

2022
Lake Geneva Cruise Line
Employee Guidebook

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Lake Geneva Cruise Line

Employee Guidebook

WELCOME ABOARD!

As a new member of our staff you represent this company and the Lake Geneva area to our customers. Your attitude, appearance and conduct toward the general public play a vital role in the passengers' enjoyment of our tours.

This GUIDEBOOK is designed to acquaint you with specific Lake Geneva Cruise Line policies, procedures and regulations. Please feel free to contact a member of the management staff to clarify any points that may not be clear to you.

WELCOME BACK!

To all returning employees we would like to say *WELCOME BACK* to what we know will be another successful year here at LAKE GENEVA CRUISE LINE. Your knowledge of procedures and policies is essential to making this business a success. Please be familiar with all that is included in this GUIDEBOOK and be prepared to assist new employees when needed. We look forward to another good year - you are the ones who make all that possible. Have a great season!

ADMINISTRATIVE PERSONNEL:

William B. Gage Jr.	President
FJ Frazier	Chief Operations Officer
Dave Freese	VP of Operations
Jeremy McFadden	General Manager
Ellen Burling	Assistant General Manager
Clare Mulcahy	Charter Sales Manager
Angie Jahns	Charter Sales Associate/Events Coordinator
Susan Schindler	Group Tour Sales Associate/Office Training Manager
Robyn Bakken	Events Coordinator/Uniforms
Beth Gruber	Assistant Office Training Manager/Head Reservationist
Maggie Handel	Scheduling Manager/Bookkeeping
Jack Lothian	Operations Manager
Lauren Miller	Charter Sales Associate

OUR BUSINESS PHILOSOPHY:

Our prime objective is to provide our customers with a quality boating experience on Geneva Lake. Our philosophy is really quite simple, but making it work takes the best effort of everyone on the team. A customer who has such a positive experience that they will tell their friends about us or will come back again year after year is the main goal we all have to strive for.

GUIDEBOOK PURPOSE:

This document is to be used as a resource for all Lake Geneva Cruise Line employees. It is not intended as a contract or other formal document, nor does it replace the Gage Marine company handbook, which will be made available to all employees. This manual is not designed to be all-inclusive, nor is it meant to take the place of regular and daily training of LGCL crew by Captains and/or other experienced crew members. This manual is designed to highlight some of the key areas that each LGCL employee should be familiar with. Part of being a respected company is having regard for the safety of both the passengers and the other crew members. We all need to work together to provide a safe working environment in both cleanliness and operation.

I. FACTS ABOUT GAGE MARINE CORPORATION

The parent company of Lake Geneva Cruise Line is Gage Marine Corporation, which is located in Williams Bay, Wisconsin. Gage Marine is a family owned company and has been managed by members of the Gage family since the company started business in 1958. Russell and William Gage Sr. bought the Wisconsin Transportation Company and together turned it into one of the most successful and recognizable marine businesses in the Midwest. In 1999, William Gage Jr. joined the company and the remaining Gage family members continue to be very active in its operation.

In addition to the cruise line operation, Gage Marine offers other services including boat sales, valet in/out service, boat repair and maintenance, boat storage, and pier service. In 2012, Gage Marine opened **Pier 290**, a restaurant on the lakefront in Williams Bay. Gage Marine now includes a year-round restaurant with indoor and outdoor facilities, a boat showroom, and a small banquet room called The Upper Deck. A catering company, Lake Life Catering, was added in 2019. Gage Marine, including Pier 290 and a new boat showroom location, is on the lakefront at 1 Liechty Drive, Williams Bay. Boat sales, service, storage, and the mechanic shops are located on Highway 50 between Delavan and Williams Bay.

II. FACTS ABOUT LAKE GENEVA CRUISE LINE

LOCATION OF BUSINESS

Our main company headquarters and winter offices are located in Williams Bay at the Gage Marine Boat Yard (1 Liechty Drive). Our cruise line office is open year-round and our sales staff works on the office boat in the Williams Bay location through the off-season.

Our seasonal office is located in Lake Geneva. The office is on the office boat at the Riviera Dock, 812 Wrigley Drive. This office is where the ticket sales and reservations take place as well as where the management offices are located. Our year-round mailing address is **LAKE GENEVA CRUISE LINE**, P.O. Box 68, Lake Geneva, WI 53147 and year-round phone is 262-248-6206.

DESCRIPTION OF BOATS

All employees should become familiar with the fleet. Please take some time to know the details about each of the different boats. All of the boats are also available for private charters.

The Lady of the Lake The Lady is the trademark of Lake Geneva Cruise Line being known to thousands of people because of its paddlewheel. The Lady is glass enclosed on the lower deck and has newly installed sliding glass windows on the upper deck. Crews working on the Lady primarily give sightseeing tours and handle the cleaning and crew duties. The Lady is also available for private charter for any type of event. Groups can be accommodated for sit-down dinners, buffets, or cocktail and hors d'oeuvres parties – capacities vary depending on the type of set-up, but the maximum is 225. During the winter of 2022 the Lady had extensive work done including a new roof and widening the hull for more stability.

The Grand Belle of Geneva The Grand Belle, formerly The Belle of the Lake, was completely remodeled during the winter of 2002-2003. The Grand Belle is considered mainly a “food service” boat taking the Luncheon Tour, Sunday Champagne Brunch Buffet, Evening Dinner Cruises and the Ice Cream Social Tour. The Grand Belle can accommodate 165 for a sit-down meal and 160 on the daily Ice Cream Social Tour. The Grand Belle is enclosed, heated and air conditioned on both decks and has a cash bar on board. Employees working on the Grand Belle are primarily involved with food service along with the usual cleaning and crewing duties involved with all of the boats. The Grand Belle is available for private charter for weddings, corporate outings, etc, and can accommodate large groups for sit-down dinners, buffets, or cocktails and hors d'oeuvres.

Walworth The Walworth is the US Mailboat and departs every day (June 15-September 15) for its mail and newspaper delivery. In the afternoon, the Walworth takes two more Full Lake (2 hour) tours. The Walworth can accommodate approximately 150 passengers on each of its tours. With a crew of two or three, (captain and two crew members) the Walworth specializes in giving Full Lake Tours but also can be chartered for any mid-size group up to 110 people for most any event.

The Duchess The Duchess was put into service during the 2006 season. The Duchess was completely renovated during the winter of 2005-2006. She takes both tours and private charters on Geneva Lake. The capacity is about 100 for public tours and 80 for private charters.

The Steam Yacht Louise The Louise is one of two original lake yachts owned and restored by Lake Geneva Cruise Line /Gage Marine Corporation. The Louise has an authentic operating steam engine. The Louise is used primarily for private charters but is occasionally used on public tours. The Louise requires a crew of three - captain, engineer and crew-and can accommodate approximately 60 for tours and up to 50 for charters.

The Polaris The Polaris is the oldest boat on the lake and is another vintage yacht used primarily for private charters. She can accommodate 40 for charters and 55 for tours. The Polaris is operated by a crew of two (captain and one crew). The Polaris underwent major decking and other upgrades in the winter of 2018.

The Geneva The Geneva, which was originally a tender boat for the U.S.S. Saratoga, was completely restored by the Gage Marine Corporation and put into service on Geneva Lake in the summer of 1999. The Geneva is a versatile boat, which can be used for both tours and charters accommodating between 40 and 50 people. The Geneva is the main boat used for the Black Point Estate & Boat Tour.

The Lorelei The Lorelei was built in Holland in 1954 and was restored for charter use during the 1992 season. She can accommodate up to 14 guests for cocktails and requires just a captain.

