical item or are unsure what to do, immediately call your supervisor for assistance.

Situation: A large framed Guest cannot be accommodated by the restraints on your ride.

Response: Make eye contact, and say, "I'm sorry. The restraint on this ride is unable to accommodate you safely. Unfortunately, you will not be able to ride. I am sorry for the inconvenience." Refund the Guest's tickets. If the Guest is upset, contact your supervisor for assistance.

Situation: A Guest asks you where the restrooms/Guest Services/or First Aid are located.

Response: Smile, make eye contact, and say, "The restrooms (or other location) are located....." Use the polite point. If the Guest would like further assistance and you are not currently at your work location, walk the Guest to the location in question. If you are at your work location, call for a supervisor to assist.

Situation: A Guest lost something in your area or ride.

Response: Smile, make eye contact, and say "I'm sorry. Do you know where you were sitting (or standing, etc.)?" Once you receive a response, say, "Please allow me a few minutes to take a look." If the item is found, return it to the Guest. If the item is not found, say, "I am sorry, but I was unable to locate the item. You may wish to try Lost and Found, which is located at Guest Services."

Situation: A Guest tells you they have lost their child.

Response: Say, "Please allow me to call a supervisor to assist you." Immediately make the call.

Situation: A Guest tells you their child was on your ride yesterday when he clearly is too small to ride.

Response: Make eye contact, and say, "I'm sorry, allow me to measure your child one more time." If the child is indeed too small, say, "I'm sorry, but I believe your child is too small to ride. May I suggest that you visit Guest Services so he can be officially measured? If he is indeed tall enough, please return and I'll allow him on without waiting in line again."

Situation: You are working a ride where you must group Guests together with people they don't know. A family does not wish to do this.

Response: Make eye contact, smile, and say, "I understand. Unfortunately, we are required to do this to ensure proper (balancing, spacing, etc.). In order to ride at this time, I must request that you board with this group of Guests. If you do not wish to ride, I will gladly refund your tickets." If the Guest still seems dissatisfied, say, "Please allow me to call for a supervisor to assist." Then make the call.

Situation: You overhear a child or parent talking about their birthday.

Response: Smile, make eye contact, and enthusiastically say, "Happy Birthday! How old are you today?"



IN THE EVENT OF INCLEMENT WEATHER:

Visit myteamwave.com for updated **Water Park** hours and closing information.

Check When to Work or call 609-729-3700 extension 1566 for updated **Pier** hours and closing information.



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