DESCRIPTION OF POSITIONS OF EMPLOYMENT

Captain Captains are responsible for all activity on the boat, including the safe operation of their boat and providing passenger safety and comfort. They are to instruct all LGCL employees working on the boat in the emergency and safety procedures. They are responsible for assigning crew duties and overseeing the activities of all crew members, wait staff, bartenders, etc. as well as outside vendors operating aboard LGCL boats. Other duties include coordinating cleaning efforts, checking engines, doing basic maintenance, piloting, keeping order, and giving the narrated tour. Duties vary from boat to boat and also the type of shift worked for a charter or public tour.

Engineer The Steam Yacht Louise requires an Engineer to operate its authentic steam engine. The engineer is responsible for all daily routine maintenance on the steam engine, boiler and light plant as well as general upkeep of these areas of the boat. The engineer also helps the Captain and crew with other duties aboard the Louise.

Deck Supervisor The deck supervisor is responsible for the safety and comfort of the passengers, as well as the completion of all crew duties by leading through example. He/she must be ready to take charge in an emergency if/when the captain is not available, instructing crew and passengers on how to proceed depending on the situation. The deck supervisor is also the main person that communicates with the customers and directs caterers, or any other vendors, during a charter. The duties of a deck supervisor vary depending on the tour or charter.

Bartender LGCL bartenders are responsible for serving all items that are handled at the bar. They are also responsible for inventory, cash receipts, and collection of all charges from wait staff and working out charges from charter groups with the Captain. The bartender is also responsible for cleaning the bar prior to and after each shift, operating it in a sanitary manner and properly stocking the bar.

Crew/Wait Staff Crew/wait staff duties include cleaning, polishing brass, boat set-up, giving tours, keeping order on board, serving food, bussing tables, interacting with passengers, doing dishes, and any other duties that arise. The duties of a crew/wait staff vary depending on whether the cruise is a charter or a tour. It is very important that all crew members, whether on a tour or charter, are visible to the customers at all times and are available to answer questions and assist in any way needed.

Reservationist A reservationist spends the majority of their time on the phone taking reservations and giving information to customers who call. Reservationists must be extremely knowledgeable of tour schedules, prices, and all other aspects of the sales part of the business. Other duties include making informational signs/flyers, printing daily manifests, tickets and invoices, and checking in bus groups. Reservationists, like ticket sellers, are our first contact with the customers and are in a position to establish that special rapport between LGCL and its customers.

Ticket Seller Our ticket sellers are our “front line” people who are our first link with our walk up business. It is extremely important that these people greet our customers with a smile, courtesy and efficiency. Ticket sellers answer many customer questions, do all ticket sales transactions and complete other office tasks that arise. Ticket sellers are responsible for counting out their cash drawer before and after their shift and communicating with the manager on duty if their drawer is off.

Dock Hand Our staff of dock hands are responsible for a great number of duties including, but not limited to, assisting groups to the correct boat, doing inventory, keeping stock rooms in order, doing dishes, keeping dock area clean and uncluttered, assisting boat crews in set up or clean-up of boats, getting supplies for boat crews, and bagging ice. Dock hands who are over 16 years of age are also responsible for pumping gas for boating customers. Dock hands must be able to work unsupervised and keep busy with assigned duties on a day-to-day basis. They must also be available to “pitch in” and help in any situation.

Security Personnel The security personnel work every night of the season keeping order and watching over the Riviera Docks. Security personnel are required to keep a log of their nightly activities, which include locking piers, locking the Riviera area, assisting with charter clean up when needed, bagging ice, selling gas, and any other duties that arise. The security personnel keep contact with all boats that are out on the lake at night by cell phone. The security personnel are also responsible for securing the two main docks. Other responsibilities include running daily gas sales reports as well as miscellaneous assigned extra duties such as cleaning, inventory and maintenance.

As an employee of Lake Geneva Cruise Line you will find that few people fall into just one of the above categories. Many people do multiple jobs and work in a number of different areas. The more flexible you are, the better able we are to schedule you.

III. AT-WILL EMPLOYMENT POLICY

At-Will employment is a doctrine of American law that defines an employment relationship in which either party can terminate the relationship with no liability if there was no express contract for a definite term governing the employment relationship. Under this legal doctrine, any hiring is presumed to be "at will"; that is, the employer is free to discharge individuals "for good cause, or bad cause, or no cause at all," and the employee is equally free to quit, strike, or otherwise cease work.

All seasonal Lake Geneva Cruise Line employees are hired under the At-Will policy; however, we feel that all employees deserve every opportunity to thrive and make the most of their employment with our company. We encourage all employees to follow the guidelines in this guidebook.

If any type of disciplinary action with regard to unacceptable performance, attire, behavior, or conduct needs to be taken toward any Lake Geneva Cruise Line employee, the appropriate steps will be followed including documentation, face-to-face discussions and follow up.

IV. GENERAL EMPLOYEE RESPONSIBILITIES

All employees of Lake Geneva Cruise Line are hired because they possess the skills, personality, abilities, and attitudes necessary to work in a service oriented business. We are confident that each of you will handle each day working with professionalism and maturity and that you will do your very best to give the best service possible to our customers. The following guidelines serve to provide you with the necessary information to achieve this goal.

1. As with any job in any company we expect all employees to be at their best at all times while on the job. Arrive on time, be alert, ready to work and keep busy at all times. Look your best and be ready to start your shift. Be courteous and helpful to customers and co-workers. Remember that Lake Geneva Cruise Line is one of the most highly regarded tourist attractions in this area. We expect that to reflect directly in the appearance and actions of all employees.

2. All employees are expected to follow indicated guidelines for the proper wearing of uniforms. Employees are expected to keep the uniform clean and in good condition and to wear the correct items on specified tours and charters. *(See details in the uniform section of this GUIDEBOOK.)*

3. Familiarize yourself with tour operations, schedules, rates, to whom to direct people, area attractions, hotels, restaurants, etc. Be able to give directions if necessary. You are all “ambassadors” to our area. Your knowledge of these topics is vital. You will be provided with information that the company feels is pertinent knowledge of the area for all employees. You will be expected to become knowledgeable about this information and to take on the responsibility of assisting customers in all situations.

4. ALL employees who will be working primarily as boat crew are required to become highly proficient at giving the tour narration. Giving a great tour – one that is not read from the script but that is positive, relaxed and engaging to the listener – is what we expect from anyone working the tour. Being a good tour guide also provides more opportunity for hours and flexibility of scheduling if you can master this skill. Copies of the script are available in the office and you should take time to practice and learn it in order to become proficient.

5. ***Under no circumstances should any employee be using a cell phone for any reason in front of customers.*** Use of any mobile devices should never detract from your work. We ask that you use discretion, and if their use becomes an issue, we will ask that your device be turned in until the end of your shift.

6. Reading outside material, doing homework, using cell phones or doing any other personal projects while you are punched in and expected to be working will not be permitted. Office staff may not use the internet for personal use. If you need to find something to do, check with your direct supervisor. There is always something to do!

7. Complaints occur in any service organization. Should a complaint or problem arise, listen attentively and courteously and if possible, settle it. If you cannot settle the matter, contact the Captain or a manager in the office.

8. Employees should make it a practice to check their email regularly. Schedule changes, meetings, and other notices are first communicated by email.

9. Each employee is entitled to one free fountain beverage during their scheduled shift, at an appropriate break time, which should not be consumed in front of customers. After one free fountain beverage, employees are required to pay \$0.50 per additional beverage. Other beverages such as bottled water, canned soda, juices and snacks including chips, pretzels and candy are available for \$0.50 each. We ask that these items are also consumed at an appropriate break time and in reasonable amounts. Employees often have the benefit of being provided meals from tours and charters, but this is never a guarantee and it is at the discretion of the company, the caterer and also the customer (charter). Employees may ONLY eat at a designated time on a meal tour when all other duties are complete or after a charter is over, and ALWAYS ONLY after all passengers are served. We ask that you are fair and reasonable in your consumption of all food items whether it is a bag of chips or a meal after a charter.

10. All Lake Geneva Cruise Line employees are required to follow all safety guidelines outlined in training. This includes wearing personal flotation devices in all cases when you are outside the confines of the boat while away from the pier.

GAGE MARINE COMPANY POLICIES:

Sexual Harassment

Gage Marine Corporation is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes or comments based on an individual's sex, race, color, national origin, age, disability, religion or any other legally protected characteristic will not be tolerated.

With respect to sexual harassment, Gage Marine prohibits the following:

-Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual or otherwise offensive nature, especially where:

a.) Submission to such conduct is made either explicitly or implicitly a term or condition of employment; or

b.) Submission to or rejection of such conduct is used as the basis for decisions affecting an individual's employment; or

c.) Such conduct has the purpose or effect of creating an uncomfortable, intimidating, hostile or offensive work environment.

-Offensive comments, jokes, innuendos, and other sexually oriented statements.

Any employee who wants to report an incident of sexual or otherwise unlawful harassment should promptly report the matter to the General Manager or Assistant General Manager.

Substance Abuse Policy

In order to maintain a safe and accident-free working environment, the Company has established a substance abuse policy. The possession, use, sale and/or manufacture of illegal drugs or alcohol are prohibited. These actions are grounds for termination. This specifically includes consuming alcoholic drinks during or after your shift.

Ethical Standards

Employment by Gage Marine Corporation carries with it the responsibility to be constantly aware of the importance of ethical conduct. Employees must refrain from taking part in, or exerting influence in, any transaction in which their own interests may conflict with the best interests of the Company. Exactly what constitutes a conflict of interest or unethical business practice is both a moral and a legal question. The Company recognizes and respects the individual employee's rights to engage in activities outside of their employment, which are private in nature and do not in any way conflict with or reflect poorly on the Company. Management reserves the right, however, to determine when an employee's activities represent a conflict with the Company's interests and to take whatever action is necessary to resolve the situation up to and including termination of the employee.

Safety

It is the policy of Gage Marine to provide a healthy and safe place of employment for all employees and to abide by all regulations as they pertain to our "industries," which are set forth in Federal, State and Local standards, and good practice as dictated by work locations and circumstances. To ensure a safe workplace, employees are expected to:

- Work according to good safety practices as posted, instructed and discussed by Management;
- Refrain from any unsafe act that might endanger them or fellow employees;
- Use all safety devices provided for their protection;
- Report to the supervisor any unsafe condition or act that might endanger anyone;
- Assume their share of responsibility for thoughtless or deliberate acts that cause injury to themselves or a fellow employee.

Accident/Injury Reporting

Any employee who is injured on the job must fill out an accident report with the Manager on duty in the Cruise Line office. If medical attention is required as a result of the injury, the appropriate procedures for filing insurance claims will be handled by the main office at Gage Marine headquarters.

If a customer suffers an accident or injury while on board one of our boats or in the general vicinity, an accident report must be filled out and turned in to the Manager on duty immediately. The forms require specific information about the customers as well as details of the incident. Accident reports are available on all boats or in the office.

Gratuities/Tips

It is Lake Geneva Cruise Line policy that on all tours and charters any gratuities/tips received at the bar, handed directly to a crew member, or included on the invoice are split evenly between all staff on board during that shift.

At Lake Geneva Cruise Line, it must be taken into consideration that each tour/charter event requires the cooperation and teamwork of all crew members. It is customary, but not mandatory, for an employee receiving tips to split tips with all other employees on the tour or charter. Any tips on the invoice for a charter, unless noted by the customer, will be split evenly among all Lake Geneva Cruise Line employees working on the boat at that time. This is to be confirmed by the Captain with the other staff, including caterers and bartenders, so there is no misunderstanding. Captains must take on the responsibility of clearly communicating with the customer while settling the bill at the end of the charter who is included in any additional gratuities. Captains must specify in writing on the invoice which staff – Captains, crew, bartenders and caterers – are to be included in any gratuity split.

It is also the policy of Lake Geneva Cruise Line that the only time tip jars are allowed on the bars is when there is a cash bar. A charter client that is hosting a party on one of our boats receives the same courtesy as having a party in their own home and will not have their guests subjected to tip jars. In the unusual exception that the host requests tip jars be put out, it must be cleared through the Captain and noted by the host on the invoice.

Discount Program on Tours and Charters

Each employee will receive an Employee ID card which will entitle them to specific “perks” based on their number of years of service to the company. Different “perks” are available in different divisions of the company. Lake Geneva Cruise Line employees with fewer than five years of service (Level 100) are entitled to four boat tour tickets per season on non-food or food tours. On food tours, the employee must pay the food portion of the ticket. Employees with over five years of service (Level 400) may use up to four boat tour tickets whenever requested, for themselves and up to four guests, but never on a tour that will be sold out. If the passes are used on a meal tour, they will cover only the boat portion of the ticket price. All other costs including food, beverage, tax and service charges are the responsibility of the employee. Use of passes on specific tours is at the discretion of the General Manager or Assistant General Manager.

For a family charter, we offer the following discount:

-30% discount off the regular charter rates on Monday through Thursday evenings

-15% discount off the regular charter rates on Fridays through Sundays

(Some restrictions apply. There are no discounts on holidays or fireworks nights.)

A family charter is a charter put on by an employee or a family member of an employee of Gage Marine Corporation.

V. HOURS, TIME OFF, SCHEDULING AND FUTURE EMPLOYMENT

Hours

The number of hours available to employees is always in direct relation to the amount of business we have and will vary by season. During the spring (late April through June) it is our slowest time of the season. In the peak summer months we will do the best that we can to provide all employees their fair share of hours based on their status as “full time” or “part time” employees. Hours scheduled will also be based on the mastered skills and abilities of each employee.

Employment Status Categories

FULL TIME - available 35+ hours per week* - five days per week.

*Lake Geneva Cruise Line cannot guarantee full time hours at all times of the season. We will do all we can to provide full time hours as much as possible, but please be aware that at certain times of the season that might not be possible.

PART TIME - available 20-35 hours per week - 3 days per week

LIMITED AVAILABILITY - available 10-20 hours per week – 2- 3 days per week

MINIMUM AVAILABILITY - 10 hours or less per week as needed - 1 day per week

OFF SEASON - November & December for the Santa Cruise

TIME OFF/WORK SCHEDULES

Updated time off request policy for 2022 season:

Each team member will have 3 guaranteed requests off for the season. Team members receive 1 additional day per year of employment, maximum 10 days.

Requests are due to the Scheduling Manager a minimum of 3 weeks in advance. If the employee has any guaranteed days off (see above) the request will be granted. If the guaranteed balance is 0, the request will be approved or denied within 48 hours of the request.

If your request is denied or you have a request less than 3 weeks notice, the employee is responsible for securing coverage for their shift. The original employee AND the sub employee must sign off and submit to the Scheduling Manager for approval, based on specific needs.

Scheduled Days Off or UNAVAILABILITY are the days that you would like to set as your regular days off each week throughout the season. If there is a day or time that you have a consistent commitment outside of work and would like to be scheduled around it you can set that throughout the season. **Scheduled Days Off (UNAVAILABILITY)** will be part of your regular weekly days off that go along with your employment availability status and are different from **Time Off Requests**. (See below.) For communicating details on your scheduled days off each week, submit details at the beginning of the season. For example, if you have a meeting every Tuesday night or a sports league that you play in every Thursday, you can request those specific days each week as your **Scheduled Days Off**. If you have no need to set a certain day off each week and are available any days and times throughout the season then this does not apply to you. **Scheduled Days Off/UNAVAILABILITY** also will be used if you have an appointment or other obligation that comes up and you need a certain day off during the upcoming week. With at least three weeks' notice you can request that specific date be one of your regular days off that you get each week, based on your employment status. Please remember to submit these requests via the online program.

LEAVE are days that you need off above and beyond your usual number of days off based on your availability status. If you are full time status and get two days off per week but need an additional two days off during a certain week, these are **LEAVE**. We expect employees to be fair with us and respect that this is a seasonal business and we need to have the people we hired available to work. We will try to honor all requests, but if there is a busy weekend and too many requests are put in there may be times that limits on requests are put into effect. For all **LEAVE** you must speak with a Manager in person to see if your request can be honored. Also, if you are scheduled for a shift that you now need off, see Maggie Handel in person to see if you can be accommodated. Once the schedule is done and posted there are no guarantees of schedule changes.

All employees must keep in mind that being a seasonal business, the holidays that occur in season are very busy times for our company. **We expect all employees to be available to work Memorial Day, Fourth of July and Labor Day.** (Assuming you have started work by Memorial Day and are still here on Labor Day.) If you need time off over a holiday you must speak with the Scheduling Manager in person at least one month in advance. There will be limits set on how many people will be approved for requests on these holidays. Lake Geneva Cruise Line recognizes that summer is the time for family vacations and other activities which may require more time off of work. If you have a family vacation or other extended time off request please make that request before the start of the season. These types of requests will be honored as much as possible.

-Employees must also realize that the more time you ask off and the less available you are, the fewer hours you will get. Also, be aware that if you are not available on weekends you will not always be able to make the time up on weekdays when we are not as busy.

-From time to time, due to additional bookings and/or cancellations it is necessary to modify work schedules. Therefore, it is every staff member's responsibility to check their work schedule daily.

-Employees are paid every other Friday, with the weekly pay period running from Monday to the following Sunday. Overtime is paid after 40 hours per week. Overtime pay is time and a half for the time period worked over forty hours.

-All employees are required to be enrolled in direct deposit for their payroll. This will be set up through **The Payroll Company** before you start your employment. All onboarding of new employees is handled through The Payroll Company. Please reply promptly to their requests for information so that you can start your employment.

-Each employee is responsible for keeping an accurate accounting of their time worked by clocking in and out for every shift. You may use the onsite time clock, or by downloading **The Payroll Company** program on your phone. Your hours and payroll information can be accessed through the account you set up with **The Payroll Company**. If you have problems clocking in or out, contact the Assistant General Manager for assistance.

-After an employee has been hired by LGCL and has worked for one season (and for each subsequent season thereafter), they are evaluated to determine if they are eligible for rehire the following season. If an employee is eligible for rehire they will be sent an email request of their intent to return for the following season some time during the month of December. Employees are asked to reply by a specific date in January so that our staffing needs can be evaluated. Lake Geneva Cruise Line, based on the At-Will Employment policy, reserves the right to not rehire any staff member if their performance has not met company standards or if there are no positions open the following season.

VI. TRAINING AND SUPPORT

All new employees will be given training upon their start of work at Lake Geneva Cruise Line. Training sessions will be scheduled well in advance and all employees will be notified. **Attendance is mandatory.** However, much of the job training experience takes place on the job. You will find that the experienced professional staff will help you develop into a competent and valuable member of the LGCL team.

If you are ever in a position that requires support from management staff such as for any sort of harassment, difficult customers, problems on a specific tour or charter, or any other situation that may arise, please feel free to talk with any member of the management staff at any time. As managers, they are here to support you and make your job an enjoyable one. If anything occurs that you feel the need to discuss, please don't hesitate to speak with any manager.

VII. UNIFORMS/APPEARANCE

All LGCL employees are to be in proper uniform when boarding and on board tours or charters. Gage/LGCL t-shirts provided by LGCL are required while on the boats cleaning, setting up, etc. prior to departure. **Uniforms should always be clean, pressed and in good condition.**

Uniforms

All new LGCL employees will be issued uniform shirts, t-shirts, one tie (men) and one belt. For returning employees, who should already have uniform items on hand, any new items that are needed will be provided by LGCL. Pants, shorts and skorts are the responsibility of the employee and must meet the guidelines set up by LGCL. Management has the right to approve the style, color and length of uniform items. Food service staff will also be issued one apron which should be washed after every wearing per food safety guidelines.

Any employee who arrives for work without a uniform shirt, belt, tie or apron, will be provided an item at the cost of that item to the company. You must pay for the item at the time you need it. Costs for items will be available in the office or from the uniform manager.

Each season we will also offer the opportunity for staff to order LGCL outerwear and other items at their expense. Watch for notices about these items.

Specific Uniform Details: (What you should wear.)

All Charters:

ONLY Button-down shirts with ties
Skorts or pants, Navy: Women
Pants, Navy: Men
Pants, Khaki: Captains
Gage Belt
Nametag

Lady, Geneva and Walworth afternoon Tours:

White Polos or Button-down Shirts
No Ties required
Skorts, shorts or pants, Navy: Women
Shorts or pants, Navy: Men
Shorts or pants, Khaki: Captains
Gage Belt
Nametag

Mailboat Tours:

Red Mailboat Polos - all Mailboat staff
Shorts, Navy: All Jumpers and bartenders
Shorts or Pants, Khaki: Captains
White Polo or White Button-down, no tie: Bartender
Gage Belt

Belle: Ice Cream Social and Luncheon

Button-down White Shirt or White Polo
Skorts or shorts, Navy: Women
Shorts or Pants, Navy: Men
Shorts or pants, Khaki: Captains
Gage Belt
Nametag
Apron

Belle: Dinner Cruises and Brunch Cruise

Button-down White Shirt
Skort or pants, Navy: Women
Pants, Navy: Men
Pants, Khaki: Captains
Gage Belt
Nametag
Ties

Office Staff:

White button down or white polo shirt
Navy Skort, shorts or pants
Nametag

WOMEN'S MISC. GUIDELINES:

-The preferred uniform bottom for all female employees is a navy skort. Shorts are also allowed for women working on non-food tours and in the office, but must also be of an approved style and navy in color. **All shorts must have a minimum of a 7" inseam - NO "short shorts" or shorts rolled up from the cuff. No denim.** However, if a circumstance arises in which a female employee is more comfortable in pants, such as inclement weather or working as a crew and handling rope tying duties, navy pants will be allowed.

-Hair can be worn at any length providing it is kept clean and combed/brushed and does not obstruct vision. When working on boats serving food, state codes must be observed regarding hair, which requires long hair to be tied back.

MEN'S MISC. GUIDELINES:

-Hair is to be trimmed and shaped so as not to detract from the general appearance. Hair must be kept clean and combed so as not to obstruct vision. All state codes regarding food services must be observed.

-Mustaches/Beards should be kept clean, shaped and trimmed.

MISCELLANEOUS UNIFORM GUIDELINES:

-Employees may wear **only** a Gage/LGCL crew neck sweatshirt or jacket with their uniform. **Hooded sweatshirts of any type will not be permitted at any time with a LGCL uniform: this includes the LGCL logo sweatshirts.**

- **Hats or visors may not be worn by any staff member on charters or on meal tours.** On public tours or during set-up and clean up times only LGCL logo hats and visors will be allowed and are to be worn with the bill forward. No other type of head apparel is permitted. Hats must be kept in good condition or replaced when worn out.

-Sunglasses **may not** be worn by crew members when boarding or unloading passengers on tours or charters. Eye contact with the customers is very important at all times. Bartenders and snack bar attendants may not wear sunglasses when serving customers. Crew members may not wear sunglasses while on tours or charters when direct contact with customers is taking place.

-Jewelry of any type must follow the overall guidelines of the entire LGCL uniform. Anything excessive or that detracts from the uniform will not be permitted.

-Nametags are a mandatory part of the uniform for all employees. If your nametag becomes lost or damaged see a member of the management staff for a new one.

-ONLY Tennis shoes or deck shoes may be worn. *For your safety*, sandals, flip flops, Crocs, clogs, or slip on tennis shoes will not be permitted ***AT ANY TIME*** while you are punched in and working. Office staff must also wear this type of shoe in case they have to be called into service on a boat.

- In all cases, for men and women, pants, shorts and skorts must be DARK navy in color (not faded.) Captains should wear tan pants on both tours and charters. Office management may also wear tan pants/skorts; ticket sellers and reservationists are to wear navy skorts, pants or shorts.

-Ties must be worn by men at the times indicated in the sections above. Ties are required for men on all meal tours and charters but not on non-food tours or in the office. If the outside temperature gets to a point where it is more comfortable to go without a tie, management will make a statement to that effect.

All Employees are expected to wear the appropriate uniform items at all times. Anyone wearing items other than those outlined above will be asked to make the appropriate change or punch out and end their shift immediately.

VIII. CONCLUSION

Again ***WELCOME*** or ***WELCOME BACK*** to ***LAKE GENEVA CRUISE LINE***. We look forward to another successful season working with you and having you on our team. The company will do everything we can to make your job experience a positive one.

Please remember to review this guidebook from time to time, and above all, if you are unclear about something, please be sure to ASK.

We hope this helps to get the season off to a good start. The real key to a good season is YOU!

HAVE A GREAT SEASON!

Appendix A – LAKE GENEVA CRUISE LINE SAFETY MANUAL

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I. Vessel Familiarization

One of the most important duties required of Captains and crew members is a thorough knowledge of the safety equipment and the operation and locations of the safety equipment on each boat.

Safety Equipment:

There are various safety tools on each boat. Knowledge of their location and use is an important part of the Captain and crew's job.

Primary lifesaving equipment (PFD):

- Life jackets (both adult and child)

Children's life jackets must be stored separately and have separate distinction from adult life jackets. The location of life jackets MUST be announced before each tour or charter leaves the dock.

Secondary lifesaving equipment:

- Life rings with lines attached
- Floating strobe lights – Used to mark the area of a person or a dangerous object in the water. Strobe lights must be turned on periodically to check the batteries and stored with life rings. Please check the individual boat deck layouts for the location of these units.
- Oxygen tanks and First Aid Kits

General deck safety:

- We are determining a safer way to prevent any accidents with open hatches. One crew member must be assigned to work in the area and warn any other people that come near the open hatch. We will be purchasing/making a safety barrier for each boat to be used EVERY time the hatch is open.
- Wet floor signs to be used after mopping.

It is essential that each LGCL Captain and crew member knows the location and proper operation of all safety equipment. Not only is this knowledge important for the safety of passengers but for your own ability to understand and fulfill the duties required of a LGCL employee. Most important, however, is the successful interaction of crew members during an emergency situation; successful interaction is based on the understanding and proper operation of safety procedures and equipment.

First Aid and CPR

One of our goals is to have most employees trained and certified in CPR and basic First Aid.

Spring/Early Summer Safety Training Days:

In the spring we schedule annual safety training for all LGCL Captains and crew members. Training will include fire safety, radio operation, and "man overboard" procedures as well as a review of line handling, health code and housekeeping procedures. In addition to our regular group of full time/part time employees that work for us year after year, we have many new employees each year. In order to keep everyone knowledgeable of the safety procedures on each boat, it is necessary that all boat captains do a walk-through of safety procedures at least twice per week. Check sheets will need to be filled out and turned in to confirm what items were covered.

II. Line Handling and Safety

One of the primary responsibilities of crew members is line handling. Properly handling lines saves strain and damage to both the boats and docks. As the Captain maneuvers the vessel, the lines, cleats, and chocks on the vessel are designed to help move the boat toward and alongside the dock. If the lines are handled incorrectly, the docking procedure may become dangerous to passengers on the boat, bystanders on the dock, and the crew members on board.

When arriving at the dock, **DO NOT** walk out on the catwalk during an on-wind day until the boat has reached the dock and is in position to be tied up. During other situations, take a position on the catwalk at a reasonable time to prepare the lines for docking, but not so early that you are spending unnecessary time in a dangerous situation.

When working around the pilings, be careful of possible splinters. Although they are generally smooth, they can get weathered and have small pieces sticking out and become a work hazard. Captains and/or experienced crew members are to explain and demonstrate the proper usage and procedures for securing lines. For the safety of all crew members and passengers, the following safety precautions **MUST** be taken:

Crew: Crew members are not to be on the catwalk until the boat nears the pier. Any crew member on the catwalk, tying up, or jumping mail **MUST** wear a personal flotation device. **NEVER** cast off the lines until the captain gives the order to do so!

During take-off, a crew member should be stationed at the stern to look out for swimmers, kayakers, other vessels, etc., and to clearly tell the captain what is going on behind the boat. On the larger boats it may be necessary to use a radio for better communication. Captains are to use good judgment when docking on very windy days. If there is space on either side of the pier, always land with the on wind. Do not try to force your way in with an off wind unless you have to.

Laying Out and Readyng of Lines: Make sure the lines are not kinked, blocked or looped in any way that might catch around feet or other obstructions. When stowing a line, make sure it is properly coiled and will not become a tripping hazard. **DO NOT** leave stern lines on the catwalk; they could fall in the water and tangle around the propellers. When nightlines are taken off the boat at the beginning of a shift, please make sure they are coiled and neatly stored. This makes the piers look neat and shows that our company is concerned about safety. When nightlines are needed it is vital that they are not tangled!

Operation of Lines: The correct and safe practice of using the lines involves posture, balance, and secure footing away from the lines. Lines need to be coiled when preparing for docking, which will allow for better throwing of the line as well as removing any excess line from getting tangled around your feet and legs. Keep your legs bent and never lift with your back. When handling or throwing a line, make sure that your weight and the forward momentum of a thrown line does not carry you too close to or over the side of the boat. Keep your weight on the side away from the waterside edge of the catwalk and, when possible, make use of the handrails. The line in your hands should never be gripped too tightly; the line should be able to slowly slip through your hands. Any line running too quickly through your hands may lead to rope burn. After the line is thrown and secured to the dock and/or piling, make sure to immediately get a single figure-8 wrap on the cleat; this is so that any and

all strain is transmitted to the cleat and not your hands. If necessary, step on the line on the cleat with your foot to help hold the line in place. Finally, attach the line to the cleat as you have been taught. **DO NOT CLEAT until the captain gives the command to tie down.** In an off wind it can tighten and you might not be able to uncleat the line.

NEVER attempt to physically pull the vessel in and ALWAYS make use of the cleats! When there is a situation where an off-wind pushes the boat away from the pier, it is important to quickly secure the lines to the cleats by making several wraps around the cleat. Again, applying pressure with your foot can help hold the line in a safe manner. If the boat moves away from the pier, do not try to hold the line; instead, let go of the line and let the captain back away and land again. When wrapping the line around the cleat, always leave extra length on the line so that your hands are always above the inboard side of the cleat. If there is a problem, remember to never get between the boat and any object that boat is heading towards!

III. Man Overboard Procedures

In the event that someone, crew or passenger, goes overboard, it is crucial that you do not panic. It is important that the passengers have a sense of who is in control; without this, there will be confusion and panic.

Immediately appoint someone to be the “pointer” person. They are to continually point to the person in the water and keep a verbal account of the person’s location.

The next step is to inform the Captain that there is a “man overboard situation” and to also tell him what side of the boat the person fell off of. Communication with the captain is crucial in a “man overboard” situation. At the beginning of each shift it is important that the captain chooses and identifies who is responsible for communicating with him about everything that happens in an emergency situation (usually the deck supervisor). Make use of the phones, radios, or any other way that quickly notifies the captain. It is important to immediately call the office and Water Safety Patrol and/or Police Boat; use the cell phones or radios to make these calls.

It is very important that at least one crew member keeps the passengers calm and in their seats. This is necessary to keep passengers from rushing to one side of the boat and keeps the passengers out of the way.

It is helpful if something can be used to mark the spot of the person who is in the water. A life ring should be thrown if the person is close enough; however, be aware that life rings are easily blown on the surface of the water. Our floating strobe lights make the best location indicators, whether day or night. When the captain maneuvers the boat to where the person is, use the life ring to retrieve the person as you have been shown.

If you have to dive for something or someone, always have a spotter and never go into the water without notifying the captain!

Note: If the crew member falls into the water, they should get away from the boat, kick off their shoes, remove bulky clothing, and relax. If the boat is near the pier and a crew member falls over, the crew member must swim under the pier and hang on. If the boat is near the shore the crew member should swim to shore.

IV. Passenger Management

General Management:

At all times it is one of the captain's priorities to manage the passengers on the boat or on the pier. Situations that will require passenger management are when a crowd blocks the pier or an aisle or passageway on the boat or when passengers rush to get on or off the boat and crowd around the doorways. To get the attention of passengers, make sure that you are seen or, in the more likely situation that you are using the microphone, heard clearly. Give passengers clear, concise instructions that are easy to follow and use a firm, strong voice. When you communicate, make a statement. Do not inflect words at the end of a sentence because it will sound like a question. Do not challenge passengers or be sarcastic; try to have them understand that you are doing your job for their safety. If a question is asked and you do not know the answer, do not make up an answer. Tell them you do not know and that you will try to find out; if all else fails, direct them to the office for further assistance. Communication with passengers is vital, especially in emergency situations. To get the attention of passengers during an emergency, you may have to raise your voice or increase the volume of the microphone. Once you have their attention, you will only have a few moments to take control of the situation. It is crucial that you direct them in clear, concise language. If necessary, you may direct other passengers to assist you; some passengers may have skills that are, in certain situations, useful (i.e. doctors, nurses, EMT's, firemen, policemen and servicemen).

Passenger Assistance: At certain times, passengers may need special assistance, specifically when they are boarding, moving around the vessel, or moving up and down stairs. Always ask permission to help a person whom you suspect needs assistance. After asking permission to assist them, tell the person what you intend to do. **Note:** Accidents that occur each year are the result of passengers approaching the gangplank and either tripping on the gangplank, getting their toes under the rocking gangplank or a combination of the same. They are generally looking for open seats and not paying attention to where they are placing their feet. It is very important to control the pace of passengers as they approach the gangplank and make sure they are watching where they step and to hold on to the handrail. Never leave the gangplank unattended when passengers are embarking or disembarking.

Enforcement of Company Policy: Company policy often dictates what passengers can and cannot do. It is up to the crew to enforce the following regulations:

- Children must be supervised at all times
- No running or roughhousing on board
- When docking or leaving the pier, all heads, arms, and hands should be inside the vessel and passengers should be seated
- No littering or throwing anything into the lake
- No one is allowed to sit on tables, deck railings, stairs, or the tops of chair backs
- No one is allowed to play around with the vessel's equipment, especially safety equipment

Note: Good, direct communication with the passengers should always be applied. Use the words *please* and *thank you* when asking a passenger to stop or avoid doing those things.

Unruly Passenger Management: In the event that a passenger becomes unruly, either towards a crew member or another passenger, it is important that you try to calm the situation and separate the parties involved. The captain should be notified immediately; if possible, another crew member should take the wheel so the captain can directly address the situation. If applicable, the leader of the group should be notified immediately. As a matter of precaution, the situation is to be closely monitored. If necessary, the police are to be called and the parties involved are to be dropped off at the nearest public dock. Again, it is important to minimize the situation among the passengers and keep tempers and everyone involved calm.

If the situation arises between you and another passenger it is very important to remove the situation from the presence of other passengers. Do not take a defensive stance and never be sarcastic or demeaning. Always try to diffuse the situation as much as possible; you might want to bring another crew member into the situation to mediate the problem. If the problem is an issue of policy, clearly and firmly, without provoking further confrontation, make your stance. We don't have to be black and white and should allow the passenger to make his or her point and take it into consideration if it makes sense. After all, our bottom line is to make sure our customers have a great time and if we can make it a learning experience for both parties, we may be better off.

Accident Reports: For any accident that occurs on the boat or boarding the boat, the Captain or a crew member must fill out an accident report and give it to a manager on duty in the office as soon as possible. Blank copies of accident reports are located on each boat.

V. Emergency Procedures

Sinking and Collisions:

- Point the boat to the nearest shore
- Immediately call the office or the General Manager (if in a serious situation, call the WSP and Police first.)
- Call the Water Safety Patrol and Police Boat
- Get the boat to shore so that it can be beached to prevent sinking in deep water. If possible, try to pull the boat in bow first along a pier to facilitate unloading the passengers; this also provides the easiest access for rescue squad vehicles.

Storms:

- In case of high winds, always be on the lee shore
- If the weather is ominous, call the General Manager, and if you can't reach him, call the office.
- Check the weather update to find out what direction the storm is moving. 90% of the time storms are out of the West and Northwest; therefore, you need to head for the North Shore and get in as close as possible. Nose in if it makes sense depending on your location. The best spots are in coves, such as Covenant Harbor and the West shore of Williams Bay.
- When there is a storm out of the West or Northwest, the only safe piers to dock at are the Riviera Docks and the Gage Marine pier in Williams Bay. If the winds are strong you are much better off nosing into the lee shore than trying to dock the boat. Keep in mind that summer storms generally blow through in a short period of time.
- If caught in a storm, always head into it.

· Get upper deck curtains rolled up and have all passengers remain on the lower deck. The same holds true if you are operating on very windy days. Use good judgment and keep all passengers on the lower deck in order to keep the center of gravity at the lowest level possible.

Fire Fighting:

Fire onboard a boat is a very serious matter. Time is of the essence to successfully extinguish or at least control the fire. Knowing the location of the nearest fire extinguisher to the blaze is extremely important in order to promptly respond to a fire. Every crew member must know the location of all fire extinguishers and how to operate them.

In the event of a fire, the following steps should be taken as quickly as possible:

1. Notify the captain immediately that a fire has started and the location of the fire.
2. The Captain is to immediately notify all crew members via the PA system that a fire has started and all crew members are to report immediately to the fire location with the fire extinguisher in hand.

The captain is then to carry out the following actions:

- a. Turn the boat so the prevailing wind will blow the smoke and flames away from the boat, particularly the cabin areas where passengers are congregated.
 - b. Notify the office or night watch via the radio that a fire has been reported, giving the present location of the boat.
 - c. Request via radio for the Water Safety Patrol to standby for possible assistance. Even though they cannot respond to our radio transmissions, they do monitor our radio frequency. The office staff or night watch should assist in this effort by calling the Water Safety Patrol as well as Police and Fire Depts. via telephone and informing them of the situation.
3. Upon hearing the announcement on the PA system that a fire has started, every crew member on board, with no exception, is to immediately stop any activity they were performing, find a fire extinguisher from any and every location and take it to the fire scene immediately. **No crew member shall report to the fire scene without at least one fire extinguisher in their hand.**
 4. The safety-trained crew member is to direct the crew at the scene on how to assist.
 - a. One crew member is to return to the bridge immediately to take the wheel so the captain can go to the fire scene to assess the damage and determine the next course of action.
 - b. If available, at least one crew person is to be assigned to passenger management. This would entail calming the passengers, moving the passengers away from the fire scene so the crew can perform their duties, and instructing the passengers on how to assist by opening windows and moving tables and chairs out of the way.
 5. Upon arrival at the fire scene, the captain is to assess the severity of the fire and what course of action is needed. This assessment is to be called in to the General Manager via cell phone to inform him of the captain's plan and what further assistance is needed.

Crew Response to the Fire alarm

When the fire alarm is sounded (announcement over the PA system) every crew member must find the nearest fire extinguisher and take them to the fire scene. The firefighting system on the boats is comprised solely of the portable fire extinguishers on board. There is no sprinkler system, no automatic fire suppression system, and no water hoses. When the fire alarm is sounded, every crew member must bring the firefighting system to the fire scene.

When the fire alarm is sounded, most crew members will not know the extent or severity of the fire they are responding to; therefore, they must respond expecting the worst case scenario. Valuable time will be lost if crewmen arrive at the fire scene without fire extinguishers and have to go and hunt down fire extinguishers and return back to the fire scene to extinguish the blaze.

There is a window of opportunity when the fire alarm is sounded for the crew to rush around and get extinguishers and rush to the fire scene virtually un-obstructed by passengers. They expect to see the crew members responding to the fire alarm. If however crew members are seen rushing around looking for fire extinguishers after the initial response there will be great concern on the part of the passengers as to the severity of the fire as well as the ability of the crew to fight the fire.

There is absolutely nothing wrong with bringing every fire extinguisher on the boat to a fire scene consisting of a cigarette burn on a table cloth. The passengers will certainly be impressed at the response of the crew. It is, however, an utter disaster to arrive at a fire scene where sternos have set a buffet table on fire and no one brought a fire extinguisher. The ineptness of the crew will cause the passengers to be alarmed and primed for panic. You will now have a fire to fight as well as passenger management issues to control.

There is a high probability of successfully extinguishing an above-deck fire if the initial response of the crew to a fire alarm is timely and decisive, i.e. every fire extinguisher on board delivered to the fire scene on the first response.

Bilge Area Fire

A bilge area (below deck) fire can only be extinguished if it is caught in the very early stages, before the smoke has made it impossible to enter the bilge. A timely response is critical to mitigating this type of fire. Unfortunately, below deck fires are not noticed until the smoke level has reached a point where it is noticeable in the above-deck spaces, at which point it may be impossible to enter the bilge.

The non-engine room bilges on the excursion boats are ventilated very well. Air circulation is promoted to reduce sweating of the interior metal surfaces in contact with the water. On the Walworth and the Grand Belle, the bilge area is actually used as the return plenum for the air conditioning system so there is an abundance of air to support a fire developing in those spaces. It is imperative that the air conditioning system on the Walworth and the Grand Belle be shut down immediately at the first sign of a bilge fire. Failure to do so will allow the air conditioning system to support the fire and pump smoke and combustion gasses into the cabin area. This will make the cabin area inaccessible and therefore impossible to access the bilge area to extinguish the fire.

The engine room on the Walworth, Grand Belle, and Lady of the Lake for the most part are isolated from the remaining bilge spaces and do not share the same ventilation system. A fire in the engine spaces could result in a depletion of the oxygen supply in the engine room thereby limiting the growth of the fire. If a fire is suspected in the engine spaces, extreme care must be taken on opening an engine room bilge hatch. The opening of the hatch could result in an inrush of fresh air causing the fire to flash back. All crew members and passengers must stand behind the hatch cover when opening the hatch to avoid contact with any flames or hot gasses that may flash from the hatch. Be prepared to close the hatch immediately if it is apparent there is no way to enter the space to extinguish the fire.

If it appears possible to enter a bilge area to investigate a source of smoke, the crew member must take a fire extinguisher in hand. The smoke in the bilge may conceal the fact that the source of the smoke is behind you. This source could burst into flames once you have entered the bilge, blocking your exit from the bilge. Never enter a bilge area without a fire extinguisher in hand. If possible, have a second person with you, with a fire extinguisher in hand, when entering a bilge. Always have another crew member or passenger standing by the hatch to provide assistance or more fire extinguishers if needed.

In the event of any bilge area fire, once it is determined there is no way to enter the bilge and extinguish the fire, close the bilge hatch immediately. Open all windows on the lower deck and try to keep the area as ventilated as possible for use in evacuating the boat.

Passenger Evacuation

On the double deck excursion boats, approximately 50% of the life vests are located on the lower deck and will become inaccessible if and when the lower deck becomes inaccessible due to smoke or flames. It is therefore imperative that an evaluation of the severity of a fire is made as quickly as possible and a determination made if passenger evacuation will be required.

If passenger evacuation is required, the priority of all crew members is to assist the passengers in donning the life vests. The crew must pass out the life vests, demonstrate how to put them on and how to properly adjust the straps, and ensure that everyone is wearing a correctly fitted life vest. This process will be time consuming and must begin immediately regardless of what method the captain plans on using to evacuate the boat.

Even if the captain is successful in getting the burning boat to a pier before losing the propulsion engines, there is no guarantee that the lower deck will be accessible for crew members to tie the boat up, let alone for passengers to use in exiting the boat onto the pier. Hopefully fire/rescue personnel will be at the pier to assist in the evacuation. If the Captain is not successful in getting the boat to a pier, an on the water evacuation will be necessary. The passengers must be wearing life vests and ready to evacuate the boat in either event.

VI. Emergency and Routine Communication

Any situation of emergency, whether mechanical or passenger related, is to be immediately reported to the General Manager regardless of the time of day or night.

Cell Phone Usage: There is a cell phone located on each of the LGCL boats and in the Night Watch. The cell phone is to be used in cases of emergency or when information being relayed is private to the company and should not be transmitted using the radio. It is very important that the phone is kept on at all times. Each boat has a list of cell phone numbers (there is one in this booklet). Be sure to keep the phone up to full charge at all times. The phone is to be carried by the Captain or his designated crew member. Be sure to keep it secured in a proper holder so it does not fall in the lake.

Radio Usage: Please use proper radio etiquette when making calls. Begin transmission with our letter WPDT692 + your mobile and then the mobile you are calling. When you finish each

transmission, end it with the word “over”. End your final transmission with your mobile number and “clear”.

GPS: Each boat has an iPhone with a GPS application, and we encourage their continued use. We also have GPS units in the office that you can check out during the threat of inclement weather.

VII. Gangplank Etiquette

Always act in a professional manner, especially when manning the gangplank; this is the only opportunity to make a first impression on the passengers. Crew members should not be chewing gum, smoking, drinking soda, wearing sunglasses, clowning around, or talking on a cell phone. Also, it is not appropriate to carry on a non-work related conversation with another crew member while boarding or unloading passengers.

Gangplank Duty: After securing the gangplank in the correct fashion, it is the crews’ responsibility to oversee a safe boarding and unloading of passengers; this means the entire focus is on the passengers and inspecting the gangplank to make sure it is still properly secured. The passengers should be welcomed aboard and told to watch their step on the gangplank. If necessary, the crew might have to tell the passengers to watch their heads. Also, some passengers do need assistance with boarding or leaving the boat. Remember to always ask permission before taking hold of or assisting someone on the gangplank. Also, always warn passengers about wet or slippery docks and piers. At least one crew member **MUST** remain at the gangplank until all passengers have boarded or unloaded. When you are not boarding any passengers, close the door or remove the gangplank to prevent someone from wandering onto the boat or hurting themselves on the gangplank. Also, please keep in mind that the gangplank moves and tips with the boat and you have to remind passengers to watch their toes. Very often people will be looking forward to seeing what is going on inside the boat or looking for a place to sit and they do not watch where they are stepping. For this reason, we must never leave the gangplank unattended and must keep reminding people to watch their step. This holds true for vendors as well. Take this opportunity while working at the gangplank to greet everyone in a friendly manner and, when unloading, ask if they enjoyed the tour or charter.

VIII. Housekeeping and General Safety

- Pick up any items that do not belong in passenger areas: trash on the decks, tools, lines, cleaning equipment, etc.
- As soon as a tour or charter is over, have one crew person check the deck quickly for items that may have been left by a passenger so these are taken to the office prior to your next trip.
- Immediately clean up and/or dry up any spills or liquid on the decks or stairs.
- If you need to open a hatch while passengers are on board, another crew member must be posted in the immediate area to keep passengers away from the opening. During general maintenance each boat has a yellow stanchion to put up prior to checking engines or other engine room maintenance. Anytime you have to open a hatch, announce it to the other crew on board! Also, when operating the automatic hatches make sure that everyone is clear of the hatch area.

- The carpet runners used in boarding areas are often tripping hazards. Always take the time to straighten or turn down the runner's edge.
- Always make sure that electrical cords, such as the ones used by caterers for carving stations, will not become a tripping hazard. Do not, however, allow caterers to tape anything down, especially on wood surfaces.
- Bartenders should always make sure that the bars are clean! The mats must be picked up and hosed down every evening or after the last tour or charter of the day. At the same time the floor in the bar area should be disinfected and rinsed off. All cooler items should be restocked each evening.
- On the Lady of the Lake when removing the bar mat, also remove and rinse out the condensation pans daily and spray with disinfectant. By doing this daily it will not be a mess to clean up, with mold, etc. Also spray them with disinfectant before putting them back in place.
- When refilling the coolers, be sure to rotate the stock on a daily basis. The same holds true if you have a backup refrigerator.
- When dealing with food of any kind, hands must be thoroughly washed, even when gloves are worn.

Weekly cleaning days will be scheduled so that we can get to the things that are not always done on a daily basis. Things such as bug-smear doors and canopies, cobwebs, exhaust-covered walls and chairs, and other things that may come up on a particular boat. This is also a good time to wax the bathroom floors, clean hulls, clean stainless steel, vacuum rugs, air vents, clean galleys, bilges, rub rails, walls, etc.

It is against company policy for caterers to use any flame other than wick sternos. Caterers are not allowed to cook over open flames. Also, please keep an eye on them to make sure they have sternos and chafing dishes secured properly. Remember, they do not always work on boats where they have to be concerned with rocking and other movements. We can't remind our crews often enough that the Captain is in charge of what takes place on the boat and we depend on our Captains and deck supervisors as well as crew members to keep an eye on what outside vendors do on our boats. We always have to be around when they are setting up so they are not dragging things across our varnished decks or setting items on the varnished handrails, etc. Make sure they are not setting things in the hot sun. If they don't bring ice packs, we can help them out. Also make sure the blinds are lowered when the late afternoon sun is shining in the windows. Make sure foil is put around the chafers on open boats so the food is kept hot. You must always keep in mind that the guests of the party host do not always know that the caterer is not part of the cruise line. Anything the caterer, band, or any vendor does reflect on Lake Geneva Cruise Line. We want this always to be a positive action.

As stated before, any crew member that is on the catwalk or tying the boat up must wear a PFD. Also, don't just drop them on the deck when you are done and don't leave them out in the open on the boat as they are very expensive and as we supply you with the good, inflatable models. In one instance last summer a person took the one that was left on the dock, and we had to purchase a replacement. People who have had a few cocktails may be tempted to do the same.

IX. Key Areas of Attention

- We will review the Safety Manual annually at our Spring Meetings
 - o Safety Managers are to do a walk-through of the boats and other facilities on a weekly basis to look at potentially dangerous areas and point these out to staff and boat crews. We encourage any LGCL employee to point out potential dangerous situations to the Safety Team.
 - o Boat Captains are to have bi-weekly training review with crews, as crews change daily, and review safety items in general as well as those unique to their particular boat.
 - o A course will be offered each June to train our staff in CPR.
 - We can always do a better job on avoiding injury:
 - o When you are under pressure because of a busy day, still think about what you are doing at all times.
 - o Captains and Manager, think about the safety of your staff and crew at all times. I can't say enough about **NOT** having your crew out on the catwalk when you have an on wind. This can cause great harm, and has in the past, to employees that get caught between the boat and a pier post. The boat is not going anywhere when you have an on wind and they can get out fast enough to tie the boat up. Even with off winds, they do not have to get out on the catwalk until you are nearing the end of the dock, and in rainy, slippery situations even then it is probably a better idea to keep crew members inside the boat until absolutely necessary.
 - o **ALWAYS** have your tie lines coiled up and in your hand and not half on the catwalk and half in your hand. If it is tangled or sitting on the catwalk it is too easy to get a foot or leg caught in the rope which may cause a very dangerous situation. If you get the end around the post and you are caught in the middle or if you are trying to throw the rope to a person on the dock, you will not be able to make this work if it is tangled up.
- This manual and all of the points brought up are not for the welfare of the company but rather your health and welfare.

X. Whistle Meanings

Engine in reverse – sound 3 short blasts

A Vessel leaving dock – sound a warning signal of one prolonged blast

A vessel coming into dock – sound one prolonged warning blast (8-10 seconds)

Two boats meeting and passing port to port – sound one blast (translation: "I intend to leave you on my port side".)

Two boats meeting and passing on the other vessel's starboard side - sound two short blasts (translation: "I intend to leave you on my starboard side")

When overtaking and passing on the other vessel's port side – sound two blasts (the other vessel will signal agreement and that it is safe to pass by giving the same signal)

When overtaking and passing on the other vessel's starboard side – sound one blast (agreement is communicated by giving the same signal)

With restricted visibility, a vessel that is making its way through the water – sound one prolonged blast at intervals of no more than two minutes.

With zero visibility, a vessel not being able to make way through the water - sound two prolonged blasts separated by two seconds at intervals of no more than two minutes

Danger signal – sound five short rapid blasts

ALWAYS answer a signal with the same signal for agreement; answer with the danger signal if you are not sure of intentions or if not in agreement because the maneuver will put one or both of the vessels in danger. Either boat can signal first.

We do want the whistles at all time. (Bill Gage Request). Not just for safety but for the social effect of communicating with one another. This is to be done with the Matriark as well.

XI. Glossary of Terms

Aft- Toward the back of the boat

Amid ship – the middle of the boat

Athwart ship – The side to side width of the boat

Beam – the side of the boat, also the width of the boat

Bilge – the lowest inside area of the hull on a boat

Bow – the front of the boat

Cleat – a steel or brass fixture either on the boat or on a piling to which the lines are secured

Deck – the floor area of the boat

Forward (fore) – the front section of the boat

Galley – the kitchen on a boat

Hatch – an opening in the deck providing access to the area below

Head – bathroom

Helm – steering station on a boat

Hull – the bottom part of the boat

Lee shore – protected shore

Line – any rope on a boat

Off-wind – a situation in which the wind is pushing the boat away from the pier

On-wind – a situation in which the wind is pushing the boat toward the pier

Piling – a wooden post to which the boat is secured

Port – the left side of the boat

Spring line – lines leading from boat either forward or aft

Starboard – the right side of the boat

Stern – the back end of the boat

Stern Lines – lines leading stern or back of the boat

Topside – the top deck or top section of the boat

LAKE GENEVA CRUISE LINE

EMPLOYEE GUIDEBOOK

This confirms that I have received the Lake Geneva Cruise Line Employee Guidebook for the 2022 season. I understand that I am responsible for reading, understanding and applying the contents of the Guidebook while employed by ***LAKE GENEVA CRUISE LINE***.

I also understand that the Guidebook applies specifically to the cruise line division of the Gage Marine Corporation and does not replace the policies, procedures, rules and regulations contained in the Gage Marine Corporation Handbook.

EMPLOYEE'S SIGNATURE

DATE